Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance

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Lieutenant Governor

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Secretary

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Commissioner

Online Guide Transmittal 2018-93
December 21, 2018

To: **Department of Transitional Assistance Staff**

From: **Paul Sutliff, Assistant Commissioner for Programs and Field Operations**

Re: **Cross Program: Miscellaneous Updates to the Overpayment and Recovery Pages**

Overview

An overpayment is a payment that provides a benefit to which the member(s) of a case is not entitled to receive. Overpayments result from Department error(s), aid paid pending a fair hearing decision, client error(s), client misrepresentation or withholding of information.

An overpayment may be discovered by responding to an external agency match during case maintenance, during a reevaluation or as a result of some other information. The action taken to recover an overpayment depends upon the amount of the overpayment and its cause.

The Overpayment and Recovery pages were updated to:
- clarify the overpayment referral process;
- clarify how to input aid paid pending for recoupment;
- review the difference between an Unintentional Program Violation and Agency Error; and
- introduce new claim compromise policies.

Purpose

The purpose of this Online Guide Transmittal is to advise staff of updated guidance on overpayment and recovery procedures.

New Online Guide Page

Topic:	Cross Programs
Book:	Overpayment and Recovery
Page:	Agency Error

Updated Online Guide Pages

Topic: Cross Programs
Book: Overpayment and Recovery
Page: Overpayments Overview

Topic: Cross Programs
Book: Overpayment and Recovery
Page: When to Make an Overpayment Referral

Topic: Cross Programs
Book: Overpayment and Recovery
Page: Completing the AR Referral Folder

Topic: Cross Programs
Book: Overpayment and Recovery
Page: AR Referral Folder Referral Tab

Topic: Cross Programs
Book: Overpayment and Recovery
Page: AR Referral Folder Assets Tab

Topic: Cross Programs
Book: Overpayment and Recovery
Page: AR Referral Folder Notes Tab

Topic: Cross Programs
Book: Overpayment and Recovery
Page: Centralized Fraud Process

Topic: Cross Programs
Book: Overpayment and Recovery
Page: Unintentional Program Violations

Topic: Cross Programs
Book: Overpayment and Recovery
Page: Client Responsibilities

Topic: Cross Programs
Book: Overpayment and Recovery
Page: Appeals of an Overpayment Recovery

Questions   If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists or TAO management email the DTA Mailbox.

Systems issues should be directed to the Systems Support Help Desk.