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9.0.02 RESTITUTION

RESTITUTION OVERVIEW

HMS has a solid understanding of court-ordered restitution programs in Arizona. We have been successful in recovering these payments to crime victims who received medical assistance services. As the incumbent vendor in Arizona, we have already established relationships with the United States District Courts, probation officers, and liability insurers that allow us to effectively identify and open cases in a timely manner. HMS offers a significant advantage over potential competitors, with yields of over $1.6 million in recoveries while posing no risk of disruption to recoveries or interruption to a proven process that has been in place since 1995.

HMS RESTITUTION RECOVERY SUCCESS FOR ARIZONA

As the current restitution recovery vendor for AHCCCS, HMS has worked nearly 500 restitution cases for Arizona, recovering approximately $701,000 for the State since 2013. HMS has the experienced caseworkers, case management software, and processes in place to continue program operations and recoveries without interruption.

ARIZONA-SPECIFIC KNOWLEDGE

HMS has managed the restitution tracking and recovery program for AHCCCS since 1995. During this period, HMS has formed valuable relationships with probation officers, the courts, and victim advocacy groups. Often the court will need the amount of restitution expedited; HMS responds to all calls no later than the next business day and uses our customized valuing process to meet these tight court-imposed deadlines. HMS complies with all applicable state and federal requirements and our proven approaches serve as a fundamental component of Arizona's cost containment efforts.

In the following sections, we provide our method of approach for meeting AHCCCS and the State of Arizona's scope of work and continuing to provide industry leading restitution services. We provide a quick reference cross-walk to the requirements from AHCCCS's scope of work in **Section 9.1**.

HMS Restitution Recovery Process

Upon receipt of a request from a probation officer, Superior Court, or other source, HMS processes all referrals within five days of receipt, performing the following tasks:

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

Figure 9.0.02-1 [redacted]

[redacted]

Tracking Restitution Payments

The defendant is typically ordered to pay a portion of the total restitution on a monthly basis until the full amount is paid. HMS receives and posts all monthly payments to Maestro and forwards the payments to AHCCCS as part of the weekly deposit in accordance with AHCCCS banking procedures.

[redacted]

When the AHCCCS case has been paid in full, HMS closes the restitution case and archives it according to State requirements. HMS will also close a restitution case when no payment has been received for more than three years.

INFORMING AHCCCS OF COURT ORDERS

[redacted]

REPORTING

[redacted]

[redacted]

[redacted]

[redacted]