

 <p><b>DHS</b> MARYLAND DEPARTMENT OF HUMAN SERVICES Department of Human Services 311 West Saratoga Street Baltimore MD 21201</p>	<p><b>FIA INFORMATION MEMO</b></p>
<p><b>Control Number: #22-16</b></p>	<p><b>Effective Date: March 31, 2022</b> <b>Issuance Date: March 30, 2022</b></p>

**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES  
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT,  
FAMILY INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF**

**FROM: LA SHERRA AYALA, EXECUTIVE DIRECTOR**



**RE: POSTPONED ESTABLISHMENT OF OVERPAYMENTS  
DURING COVID ENDS MARCH 31, 2022**

**PROGRAMS: SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM  
(SNAP),  
TEMPORARY CASH ASSISTANCE PROGRAM (TCA)  
TEMPORARY DISABILITY ASSISTANCE PROGRAM  
(TDAP)**

**OFFICE: OFFICE OF OPERATIONS**

**SUMMARY**

During the National Public Health Crisis, the approval of overpayment Benefit Error Groups (BEGS) was relaxed, recoupment on active cases was suspended and an active account was not considered delinquent for nonpayment. ***This Overpayment flexibilities waiver is set to expire March 31, 2022. Normal Overpayment activities will resume effective April 1, 2022.***

This information memo serves as a reminder for the local departments on the procedures for establishing, calculating, and collecting overpayments for the Supplemental Nutrition Assistance Program (SNAP), the Temporary Cash Assistance (TCA) Program, and the Temporary Disability Assistance Program (TDAP).

**REMINDER:**

**Who is responsible for repaying a claim:**

- Each person who was an adult member of a household when the overpayment or trafficking occurred, or a person connected to the household, such as an authorized

representative, who actually traffics or otherwise causes an overpayment or trafficking.

**When to establish an overpayment for SNAP & Cash Programs:**

- The Case Manager should not establish any Customer Error (CE) claim that is \$125 or less for any non-participating household unless the claim was already established, or the overpayment was discovered in a quality control review.
- The Case Manager should not establish any Agency Error (AE) claim that is \$300 or less for any non-participating household unless the claim was already established, or the overpayment was discovered in a quality control review.
- For fraud overpayments, the system will calculate the recoupment amount for active cases.

**REQUIRED ACTION:**

- **E&E system:** Go to the “HELP” tab and click on the ‘How To Guides’ for the Claim Process Workflow, Claim Workflow and Claim Maintenance for the directions on how to properly code the E&E system.
  - Cases converted into E&E should be addressed in E&E.

This IM extends AT: Revised 21-24 through March 31, 2022.

**Notes:** Training will be provided to the local department staff. If applicable, updates to the E&E ‘How To Guides’ will be made available. Central Fiscal will maintain responsibility for training Fiscal staff on the claims collection process.

**INQUIRIES:**

Please direct policy questions to FIA Policy by completing the [FIA Policy Information Request Form](#) found on Knowledge Base or via email at [fia.policy@maryland.gov](mailto:fia.policy@maryland.gov) for Montgomery County only.

For systems questions, please email [fia.bsdm@maryland.gov](mailto:fia.bsdm@maryland.gov).

cc: DHS Executive Staff  
FIA Management Staff  
Constituent Services  
Office of Administrative Hearings