Process for Returned, Voided, Fraudulently Redeemed Warrants and Stop Payment/EFT Cancel Requests

Knowledge Base Article

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Table of Contents

Ohio Department of Children & Youth

Process for Returned, Voided, Fraudulently Redeemed Warrants and Stop Payment/EFT Cancel Requests

Overview

This document provides detailed instruction for the return of overpayments, the reissue of voided warrants, the reissue of fraudulently redeemed warrants, and Stop Payments/EFT Cancel Requests. This process is used for all payments issued through Ohio SACWIS.

Replacing a Warrant or EFT

If a payment has been stopped, voided, or canceled, the system will create a pending payment that will require action.

1. On the Ohio SACWIS **home** screen, click the **Financial** tab.
2. Click the **Payment** tab.
3. Click the **State Disbursements** in the blue navigation bar.

   - **Awaiting Disbursement Process** – Select this if the payment is pending.
   - **Awaiting Expedite Process** – Select this if all payment information is correct and ready to be sent to the Payee.
   - **Cancel Payment** – If this is no longer a valid payment and the payment should not go out to the Payee, click this link to cancel the payment.

Processing the Return of KPIP Warrants

In the event of a Kinship Permanency Incentive Program (KPIP) overpayment, the County must return the entire KPIP overpayment to the State, then seek reimbursement from the Kinship Caregiver in one of the following ways:

Department of Children & Youth

Process for Returned, Voided, Fraudulently Redeemed Warrants and Stop Payment/EFT Cancel Requests

1. Request reimbursement for the entire overpayment amount from the Kinship Caregiver, OR

2. Implement a monthly reimbursement plan for the Kinship Caregiver. A payment plan is at the county's discretion. For example, if the County returns the entire overpayment to the state, the Kinship Caregiver may be given the option to send monthly payments to the County until the entire overpayment is returned.

Note: See Process for Returning Checks to the State knowledge base article for more information.

Returning Kinship Permanency Incentive (KPI) program overpayments to the State requires coordination between County staff, the State Ohio SACWIS Team, and State Fiscal Services to ensure the funds received are returned to the proper account, and that Ohio SACWIS is appropriately updated. The Ohio SACWIS Team will record the returned overpayment and update the application type in Ohio SACWIS to be certain the KPIP disbursement and application records are correct. This coordinated effort requires County staff to inform state Ohio SACWIS staff each time an overpayment occurs. The Ohio SACWIS team will work with state Fiscal Services to monitor and verify the overpayment return.

Once the County agency mails the overpayment to the State, they should contact to the [Customer Care Center](#), Attn: Ohio SACWIS Finance Team, to inform the KPIP overpayment has been returned; that allows the Finance Team to track the overpayment and update Ohio SACWIS. Please include the letter that was sent to Accounts Receivable to assist the team in tracking the return of the overpayment.

Processing the Return of all other Warrants

In the event a warrant needs to be returned due to an overpayment, the County or Adoptive Parent(s) must do one of the following:

1. Send the entire check back, when necessary, OR

2. Write a check for the overpayment.

See Processing the Return of Checks to the State knowledge base article for more information.

Returning payments to the State requires coordination between County staff, the State Ohio SACWIS Team, and State Fiscal Services to ensure the funds received are returned to the proper account and that Ohio SACWIS is appropriately updated. This coordinated effort requires County staff to inform state Ohio SACWIS staff each time this occurs. The Ohio SACWIS team will work with state Fiscal Services to monitor and verify the return of the warrant.

Ohio Department of Children & Youth

Process for Returned, Voided, Fraudulently Redeemed Warrants and Stop Payment/EFT Cancel Requests

Once the County agency mails the returned or overpayment check to the State, they should contact to the Customer Care Center, Attn: Ohio SACWIS Finance Team. Please include the letter that was sent to Accounts Receivable to assist the team in tracking the returned payment. Inform the Helpdesk the payment has been returned; this allows the Finance Team to track the payment and create a new expedite payment record in Ohio SACWIS. If the reissued payment is for an adoption subsidy, the county will then be able to expedite the reissued payment.

Processing Voided Warrants

In the event a warrant has been voided, the County or Adoptive Parent(s) should send the check back prior to its reissue (See Processing the Return of Checks to the State knowledge base article for more information.)

Reissuing voided warrants requires assistance from the Customer Care Center. The County should contact the Customer Care Center, Attn: Ohio SACWIS Finance Team.

Please include the letter that was sent to Accounts Receivable to assist the team in tracking the returned payment. Inform the Help Desk that the payment has been returned; this allows the Finance Team to track the payment and create a new expedite payment record in Ohio SACWIS. If the reissued payment is for an adoption subsidy, the county will then be able to expedite the reissued payment. See (Replacing a Warrant or EFT knowledge base article for more information).

Processing the Return of Checks to the State

When returning overpayments, all checks should be made payable to the Treasurer of the State of Ohio and returned through the U.S. Postal Service to:

Department of Children and Youth
PO BOX 716147
CINCINNATI, OH 45271-6147

Important: Include the following in your correspondence to the State:

- Reason for the return
- Original Payee's name
- Original payment date
- Child's name and ID (if only one)
- Provider ID (if only one)
- Check number
- Voucher related ID(s) for each payment

Ohio Department of Children & Youth

Process for Returned, Voided, Fraudulently Redeemed Warrants and Stop Payment/EFT Cancel Requests

Processing Fraudulently Redeemed Warrants

If an Ohio SACWIS-issued warrant has been fraudulently redeemed (when a warrant is cashed by someone other than the Payee), a handwriting analysis will need to be conducted to determine if the warrant was cashed by the recipient or someone else. The following steps are needed to complete the process:

1. Contact the Customer Care Center to verify the warrant has been redeemed. Include the following information for each payment in the body of the email:
   - Case ID
   - Original Payee's name
   - Original payment date
   - Child's name and ID
   - Provider ID
   - Check number
   - Voucher related ID

2. Once the Agency has received verification the warrant has been redeemed, the agency will work with the Provider to obtain a copy of the redeemed warrant (an email request can be sent, by the Agency or the Provider, to Treasurer of State (TOS).

3. Once the redeemed warrant has been received, and the Provider has verified the signature is not their signature, the Provider must complete and return to the Agency the following forms from the Payment Issuance section of the OBM website.
   - Forgery Handwriting Specimens
   - Forgery Affidavit

4. When the Provider has returned the completed Forgery Handwriting Specimens and Forgery Affidavit forms, the Agency needs to complete the Forgery Contact form (also in the Payment Issuance section of the OBM website).

5. The Agency will mail the ORIGINAL 3 forms to the address located on the Forgery Contact form. *The Agency should retain a copy of the documentation.*

6. When the Agency has received a copy of the judgement from OBM, the Agency will send a copy of the following documents to the Customer Care Center with an email that includes the same details as requested in #1.
   - Copy of the redeemed warrant
   - Forgery Handwriting Specimens
   - Forgery Affidavit
   - Judgement from OBM

Once Ohio SACWIS has received the investigation outcome, it will create a new payment that the agency will need to expedite to the Provider.

Department of Children & Youth

Process for Returned, Voided, Fraudulently Redeemed Warrants and Stop Payment/EFT Cancel Requests

Note: Once the documents are sent to OBM, the process can take 2 -3 months due to the paperwork. It will go between multiple agencies (OBM, BCI&I, TOS), the first bank of deposit's fraud department, and then back to OBM before a judgement will be issued back to the county.

Requesting an Update to a Payment, Stop-Payment, or EFT Cancelation

If a Stop-Payment needs to be issued, or if an EFT needs to be canceled, please complete the Warrant Stop Payment and EFT Cancel Request Form for SACWIS (JFS03). The form will then need to be e-mailed to the Customer Care Center at: (https://odjfs2.my.site.com/CustomerCareCenter)

Important: If you are requesting an update to the Bank Account Information or Payment Address, please submit your request(s) within 48 hours of the payment(s) being created. If the updated information is not received in time, the Payment may need to be stopped and reissued.

- The information must be updated in Ohio SACWIS before any changes will be made in OAKS.

If you have additional questions pertaining to this Deployment Communication, please contact the Customer Care Center.

Department of Children & Youth