



MFSRC 10-7-2019

Scott Wotzka | TOP Coordinator/Claims Specialist | EAESD

- Introduction
- MAXIS claims
- Claim file/Documentation
- Collecting the overpayment
- Claim reports/DAIL report

- Claim must be valid to collect
- Responsible parties
- Notices
- Claim notes
- CLRA is used to manage claim
- Claim documentation

09/27/19 13:22:16

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
 Error Source: 52 Agency Incorrectly Computed

_ Original Amt: \$ __4162.00
 + Adjustments: \$
 - Collections: \$ 1719.00
 _ Balance Due: \$ 2443.00

Fraud Action: __ Dt: __ __ __ Ref: _____

Legal Action: __ Dt: __ __ __

Delinquent Dt: 10 02 15

Seq	Name/Vndr	SSN/Vndr	Case ID	St	Resp	Col	Let	Bill	Meth	Amount	TOP
a	YANG ROSANA		286796	2	01	01			21		
	YANG ROSANA O	333111761		2	01	01	18				03

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 <PF3> TO LEAVE SCREEN

09/27/19 13:48:15

MAXIS

FMMCIAM1

Claim Repayment Agreement (CLRA)

Claim: 40741____ From: 02 15 to 08 15 Program: FS Established: 09 02 15
Status: 2 Active 06 21 17 Rsn: 05 Type: A Agency Error Err: 52 Agency: Issue

Person SSN: _____ Name: ORIGINATING CASE/PERSON
Case ID: 286796__ Name: YANG,ROSANA ← Case Prog Status: -OTHER
GRH Vndr ID: _____ Name: GRH Claim Resp:

Code Date
Resp: 01 Coll: 01 Demand: __ Bill: __ Tax: __ Collect Agency: __ __ __ __
TOP Status : Legal Action: __ __ __ __
Certified Mail (Y/N) _ TOP ADDR DT: MCE Referral: __
Repayment Agreement Date: __ __ __ Created: MANUAL
Repayment Method: 21 Recoup % Recoup Begin Period: 10 01 15
Monthly Amount: \$ _____
Lump Sum Amount: \$ _____
Community Service Hours: _____ Changed: 09 04 19 wrkr: PWSMW34

Function: COL Case Nbr: _____ Month: 09 19 Command: __ __ __
Claim Co: 90 Claim PW: X162C60 Name: YANG,ROSANA User: PWSMW34
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
HELP EXIT NOTES EDIT OOPS TRBL INFO

09/27/19 13:50:33

MAXIS

FMMCIAM1

Claim Repayment Agreement (CLRA)

Claim: 40741____ From: 02 15 to 08 15 Program: FS Established: 09 02 15
Status: 2 Active 06 21 17 Rsn: 05 Type: A Agency Error Err: 52 Agency: Issue

Person SSN: 333111761 Name: YANG ROSANA O ◀ ORIGINATING CASE/PERSON
Case ID: _____ Name: Case Prog Status:
GRH Vndr ID: _____ Name: GRH Claim Resp:

Resp: 01 coll: 01 Demand: 18 Bill: __ Tax: __ Collect Agency: __ __ __ __
TOP Status : 03 Legal Action: __ __ __ __

Certified Mail (Y/N) _ TOP ADDR DT: 02 13 18 MCE Referral: __

Repayment Agreement Date: __ __ __ Created:
Repayment Method: __ Recoup Begin Period:
Monthly Amount: \$ _____
Lump Sum Amount: \$ _____
Community Service Hours: _____ Changed: 09 04 19 wrkr: PWSMW34

Function: COL Case Nbr: _____ Month: 09 19 Command: __ __ __
Claim Co: 90 Claim PW: X162C60 Name: YANG,ROSANA User: PWSMW34

Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
HELP EXIT NOTES EDIT OOPS TRBL INFO

09/27/19 13:50:33

MAXIS

FMMCIAM1

Claim Repayment Agreement (CLRA)

Claim: 40741____ From: 02 15 to 08 15 Program: FS Established: 09 02 15
Status: 2 Active 06 21 17 Rsn: 05 Type: A Agency Error Err: 52 Agency: Issue

Person SSN: 333111761 Name: YANG ROSANA O ORIGINATING CASE/PERSON
Case ID: _____ Name: Case Prog Status:
GRH Vndr ID: _____ Name: GRH Claim Resp:



Resp: 01 coll: 01 Demand: 18 Bill: __ Tax: __ Collect Agency: __ __ __ __
TOP Status : 03 Legal Action: __ __ __ __

Certified Mail (Y/N) _ TOP ADDR DT: 02 13 18 MCE Referral: __

Repayment Agreement Date: __ __ __ Created:
Repayment Method: __ Recoup Begin Period:
Monthly Amount: \$ _____
Lump Sum Amount: \$ _____
Community Service Hours: _____ Changed: 09 04 19 wrkr: PWSMW34

Function: COL Case Nbr: _____ Month: 09 19 Command: __ __ __
Claim Co: 90 Claim PW: X162C60 Name: YANG,ROSANA User: PWSMW34

Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
HELP EXIT NOTES EDIT OOPS TRBL INFO

09/27/19 13:50:33

MAXIS

Claim Repayment Agreement (CLRA)

Claim: 40741____ From: 02 15 to 08 15 Program: FS
Status: 2 Active 06 21 17 Rsn: 05 Type: A Agency Error

Person SSN: 333111761 Name: YANG ROSANA O OR
Case ID: _____ Name: Case
GRH Vndr ID: _____ Name:

Resp: 01 Coll: 01 Demand: 18 Bill: __ Tax: __ Colle
TOP Status : 03 Leg

Certified Mail (Y/N) _ TOP ADDR DT: 02 13 18 MCE

Repayment Agreement Date: __ __ __ Created:

Repayment Method: __ Recoup Beg

Monthly Amount: \$ _____

Lump Sum Amount: \$ _____

Community Service Hours: _____ Changed: 0

- 01 Start Notice Of Overpayment
- 02 Restart Notice Set Up Repay
- 11 First Notice Sent
- 12 Second Notice Sent
- 13 Third Notice Sent
- 18 Initial Req'd Notice Sent

Code: 18 More:+

Function: CCOL Case Nbr: _____ Month: 09 19 Command: _____

Claim Co: 90 Claim PW: X162C60 Name: YANG,ROSANA User: PWSMW34

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

HELP EXIT NOTES EDIT OOPS TRBL INFO

09/27/19 13:50:33

MAXIS

Claim Repayment Agreement (CLRA)

Claim: 40741____ From: 02 15 to 08 15 Program: FS
Status: 2 Active 06 21 17 Rsn: 05 Type: A Agency Error

Person SSN: 333111761 Name: YANG ROSANA O OR
Case ID: _____ Name: Case
GRH Vndr ID: _____ Name:

Resp: 01 Coll: 01 Demand: 18 Bill: __ Tax: __ Colle
TOP Status : 03 Leg

Certified Mail (Y/N) _ TOP ADDR DT: 02 13 18 MCE

Repayment Agreement Date: _ _ _ Created:

Repayment Method: _ Recoup Beg

Monthly Amount: \$ _____

Lump Sum Amount: \$ _____

Community Service Hours: _____ Changed: 0

Function: CCOL Case Nbr: _____ Month: 09 19 Command: _____

Claim Co: 90 Claim PW: X162C60 Name: YANG,ROSANA User: PWSMW34

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

HELP EXIT NOTES EDIT OOPS TRBL INFO

19 Max Notice Sent
21 Do Not Send For Good Cause
23 Agreement Received

Code: 18 More: -



09/25/14 15:25:12

MAXIS

FMMDOAM1

Demand Letter Inquiry (CDEM)

Person SSN: OTTEN, MARLO Claim:
 Prog: ___ Display Oldest Letters to Month: ___

sel	Claim/SSN	Prg	Notice Description	Print Date	Print Status
_	632223	FS	Notc To Set Up Repay Plan	09/12/14	Printed
_	632223	FS	Certified Notc Of Overpayment	06/30/13	Printed

Function: CCOL Case Nbr: _____ Month: 09 14 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 OOPS TRBL INFO

Notice of Overpayment and Recoupment

- CM 0026.39 – Overpayment Notices
- DHS 2776 or 2776A – must be sent to client within 7 days of the demand letter
- Must send a new demand letter if county wins a claim appeal
- Address on CCOL/CADR
- CLRA - Enter 01 on person based demand field to send new notice

09/27/19 14:18:34

MAXIS

FMMMAAM1

Claims Person Address (CADR)

Member SSN : 333 11 1761 or PMI Nbr: _____

Name : YANG,ROSANA

Gender : F Date of Birth : 01/16/68

TRANSMIT FOR ADDR, PF3 TO EXIT OR PF10 FOR NEXT PERSON

Mode: Function: CCOL Case Nbr: _____ Month: 09 19 Command: _____

Co: 90 PW: PWSMW34 SW: Upd Date: User: PWSMW34

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

HELP PMI EXIT

OOPS TRBL INFO

09/27/19 14:20:20

MAXIS
Address (ADDR)FMBDGAM7
1 of 1

```

Ref Last First M * Address Eff Date: 03 01 19
                  * Residence Address FOR YANG,ROSANA
                  * Street: RESDC-ADDR1_____
                  *
                  * City: MAPLEWOOD_____ St: MN
                  * Zip: 55109__ 2648 Resi Co: 62 Ver: MO
                  * Homeless (Y/N): N Indian Reservation (Y/N): N
                  * Living Situation: 01 Name of Reservation: __
                  * Mailing Address
                  * Street: PROD 200619_____
                  *
                  * City: _____
                  * St: __ Zip: _____
                  * Phone One: ( ____ ) ____ ____ Type: C
                  * Phone Two: ( ____ ) ____ ____ Type: _
                  * Phone Three: ( ____ ) ____ ____ Type: _
Mode: D Function: CCOL Case Nbr: _____ Month: 09 19 Command: █ _____
Sv: 90 PW: PWSMW34 SW: Updated: 09 04 19 User: PWSMW34
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
HELP PMI EXIT CNOTE PREV NEXT EDIT OOPS TRBL INFO

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09/27/19 14:07:23

MAXIS

FMMCIAM1

Claim Repayment Agreement (CLRA)

Claim: 40741_____ From: 02 15 to 08 15 Program: FS Established: 09 02 15
Status: 2 Active 06 21 17 Rsn: 05 Type: A Agency Error Err: 52 Agency: Issue

Person SSN: 333111781 Name: LINCOLN RAEANN A

Case ID: _____ Name: _____ Case Prog Status: _____

GRH Vndr ID: _____ Name: _____ GRH Claim Resp: _____

Code Date

Resp: 19 Coll: 99 Demand: __ Bill: __ Tax: __ Collect Agency: __ __ __ __

TOP Status : 07 Legal Action: __ __ __ __

Certified Mail (Y/N) _ TOP ADDR DT: _____ MCE Referral: __

Repayment Agreement Date: __ __ __ Created: _____

Repayment Method: __ Recoup Begin Period: _____

Monthly Amount: \$ _____

Lump Sum Amount: \$ _____

Community Service Hours: _____ Changed: 09 04 19 wrkr: PWSMW34

Function: COL Case Nbr: _____ Month: 09 19 Command: __ __ __

Claim Co: 90 Claim PW: X162C60 Name: YANG,ROSANA User: PWSMW34

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

HELP EXIT NOTES EDIT OOPS TRBL INFO

LAST MEMBER - PRESS <PF3> TO EXIT

- Calculations
- Eligibility screens
- ADH documentation
- Verifications
- Requests for Verifications
- Must be kept for 4 years after the claim is \$0

Collecting/Billing in MAXIS

- Bills are started on the person based CLRA
- Bills are printed and sent around the 22nd of each month
- 4 bills with no payment posted stops billing process
- Billing with multiple claims
- Make sure CCOL/CADR is updated for each person billed

09/27/19 14:09:44

MAXIS

FMMCIAM1

Claim Repayment Agreement (CLRA)

Claim: 40741____ From: 02 15 to 08 15 Program: FS Established: 09 02 15
Status: 2 Active 06 21 17 Rsn: 05 Type: A Agency Error Err: 52 Agency: Issue

Person SSN: 333111761 Name: YANG ROSANA O ORIGINATING CASE/PERSON
Case ID: _____ Name: Case Prog Status:
GRH Vndr ID: _____ Name: GRH Claim Resp:



Resp: 01 coll: 01 Demand: 18 Bill: __ Tax: __ Collect Agency: __ __ __ __
TOP Status : 03 Legal Action: __ __ __ __

Certified Mail (Y/N) _ TOP ADDR DT: 02 13 18 MCE Referral: __

Repayment Agreement Date: __ __ __ Created:
Repayment Method: __ Recoup Begin Period:
Monthly Amount: \$ _____
Lump Sum Amount: \$ _____
Community Service Hours: _____ Changed: 09 04 19 wrkr: PWSMW34

Function: CCOL Case Nbr: _____ Month: 09 19 Command: __ __ __
Claim Co: 90 Claim PW: X162C60 Name: YANG,ROSANA User: PWSMW34
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
HELP EXIT NOTES EDIT OOPS TRBL INFO

MAXIS

FMMCIAM1

- 01 Start Billing Process
- 10 Billing Active Payment Recvd
- 11 First Bill No Payment
- 12 Second Bill No Payment
- 13 Third Bill No Payment
- 19 Max Billing Notice Sent

Code: __ More:+

Claim Repayment Agreement (CLRA)

m: 02 15 to 08 15 Program: FS Established: 09 02 15
17 Rsn: 05 Type: A Agency Error Err: 52 Agency: Issue

Name: YANG ROSANA O ORIGINATING CASE/PERSON

Name: Case Prog Status:

Name: GRH Claim Resp:

						Code	Date
--	--	--	--	--	--	------	------

and: 18	Bill: __	Tax: __	Collect Agency: __	__	__	__	__
---------	----------	---------	--------------------	----	----	----	----

TOP Status : 03	Legal Action: __	__	__	__
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TOP ADDR DT: 02 13 18	MCE Referral: __	__	__	__
-----------------------	------------------	----	----	----

e: __ __ __ Created:

d: __ Recoup Begin Period:

t: \$ _____

t: \$ _____

s: _____

Changed: 09 04 19 wrkr: PWSMW34

Function: CCOL Case Nbr: _____ Month: 09 19 Command: __ __ __

Claim Co: 90 Claim PW: X162C60 Name: YANG,ROSANA User: PWSMW34

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

HELP EXIT NOTES EDIT OOPS TRBL INFO

MAXIS

FMMCIAM1

21 Do Not Send
for Good Cause

Claim Repayment Agreement (CLRA)

m: 02 15 to 08 15 Program: FS Established: 09 02 15
17 Rsn: 05 Type: A Agency Error Err: 52 Agency: Issue

Name: YANG ROSANA O ORIGINATING CASE/PERSON

Name: Case Prog Status:

Name: GRH Claim Resp:

Code Date

and: 18 Bill: __ Tax: __ Collect Agency: __ __ __ __

TOP Status : 03 Legal Action: __ __ __ __

TOP ADDR DT: 02 13 18 MCE Referral: __

e: __ __ __ Created:

d: __ Recoup Begin Period:

t: \$ _____

t: \$ _____

s: _____

Changed: 09 04 19 wrkr: PWSMW34

Code: __ More: -

Function: CCOL Case Nbr: _____ Month: 09 19 Command: __ __ __

Claim Co: 90 Claim PW: X162C60 Name: YANG,ROSANA User: PWSMW34

Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
HELP EXIT NOTES EDIT OOPS TRBL INFO

Collecting/Treasury Offset Program

- Federal recovery program
- Person based
- Criteria must be met before referral
- TOP county report
- TOP 60 day Notice

- TOP repayment agreement
- TOP claim review requests
- Documentation
- Federal review requests

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

FMMTOAM1

Claim TOP Status (CTOP)

Person SSN: 333 11 1761 YANG,ROSANA

Prog	Estab Date	Claim Bal	Claim Nbr	Nbr Rsp	Jmt	TOP Stat	Status Date	Cert Amt	Exl Rsn	Updated 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 0	333111761		2	01	01	18				03



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 <PF3> TO LEAVE SCREEN

Collecting/Revenue Recapture

- Revenue Recapture is an administrative recovery action
- Department of Revenue manages this program
- Counties use the program
- Many times both RR and TOP are collected

Collection Time Limits

- No time limit for pursuing administrative recovery of established overpayments
- 6 year limit for initiating civil recovery
- 3 year limit for initiating criminal prosecution

Claim Reports/DAIL Report

- Check claim reports
- Will correct claim problems timely
- DAIL/DAIL messages

DAIL/DAIL Messages

- CCOL 01 16 XXX-XX-XXXX:CLIENT NAME REAPPLIED/ELIGIBLE - REVIEW CLAIMS
- CCOL 01 16 CASE REMOVED FROM RECOUPMENT, NO CASE MEMBERS ARE RESPONSIBLE
- CCOL 01 16 CLAIM BALANCE IS LESS THAN 1.00 AND NO BILLING AGREEMENT EXISTS,
- CLAIM HAS BEEN CLOSED
- DMND 12 15 ENTER AN ADDRESS FOR XXX-XX-XXXX FOR CLAIM DEMAND LETTER
- DMND 11 15 MF DEMAND LETTER HAS STOPPED FOR CLAIM 000000 CLIENT NAME
- BILL 11 15 FS BILLING HAS STOPPED FOR THE CLAIM 000000 FOR CLIENT NAME

Thank you!