

## **.02 Methods of NA Overpayment Collection - Repayment with NA Benefits**

The household may repay an NA overpayment with NA benefits. The local office must complete the following:

- Determine the balance owed on the overpayment by inquiring into OVCH. Contact the Office of Accounts Receivable and Collections (OARC) when there are questions or discrepancies regarding the status of a particular overpayment. (See [OARC Collections Address](#)) Send the participant to the redemption clerk, when a balance exists.
- When the participant chooses, accept the following methods of repayment:
  - A lump sum payment using NA benefits as full or partial payment of the overpayment.
  - A lump sum payment using both CA and NA benefits as full or partial payment of the overpayment.

When NA benefits are returned to repay overpayments for a current month or for any month for which an overpayment has not been written, the local office completes the following procedures:

- Inform the participant of its appeal rights and other repayment options.
- Refer the household to the redemption clerk who completes the following:
  - Accept the benefits.
  - Give the participant a Returned Food Stamp Receipt (FA-550).
  - Void and hold the returned benefits until the claim is written.
- Write the overpayment determination within one [workday\(g\)](#). The overpayment must be written at the local office where the benefits were received to ensure that the overpayment is written within the one workday time frame.
- Send a copy of the FA-529 to the redemption clerk who routes the FA-529 and benefits to OARC.

NOTE Print "Copy sent to OARC" on the original FA-529.

The OARC Technical Support Unit completes the following:

- Void and route the NA benefits, with the case name and number, to the Revenue Control Technician in the [OARC Collections Unit](#).
- Immediately process the FA-529.  
Upon receipt of the FA-529, update ARICS with the returned benefit information.
- Key the returned benefits in AZTECS as payment received on the overpayment.

When benefits are returned and the claim is subsequently found to be invalid, the household is entitled to [restored NA benefits](#) for the amount they have already paid in cash or benefits. Benefits must be restored on a timely basis.

When a household is already on recoupment, the household may still pay back in benefits when they wish to pay an amount in excess of the recoupment.