



Department of Public Health and Human Services

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June 11, 2014

To: All Supplemental Nutrition Assistance Program (SNAP) Manual Holders

From: DeAnn Caussyn, SNAP Policy Specialist
Policy and Systems Bureau, Central Office

Subject: Bulletin 107

Please place this revision at the beginning of section SNAP 1504-1 Over Issuance

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SECTION: Over Issuance

SUBJECT: Methods of Repayment, Offset Debt with Electronic Benefit Balance

REFERENCES: 7 CFR 273.18(a),(d),(g),(3)

INTRODUCTION: Change to procedure for applying funds toward repayment of an overpayment claim from a participant's Montana Access account.

POLICY: SNAP 1504-1 under Methods of Repayment Page 17 number 3.C.

c. The amount the household actually receives.

- Offset Debt with Electronic Benefit Balance – SNAP participants may request the OPA Case Manager to apply funds toward repayment of an overpayment claim from their Montana Access account. To remove funds from the EBT account, the OPA Case Manager completes a 'Request to Offset form', HCS/SNAP-004.

This is applied as a one-time reduction and is not for future ongoing reductions. The household's signature is required on the form. One copy must be provided to the participant ~~remove and one copy to Nancy Putz, DPHHS, Box 202925, Helena, MT 59620-2925, and one copy in the case file. An email must be sent to Nancy Putz Central Office SNAP Unit, with a copy to Tana Boldt, indicating the amount of the deduction requested by the participant.~~ **replace with:** and the original scanned into the client file in DMS. After scanning it into DMS, the CSC must send an email to Nancy Putz, nputz@mt.gov, and cc this to Kellee English, KEnglish2@mt.gov. The email should include the case number and

DMS document number for the SNAP-004 form and indicate the amount of the deduction requested by the participant.

SNAP participants may also verbally request to apply funds toward repayment of an overpayment claim from their Montana Access account by contacting QAD, Monica West 444-9085.

NOTE: Participants should contact Customer Service for the balance in their account prior to completing the form to ensure there is the amount of benefits in the account that they want to use for repayment.

Contact your Regional Policy Specialist if you have questions or concerns about this policy.