

.03 Region QC-100 Responsibilities - QC-100 Case Action

When an error is cited, and the Program Manager or designated staff agrees that there is an error, it must be determined whether a case action is required. Upon receipt of the QC-100, complete the following:

- When action is required, complete the corrective action.
- When the action required involves an overpayment, the time frames for completing the overpayment are as follows:
The Potential Overpayment (OP) Referral ([FA-526](#)) must be completed and sent to the designated overpayment (OP) writer within five [workdays\(g\)](#), as these are priority overpayments.
The designated OP writer must complete and send the Report of Cash Assistance/Food Stamps Overpayment ([FA-529](#)) to the [Office of Accounts Receivable and Collections](#) (OARC) within ten workdays from the date the FA-526 was completed.
- When fraud is indicated, refer the case to Office of Special Investigations (OSI). (See [OSI/AOIG - Potential Fraud Referral Requirements](#))
- Give the QC-100 to the Supervisor to review and approve the necessary actions.
- Upon local office approval, send the completed QC Review Report to the region Program Manager.