



HUMAN SERVICES
DEPARTMENT

Susana Martinez, Governor
Brent Earnest, Secretary
Mary Brogdon, Director

Manual Revision Memorandum

ISD-MR 17-18

TO: ISD Employees
FROM: Mary Brogdon, Director, Income Support Division
DATE: October 20, 2017
RE: Update to ASD 031 Notice of Intent to Collect revised 9/30/17

The ASD 031 Notice of Intent to Collect has been updated in ASPEN to incorporate federal and state compliant language. This letter is to inform the client that the agency intends to withdraw, all or part of, the unused Supplemental Nutrition Assistance Program (SNAP) and Cash benefits in the client's Electronic Benefit Transfer (EBT) account, if not accessed within the next 45 days from the date of this notice. This letter is only available as central print.

Instruction:

New- ASD 031 Notice of Intent to Collect revised 9/30/17

If you have questions regarding this MR, please contact Gavino Archuleta at (505) 827-7244 or by e-mail at Gavino.Archuleta@state.nm.us.

Attachment: ASD 031 Notice of Intent to Collect revised 9/30/17



Human Services Department

Restitution Services Bureau

P.O. Box 234

Santa Fe, NM 87504

Phone Number: (800) 431-4593

Fax Number: (800) 827-8103



Individual ID: 0123456789

Date: January 1st, 2015

Revision Date: ASD 031 September 30th, 2017

Tom Smith
1600 Pennsylvania Avenue
Santa Fe, NM 87505

Notice of Intent to Collect Overpayment from Unused SNAP/Cash Benefits

Dear Tom Smith;

Trigger #1: Populated for all SNAP COEs

Why am I getting this notice?

This letter is to let you know that the Human Services Department (HSD) may take back \$ [redacted] from your Supplemental Nutrition Assistance Program (SNAP) Electronic Benefit Transfer (EBT) account. You owe money to the HSD because of an overpayment claim against you that you have not worked to pay. Our records show you owe \$ [redacted]. Also, your EBT account has become stale. It is stale because you have not used your account in 90 days.

What will HSD do with your SNAP benefits?

The stale SNAP benefits on your EBT card will be used to pay back the amount you owe.

Can I do anything to stop HSD from taking the benefits out of my EBT account?

Yes. You have until Notice Generation Date + 13 Calendar days to tell HSD to not use the stale SNAP benefits. You will still owe the overpayment amount to HSD. If you do not contact HSD to arrange to pay back the overpayment, HSD may begin collection action against you.

What if I have questions about this notice? What if I have questions about how to arrange for repayment?

You can contact the Restitutions Services Bureau (RSB) at (800) 431-4593 to find out more about the information in this notice or to arrange for repayment.

The last page of this notice explains your civil rights and your right to a fair hearing. Please read it with care.

Trigger #2: Populated for all Cash COEs.

Why am I getting this notice?

This letter is to let you know that the Human Services Department (HSD) may take back \$ [redacted] from your Electronic Benefit Transfer (EBT) account for cash benefits. You owe money to the HSD because of an overpayment claim against you that you have not worked to pay. Our records show you owe \$ [redacted]. Also, your EBT account has become stale. It is stale because you have not used your account in 90 days.

What will HSD do with your cash benefits?

The stale cash benefits on your EBT card will be used to pay back the amount you owe.

Can I do anything to stop HSD from taking the benefits out of my EBT account?

Yes. You have Notice Generation Date + 13 Calendar days to tell HSD to not use the stale cash benefits. You will still owe the overpayment amount to HSD. If you do not contact HSD to arrange to pay back the overpayment, HSD may begin collection action against you.

What if I have questions about this notice? What if I have questions about how to arrange for repayment?

You can contact the Restitutions Services Bureau (RSB) at (800) 431-4593 to find out more about the information in this notice or to arrange for repayment.

The last page of this notice explains your civil rights and your right to a fair hearing. Please read it with care.