



Social Services

Social Services Board

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Director

Program Integrity Claims Management Plan

The Program Integrity Unit of Durham County Social Services will receive referrals of possible overissuances from Durham County DSS employees, concerned citizens, State office, and Federal agencies. These include USDA Charge Letters, Quality Control, and dual issuances. Social Media will be monitored weekly for persons selling or buying EBT cards. All referrals of suspected overissuances for current Durham County employees and/or their immediate family or household members will be investigated by the PI Supervisor. Other referrals will be assigned to investigators based upon current practices in order to equally distribute work. All referrals will be kept confidential as directed by State policy and county procedures.

The Program Integrity Unit will not discriminate on the basis of race, color, national origin, sex, age, religion, political beliefs, or disability. All investigations and possible claims will be conducted and established with the upmost integrity and without any allowances for discrimination or bias for any reason.

Suspected Intentional Program Violation (IPV) claims with a total overissuance of \$15,000.00 or more and three (3) or more false statements will be referred to the Durham County Sheriff's Office for Criminal Prosecution. Suspected IPV claims that do not meet all the criteria above will be subject to Administrative Disqualification Hearings as allowed by the program's policy.

Durham County will request the State office to compromise a claim balance to zero only if all debtors are residing in a Long Term Care Facility and are eligible for Medicaid. No other claims will be compromised.

Durham County will hold all eligible debtors responsible for repayment of over issued benefits. This will be in accordance with State and Federal laws and Durham County policy. Debtors who have not repaid their claim, or entered into an acceptable repayment agreement with Durham County, within thirty (30) days of being notified of the debt will be considered delinquent. Delinquent debtors are subject to automatic collection actions which includes, but are not limited to: recoupment of future benefits, interception of Federal payments as determined by the US Department of Treasury, interception of North Carolina payments as determined by the NC Department of Revenue, and interception of lottery winnings as determined by the NC Education Lottery. Debtors who are paying according to their repayment agreement, under current recoupment, requested a hearing, or in active bankruptcy will be blocked from interceptions. Should any of the above actions cease, the blocks will be removed.

Durham County DSS will negotiate and enter into repayment agreements with debtors using the following guidelines:

1. Each debtor is equally responsible for repayment of the claim, but we will complete only one repayment agreement per claim.
2. Repayment agreements may allow cash payments along with any or all automatic collection action.
3. TOP certified claims may not enter into a repayment agreement.
4. The first payment or down payment is due and payable within 20 days of the date the repayment agreement is signed and accepted.
5. The minimum monthly payment amount is \$25.00.
6. The full amount of the claim must be repaid within 36 months from the date the repayment agreement is signed and accepted.
7. If a debtor with a repayment agreement does not make payments in the amount or by the date stated in the repayment agreement, the agreement is null and void and the balance of the claim is due and payable.
8. Any agreement that does not fit each of the applicable rules above must be accepted by the Program Integrity Supervisor or the Assistant Director for Customer Accountability and Talent Development and must be an amount that will pay the claim in full within 60 months. It must be approved and entered by State DSS or DMA office.

All payments will be received and receipts written by Durham County DSS Accounting Unit. Receipts will be provided to the Program Integrity Unit and posted in EPICS daily by a Processing Assistant or PI Supervisor.

This plan is effective 7-1-2016

Approved by: _____


DSS Director