



1508-2 Program Compliance Reviews (a.k. Quality Control Reviews)

Supersedes:	TANF 1508-2 (2/1/02)
References:	45 CFR 205.40; ARM 37.78.102; 37.78.227
Overview:	<p>GENERAL RULE--Program Compliance (PC) Reviews are conducted on a statistical sampling of cases. The reviews provide:</p> <ol style="list-style-type: none"> 1. a systematic method for measuring the accuracy of eligibility determinations; 2. a basis for determining error rates; 3. information to base corrective action plans at all levels of administration; and 4. a basis for establishing the State Agency's eligibility for SNAP enhanced funding or liability for excessive error rates.
SHARED GOALS	<p>The Public Assistance Bureau and the Program Compliance Unit share the common goal of improving the payment accuracy of cases by:</p> <ol style="list-style-type: none"> 1. making every reasonable effort to demonstrate that each case selected for review is eligible and receiving the correct benefits; and 2. maintaining the integrity of Program Compliance rules and regulations.
FAILURE/REFUSAL TO COOPERATE	When an individual refuses or fails to cooperate with the PC review, the PC Supervisor will send a letter to the appropriate county informing the county of the client's refusal/failure to cooperate.
ELIGIBILITY RE-ESTABLISHED	<p>Eligibility for TANF cash assistance may be re-established if the individual:</p> <ol style="list-style-type: none"> 1. Reapplies for TANF and provides all information necessary to determine eligibility for TANF cash assistance, if the non-compliance was with a Medicaid review; or 2. Reapplies for TANF and is in compliance with the SNAP review or the time frame for compliance with the SNAP review has expired. <p>NOTE: The time frame for compliance is included on the non-compliance letter sent to the OPA. If you are still unsure of the time frame, please contact PC.</p>
EXAMPLES OF NON-COMPLIANCE	Program Compliance considers the household to be in non-compliance if the client refuses to provide the reviewer with any information needed to complete the review. When a household is in non-compliance with a review, a certified letter is sent to the household and a copy is sent to OPA.
Date Revised	January 1, 2008