Instruction

For Historical Reference Only

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Identification Number: EM-20026 SEN REV
Effective Date: 07/31/2020

Intended Audience: All RCs/RCs/ADs/FOs/TSCs/PSCs/OCO/OCO-CSTs/OHO/OARO
Originating Office: DCB FM OFPO

Title: Temporary Extension of RECOOP Billing
Type: EM - Emergency Messages

Program: Title II (RSI); Title XVI (SSI)
Link To Reference: See References at the end of this EM.

SENSITIVE - NOT TO BE SHARED WITH THE PUBLIC

Document:

Retention Date: January 29, 2021

Revisions:
Subsection C: Added language to not change the due date of the RECOOP bill before 10/21/20.

A. Purpose
This emergency message (EM) provides instructions on handling inquiries due the extension of all RECOOP billing until October 1, 2020.

B. Background
RECOOP is the billing and follow-up system responsible for all billable Title II and Title XVI overpayments. Each bill includes a payment stub addressed to the Mid-Atlantic Program Service Center (MATPSC). We send RECOOP notices daily, approximately 17,000/month.

Beginning March 23, 2020, the Remittance Accounting Unit (RAU) in the MATPSC was not onsite to process checks/money orders/credit card payments due to the COVID-19 pandemic. Not processing remittances at MATPSC creates a backlog, may lead to bounced checks, as the funds may no longer be available, and creates additional delinquent debt, as remittances are not timely applied to overpayments. We are also non-compliant with Treasury Deposit Requirements.
As of June 4, 2020, we implemented systems automation to temporarily stop sending RECOOP bills until October 1, 2020 and payment due dates for previously issued bills will be extended to October 21, 2020 or later.

C. Procedure for Handling Inquiries Related to the RECOOP Extension

If you receive an inquiry about a debtor not receiving a bill, take the following actions:

1. Verify the debtor’s identity see GN 00230.020.
2. Verify the debtor is currently in RECOOP billing status see GN 02210.218.
3. Inform the debtor that the billing due date has been extended until October 2020 due to COVID-19.
4. Inform the debtor that he or she will start receiving bills again after October 1, 2020.
5. Remind the debtor that you can take one time payments over the phone with a credit card see GN 02210.205.

Note: No DMS or RECOOP inputs are necessary after you inform the caller of the temporary extension of RECOOP bills.

Important: Due to the RECOOP automation implemented to temporarily stop bills and extend the due date, do not change the due date of the RECOOP bill before 10/21/20. Direct all program-related and technical questions to your Regional Office (RO) support staff or Program Service Center (PSC) Operations Analysis (OA) staff. RO support staff or PSC OA staff may refer questions, concerns or problems to their Central Office contacts.

Reference:
GN 02210.205 Paying by Credit Card Debtor Contact Unit Procedures
GN 02210.218 Debtor Inquiry-DCR/DS Actions
GN 00230.020, Identity of Claimants

Link to this document:
EM-20026 SEN REV - Temporary Extension of RECOOP Billing - 07/31/2020