

**UNDERPAYMENTS**

Retroactive payments are issued to correct underpayments caused by administrative error. An underpayment occurs when the family is paid less than the amount of subsidy they are eligible to receive. Examples of administrative errors are:

- Computer or machine errors.
- Misapplication of policy by DHS staff.
- Failure to process a change in a timely manner.

Underpayments are corrected retroactively for a period up to two (2) years prior to the current month.