

## Technical Information Circular # 1

### INFORMATION ON REPROCESSING CLAIMS

#### General Information

AgriStability Program Guidelines allow for participants to request adjustments to their claims within the 18-month period after the original Calculation of Program Benefits (COPB) has been issued. The AgriStability Program Administration may accept claims denied for insufficient information and/or supporting documentation for processing. The following conditions outline the Administration's policies for acceptance in either case:

#### Claims Denied for Missing Information

##### **Missed Deadline for Filing**

If a participant fails to provide the Administration with the minimum required documents listed on page 7 of the AgriStability Program Handbook by the established deadline date, the claim will be closed and no COPB will be issued. Incomplete claims may be reopened if the missing information is received on or before the "with penalty" deadline identified on page 6 of the AgriStability Program Handbook.

##### **Required Information for Verification Purposes**

The Administration may deny a claim if the requested additional or supporting information/documentation required to complete verification of the claim is not provided. The claim may be reopened upon written request if the supporting information/documentation is provided within the later of:

- 1) 90 days after issuance of claim denial, or
- 2) the Program Year deadline.

#### Adjustments

##### **Participant-Initiated Adjustments**

Participant-initiated adjustments to information used in calculating Program benefits for a Program Year (including information used in calculating the Reference Margin for that Program Year) may be requested by submitting a written request to the Administration up to 18 months after notification of the original Calculation of Program Benefits (COPB) for that Program Year. All adjustments must be accompanied by supporting documentation which is subject to verification, audit and/or inspection by the Administration. Where adjustments affect taxable income, the Administration may require that the adjustment be accepted by the Canada Revenue Agency before it is accepted for Program purposes.



If the Administration accepts the adjustment and provides an adjusted COPB, only adjustments related to changes made in that COPB may be made within the later of:

- 1) 90 days after notification of the adjusted COPB, or
- 2) 18 months of notification of the original COPB.

If the Administration rejects the adjustment, a request to review this decision must be made within 90 days of being notified of that decision. Any adjustment request which has been rejected may not be resubmitted.

The Administration may allow adjustment requests after the expiry of deadlines if the participant can demonstrate exceptional circumstances that prevented the participant from meeting the deadline.

### **Administrator-Initiated Adjustments**

All participants and/or claims may be subject to additional verification, inspection of documentation or an audit. The Administration has up to six (6) years after notification of the original Calculation of Program Benefits (COPB) for that Program Year to initiate an adjustment. The participant must be notified in writing before the end of the six-year period that an Administrator-initiated adjustment is in progress. In instances where the Administration determines the participant provided false or misleading information, there is no time limit for initiating an adjustment.

If, because of an Administrator-Initiated Adjustment, the Administration provides an adjusted COPB, only adjustments related to changes made in that COPB may be made within the later of:

- 1) 90 days after notification of the adjusted COPB, or
- 2) 18 months of notification of the original COPB.

### **Recalculation of Benefits**

If a claim adjustment results in a change in Program benefits, the participant may be eligible for additional benefits or may be in overpayment and will be required to pay any excess benefits. Overpayments will be subject to interest.

- See section 3.15 Adjustments to Financial Information of the Sustainable Canadian Agricultural Partnership - AgriStability Program Guidelines.

