The purpose of this ACIN is to provide counties with information regarding updates to overpayment processing in the Case Management, Information and Payrolling System (CMIPS).
November 8, 2018

ALL COUNTY INFORMATION NOTICE (ACIN) NO. I-73-18

TO:       ALL COUNTY WELFARE DIRECTORS
           ALL IHSS PROGRAM MANAGERS

SUBJECT:    OVERPAYMENT PROCESSING IN CMIPS

The purpose of this All County Information Notice (ACIN) is to provide counties with information regarding updates to overpayment processing in the Case Management, Information and Payrolling System (CMIPS).

BACKGROUND

Since overtime pay for IHSS providers began, county workers have had to open two separate overpayment collections when an overpayment included overtime pay: one to collect the hours at the regular rate, and a second to collect overtime pay. In addition to overtime collections, counties have reported issues with overpayment processing and requested the California Department of Social Services (CDSS) make updates to improve overpayment processing in CMIPS.

CMIPS MODIFICATIONS

The CMIPS has been updated to begin calculating overtime rates for overtime hours that are included in an overpayment recovery. Also, to improve overpayment processing in CMIPS, the following updates have been made in CMIPS:

- Enhanced Searches
- Overpayment Processing Changes
- New Overtime Fields and Information
- New Overpayment Screen
- Overpayment Calculation Modifications
- New Overpayment Tasks
- Enhanced Cross County Payroll Function
Overpayment Search

The CMIPS has been updated to allow searches beyond a six-month date span limitation. The county worker may now enter an overpayment search on the Overpayment Recoveries screen that may span dates up to two years.

The county worker will also have the option of entering search criteria in the ‘From Date’ and ‘To Date’, ‘Status’ or ‘Overpayment’ number. The county worker may search using the ‘Status’ or ‘Overpayment’ number and not be required to enter from and to date parameters.

New Search Field

The ‘Overpayment’ number is assigned by CMIPS and displays on the Overpayment Status Report. The overpayment search has been updated with this new field allowing the county worker to search for overpayments in CMIPS using this ‘Overpayment’ number (see Figure 1).

![Figure 1 – Overpayment Recoveries screen](image)

Overpayment Processing Changes

New Fields and Clusters

The overpayment screen views in CMIPS have been updated with new fields that display the overtime information. The ‘Total Overpaid Overtime’ and ‘Recovered Overtime Hours’ fields display when the overpayment type ‘Excess Compensation – Hours’ is selected by the county worker processing the overpayment recovery. The fields display in the Excess Compensation Hours Details cluster on the View Overpayment Recovery and View Overpayment Recovery History screens. The new fields also display for the ‘Overpayment Type’ value ‘Special Transaction – Hours’, when the special transaction includes overtime paid hours (see Figure 2).
County workers requested CMIPS be enhanced to include an overpayment type for processing overpayment recoveries for travel time. The ‘Overpayment Type’ value ‘Excess Compensation – Travel’ has been added to CMIPS for county workers processing overpayment recoveries for overpaid travel time hours. Also, CMIPS has been updated to include a new *Excess Compensation Travel Details* cluster which will also display the new ‘The Total Overpaid Overtime’ and ‘Recovered Overtime Hours’ fields (see Figure 3).

**Field Update**

County workers requested additional space for adding comments for overpayment recoveries. The ‘Comments’ field on all overpayment recovery screens has been expanded to accommodate up to 1,000 characters.

**New Overpayment Screen**

A new *Select Warrant* pop-up has been added to the overpayment recovery process to aid the county worker in the assignment of overpaid hours to the recovery. Once a recovery period has been determined, and the county worker initiates an overpayment
recovery, the county worker enters recovery information on the *Overpayment Occurrence* screen. Next, the county worker selects the Add Overpayment Pay Period link which displays the new Select Warrant pop-up (see Figure 4).

![Select Warrant pop-up](image)

The *Select Warrant* pop-up displays warrants associated to the pay period. The county worker may either select the box next to the warrant number to include the warrant and proceed to entering overpaid hours or may select the "No Overpaid Hours for This Pay Period" box to exclude this warrant from the overpayment recovery. The "No Overpaid Hours for This Pay Period" box cannot be selected for the first pay period nor last pay period of the recovery period. If the county worker finds that the first or last pay period should not be included in the recovery, they will need to return to the *Modify Overpayment Occurrence* screen and adjust the ‘From Date/To Date’ accordingly. The county worker may not include a warrant in Void, Pending or Paid status in the recovery. Only warrants in a ‘Cleared’ status may be part of the recovery.

By selecting the box next to the warrant and saving the screen, the county worker will then be taken to the *Create Overpayment Pay Period* pop-up to enter overpayment hours. The *Create Overpayment Pay Period* pop-up has been updated to display all paid hours associated to the warrant. The hours will display beside the day/date as they were claimed on the timesheet. The county worker may then enter the overpaid hours in the corresponding ‘Overpaid Hours’ boxes (see Figure 5).
Figure 5 - Create Overpayment Pay Period pop-up

After the county worker enters the overpaid hours on the Create Overpayment Pay Period pop-up, the county worker may select the “Save”, “Save & New” or “Cancel” buttons at the bottom. The “Save & New” will scroll the county worker to the next pay period’s Select Warrant pop-up for more warrants associated to the recovery period. The “Save” button will take the county worker to the View Overpayment Recovery screen and will display the pay period processed under the Excess Compensation Hours Detail cluster. To continue adding hours for the next pay period(s), the county worker selects the “Add Overpayment Pay Period” link under the Excess Compensation Hours Detail cluster on the Modify Overpayment Occurrence screen. The next pay period’s Select Warrant pop-up will display. To change hours from the previously saved pay period, the county worker would select the edit action next to the appropriate segment. An error message will display when the county worker enters hours on a day that did not have claimed hours or is more than the claimed hours on the original payment.

Once the county worker has entered hours or excluded warrants associated to the recovery period, CMIPS calculates the hours entered as overpaid and determines overtime hours and the associated rate to include for recovery.

Another county request that has been implemented in CMIPS is the ability to update an overpayment occurrence. The county worker may update the ‘From Date’ ‘and ‘To Date’, the ‘Overpayment Type’, ‘Payee Name’, ‘Program’, ‘Reason’ and the ‘Overpaid Hours’ while the overpayment occurrence is in Pending status.
CMIPS Overpayment Calculations

The CMIPS will now calculate the overtime rate for hours the county worker has indicated to be part of the recovery period that were paid at the overtime rate. When a pay period has both regular and overtime hours, CMIPS will assign the hours paid at the overtime rate in a workweek to be recovered first:

Example: Pay Period January 1, 2018 – January 15, 2018 Workweek 1 paid 50 hours with 40 hours at regular time rate and 10 hours at an overtime rate. The overpayment recovery for Workweek 1 was determined to be 15 hours. The CMIPS will calculate the overpayment amount for collection to be 10 hours paid at the overtime rate and then 5 hours paid at the regular time rate.

As payments are made on the overpayment, the collected amount will be automatically assigned to the oldest pay period first. For the above scenario, the payment will be assigned back the same way as it was calculated – the 10 hours paid at the overtime rate will be assigned as collected first and then on to the regular hours.

The CMIPS has been updated to calculate the overpayment net amount to include all deductions except mandatory FICA, Medi-Care and SDI for the non-parent and non-spouse providers. A parent or spouse provider overpayment would have the Total Net Overpayment recovery amount equal to gross wages.

The ‘Total Net Overpayment’ amount will recover from the provider, Federal tax, State tax, Garnishments, Overpayment Collections, Health Benefit and Union Dues that were paid to agencies on behalf of the Provider. These agencies do not refund the deductions back to the state upon overpayment collections and therefore are the responsibility of the provider who incurred the overpayment. In addition, Share of Cost deductions will be included in the ‘Total Net Overpayment’ amount.

In the event the county has negotiated a recovery amount that is less than the ‘Total Net Overpayment’ amount displayed in CMIPS, the county worker may override the amount by entering the negotiated amount in the ‘Recovery Amount’ field on the Modify Overpayment Recovery Set Up pop-up.

New Overpayment Tasks

The CMIPS has been updated to only allow one active overpayment for a provider or recipient collection. The county worker may create multiple overpayment recoveries however they may only submit one recovery at a time. To assist the county worker with this circumstance, a task has been created to notify the county when the active recovery has been closed and a pending status overpayment exists.
Upon closure of the active Overpayment Recovery, a task will trigger to the Payroll Work Queue with the message '[case info] Overpayment Recovery Completed – additional Pending" status Overpayments exists'.

When no other Pending status recovery exists, upon closure of an overpayment recovery, a task will trigger to the Payroll Work Queue with the message '[case info] Overpayment Recovery Complete'.

When an active or pending status overpayment recovery exists for a provider that has been terminated from all cases, however is subsequently assigned to a new case, a task will trigger to the Payroll Supervisor Work Queue with the message '[provider info] has been assigned to [new case info] in [county name] County and has a [overpayment recovery status] status Overpayment Recoveries'.

**Updated Overtime Tasks**

The following overpayment tasks for cross county payroll worker updates have been modified to send the task to the Case Owner when the overpayment receiving the update has a recipient as the payee:

1. '[case info/prov info] Cross County Overpayment Recovery [stats] Activity'
2. '[case info/prov info] Cross County Overpayment Collection [action] Activity on [Date Collected]'
3. '[case info/prov info] Overpayment Recovery Complete'

**Cross County Overpayment Processing**

A county worker assigned the ‘Cross County Payroll’ security role may process overpayment recoveries to collect overpayments from a provider that is now working on a case in another county. The county worker assigned ‘Cross County Payroll’ security role creates an overpayment recovery on the overpaid case in their county. To assign the collection of the recovery to a case in another county, the worker will access the **Recovery Set Up** screen on the overpayment and select the other county’s case as the ‘Recovery Case’.

The overpaid provider must be in an ‘Active’ status on the other county’s case to be able to select the case in the recovery case field. All hours and dollars recovered are credited to the case from the overpayment recovery (not the assigned ‘recovery case’).
DATA DOWNLOAD

The IDD_DWLD_Overpayments.docx will contain two new columns with the new overtime fields: Total Overpaid Hours and Total Recovered Overtime Hours in File Name OVERPAYMENTS_DATADWLDOVERPMT.

Questions regarding the content of this ACL may be directed to the Systems Operations and Data Analysis Bureau within the Adult Programs Systems and Administrative Branch at (916) 651-1069.

Sincerely,

Original Document Signed By:

DEBBI THOMSON
Deputy Director
Adult Programs Division