



## MFSRC 2023 – State of Collections

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Supports Division

6-22-23

- Contact Information
- TOP notices have TOP electronic contact Information on them
- Notice of overpayment (demand notice) – Audit Finding
- Notice requirements after appeal – Audit finding
- Income needed for SNAP overpayment determination – Audit finding

# DHS TOP/Claims Staff

- TOP Staff

SIR group e-mail : [MAXIS-TOP@cty.dhs.state.mn.us](mailto:MAXIS-TOP@cty.dhs.state.mn.us)

- Joann Parten – TOP

Phone Number: 651-431-6211

SIR email: [Joann.Parten@state.mn.us](mailto:Joann.Parten@state.mn.us)

- Scott Wotzka – MAXIS Claims/TOP

Phone Number: 651-431-3955

SIR email: [Scott.Wotzka@state.mn.us](mailto:Scott.Wotzka@state.mn.us)

# TOP Client Numbers and Client Email

- TOP Phone Numbers for Clients:

Metro 651-431-3967 or

1-800-662-2694

- TOP Client Email

[dhs.top.qa@state.mn.us](mailto:dhs.top.qa@state.mn.us)

- TOP page on DHS Website

<https://mn.gov/dhs/top>

# Claim Notice of Overpayment- CM 0026.39

- Notice of overpayment (demand notice) should come from MAXIS
- All collectible claims require notice of overpayment
- MFIP and SNAP also require DHS 2776 or DHS 2776A be sent within 7 days of MAXIS demand Notice
- Do not send a manual Notice of Overpayment (DHS 2775) and a MAXIS notice
- Must send a new Notice of Overpayment after appeal decision regarding claim

# When MAXIS Notice of Overpayment is sent

- Household errors over \$100 notices are sent certified
  - Certified notices are printed once a week (Sunday night) from the IOC
  - They are mailed to county contact for certified mailing
  - Computation worksheet can be sent with certified notice
    - Requires coordination with person sending notice (usually the collector)
- Agency and HH errors under \$100 are printed nightly and mailed directly to client from the IOC

# MAXIS Notice and Manual Notice

- When both a MAXIS notice and manual (DHS form) are sent it causes numerous issues.
  - 2 separate notices are confusing – 2 different due dates
  - Dates for appeals are affected
  - Delinquent date of the claim is affected

# Computation Worksheets

- Must be sent within 7 days of claim for SNAP and MFIP claims
- Many counties are sending these with a manual notice (DHS form)
  - Manual Notice of overpayment should not be sent
- Some counties are sending these with certified notices
  - Requires coordination
- Worker could attach a memo stating that a separate notice was sent



# Notice After Appeal

- Policy has been in effect since 2018 – In CM 0026.39
- A new notice of overpayment is required to be sent after appeal of claim (County favor)

# SNAP Income Required

- SNAP policy requires income to determine overpayment amount
- MFIP policy has provision for total overpayment if income is not provided
- Cannot do a complete overpayment when income is not provided by client for SNAP
- County can use various sources (FPI, DEED..) to obtain income
- If income is not provided, close case but do not do a total overpayment

Who has questions?

# Thank you!

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