

A OARC Technical Support Unit

The Office of Accounts Receivable and Collections (OARC) Technical Support Unit is responsible for the following:

- Track and monitor the entire [Intentional Program Violation \(IPV\)](#) overpayment process including the following:
 - The location of overpayments
 - The recording of the dates when all overpayment documents are forwarded to and from OARC
 - OARC establishes due dates in ARICS for responses on overpayment related items forwarded for action or completion.
- Review only those overpayments determined potential IPV by the local office for validity. Any invalid overpayment or incomplete overpayment referral is returned to the local office.

NOTE For NA, the local office returns the claim to OARC as soon as possible so that OARC may meet its 15 [workday\(g\)](#) time frame.

- Track overpayments returned to the local offices to ensure that they are corrected and returned within 30 calendar days.
- Forward applicable budgetary unit error overpayments to OSI for a determination of potential [prosecution](#).
- Forward applicable overpayments to the Office of Appeals for an administrative disqualification hearing.
- Send the [Waiver of the Right to an Administrative Disqualification Hearing](#) (OAR5 for CA and OARC1 for NA) form for cases that have been determined to be potential IPV overpayments prior to referring cases for a [disqualification hearing](#).

When the Waiver of the Right to an Administrative Disqualification Hearing form is signed, OARC contacts the local office to complete [disqualification penalties](#). OARC follows up to ensure that the information is keyed into AZTECS to effect the proper months of disqualification.

- Send disqualification notices for court fraud convictions and IPV's.
- Function as the central recovery unit for initiating and monitoring all disqualifications and recoupment.
- Forward overpayments to the [OARC Collections Unit](#).