

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Recoveries Coordinator

Class Code: 51595

Pay Grade: GG

A. Purpose:

Identifies situations where the state is owed money, such as overpayments of program benefits caused by error or fraud, and payments made by the state when another party was liable; and initiates procedures for recovery to facilitate reimbursement to the state and maintain effectiveness and efficiency of department programs and services.

B. Distinguishing Feature:

The Recoveries Coordinator collects payments from current and former welfare recipients who have received overpayments from the state, and seeks reimbursement for third-party liability. The Investigator conducts investigations of alleged welfare fraud and misuse, human rights violations, or violent crimes committed against applicants, and prepares comprehensive case files including investigative reports and evidence for administrative action including hearings and restitution, or for criminal prosecution.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Identifies and researches situations where medical and pharmacy claims were paid by Medicaid when another resource may have been available and seeks to recover money paid by the state.
 - a. Gathers relevant information from numerous data systems and other resources.
 - b. Selects and validates claims that were paid by Medicaid without payment from the responsible source.
 - c. Establishes case files and submits claims for reimbursement from liable parties.
 - d. Monitors and tracks cases to ensure timely action and follows up as warranted.
 - e. Ensures payments are applied to appropriate cases and recorded to appropriate fiscal year and quarter.
 - f. Notifies other staff of events or circumstances which may cause changes in benefits or eligibility.
2. Manages restitution cases to recover money overpaid to clients of Food Stamps, Temporary Assistance for Needy Families (TANF), Child Care, Medical Services, Child Support, Energy Assistance, and other instances of overpayment because of agency or household error, or fraud.
 - a. Selects eligible cases and verifies the accuracy, cause, and dates of each case.
 - b. Refers cases of suspected fraud to fraud investigators.
 - c. Builds computer case files and documents case activity appropriately.
 - d. Generates letters to recipients explaining the cause for overpayment and the solution for repayment, and includes a restitution agreement for them to sign.
 - e. Negotiates with recipients to establish restitution agreements outlining repayment terms, or reduction of assistance.
 - f. Initiates follow-up contact with nonresponders in a further attempt to establish repayment agreements, often checking numerous sources.
 - g. Obtains authorizations to debit Electronic Benefits Transmittals (EBT) for repayment

- of food stamp debts.
 - h. Monitors payment to cases, ensuring payments are allocated to appropriate timeframes.
 - i. Represents the state in administrative or fair hearings concerning recovery of overpayments.
3. Manages cases to reimburse the state for costs incurred in the care of foster children.
 - a. Reviews information available through the Division of Child Support (DCS) regarding foster children in the care of the state and selects cases for which to seek reimbursement of costs.
 - b. Creates case files and generates letters to individuals regarding their responsibility for reimbursement and payment regimens.
 - c. Works with parents and their Caseworkers to amend billings if warranted.
 - d. Calculates monthly foster care fees by applying applicable administrative rules to financial information provided by parents.
 - e. Maintains files of cases where parents were not located, routinely checks for new addresses, and activates cases whenever possible.
 4. Manages cases that have become delinquent and initiates further action to maximize recovery of funds.
 - a. Requests action from court service workers or prosecutors on delinquent, court- ordered payment cases.
 - b. Prepares and submits filings to Clerks of Courts in applicable counties to initiate small claims actions, and appears on behalf of the state to present and defend the claims.
 - c. Upon notice of small claims judgments, researches available systems to find wage information and determine whether execution of judgments is feasible; and contacts employers to initiate garnishment of wages.
 - d. Follows up on delinquent cases including sending the debt to the Tax Offset Program (TOP) which may intercept Internal Revenue Service (IRS) refunds, deny passports, and/or match delinquent obligors against records of their financial accounts.
 - e. Reviews flagged cases for future collection of overpayments to see if financial situations have changed; revises restitution agreements when necessary.
 5. Reviews and closes cases when appropriate to maintain the case load in compliance with department policies and procedures.
 - a. Closes cases due to statute of limitations, bankruptcy, death, or when it is not cost effective to pursue collection.
 - b. Closes cases when paid in full and prepares files for records management.
 - c. Refers cases closed because of death to the estate recovery specialist.
 6. Performs other work as assigned.

D. Reporting Relationships:

Reports to a Social Services Program Specialist. Does not supervise.

E. Challenges and Problems:

Challenged to organize, prioritize, and manage a large work load of cases; and stay aware of their status. This is difficult because of the large numbers of cases - the diversity within them, the need for significant research to complete them, tracking them on systems that often do not interface, revisiting and renegotiating them, answering questions and writing letters about them, and retiring them and storing them at appropriate times. Further challenged to deal with unhappy people to collect a debt they most often do not want to repay.

Problems include getting information from large insurance corporations, finding people who choose not to be found, keeping up with the volume of work.

F. Decision-making Authority:

Decisions include determining whether clients are able to make restitution, when to send letters, amounts and start dates of monthly payments, when overpayments do not warrant pursuing restitution, when to make cases inactive, which cases to flag for future review, whether to refer to legal probate, when to file for small claims or garnish wages, if changes should be made to restitution agreements due to changes in financial situations, and when to stop searching for clients.

Decisions referred to a supervisor include whether to prosecute cases with intentional program violations; implementation of wage garnishments, adjustments or compromises in payments due to bankruptcy, death of client, or statute of limitation expiration; referral of all cases which may have involved fraud; and amount of time to spend attempting to locate clients with large overpayments.

G. Contact with Others:

Daily contact with clients regarding overpayments, and with caseworkers to give and receive information regarding overpayments and their status; weekly contact with law enforcement regarding service or execution of small claim judgments, and with Clerks of Courts regarding small claim actions.

H. Working Conditions:

Works in a typical office environment.

I. Knowledge, Skills, and Abilities:

Knowledge of:

- collection procedures;
- effective case management techniques;
- basic bookkeeping and accounting principles;
- social service benefit programs and eligibility requirements;
- general insurance concepts.

Ability to:

- establish and maintain effective working relationships with the public, other program staff, and other agencies;
- organize time and resources to achieve deadlines and goals;
- work independently with minimal supervision;
- elicit needed information;
- communicate information clearly and concisely;
- work with computerized data systems;
- comprehend and apply policies and procedures;
- testify in hearings and court proceedings.