

Policy Clarification
Cash Assistance - PCA-20661-150
Food Stamps - PFS-20661-550

Submitted: 11/2/2021

Agency: CAOs

Subject: Processing Overpayments for Pandemic Unemployment Assistance (PUA) Income

Question: How should the CAO pursue the verification process of the PUA income needed to precede review for a potential overpayment?

Response By: Policy Clarification Unit

Date: 3/23/2022

Q: Should the CAO open a Manual Overpayment (OP) claim via the PA 189?

A: Yes, if a possible or definite overpayment exists.

Q: Should the CAO close Temporary Assistance for Needy Families (TANF) and/or Supplemental Nutrition Assistance Program (SNAP) benefits if the individual fails to provide verification of the income requested to review an OP?

A: Yes. Cooperating with verification requests is a condition of eligibility for TANF and SNAP. However, the CAO is responsible for offering to assist the client in acquiring the necessary information and the CAO must extend Good Cause to the individuals that provide a reasonable explanation as to why they are unable to provide the information.

Q: What is the alternative to retrieving the PUA income verification if it is not provided?

A: Until OIM can obtain a file of recipients from the Department of Labor and Industry, the CAO will need to request the verification of the PUA income from the household. Because the PUA is not provided through Exchange 2, the Unemployment Compensation (UC) claimant can log into the UC website and view their Payment Summary. The claimant can then print this information or take a screen shot and submit to the CAO as verification of the UC benefits that they are receiving. Review PFS-20081-550 and PCA-20081-150 for further guidance on the PUA verification.

Q: Should the CAO clear the overpayment due to the inability to verify the PUA income if the individual fails to provide?

A: Yes. If the CAO is unable to verify that an overpayment exists, the CAO should clear the hit. Narrate that the CAO is unable to verify if OP exists. No referral will be made to the Office of State Inspector General.