

Investigations and Reviews  
Report

**Consolidated Annual  
Report Required by  
Senate Bill 30,  
75th Legislature**

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**Timely Determination of  
Overpayments  
and  
Data Matching Efforts**

**September 20, 2022**



**Inspector  
General**

Texas Health  
and Human Services

## Section 22.0251, Texas Human Resources Code: Timely Determination of Overpayments

### ***Statutory Provision***

The statute requires the Health and Human Services (HHS) Office of Inspector General (OIG) to determine and record the time it takes the agency to establish an overpayment claim in the Supplemental Nutrition Assistance Program (SNAP) or the program of financial assistance; to set goals for increased timeliness; and to adopt a schedule to meet those goals. The statute also requires the agency to submit an annual report to the Governor and Legislative Budget Board detailing the progress in reaching these goals.

### ***Background***

One of the keys to recovering improperly received benefits is to determine overpayments in a timely manner. When the agency receives a referral regarding a potential overpayment of benefits, investigators with the OIG's Benefits Program Integrity (BPI) division analyze the case to verify whether an overpayment occurred and, if so, the amount. The investigator also evaluates whether the recipient intended to commit fraud. If there is no criminal intent, the investigator notifies the recipient of their obligation to repay and their due process rights. If probable cause exists to believe that a felony-level violation has occurred, the investigator may refer the case to the appropriate district attorney's office for criminal prosecution. For other situation where there may be reduced culpability, the investigators generally pursue the case through an administrative hearing.

### ***Accomplishments***

As a measure of timeliness, the BPI division follows the federal requirement that investigators complete at least 90% of cases within 180 days from the date of referral. This standard is one metric used to measure the investigator's performance. As required by the United States Department of Agriculture (USDA), BPI calculates timeliness from the date the agency receives the referral.

From September 1, 2021, through August 31, 2022, investigators completed **14,862** investigations that involved a SNAP/EBT overpayment, including both fraud and non-fraud overpayment claims. Of the **14,862** cases, **13,396** were completed within 180 days, a timely completion rate of **90%**.

Prior to SFY 2018, all benefits programs investigated within a case were

counted as individual investigations. Beginning in SFY 2018, BPI began counting all programs included in a case as a single investigation; however, based on an analysis of our system reports and monthly data comparisons, investigations and their associated timeframes were only being counted only if SNAP was identified as the primary program. In SFY 2021, BPI worked with IT to update SNAP reports to account for all investigations that include SNAP benefits as part of the investigative case, irrespective of the primary program listed on the investigation. This increased the number of investigations counted in this metric to better reflect the fact that approximately 97% of BPI investigations include SNAP.

<b>Benefits Program Integrity Timeliness</b>			
<b>Time frame</b>	<b>Investigations Completed</b>	<b>Investigations Completed within 180 Days</b>	<b>Percent Timely</b>
09/2009 - 02/2010	16,118	14,675	91.05%
03/2010 - 08/2010	20,130	18,461	91.71%
09/2010 - 02/2011	22,281	20,612	92.51%
03/2011 - 08/2011	23,425	21,555	92.02%
09/2011 - 02/2012	24,726	23,275	94.13%
03/2012 - 08/2012	15,222	15,126	99.37%
09/2012 - 02/2013	11,936	11,223	94.03%
03/2013 - 08/2013	13,033	12,203	93.63%
09/2013 - 08/2014	21,458	19,652	91.58%
09/2014 - 08/2015	16,854	15,583	92.46%
09/2015 - 08/2016	14,509	12,123	83.56%
09/2016 - 08/2017	10,639	9,846	92.55%
09/2017 - 08/2018	7,900*	6,830	86.46%
09/2018 - 08/2019	8,952	6,890	76.97%
09/2019 - 08/2020	9,417	6,811	72.32%
09/2020 - 08/2021	18,262**	17,125	93.77%
09/2021 - 08/2022	14,862**	13,396	90.14%
<b>TOTAL</b>	<b>264,824</b>	<b>245,386</b>	<b>93.9%</b>

\*Prior to SFY 2018, all benefits programs investigated within a case were counted as individual investigations. Beginning in SFY 2018, BPI began counting all programs included in a case as a single investigation. Therefore, although it appears that fewer investigations were conducted from SFY 2018 onward, the number of investigations has continued to increase over time.

\*\*Starting in SFY 2021, BPI implemented a new methodology to account for all investigations that included SNAP benefits as part of the investigative case, irrespective if SNAP was identified as the primary program. From SFY 2018 to SFY 2020, SNAP investigations were only counted if SNAP was the primary or first type of assistance identified and fully investigated.

## Section 531.108, Texas Government Code: Data Matching Efforts from HHSC with Information from Neighboring States and Texas Department of Criminal Justice

### ***Statutory Provision***

This statute requires OIG to submit an annual report to the Governor and the Legislative Budget Board regarding the computerized (data) matching of agency information from neighboring states and information from the Texas Department of Criminal Justice (TDCJ).

### ***Background***

Under this provision, OIG identifies individuals receiving benefits in another state and identifies incarcerated individuals illegally receiving public assistance benefits.

### ***Accomplishments***

Since August 2010, HHSC OIG has participated in the Public Assistance Reporting Information System (PARIS) interstate compact on behalf of Texas. The PARIS interstate match cross-checks social security numbers of active Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF) program, and Medicaid clients as sent by State Public Assistance Agencies (SPAA) for a predetermined month within the match quarter. If matched, PARIS sends the matched records back to the respective SPAAs for review and investigation. Although once-a-year participation is mandatory for Medicaid, the data provided to the program is at the discretion of each SPAA. Texas participates for each match quarter. In Texas, the PARIS match meets the legislative requirement for OIG to match with border-states to identify duplicate benefits.

From September 1, 2021, through August 31, 2022, the agency identified and established overpayment claims for \$537,253 in benefits that had been simultaneously received by individuals in both Texas and another state and in

which it was determined that the benefits obtained in Texas should not have been received. During this time, the agency also identified and established overpayment claims for \$628,820 in benefits received by individuals who were ineligible because of incarceration.

<b>PARIS Interstate Match</b>					
<b>Timeframe</b>	<b>Match Count</b>	<b>Referrals Created</b>	<b>Investigations Created</b>	<b>Claims Created</b>	<b>Claim Amounts</b>
09/2009 - 02/2010	PARIS Interstate Matches were implemented effective August 2010.				
03/2010 - 08/2010	3,542	90	35	37	<b>\$45,161</b>
09/2010 - 02/2011	28,756	452	182	137	<b>\$164,888</b>
03/2011 - 08/2011	27,074	341	151	152	<b>\$163,158</b>
09/2011 - 02/2012	30,368	217	112	93	<b>\$82,813</b>
03/2012 - 08/2012	25,634	243	125	131	<b>\$135,203</b>
09/2012 - 02/2013	28,322	372	86	117	<b>\$128,421</b>
03/2013 - 08/2013	30,154	443	197	236	<b>\$295,174</b>
09/2013 - 08/2014	63,775	455	325	384	<b>\$697,290</b>
09/2014 - 08/2015	118,316	643	188	218	<b>\$338,132</b>
09/2015 - 08/2016	148,432	507	267	242	<b>\$439,124</b>
09/2016 - 08/2017	183,781	287	117	63	<b>\$139,217</b>
09/2017 - 08/2018	217,525	537	461	201	<b>\$410,256</b>
09/2018 - 08/2019	212,284	906	501	472	<b>\$858,077</b>
09/2019 - 08/2020	207,758	276	206	251	<b>\$417,952</b>
09/2020 - 08/2021	327,081	569	518	169	<b>\$394,823</b>
09/2021 - 08/2022	368,948	124	86	167	<b>\$537,253</b>
<b>TOTAL</b>	<b>2,021,750</b>	<b>6,462</b>	<b>3,557</b>	<b>3,070</b>	<b>\$5,246,942</b>

<b>TDCJ Incarceration Match</b>				
<b>Timeframe</b>	<b>Referrals Created</b>	<b>Investigations Created</b>	<b>Claims Created</b>	<b>Claim Amounts</b>
09/2009 - 02/2010	445	374	375	<b>\$234,142</b>
03/2010 - 08/2010	679	579	560	<b>\$364,729</b>
09/2010 - 02/2011	422	360	357	<b>\$251,007</b>
03/2011 - 08/2011	1,010	848	832	<b>\$547,003</b>
09/2011 - 02/2012	621	493	476	<b>\$302,980</b>
03/2012 - 08/2012	717	546	534	<b>\$533,272</b>
09/2012 - 02/2013	552	457	463	<b>\$458,241</b>
03/2013 - 08/2013	428	374	405	<b>\$372,440</b>
09/2013 - 08/2014	850	683	720	<b>\$761,225</b>
09/2014 - 08/2015	655	354	388	<b>\$367,928</b>
09/2015 - 08/2016	815	582	527	<b>\$752,669</b>
09/2016 - 08/2017	1024	1037	769	<b>\$995,128</b>
09/2017 - 08/2018	664	524	459	<b>\$561,185</b>
09/2018 - 08/2019	739	617	531	<b>\$694,659</b>
09/2019 - 08/2020	443	434	445	<b>\$656,592</b>
09/2020 - 08/2021	555	549	450	<b>\$786,813</b>
09/2021 - 08/2022	264	259	288	<b>\$628,820</b>
<b>TOTAL</b>	<b>10,883</b>	<b>9,070</b>	<b>8,579</b>	<b>\$9,268,833</b>