DCSS Policy & Procedure Unit
Policy Update
PPU: 21-07-001
Date: Wednesday, July 14, 2021
SUBJECT: SROP – Suspense Retro Overpayment Procedure Update
Please contact the Policy Unit if you have any questions regarding these or any other changes at
DCSSPolicyQuestions@azdes.gov or (602) 771-8127.

The Policy Unit is pleased to announce the SROP-Suspense Retro Overpayment Suspense Code procedure has been revised. The revised procedure incorporates minor changes for clarity and consistency relating to a completed Debt Recalculation Utility (DRU).

A DRU is not necessary until a case is ready to close, but debts should still be reviewed for accuracy.

If reviewing for case closure, review for paid in full. Cases should be calculated when a calculation has not been completed in the last 12 months. When the court order is a foreign order contact the other state to obtain an arrears balance. SROP receipt will move to SFTO suspense status overnight if not worked the same day.

Link to the new updated procedure: 01. System Assigned Reject Codes

File Path**:** DEBT/FINANCIAL MANAGEMENT > DEBT > Suspense > Suspense Procedures>Processing Suspense Procedures>Suspense Reject Code Procedures>01. System Assigned Reject Codes>SROP-Suspense Retro Overpayment