
POLICY TRANSMITTAL NO. 08-05	DATE: MAY 23, 2008
FINANCE DIVISION	DEPARTMENT OF HUMAN SERVICES OFFICE OF LEGISLATIVE RELATIONS AND POLICY

TO: ALL OFFICES

SUBJECT: MANUAL MATERIAL

OAC 340:2-11, Table of Contents; and 2-11-151.

EXPLANATION: **Policy revisions were approved by the Commission and the Governor as required by the Administrative Procedures Act.**

OAC 340:2-11-151 is issued to provide an option for retailers to request an adjustment to a food benefit recipient's Electronic Benefit Transfer (EBT) account due to a system outage at the time of purchase.

Original signed on 2-21-08

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WF # 07-33 (NAP)

INSTRUCTIONS FOR FILING MANUAL MATERIAL

OAC is the acronym for Oklahoma Administrative Code. If OAC appears before a number on an Appendix or before a Section in text, it means the Appendix or text contains rules or administrative law. Lengthy internal policies and procedures have the same Chapter number as the OAC Chapter to which they pertain following an "OKDHS" number, such as personnel policy at OKDHS:2-1 and personnel rules at OAC 340:2-1. The "340" is the Title number that designates OKDHS as the rulemaking agency; the "2" specifies the Chapter number; and the "1" specifies the Subchapter number.

The chronological order for filing manual material is: (1) OAC 340 by designated Chapter and Subchapter number; (2) if applicable, OKDHS numbered text for the designated Chapter and Subchapter; and (3) all OAC Appendices with the designated Chapter number. For example, the order for filing personnel policy is OAC 340:2-1, OKDHS:2-1, and OAC 340:2 Appendices behind all Chapter 2 manual material. Any questions or assistance with filing manual material will be addressed by contacting Policy Management Unit staff at 405-521-4326.

REMOVE

340:2-11, Table of Contents

INSERT

340:2-11, Table of Contents, pages 1-3,
revised 6-1-08

340:2-11-151, pages 1-2, issued 6-1-08

SUBCHAPTER 11. FINANCE**PART 1. AGENCY FUNDS [REVOKED]**

Section

- 340:2-11-1. Purpose **[REVOKED]**
- 340:2-11-2. Funds and accounts **[REVOKED]**
- 340:2-11-3. Dispersing funds **[REVOKED]**
- 340:2-11-4. Federal funding of Department programs **[REVOKED]**

PART 3. APPROPRIATION OF FUNDS [REVOKED]

- 340:2-11-25. Appropriation of the Human Services Fund **[REVOKED]**
- 340:2-11-26. Appropriation of juvenile detention improvement fund **[REVOKED]**
- 340:2-11-27. Appropriation of federal funds **[REVOKED]**

PART 5. FISCAL OPERATION [REVOKED]

- 340:2-11-45. Authorization and disbursement of payments **[REVOKED]**
- 340:2-11-46. Assistance payments **[REVOKED]**
- 340:2-11-47. Medical assistance **[REVOKED]**
- 340:2-11-48. Rehabilitation assistance **[REVOKED]**
- 340:2-11-49. Food Stamp Program **[REVOKED]**
- 340:2-11-50. Processing and payment of miscellaneous administration and provider claims **[REVOKED]**
- 340:2-11-51. Department payroll **[REVOKED]**
- 340:2-11-52. Warrants **[REVOKED]**
- 340:2-11-53. Overpayments **[REVOKED]**
- 340:2-11-54. Maintenance and retention of records **[REVOKED]**
- 340:2-11-55. Audit of finance records **[REVOKED]**

PART 7. PREPARATION OF COST ALLOCATION PLAN [REVOKED]

- 340:2-11-75. Cost allocation plan **[REVOKED]**
- 340:2-11-76. Cost allocation responsibilities **[REVOKED]**
- 340:2-11-77. Contents of cost allocation plan **[REVOKED]**
- 340:2-11-78. Submission and approval **[REVOKED]**

PART 8. GENERAL PROVISIONS

- 340:2-11-79. Purpose

- 340:2-11-79.1. Legal base
- 340:2-11-80. Funds and accounts **[REVOKED]**
- 340:2-11-81. Appropriations **[REVOKED]**
- 340:2-11-82. Agency Budget **[REVOKED]**
- 340:2-11-83. Budget Unit **[REVOKED]**
- 340:2-11-84. Authorized signatures **[REVOKED]**
- 340:2-11-85. Collecting funds
- 340:2-11-86. State Treasury Revolving Funds 700 Series
- 340:2-11-87. Investments
- 340:2-11-88. Cost accounting and revenue enhancement **[REVOKED]**
- 340:2-11-89. Authorization and disbursement of payments **[REVOKED]**
- 340:2-11-90. Food Stamp issuance **[REVOKED]**
- 340:2-11-91. Claims audit
- 340:2-11-92. Warrant control
- 340:2-11-93. Cashbook **[REVOKED]**
- 340:2-11-94. Financial reporting **[REVOKED]**
- 340:2-11-95. Audit of financial records **[REVOKED]**
- 340:2-11-96. Maintenance and retention of records **[REVOKED]**
- 340:2-11-97. Cost allocation
- 340:2-11-98. Information system
- 340:2-11-99. Finance Information Systems Unit Disaster Recovery Plan **[REVOKED]**
- 340:2-11-100. State Bureau of Social Security, Old Age Survivors Insurance

PART 9. TRAVEL REIMBURSEMENT

- 340:2-11-115. Purpose and authority
- 340:2-11-116. Definitions
- 340:2-11-117. General rules
- 340:2-11-118. Completion of Form ADM-6, Travel Claim **[REVOKED]**
- 340:2-11-119. Reimbursement for travel
- 340:2-11-119.1. Reimbursement for lodging
- 340:2-11-120. Attendance at previously arranged meetings **[REVOKED]**
- 340:2-11-121. Per diem
- 340:2-11-122. Per diem in lieu of subsistence **[REVOKED]**
- 340:2-11-123. Miscellaneous expenses **[REVOKED]**
- 340:2-11-124. Completion of Form ADM-6-B, Actual and Necessary Travel Voucher **[REVOKED]**

PART 11. PLANNING AND RESEARCH [REVOKED]

- 340:2-11-140. Planning and Research Unit **[REVOKED]**

PART 13. ELECTRONIC BENEFIT DISBURSEMENT

340:2-11-150. Child care payments

340:2-11-151. Retailer adjustments for food benefits

340:2-11-151. Retailer adjustments for food benefits

Issued 6-1-08

(a) Retailers may request an adjustment to debit a recipient's Electronic Benefit Transfer (EBT) account due to a system outage at the time of purchase. An adjustment is made within 15 days of notice to the Oklahoma Department of Human Services (OKDHS) and recipient. Payment can be taken from future benefits if the recipient's account does not have enough credit to process the complete transaction per Parts 272, 273, and 274 of Title 7 of the Code of Federal Regulations.

(b) The recipient has the right to a fair hearing if the retailer adjustment is questioned.
■ 1

INSTRUCTIONS TO STAFF 340:2-11-151

Issued 6-1-08

1. (a) Retailers must request an adjustment through the state Electronic Benefit Transfer (EBT) contractor.

(b) The contractor determines if the adjustment is a valid request due to a system outage and notifies the Finance Division Electronic Payment Services Unit.

(c) The Electronic Payment Services Unit notifies the recipient and the human services center (HSC) supervisor of record by letter of the adjustment request and the right to a request for a fair hearing.

(d) If a HSC receives a fair hearing request, the procedures per OAC 340:2-5-61(d)(4) are followed.

(e) The worker:

(1) notifies the Electronic Payment Services Unit of the fair hearing request. The Electronic Payment Services Unit:

(A) completes Form 13MP002E, Hearing Summary; and

(B) returns Form 13MP002E to the worker with the required documentation; and

(2) forwards to the recipient and the Legal Division Appeals Unit Form 13MP002E and documentation per OAC 340:2-5-66.