

**EOURA Check Replacement Procedures**

The procedures for the replacement of EOURA check refunds are as follows:

- 1) The EOURA refund payee contacts the CAO regarding non-receipt of an EOURA refund.
  - A. If the case is currently active in the CAO/district office, the individual is referred to the IMCW for replacement of the refund.
  - B. If the case is not active and the payee is living in Pennsylvania, the CAO Coordinator initiates action to replace the refund.
- 2) The IMCW or CAO Coordinator obtains a copy of the Child Support Refund Notice, if available, and ensures that the individual is at the appropriate CAO/district office. That is, the local CAO/district office in whose area the payee currently resides.
- 3) The IMCW or CAO Coordinator verifies that the identity of the payee is the same individual who is requesting replacement of the EOURA refund. **No refund replacement may be issued without some positive form of photo identification. For individuals NOT ACTIVE, verification of the individual must be made via Photo ID, and a copy made of the verification that is presented.** An EOURA replacement will not be issued to any individual other than the individual noted on the Child Support Refund Notice.
- 4) For Phase One refunds, the IMCW or CAO Coordinator checks the database file of the CAO that the EOURA refund was issued under to determine the amount of the refund and if it was mailed. A query is also made to the benefit history (CQCBBH) for Phase One or Phase Two refunds to verify that the EOURA refund was issued, and to determine if the EOURA refund has been returned.
- 5) If CQCBBH indicates that the EOURA refund was returned, the IMCW or CAO Coordinator, as appropriate, issues an EOURA refund replacement via central disbursement. If the case is inactive, the CAO Coordinator replaces the EOURA refund or contacts the CAO Coordinator in the corresponding CAO/district office that the EOURA refund was issued under to have the EOURA refund replaced. Example: An EOURA refund is issued for a closed individual under Philadelphia County, Hill District's record number. The individual resides in Cumberland County and presents the Child Support Refund Notice with the Cumberland County address. The Cumberland County CAO Coordinator contacts the

Philadelphia County, Hill District Coordinator, to arrange for data entry of the EOURA refund replacement with the correct current Cumberland County address.

- 6) If the CIS history does not show that the EOURA refund was returned and three working days have passed, the payee must sign a "Request Investigation/Waiver of Investigation of Check," PA 207 form. The CAO Coordinator will inform the payee that the Department of Treasury will conduct an investigation.

The CAO Coordinator completes Section 1 of the “**EOURA Check Replacement Form**” to initiate the stop payment or, if the check has been cashed, to initiate an investigation by the Department of Treasury. The CAO Coordinator submits the copy of the payee’s photo identification, **the EOURA Check Replacement Form**, and the completed PA 207 form to:

**Public Health and Human Services Comptroller’s Office  
P. O. Box 2675  
Harrisburg, PA 17105  
Attn: Gail McWilliams**

The Department of Treasury will attempt the stop payment(s) within two business days. A check may only be replaced after a stop payment is set or the investigation completed through the Department of Treasury. The Public Health and Human Services (PHHS) Comptroller’s Office completes Section 2 of the “**EOURA Check Replacement Form**” to notify the CAO Coordinator to replace a refund for which a stop payment has been set or, if appropriate, following completion of the investigation. The form is mailed to the CAO Coordinator or IMCW that initially sent the request form.

**NOTE:** The “**EOURA Check Replacement Form**” must be completed and submitted promptly.

- 7) **All EOURA refund replacements will be issued as central, U.S. mail checks, or through EBT.** On active cases, the IMCW verifies the address and makes any corrections required through normal procedures.

For inactive cases, the CAO Coordinator changes the address for centrally issued checks on the one-time-issuance screen, CCCOTI, which has been modified to allow the changes. The IMCW verifies the correct address and makes any corrections necessary on the CCCOTI screen.

- 8) The amount, category, and from/through dates for an EOURA refund replacement must match the original EOURA refund. The IMCW or CAO Coordinator will use reason code:

521 for Phase One refund replacements.

523 for Phase Two refund replacements.

525 for manual issuance replacements.

- 9) The IMCW or CAO Coordinator documents in the case record (CQCCOM) that an EOURA refund replacement has been issued. The case record is updated to include: the payee's name, the county/case number, the refund amount, the name of the IMCW or CAO Coordinator who authorized the refund replacement, and the corresponding Coordinator, if another CAO/district office was involved.
- 10) The CAO Coordinator makes and retains a paper case record for closed cases, in the CAO where the client requested a refund replacement. The CAO is to retain the paper case records for four years. The record number of the case is the one that the initial EOURA refund was issued under, even if it is different from the CAO that actually data entered the refund replacement.

Example: If the Dauphin CAO coordinates the replacement of a Philadelphia County refund, the Dauphin CAO will make a paper record under Philadelphia's case number and retain the record for audit purposes. The case record is to contain a copy of the client notice, if available, PA 207 if appropriate, and a copy of the photo identification of the **inactive** client. The case record is also to include narration regarding any coordination between different CAOs/district offices. For audit purposes, these case records are to be centrally located in the CAO/district office and retained for four years. The case comments (CQCCOM) of the Philadelphia case record should be noted that the paper record was made in Dauphin CAO.