



# F.Y.I.

from the Policy Unit

FYI-071

Date: December 10, 2015

## SUBJECT: Changes to the 908 Closure Code Procedure

Please contact the Policy Unit if you have any questions regarding these or any other changes at [GEARUP>DCSE Collaboration – Teams>Policy Questions](#) or 602-771-8127  
The IV-D PARTNERS should send POLICY inquiries directly to [DCSS-POLICYQUESTIONS@azdes.gov](mailto:DCSS-POLICYQUESTIONS@azdes.gov)

Important changes have been made to the 908 **UNREIMB<\$500/CP REQ CLOSURE** code process. The changes will allow intergovernmental cases to close when the CP moves from Arizona and applies for IV-D services in another jurisdiction. The changes will have a positive effect on case management by reducing the number of unworkable cases.

Effective immediately, when the CP applies for services with another state's IV-D agency, review the case for closure with the **908 UNREIMB<\$500/CP REQ CLOSURE** code. The case must have a Never Assistance (NAI) program code or a state assigned arrears balance of less than \$500.00 in order to be eligible for closure.

A. Upon verification that the CP has opened a new case with another state's IV-D agency, generate the **CP OPENED CASE IN OJ CLOSURE LETTER** (FCSE0001 F9705) from Eloquence and mail it to the CP. It is not necessary to send a withdrawal letter to the CP in this case scenario. Follow the 908 closure procedures in The PORT to complete case closure.

B. When there is a state assigned arrears balance greater than \$500.00, adjust the debts to reflect this balance only and refer the case for a possible settlement program offer. If a settlement agreement cannot be reached, contact the other jurisdiction for assistance with collecting the assigned arrears.

*DCSS staff are urged to view this information directly on GEARUP and not create a separate personal file. You will find this Policy FYI on GEARUP via this file path: [HOME>Policy Notifications>Policy FYI](#). Click on the Policy FYI folder to view a list of Policy FYI notices.*