

CLAIMS MANAGEMENT PLAN

A. Intentional Program Violations (IPV) Claims Establishment

Define the process used for determining if potential IPV will be selected for Administrative Disqualification Hearing versus Court.

[Click here to enter text.](#)

B. Collection Policy

Define the circumstances that warrant a claim compromise.

[Click here to enter text.](#)

Define the process used to determine who is blocked for intercepts.

[Click here to enter text.](#)

Define the payment posting process to include who is responsible for accepting and posting payments.

[Click here to enter text.](#)

C. Completing and Monitoring Internal Procedures

Define the process for how disqualified retailer referrals are handled once they are received.

[Click here to enter text.](#)

Define the process for how quality control referrals are handled once they are received.

[Click here to enter text.](#)

Define how social media is monitored and define process if potential trafficking is discovered.

[Click here to enter text.](#)

Define the process for how dual issuances are handled.

[Click here to enter text.](#)

Define the process for how employee fraud is handled and by whom.

[Click here to enter text.](#)

County Agency _____

Director Signature _____

Date _____