DEPARTMENT OF CHILDREN, YOUTH, AND FAMILIES	
MFSRC 2024 – State of Collections	
Scott Wotzka   Claims Specialist   Economic Assistance and Employment Supports Division 9/9/2024	
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**Topics** 

Contact Information

- Department split
- Policy and procedural changes
- TOP info

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## DHS TOP/Claims Staff

TOP Staff

SIR group e-mail :  $\underline{\text{MAXIS-TOP@cty.dhs.state.mn.us}}$ 

Joann Parten – TOP

Phone Number: 651-539-7824

SIR email: <u>Joann.Parten@state.mn.us</u>

• Scott Wotzka – MAXIS Claims/TOP

Phone Number: 651-431-3955

SIR email: Scott.Wotzka@state.mn.us

TOP Client	Numbers and	l Client Emai
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• TOP Phone Numbers for Clients:

Metro 651-431-3967 or

1-800-662-2694

• TOP Client Email

dhs.top.qa@state.mn.us

• TOP page on DHS Website https://mn.gov/dhs/top

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### **Department Split**

- DHS split into three departments beginning 7/01/24
- They are:
  - Department of Children, Youth and, Families
  - Department of Direct Care and Treatment
  - Department of Human Services

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### Department of Children, Youth, and Families

- DCYF contains all Children and Family Services programs
  - Child Safety and Permanency
  - Economic Assistance and Employment Supports SNAP and MFIP
  - Child Support
  - Child Care
  - Also includes some Office of Inspector General, some public safety, some education and some health department

	Department of Direct Care and Treatment
	DCT will function more like other health care systems
	Will be overseen by a board of directors
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	Department Human Services
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	DHS focuses on:     Physical and behavioral health services
	Long term care services
	Medicaid programs
	Housing services (Housing Support)     Services for seniors and people with disabilities (MSA and GS)
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	Policy Change – QC Claims
	Policy Change – QC Claims
	CM section 0025.12.03 – Overpayments Exempt from Recovery
	<ul> <li>Previous policy stated that claims found as a result of QC errors were not collectible</li> </ul>
	These types of claims are now collectible  Policy manual will be updated for 10/1/24
	. Siley manual will be appeared for 10/1/24

### Time Limited Recipients – Claim Re-coding

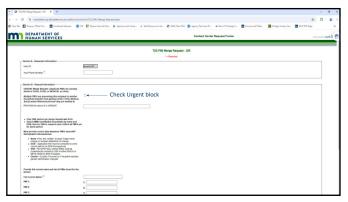
- $\bullet$  Sir instructions for re-coding time limited recipient claims posted 9/3/24
- For SNAP claims from 1/24 through 3/24
- Involves adjusting the claim and refunding recoupments

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### **Duplicate PMI Numbers**

- Joann and I can no longer request them to be merged
- You must go to SIR, click on the MAXIS page, and complete TSS PMI Merge request
- Check the URGENT box, provide a reason
  - You cannot post a payment or change a collection action is urgent

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#### **TOP Procedures**

- When both TOP and Revenue Recapture are collected
- If the collection date is the same, we will require RR back out and refund
- If RR doesn't refund funds, you will need to refund

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Who has questions?

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# Thank You!

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