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](mailto:https://www.fia.maryland.gov) found on Knowledge Base or via email at fia.policy@maryland.gov for Montgomery County only.

For systems questions, please email fia.bsdm@maryland.gov.

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