

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM – CLAIMS AND RECOVERY FREQUENTLY ASKED QUESTIONS

- 1) Why have I received a notice of overpayment from Human Resources Administration (HRA) Supplemental Nutrition Assistance Program (SNAP)?**
You received a notice of overpayment for Supplemental Nutrition Assistance Program (SNAP), because you did not report a change in earned income, unearned income, or household composition in a timely manner. This caused you to be ineligible for all SNAP benefits you received.
- 2) Can I review the reason for the overpayment?**
Yes, you may contact SNAP Claims and Recovery (SNAP-CR) for a conference review with one of our representatives. Call us at 929-252-2143.
- 3) What happens if I do not respond to the notice of overpayment or notices from SNAP Claims and Recovery (SNAP-CR)?**
If you do not respond to the notice of overpayment or a SNAP-CR notice, or fail to pay, your claim will be referred to the U.S. Department of Treasury. The Department of Treasury may intercept Federal payments to you, such as a Federal Income Tax Return, Social Security Benefits, and Federal wages.
- 4) Why was my Federal Income tax return or social security taken?**
Your Federal Income tax return or Social Security benefits were taken, because you did not repay the overpayment claim. Your account is delinquent, because you missed two (2) or more payments, in accordance with your signed repayment agreement.
- 5) What can I do if I cannot pay my bill?**
Please contact SNAP-CR at 929-252-2143 for further assistance.
- 6) Are payment arrangements available?**
Yes. Monthly payment plans are available when you enter into a repayment agreement. Please contact SNAP-CR at 929-252-2143 to make payment arrangements.
- 7) Can I do lump sum payments?**
Yes. Lump sum payments are accepted.
- 8) What methods of payments are available?**

 - Check
 - Money Order
 - Unused SNAP benefits can be applied towards an overpayment.

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9) Who should I make the check or money order out to?

Make your check or money order payable to:

HRA Department of Social Services

Mailing address: SNAP Claims and Recovery
375 Pearl St, 23rd Floor
New York NY 10038

10) What information is needed on my check or money order?

Please include the following information on your Check and Money Order payments:

- Signature
- Date
- Dollar amount written out on check
- Case name
- Case number

11) What should I do if I made a payment but did not receive a receipt?

You may contact SNAP-CR at 929-252-2143 for further assistance.