



## MFSRC 2019 - DHS MAXIS Claims Updates

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- Introductions/Contact Numbers
- TOP Client Number and Procedures
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- DHS 2136 Elimination
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- Collections Stats

- TOP Staff

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# TOP Client Numbers and Procedures

- TOP Phone Numbers for Clients:

Metro 651-431-3967 or

1-800-662-2694

- TOP Suspensions
- TOP Repayment Agreements
- RSDI Clients
- Missed Payments

# TOP Repayment Agreements

- Under \$500 – Within 12 months
- \$500 - \$1000 – Within 24 months
- Over \$1000 – Within 36 months
- Only one chance to set up a TOP RA

09/27/19 14:24:12

MAXIS

FMMT0AM1

## Claim TOP Status (CTOP)

Person SSN: 333 11 1761 YANG,ROSANA

	Estab	Claim	Claim	Nbr	TOP	Status	Cert	Exl	Updated
Prog	Date	Bal	Nbr	Rsp Jmt	Stat	Date	Amt	Rsn	By
_ FS	09/02/15	2443.00	40741	2	03	08/20/19	2443.00	_	FMMTFAP1
_ MF	09/02/15	1413.00	40742	2	03	08/20/19	848.00	_	FMMTFAP1

Total Amount Certified for TOP: \$ 3291.00

\_ TOP Notices

Person Exclusion Reason: \_

Curr Function: CCOL Case Nbr: \_\_\_\_\_ Month: 09 19 Command: \_\_\_\_\_

Claim Co: \_\_\_\_\_ Claim Pw: \_\_\_\_\_ Name: \_\_\_\_\_ User: PWSMW34

Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---

HELP PMI EXIT

PREV NEXT EDIT OOPS TRBL INFO

09/27/19 14:33:44

MAXIS

FMMCGAM1

## Claim Summary / Maintenance (CLSM)

Claim: 40741\_\_\_\_ From: 02 15 Thru: 08 15 Program: FS Established: 09 02 15  
Status: 2 Active Date: 06 21 17 Rsn: 05 System ac Discovery Date: 09 02 15  
Wrkr: X162C60 MANUAL

Claim Case 286796 YANG,ROSANA

Claim Review: \_\_ Dt: \_\_ \_\_ \_\_

GRH Claim Vndr Nbr: \_\_\_\_\_

GRH Claim Resp: \_

Claim Type: A Agency Error

\_ Original Amt: \$ \_\_4162.00

Error Source: 52 Agency Incorrectly Computed

+ Adjustments: \$

Fraud Action: \_\_ Dt: \_\_ \_\_ \_\_ Ref: \_\_\_\_\_

- Collections: \$ 1719.00

Legal Action: \_\_ Dt: \_\_ \_\_ \_\_

\_ Balance Due: \$ 2443.00

Delinquent Dt: 10 02 15

Seq	Name/Vndr	SSN/Vndr	Case ID	St	Resp	Col	Let	Bill	Meth	Amount	TOP
_	YANG,ROSANA		286796	2	01	01			21		

_	YANG ROSANA O	333111761		2	01	01	18				03
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3 People 1 Case(s) Demand: Y Recoup: Y Bill: Agency: Tax:

MORE + AVAIL

Old FS Claim Nbr: \_\_\_\_\_ Seq Nbr: \_

Mode: D Function: CCOL Case Nbr: \_\_\_\_\_ Month: 09 19 Command: \_\_ \_\_ \_\_

Claim Co: 90 Servicing Office: Name: YANG,ROSANA User: PWSMW34

Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---

HELP EXIT NOTES BAL DEMND PREV NEXT EDIT OOPS TRBL INFO

PRESS &lt;PF3&gt; TO LEAVE SCREEN

- A claim note should be entered any time an action is taken on a claim
- CCOL/CLSM, Press F4 to get to claim notes
- Not needed for most payment postings
- Can be copied and pasted from CASE/NOTE



# Policy Change – Notice Language

- Change applies to MFIP and SNAP demand notices
- Federal requirement from a 2017 claims audit
- Effective on notices sent 7/1/19

# Notice Language Changes

- Added type of error – agency, HH, fraud
- Explained recoupment timeframes and amount of recoupment
- Added statement regarding setting up a RA prior to referral for federal collection
- In cases of extreme hardship, the amount of this claim may be reduced if the agency believes that you are unable to repay this debt

# Duplicate PMI Numbers

- CCOL/CLIP or CCOL/CRAA when posting by SSN
- No claims associated with this person
- Go to PERS to verify duplicate PMIs
- Email Scott Wotzka at DHS to get corrected

# DHS 2136 Eliminated

- SNAP Claim Determination Report
- Not required
- Continue to use DHS 2776

# Policy Change – Claim Calculation

- Effective 9/1/18 for MFIP and SNAP claims
- Demand letter language
- Must send a DHS 2776 for MFIP 2776A for SNAP within 7 days of claim demand letter
- Copy must be in claim file

- See handout



Questions?

Thank you!



# Collection and Issuance Statistics – 2019 MFSRC

Calendar Years 2016 thru 2019 (thru 9/30/19)				
	2016	2017	2018	2019
<b><u>Amount of Claims Established</u></b>				
SNAP (Includes MFIP Federal Food Portion)	\$6,892,974	\$7,216,954	\$6,273,924	\$3,792,747
MFIP Cash	\$1,994,056	\$2,313,149	\$1,927,103	\$1,167,545
All Other MAXIS Programs*	\$2,090,834	\$2,297,159	\$2,047,148	\$1,339,954
<b>Total</b>	\$10,977,863	\$11,827,263	\$10,248,174	\$6,300,246
Fraud Claims Established	\$970,847	\$1,767,586	\$1,545,494	\$782,886
<b><u>Dollar Amount Collected</u></b>				
SNAP (Includes MFIP Federal Food Portion)	\$6,636,033	\$6,256,197	\$6,504,738	\$4,726,051
MFIP Cash	\$2,178,424	\$2,082,976	\$1,978,605	\$1,497,088
All Other MAXIS Programs*	\$967,771	\$936,211	\$842,252	\$622,944
<b>Total</b>	\$9,782,227	\$9,275,384	\$9,325,596	\$6,846,083
** TOP Recoveries	\$2,562,523	\$2,006,589	\$2,951,268	\$2,518,564

\* Other MAXIS programs include DWP, GA, MSA, RCA, WB, State MFIP, State SNAP

\*\* State staff administered TOP recoveries are also reflected In SNAP - MFIP Federal Food amounts

Non Collectible Agency Error Claims Established By Programs 2019 through 9/30/19						
Program	Type	Total Amount	Fed Cash	State Cash	Fed Food	State Food
DW	Non-Collect Agency Error	\$74.00		\$74.00		
GA	Non-Collect Agency Error	\$2,302.93				
MF	Non-Collect Agency Error	\$37,933.00	\$16,626.00	\$11,628.00		\$1,022.00
MS	Non-Collect Agency Error	\$1,691.35				
<b>Total</b>		<b>\$41,927.28</b>				

GRH Claims Established 2019 through 9/30/19		
Program	Type	Total Amount
GR	Agency Error	\$133,299.55
GR	GRH Vendor	\$5,195,504.30
GR	Household	\$208,232.36
<b>Total GRH</b>		<b>\$5,537,036.21</b>

Non Collectible Agency Error Claims Established By Programs 2018						
Program	Type	Total Amount	Fed Cash	State Cash	Fed Food	State Food
DW	Non-Collect Agency Error	\$533.00	\$428.00	\$105.00		
GA	Non-Collect Agency Error	\$1,868.65				
MF	Non-Collect Agency Error	\$56,846.00	\$31,616.00	\$16,178.00		\$1,022.00
MS	Non-Collect Agency Error	\$3,260.58				
RC	Non-Collect Agency Error	\$360.00				
<b>Total</b>		<b>\$62,335.23</b>				

GRH Claims Established 2018		
Program	Type	Total Amount
GR	Agency Error	\$305,122.40
GR	GRH Vendor	\$7,228,474.68
GR	Household	\$358,019.64
<b>Total GRH</b>		<b>\$7,891,616.72</b>

State Issuance By Programs 2019 through 9/30/19	
<b>Program</b>	<b>Amount</b>
Diversionsary Work Program	\$5,783,104.26
Food Stamp	\$291,863,386.18
General Assistance	\$32,128,666.91
Group Residential Assistance	\$93,641,268.48
Minnesota Families Investment Program	\$173,732,577.01
Minnesota Supplemental Assistance	\$30,972,196.90
Refugee Cash Assistance	\$255,896.80
<b>Total</b>	<b>\$628,377,096.54</b>

State Issuance By Programs 2018	
<b>Program</b>	<b>Amount</b>
Diversionsary Work Program	\$9,626,216.69
Food Stamp	\$409,829,621.31
General Assistance	\$43,019,553.62
Group Residential Assistance	\$129,101,892.74
Minnesota Families Investment Program	\$266,580,443.91
Minnesota Supplemental Assistance	\$40,042,228.28
Refugee Cash Assistance	\$392,487.47
<b>Total</b>	<b>\$898,592,444.02</b>