



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


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Governor

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**Operations Memo 2014-35  
May 15, 2014**

**To:** Department of Transitional Assistance Staff

**From:**  Lydia Conley, Assistant Commissioner for Policy, Program and External Relations

**Re:** Date of Discovery for TAFDC, EAEDC, and SNAP Benefit Fraud/Overpayment Referrals

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**Overview**

Whenever a case manager discovers that an overpayment of benefits in any of the Department's programs has occurred, an Accounts Receivable (AR) fraud/overpayment referral must be created. When establishing the fraud/overpayment referral in BEACON, a date of discovery must be entered in the Known to the Department field on the AR Referral Folder page. The date of discovery is the date the overpayment has been verified or the date the household ultimately fails to respond to or satisfy an overpayment inquiry. An accurate date of discovery is important because it starts the time clock for a claim.

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**Purpose of Memo**

The purpose of this memo is to inform TAO staff about:

- The importance of assigning an accurate date of discovery; and
  - where to find instructions on creating an overpayment referral.
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**Date of  
Discovery and  
Case Manager  
Responsibility**

The date of discovery is the date that an overpayment is verified or the date the client ultimately fails to respond to or verify an overpayment inquiry. For matches that are verified upon receipt the date of discovery is the day the match is received. The date of discovery is entered in the *Known to the Department* field on the BEACON AR Referral Page.

**Example 1:** Jane Doe, who has two dependents, applies for TAFDC in November 2013 stating she is not employed and has no other income. In January 2014, the case manager learns through a DOR new hire match that Jane Doe became employed in December 2013 and failed to report the earnings. A DOR Employment Verification Notice is automatically generated by BEACON and sent to the client requesting verification of the earnings. The client presents the pay stubs to the case manager on February 1, 2014. At this point, the case manager verifies that the income was never reported and that an overpayment has occurred. February 1, 2014 is the date of discovery.

**Example 2:** John Doe applies for SNAP in January 2014, states he has no income and is approved for benefits. In April 2014, the case manager learns that John Doe began receiving federal Veterans benefits in February 2014. A PARIS Veterans Notice is automatically generated by BEACON and sent to the client requesting verification of the unearned income with a response date of April 30, 2014. The client fails to respond to the match or contact the case manager to resolve the issue. The date of discovery is April 30, 2014.

**Example 3:** Joan Williams recertifies for SNAP in February 2014 and claims she has no income. The case is approved. On April 5, 2014 a Department of Unemployment Assistance (DUA) match, considered verified upon receipt, indicates the client is collecting unemployment and the information is transmitted to the BEACON case file. The date of discovery is April 5, 2014.

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**Creating an  
Overpayment  
Referral**

All overpayment referrals are entered on the Accounts Receivable Referral Search page found on the My Office navigation pane on the left-hand side of the BEACON home page. Case managers can also create a fraud/overpayment referral by checking the Referral checkbox on some of the AU Details Pages of the Program Integrity (PI) checklist.

A fraud/overpayment referral can be entered for assessed persons (those receiving aid) and those ineligible for aid. For instructions on creating a fraud/overpayment referral, go to DTA Online, click on the Training link and select Job Aids/Desk Guides, then click on How to Create a Fraud/Overpayment Referral.

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**Policy  
References**

SNAP:106 CMR 367.490, 106 CMR 367.495, 106 CMR 367.500  
TCAP:106 CMR 706.260, 106 CMR 706.270  
7 CFR 273.18(d)(1)

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**Questions**

If you have any questions, please have your Hotline designee call the Policy Hotline.

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