

Select originating cluster

Cathy A. Cooper

Authorized Signature

Number: AR-08-009
Issue Date: 02-01-2008

Topic: Other

Due Date: 02-29-2008

Subject: Duplicate Electronic Fund Transfer Issuance Error

Applies to (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| <input type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Seniors and People with Disabilities |
| <input checked="" type="checkbox"/> County DD Program Managers | <input type="checkbox"/> Other (please specify): |

Reason for Action:

On Monday January 28, 2008 a systems error occurred that caused clients who receive Electronic Fund Transfers to receive duplicate cash payments. SIP payments, Special Need payments and Independent Choices payments were all impacted. Not all areas of the state were impacted by this error. Local offices that have been impacted will receive client lists. Food Stamp benefits were not impacted due to this error.

Action Required:

Clients who received more than \$200.00 should be asked to return the overpayment. If the client fails to return the cash payment by February 29, 2008, overpayments will be written and collected. Central Office is currently working on a resource to write the OVP's for clients who do not return the duplicate payment. Local Offices impacted will be provided a list of clients who have received the duplicate payment. Clients who received cash benefits under \$200.00 can be advised they received this payment due to an Administrative error and they can return the money if they are able to do so, however, no overpayment will be pursued if they are unable to do so. Local office staff should receipt in client payments on the DHS 29 using reason code "231" (Recovery of Public Assistance Overpayments (Cash Assistance) and should include in the description (Client overpayment due to Duplicate Electronic Benefit Issuance that occurred on 1-28-08.) If clients are unable to come to the office and would like to mail their overpayment, they can be mailed to:

DHS Receipting
2575 Bittern NE
Salem, OR 97301-4521.

Client should include their case number on their check if they send them directly to DHS receipting.

Field/Stakeholder review: Yes No

If yes, reviewed by:

If you have any questions about this action request, contact:

Contact(s):	Darwin Frankenhoff	503-947-5162	
	Angela Munkers	503-945-6985	
	Carol Mauser	503-947-2321	
Phone:	See above	Fax:	
E-mail:			