P-2340 SUPPORT SERVICES (continued)

P-2340B Stopping or Canceling a Support Services Check (23-36)

Request to stop payment the same day the support service is issued

If the request to stop payment on a check is made the same day the support service was issued, and the check has not yet been issued, send an email to COPS asking to void a support services check.

Include the participant's name, social security number, and check transaction number.

Transaction number is found by going to INQD/D.

```
12/23/16 06:52               IV-A SELECT FUNCTION                ASTCA1

    ~~~~   Function Codes (FNX)  ~~~~        ~~~~   Function Codes (FNX)  ~~~~
    ABWD - ABAWD Food Stamp History         MAIL - Send or Read Mail
    APPL - Application                      MANA - Managed Care Maintenance
    CASE - Case Status Display              MONY - Financial Subsystem
    CATN - Case Action Log                  NAME - User Name/Number Lookup
    CATS - Cost Allocation/Time Study       PCOL - Premium Collections
    EDS  - Medicaid Management System       PERS - Person Search
    ELIG - Eligibility Results/Approval     PMGT - Premium MGT Report
    FIAT - Fiat Eligibility                 PREM - Premium Management
    FUEL - Supplemental Fuel                QUAL - Quality Review
    GAEL - General Assistance               RECO - Recoupment Schedule
    IDEA - System Change Request            REPT - Report Selection
    INFC - Interfaces                       SPEC - Special Functions
    INQB - Benefit History                  STAT - Statement of Need
    INQD - Benefit Disbursement History     SUBS - Substitute Reporter/Payee
    IV-D - IV-D Select Function             TODO - Daily To-Do Report
    JFIP - Jobs For Independence            UNLK - Releases Locked Cases
    LOGO - Logoff                           VEND - Vendor Search
    ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
USER: 310 FNX: INQD MODE: D RPTGRP: HOH SSN    PERIOD: 12 16 COMMAND:
                                                              F8 = MORE
```

Hit enter.

```
****   M O N Y   INQUIRY - DISBURSEMENT HISTORY   ****        ASPSIB

           For Reporting Group SSN (          )

           Issued from ( MM / CCYY ) to ( MM / CCYY )
                       ( 12 / 2016 ) to ( 12 / 2017 )

           Indicate the types desired using an X

                     ( X )  All types
           (   )  ANFC/RUFA including Family Bonus/Parent Share
           (   )  IVD PA                  (   )  PSE/RPSE
           (   )  Food Stamps             (   )  CSE
           (   )  General Assistance      (   )  Lund Home
           (   )  Medicaid                (   )  DEFRA
           (   )  Essential Person        (   )  EFA
           (   )  Fuel                    (   )  Administration
           (   )  IV-D                     (   )  E&T
           (   )  RCHP/WORK/ORNT/WTW      (   )  CC
           (   )  TCC                     (   )  DISP
           (   )  Premium Refund          (   )  RA

  USER:      FNX: INQD MODE: D RPTGRP: HOH SSN    PERIOD: 12 16 COMMAND:
```

Determine which check you want to cancel. The Transaction number will be located on the left under "*Tran Nbr*". (The check number will not show up until the following day.)

```
                                                                    ASPSIB
                    *** M O N Y   INQUIRY - DISBURSEMENT HISTORY ***
    For SSN:
      Name:                                       Issued from: 12/16 - 12/17
   S**Tran Nbr* Issued *Prog*CC*S*Check No* Amount *Type*  From  -   To   *E*A*Wrk
   -           12/01/16 RUFA XS E  DIR DEP   321.00  SO  12/01/16-12/15/16
   -           12/01/16 RCHP 53 I            17.50   DO  12/01/16-12/31/16
   x  99999999 12/08/16 RCHP 53 I Z9999999   70.00   DO  12/01/16-12/31/16
   =           12/15/16 RUFA XS E           214.00   DO  12/01/16-12/31/16
   -           12/19/16 RCHP 53 I            52.50   DO  12/01/16-12/31/16
```

Check transaction number ⬆

Check Number ⬆

```
    * Enter L for Link Detail, any other letter for Transaction Detail
   USER:    FNX: INQD MODE: D RPTGRP: HOH SSN      PERIOD: 12 16 COMMAND:
```

E-mail COPS at AHS.DCFESDCOPS@vermont.gov.

Do not assume you successfully voided the check unless you get a response back. Depending on the time of day your e-mail is sent and staffing on that day, COPS may or may not be able to fulfill your request.

COPS will also make sure this issuance is voided from the participant's support services issuance history in ACCESS.

Request to stop payment after the check has gone out

If the request is not made the same day the check was written or if COPS is unable to cancel your check, and the check has already been issued, request a stop payment from the Electronic Benefits (EBT) Unit also known as "Lock Box".

Include the participant's name, social security number, transaction number and check number.

Find the Transaction number as indicated above.

Check number is found by going to INQD/D.

```
12/23/16 06:52                  IV-A SELECT FUNCTION                    ASTCA1

   ~~~~    Function Codes (FNX)   ~~~~       ~~~~    Function Codes (FNX)   ~~~~
  ABWD - ABAWD Food Stamp History          MAIL - Send or Read Mail
  APPL - Application                       MANA - Managed Care Maintenance
  CASE - Case Status Display               MONY - Financial Subsystem
  CATN - Case Action Log                   NAME - User Name/Number Lookup
  CATS - Cost Allocation/Time Study        PCOL - Premium Collections
  EDS  - Medicaid Management System        PERS - Person Search
  ELIG - Eligibility Results/Approval      PMGT - Premium MGT Report
  FIAT - Fiat Eligibility                  PREM - Premium Management
  FUEL - Supplemental Fuel                 QUAL - Quality Review
  GAEL - General Assistance                RECO - Recoupment Schedule
  IDEA - System Change Request             REPT - Report Selection
  INFC - Interfaces                        SPEC - Special Functions
  INQB - Benefit History                   STAT - Statement of Need
  INQD - Benefit Disbursement History      SUBS - Substitute Reporter/Payee
  IV-D - IV-D Select Function              TODO - Daily To-Do Report
  JFIP - Jobs For Independence             UNLK - Releases Locked Cases
  LOGO - Logoff                            VEND - Vendor Search
         ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
 USER: 310 FNX: INQD MODE: D RPTGRP: HOH SSN    PERIOD: 12 16 COMMAND:
                                                           F8 = MORE
```

Hit enter.

```
      ****   M O N Y   INQUIRY - DISBURSEMENT HISTORY   ****        ASPSIB

            For Reporting Group SSN (                    )

            Issued from ( MM / CCYY ) to ( MM / CCYY )
                        ( 12 / 2016 ) to ( 12 / 2017 )

             Indicate the types desired using an X

                      ( X )   All types
              (   )   ANFC/RUFA including Family Bonus/Parent Share
              (   )   IVD PA              (   )   PSE/RPSE
              (   )   Food Stamps         (   )   CSE
              (   )   General Assistance  (   )   Lund Home
              (   )   Medicaid            (   )   DEFRA
              (   )   Essential Person    (   )   EFA
              (   )   Fuel                (   )   Administration
              (   )   IV-D                (   )   E&T
              (   )   RCHP/WORK/ORNT/WTW  (   )   CC
              (   )   TCC                 (   )   DISP
              (   )   Premium Refund      (   )   RA

  USER:    FNX: INQD MODE: D RPTGRP: HOH SSN     PERIOD: 12 16 COMMAND:
```
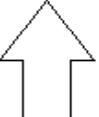
Determine which check you want to cancel. The Check number is located in the middle under "*Check No*".

```
                                                              ASPSIB
                  *** M O N Y   INQUIRY - DISBURSEMENT HISTORY ***
   For SSN:
     Name:                                        Issued from: 12/16 - 12/17
   S**Tran Nbr* Issued *Prog*CC*S*Check No* Amount *Type*  From  -    To    *E*A*Wrk
   -             12/01/16 RUFA XS E  DIR DEP  321.00  SO  12/01/16-12/15/16
   -             12/01/16 RCHP 53 I            17.50  DO  12/01/16-12/31/16
   x  99999999   12/08/16 RCHP 53 I  Z9999999   70.00  DO  12/01/16-12/31/16
   _             12/15/16 RUFA XS E           214.00  DO  12/01/16-12/31/16
   -        .    12/19/16 RCHP 53 I            52.50  DO  12/01/16-12/31/16



            Check transaction        Check Number
            number

        * Enter L for Link Detail, any other letter for Transaction Detail
     USER:      FNX: INQD MODE: D RPTGRP: HOH SSN      PERIOD: 12 16 COMMAND:
```

E-mail the EBT Unit at ahs.dcfesdlockbox@vermont.gov. Copy COPS on the email to have the transaction deleted from the participant's support services issuance history. Enter a CATN with an explanation of why the request was made to cancel the check.

Returned support service checks

To void checks returned by the participant, the post office or a provider/vendor:

Document in case notes and enter a CATN that the check was returned. Email COPS and ask them to indicate the support service check is going to be voided. Write "void" on the check and follow District process for returning the voided check to the Business Office.

Send the check to the Business Office: DCF Business Office, EBT Unit, 280 State Drive, Waterbury, VT 05671-3711.

Include a note indicating the check is a refund for a Reach Up support service.

Refund for support services overpaid to a business

If there was a support service check that was written to a business for more than the cost of the service and the business was overpaid they can reimburse the State of Vermont by doing the following.

- Refund check should be written out to State of Vermont. In memo section write what refund is for, participant name, and check or reference number.

- Check can be mailed to DCF Business Office AR Unit 280 State Dr HC1 North Waterbury, VT 05671-1070.

Document in case notes and enter a CATN that a refund check will be returned to the DCF Business Office.