Project Guide

Eligibility Technician Information

| This project will | Establish reimbursement claims against the sponsors of a non-citizen receiving AF/CW. |
| | Automate processes in CBMS that will run in January and July of each year and will send specific correspondence to sponsors regarding the amount that is owed on a reimbursement claim. |

Updates to CBMS	Sponsor Address Information will be added to the Sponsor Information page.
	Sponsor Reimbursement Claims will be identified by an indicator in a new column on the Claim Information page.
	Automate correspondence in January and June of each year to notify sponsors of any sponsor reimbursement claims.

| What is not changing | Claims recovery processes are not changing. Usual recovery methods will continue to be used. |

What does the sponsored non-citizen and sponsor need to know?	Sponsors agree to support the non-citizen and are therefore responsible to repay assistance received if the non-citizen is approved for cash assistance.
	Sponsors agree to this stipulation when they sign the I-864 form.
	The sponsor's taxes can be intercepted to pay for the reimbursement. If the sponsor has the same benefit and an indigence hardship is not in effect on the non-citizen's case, the sponsor's own benefits could be recouped to be applied to the sponsor reimbursement claim.

COLORADO
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CBMS Sponsor Reimbursement of Public Assistance Benefits

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What does the eligibility worker need to know?	
	This needs to be explained during the interview process.
	A speed letter will be sent to the sponsor of the non-citizen when they are approved to let them know, in advance, that the non-citizen is receiving assistance and that they will be receiving bills (claims) to request reimbursement to the county for that assistance. Sponsor Reimbursement Claims will be identified by an indicator in a new column on the Claim Information page
	The speed letter will go to the sponsor and will only be sent to the sponsor once per application for the non-citizen.
	Sponsor reimbursement claims will be generated if there is an abandonment hardship, but not if there is an abuse/mistreatment hardship or if there is an indigence hardship.
	CBMS will create the Sponsor Reimbursement claims, the eligibility worker does not need to manually create any claims. Sponsor reimbursement claims are separate from eligibility claims.
	Sponsor Reimbursement claims will not be visible in PEAK or MyCO-Benefits.

What does the eligibility worker need to know?

If a sponsor reimbursement claim covers a time period that also has an eligibility claim the sponsor reimbursement claim will exclude the amount of the eligibility claim.

If an eligibility claim is created for a time period in which the Sponsor Reimbursement claim was already generated, CBMS will not be able to adjust the Sponsor Reimbursement claim on its own - in this situation, an individual with benefit
recovery access will need to manually adjust the Sponsor Reimbursement claim.

Eligibility Technician Information

Data Entry Information	
	Current data entry practices and requirements still apply.
	If there are duplicate IDs for the sponsor the eligibility worker should perform any merge or data entry cleanup before authorization of the cash benefit. This prevents Sponsor Reimbursement claims being created for incorrect liable individuals.
	The Sponsor Information window must be filled out for each sponsor on an Adult Financial or Colorado Works case.
	Eligibility workers must complete the Date Sponsor Affidavit of Support is Signed on the Sponsor Information page, even if it is not marked as mandatory. This date will be used on the Sponsor Reimbursement Claim notice.

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Address Information	
	The sponsor's address must be obtained from SAVE or from the non-citizen and needs to be entered on the Sponsor Information window.
	If the eligibility worker indicates that the sponsor's address is "known," the address fields will be available to fill in.
	All address sources in the drop down are acceptable. Indicating "Not Received", "Questionable" or "Refused" will generate a VCL.
	Selecting "unknown" in CBMS renders the fields inactive and the eligibility worker cannot enter information. If the eligibility worker is unable to obtain the address during initial processing, check the unknown radio button and "not received." This will create an informational VCL (benefits will not be held) for the non-citizen to provide their sponsor's address.

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Address Information	If "unknown" is selected for the sponsor's address, the initial speed letter notifying the sponsor of their obligation to reimburse benefits paid will be sent to the sponsor at the non-citizen's address. If the eligibility worker obtains the sponsor's address later, they will need to update the sponsor information window, and then manually reprint the speed letter and mail it to the newly obtained sponsor address. CBMS will not re-trigger the letter on its own because an address was entered.
	The eligibility worker needs to clearly document the attempts to obtain the sponsor's address in the case comments.
	If the sponsor's address remains unknown, notices for the sponsor about the reimbursement claims will continue to be addressed to them but mailed to the non-citizen's address. The case comments of attempts to obtain the address are essential if, for example, a sponsor's tax return is intercepted and they appeal.

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The SAVE Interface	The eligibility worker should double check that the sponsor's SSN has been entered correctly into the Demographics section of CBMS. This information is in SAVE. This is important because tax intercept for the sponsor is linked to their SSN.
	At each RRR the eligibility worker is required to check SAVE. They must ensure that the sponsor's address is also reviewed and updated at this time. If the address remains unknown, document further attempts to obtain the address.

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Noticing	The project will provide noticing: • A one time Speed Letter upon implementation of this project • A notice at every new application
	Will generate from data in these screens: • Non-Citizen • Sponsor Information
	When this change is implemented a one-time action will be taken in CBMS to auto-fill the sponsor address fields with the address that is entered for the sponsor on the case in the Individual Address Details window. After the addresses populate, the initial speed letter will be sent to the sponsors on all ongoing cash cases with a sponsored non-citizen. The speed letter will go to the sponsor unless there is an abuse/mistreatment hardship on the case.
	If a sponsor does not receive a speed letter because an abuse/mistreatment hardship prevents it from being sent, the speed letter will be generated and sent if the hardship is ever end-dated.
	Every January and July the system will calculate a Sponsor Reimbursement claim and send a notice to the sponsor of the amount they owe the county for all cash benefits issued to the non-citizen in the prior six months.
	If a case entirely closes and there is a new application the initial speed letter would be sent again. This would be the only time a sponsor would receive the speed letter more than once.

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| Hardships | Be sure to enter the appropriate hardships, as this impacts the billing of the sponsor for the claims |
| | If a sponsor does not receive a speed letter because an abuse/mistreatment hardship prevents it from being sent, the speed letter will be generated and sent if the hardship is ever end-dated. |

Benefit Recovery Technician Information

Functionality	
	Sponsor Recovery claims can be created manually.
	Most of the functionality built for Sponsor Reimbursement claims will mirror current functionality in CBMS.
	Benefit Recovery workers will have the same ability to apply payments and reverse payments that they have currently for eligibility claims.
	Benefit Recovery workers will be able to adjust Sponsor Recovery claims like they can currently adjust eligibility claims but the claim amount can never be adjusted to be higher than the original amount.

Benefit Recovery Technician Information

EBD Inbox Items	
	If a sponsor comes in and wishes to pay for benefits issued to their sponsored non-citizen before the bi-annual job has created their Sponsor Reimbursement claim, please reach out to the EBD inbox - EBD will have the ability to create the claim on demand.
	Only the sponsor can be a liable individual on a Sponsor Recovery claim - only EBD can update the liable individual for a Sponsor Recovery claim. Please contact the EBD inbox (cdhs_emplbendiv@state.co.us) if assistance is needed to change a liable individual on a Sponsor Reimbursement claim.

Benefit Recovery Technician Information

CBMS Items	
	CBMS will calculate Sponsor Reimbursement claims on its own, every January and July - no manual action is required.
	A sponsor reimbursement column has been added to the claim summary window so that Benefit Recovery and eligibility workers can identify a Sponsor Recovery claim from a regular eligibility claim.
	Sponsor Reimbursement claims cannot be terminated, and will not be auto-terminated by CBMS.
	If Benefit Recovery workers cancel a Sponsor Reimbursement claim an automated case comment will record this action and that it was due to a change in liable individual or sponsor hardship.
	After a Sponsor Reimbursement claim is created, CBMS will not perform any further automatic adjustments. If an error impacted the time period (i.e. the wrong sponsor was entered on the case, an eligibility claim was created far enough into the past that a Sponsor Reimbursement claim was already present for the time period), a Benefit Recovery worker will need to manually correct the Sponsor Recovery claim.

Benefit Recovery Technician Information

Sponsor Reimbursement Claims	When the Sponsor Reimbursement claim is created, all benefits that have been issued since the last bi-annual job run will be part of the new Sponsor Reimbursement claim (this could include restorations/supplements intended for a previous period of time, but never older than pay month of 11/2020).
	All Sponsor Reimbursement claims will show as *Admin Error/Repayment Agreement Y* -this cannot be changed (the Override Claim Error Type button will be disabled).
	The standard repayment agreement will not be sent out for a Sponsor Reimbursement claim, as the sponsor's agreement to reimburse counties for public assistance was part of the affidavit of support. Repayment instructions are present at the end of the Sponsor Reimbursement Claim Notices (these notices have additional information on them that is not on a regular claim notice).

Benefit Recovery Technician Information

Sponsor Reimbursement Claims	If restorations or supplements are issued for a time period where a Sponsor Reimbursement claim has already been created, Benefit Recovery workers do not need to adjust the previously created Sponsor Reimbursement claim up - the Sponsor Reimbursement claims look at all benefits *issued* in the prior 6 months and will include any restorations or supplements that have been issued, even for older months, at the time the next job runs.
	If a non-citizen's Adult Financial benefits are reimbursed by SSA and an IAR claim is created, the Sponsor Reimbursement claim must be adjusted down so that the sponsor is no longer being asked to reimburse benefits that have already been reimbursed by SSA. If the sponsor has made payments, these may need to be reversed.
	Sponsor Reimbursement claims are subject to tax intercept but the referral cannot occur if there is no SSN for the sponsor entered into CBMS.

Benefit Recovery Technician Information

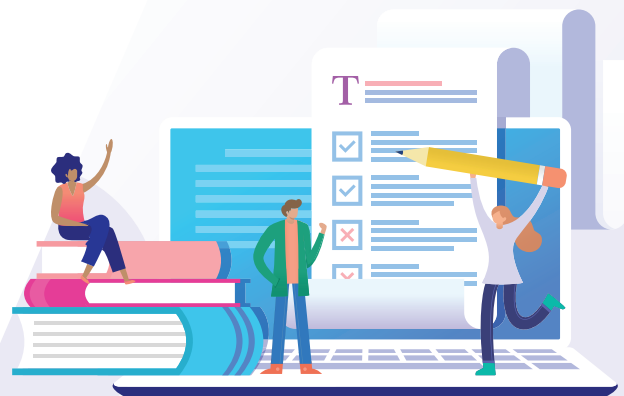| Manual Creation of a Sponsor Reimbursement Claim	If Benefit Recovery workers create a manual Sponsor Reimbursement claim, it must be created as admin error, discrepancy reason must be: *"sponsor liable for PA issued to non-citizen"*, and reason for manual claim must be "sponsor reimbursement."
	If Benefit Recovery workers choose client error, the correct discrepancy reason will not be present in the drop down, and if they try to save with the wrong discrepancy reason with reason for manual claim as "sponsor reimbursement" an error message will prompt them as to what the correct values should be.
	The Sponsor Reimbursement specific values used will tell CBMS to create a Sponsor Reimbursement claim, these values should never be used when creating a regular eligibility claim (in which the non-citizen received more cash benefits than they were entitled to).

Benefit Recovery Technician Information

Manual Creation of a Sponsor Reimbursement Claim	If Benefit Recovery workers are creating a Sponsor Reimbursement claim manually, they must ensure that any benefits for which there is current an eligibility claim (which will already have the sponsor as a liable individual as well as the non-citizen) are not included in the Sponsor Recovery claim.
	Sponsor Reimbursement claims can be marked as judgment claims as eligibility claims can - this would stop all repayment logic, but allows manual payment posting.

Benefit Recovery Technician Information

Exceptions	
	If the non-citizen has been approved with an indigence or abuse/mis-treatment hardship, a Sponsor Reimbursement claim will not be created by the system, nor should it be created manually.
	Offsets could be applied to a Sponsor Reimbursement claim if the sponsor receives benefits themselves. This is rare as indigence hardship is likely if the sponsor receives benefits. Benefit Recovery workers will have the ability to reverse offsets just as they do for eligibility claims.
	If the sponsor has the same benefit and an indigence hardship is not in effect on the non-citizen's case, the sponsor's own benefits could be recouped to be applied to the sponsor reimbursement claim (recoupment rate will match admin error rate for program and cannot be changed).