



HUMAN SERVICES  
DEPARTMENT

Susana Martinez, Governor  
Brent Earnest, Secretary  
Sean Pearson, Deputy Secretary

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## General Information Memorandum

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ISD-GI 16-49

TO: ISD Employees  
FROM: Sean Pearson, <sup>TSP</sup> <sup>SP</sup> Deputy Secretary, Income Support Division  
RE: Claims for any case affected by the Court Order must be held, per FNS Directive  
DATE: August 8, 2016

Per FNS directive dated July 18, 2016, the Income Support Division (ISD) is to immediately cease collecting claims on any case affected by the Court Order, including cases that were provided with a 3-month certification period without determining eligibility and cases that were provided retroactive benefits to initial and ongoing households. Caseworkers will still enter the appropriate data into ASPEN but will take the following steps to place a “hold” on any resulting claim for cases affected by the court order:

- Caseworkers will enter all accurate updated data in ASPEN and calculate the claim using the updated eligibility information received;
- Upon discovery of a claim, the claim will be reviewed by a supervisor the same day the claim is processed in ASPEN;
- Supervisor will review the claim to determine if it is affected by the court order. They will review to determine if the case was provided with a 3-month certification without determining eligibility or was provided retroactive benefits due to the court order; this would apply to an overdue renewal (recertification application in suspense mode) or overdue application (application in suspense mode);
- If the claim is connected to any case affected by the court order, as defined above, the demand letter found in correspondence must be suppressed the same day the claim is processed;
- Supervisor will complete the ISD 150e Request to Delete Claim Amount form and add this exact language in the Explanation section of the form: ***“Per FNS Directive Received July 18, 2016 claims must be placed on hold”***;
- The ISD 150e form will be scanned into ASPEN as UNPROCESSED to ensure it creates a task for the Restitutions Bureau;

In case comments document the following:

- How the case was connected to the court order, for example, “case provided with a 3-month certification period due to court order”;
- The amount of claim to be placed on hold;
- The date the demand letter was suppressed;
- The date ISD 150e was scanned into ECF; and
- Any other actions taken associated with the claim.

It is imperative that the demand letter is suppressed the same day that the claim is processed in ASPEN; this will ensure that the customer does not receive the demand letter. The above procedure must be followed to ensure that the claims are appropriately suspended.

The ISD 150e Request to Delete Claim Amount Form can be found on the forms drive at: \\disfasv025\ISDForms.

If you have questions regarding this GI, please contact Marisa Vigil at (505) 827-1326 or by e-mail at [Marisa.Vigil@state.nm.us](mailto:Marisa.Vigil@state.nm.us).