

Sponsor Reimbursement Correction Scenarios

Scenario 1 – eligibility claim created for a span for which an SR claim already exists: A non-citizen applies for benefits in January 2021, Sponsor 1 is indicated as the non-citizen’s sponsor. A sponsor reimbursement claim is created for Sponsor 1 in the July SR job for 01/2021-06/2021 issuances. In August 2021, an eligibility worker discovers that the non-citizen failed to report unearned income at application and updates CBMS, creating a claim from 01/2021 – 08/2021. **Action:** Since a new eligibility claim has been created that overlaps the span of an existing SR claim, the SR claim must be revised so the sponsor is not asked to repay the money issued to the non-citizen twice (sponsors are always added as liable individuals on eligibility claims created for non-citizens). The technician reviews the SR claim, the newly created eligibility claim, and may also review wrap up to determine how to appropriately adjust the SR claim.

Month	Existing SR Claim	Month	New Eligibility Claim
01/2021	\$821	01/2021	\$200
02/2021	\$821	02/2021	\$200
03/2021	\$821	03/2021	\$200
04/2021	\$821	04/2021	\$150
05/2021	\$821	05/2021	\$150
06/2021	\$821	06/2021	\$150
07/2021	N/A	07/2021	\$150
08/2021	N/A	08/2021	\$150

In this example, the technician sees that 6 of the 8 months of the new eligibility claim overlap with the existing SR claim, and adds together the amount of benefits that are now part of the eligibility claim in the overlapping months (see shaded area of table above) – the total of claimed benefits that overlap is \$1050. The SR claim should be revised down by \$1050 by an individual in the county with Benefit Recovery access.

Scenario 2 – liable sponsor missing from SR claim: A non-citizen applies for benefits in January 2021, Sponsor 1 is indicated as the non-citizen’s sponsor. A sponsor reimbursement claim is created for Sponsor 1 in the July SR job for 01/2021-06/2021 issuances. After the SR claim is created, an eligibility tech discovers that the non-citizen has always had a second sponsor who had not been data entered and updates CBMS to indicate that this individual is also a sponsor. The SR claim that was previously created will not be automatically adjusted by CBMS. Sponsor 2 must be added to the SR claim that was already created. **Action:** Email the EBD inbox and request Sponsor 2 to be added as a second liable individual to the SR claim that was already created. Make sure to explain in your email why the addition of this new liable individual is necessary to ensure the fastest response. Since Sponsor 2 is now correctly indicated on the case, any future SR claims created by the system will include both sponsors as liable individuals.

Scenario 3 – hardship data entry completed late, entire time period impacted: A non-citizen applies for benefits in January 2021, Sponsor 1 is indicated as the non-citizen’s sponsor. The non-citizen provides a signed allegation for an abuse mistreatment hardship and the eligibility determination is completed without requesting sponsor income and resources, but the eligibility technician failed to complete hardship data entry. A sponsor reimbursement claim is created for Sponsor 1 in the July SR job for

01/2021-06/2021 issuances. After the SR claim is created, an eligibility tech discovers the missing hardship data entry and corrects it. **Action:** Since the hardship applies to the entire span of the SR claim, the SR claim should be cancelled by an individual in the county with Benefit Recovery access (any payments made towards the SR claim would need to be reversed). An automated CBMS case comment is logged which indicates that the claim was cancelled due to hardship or liable individual change.

Scenario 4 – hardship data entry completed late, partial time period: A non-citizen applies for benefits in January 2021, Sponsor 1 is indicated as the non-citizen’s sponsor. A sponsor reimbursement claim is created for Sponsor 1 in the July SR job for 01/2021-06/2021 issuances. After the SR claim is created, an eligibility tech discovers that information verifying an indigence hardship should have been applied to the case was received in March 2021. An indigence hardship is entered into CBMS with an effective begin date of 04/01/2021. **Action:** Since the hardship applies to part of the span of the SR claim, the technician reviews Benefit Issuance and determines the amount of benefits issued during the time the hardship was in effect, and views that \$600 was issued in each of the 3 months in which the hardship should have been in effect, totaling \$1800. The SR claim should be revised down by \$1800 by an individual in the county with Benefit Recovery access.

Scenario 5 – sponsor changed in the middle of an SR claim span: A non-citizen applies for benefits in January 2021, Sponsor 1 is indicated as the non-citizen’s sponsor. A sponsor reimbursement claim is created for Sponsor 1 in the July SR job for 01/2021-06/2021 issuances. After the SR claim is created, it is discovered that in April 2021, Sponsor 1 was released from their obligation by the USCIS and a new sponsor, Sponsor 2, signed an affidavit of support to replace them. CBMS is updated to reflect the change, but the change impacts the SR claim that has already been created as well. **Action:** Since Sponsor 1 should be liable for the SR claim from 01/2021 to 03/2021, and then Sponsor 2 should be liable for the SR claim from 04/2021 to 06/2021, as there is no ability within CBMS to make different individuals liable for different spans of time within the same claim, the existing SR claim must be cancelled by an individual in the county with Benefit Recovery access (any payments made towards the SR claim would need to be reversed). An automated CBMS case comment is logged which indicates that the claim was cancelled due to hardship or liable individual change. Two manual SR claims must be created to replace the one that was cancelled (each must be created as admin error, discrepancy reason must be: “sponsor liable for PA issued to non-citizen,” and reason for manual claim must be “sponsor reimbursement.”). One manual SR claim should be created for Sponsor 1 for the amount of benefits issued to the non-citizen minus any amounts already included in eligibility claims during the time period of 01/2021 to 03/2021. Another manual SR claim should be created for Sponsor 2 for the amount of benefits issued to the non-citizen minus any amounts already included in eligibility claims during the time period of 04/2021 to 06/2021. Any payments reversed off of the original SR claim can be re-posted to the new SR claim for Sponsor 1.