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**State of Wisconsin  
Governor Scott Walker**

**TO: Income Maintenance Supervisors  
Income Maintenance Lead Workers  
Income Maintenance Staff  
W-2 Agencies  
Workforce Development Boards  
Job Center Leads and Managers  
Training Staff  
Child Care Coordinators**

**FROM:** Deborah Waite, Deputy Bureau Director  
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<b>BEPS/DFES/DECE OPERATIONS MEMO</b>					
<b>No:</b> 12-03					
<b>DATE:</b> 1/19/2012					
<b>FS</b>	<input checked="" type="checkbox"/>	<b>MA</b>	<input checked="" type="checkbox"/>	<b>BC+</b>	<input checked="" type="checkbox"/>
<b>SC</b>	<input type="checkbox"/>	<b>CTS</b>	<input type="checkbox"/>	<b>FSET</b>	<input type="checkbox"/>
<b>BC+ Basic</b>	<input type="checkbox"/>	<b>BC+ CORE</b>	<input checked="" type="checkbox"/>		
<b>CC</b>	<input checked="" type="checkbox"/>	<b>W-2</b>	<input checked="" type="checkbox"/>	<b>EA</b>	<input type="checkbox"/>
<b>CF</b>	<input type="checkbox"/>	<b>JAL</b>	<input type="checkbox"/>	<b>JC</b>	<input type="checkbox"/>
<b>RAP</b>	<input type="checkbox"/>	<b>WIA</b>	<input type="checkbox"/>	<b>Other</b>	<input type="checkbox"/> *
				<b>EP</b>	

**SUBJECT: Changes to the Quarterly State Wage Income Collection Agency (SWICA) Process**

**CROSS REFERENCE:** CARES Guide Chapter 10

**EFFECTIVE DATE:** December 19, 2011 for January 2012 matches

**PURPOSE:**

The purpose of this memo is to announce enhancements that are being made to the quarterly SWICA match process.

**BACKGROUND:**

The Department of Health Services (DHS) is automating specific processes in CWW to improve program integrity and reduce workload. The first project, the automatic update of Unemployment Insurance income, was implemented in September 2011 (Operations Memo [11-42](#)). The second project, SOLQ-I is currently on hold. The current project is the enhancement of the SWICA quarterly wage match process. Changes to the process include discontinuing dispositions for workers and moving that function to the 'Discrepancy' process in CWW as well as updating the logic used to determine whether there is an income discrepancy based on program reporting rules.

Currently, this quarterly process generates approximately 96,000 matches on cases where the income budgeted in CARES for an individual doesn't match the quarterly income employers have reported to the DWD. When the income does not match, within a defined tolerance level for the quarter, the SWICA process creates a "disposition" for the worker that must be resolved.

The disposition process has not been updated to take into consideration changes in reporting rules for the different programs of assistance. Workers are receiving dispositions and doing research on cases where the difference in the income has no impact to the benefits received in that quarter. Changes to the process will result in more accurate discrepancies. It is anticipated that the change will reduce workload and help insure the wage matches are used effectively to prevent future overpayments and identify past overpayments.

**CARES:**

The updates to the SWICA process moved into CARES on December 17, 2011. Beginning in January 2012, the automated process will select all non excluded individuals 18 years of age and older who were open for a program of assistance in all 3 months of the quarter for which the match is occurring. The earned income budgeted in CARES for the match quarter will be compared to the wages reported by the employer to DWD (SWICA income). When SWICA reported income is greater than what was budgeted in CARES, tolerance and FPL tests will identify discrepancies for an individual.

The quarterly SWICA process will compare the information reported by the household to the information provided to the state by the employers for a previous calendar quarter. The matches don't occur until after the application has been processed and eligibility has been determined. The match may not happen until the individual or household has been open for several months. If workers use the Employment query prior to confirming the benefits the benefit determinations will be more accurate and overpayments will be prevented.

**Reminder:** Workers should be using information from the Employment Queries page when processing applications, reviews, program adds, six month reports and person adds to determine if income and employment is being correctly reported

**CARES Worker Web** User ID: [redacted] User Name: [redacted] Quick Select: CASE/RFA [Go] [Help] [Logout]

Primary Person: [redacted] 38M PP Case: [redacted] Status: Open Mode: Ongoing 11/30/2011

Navigation Menu: Search, CARES Home, Search, Unsubmitted Requests, Inbox Search, Unlinked Documents, RFA / Case, Client Registration (0), Case Summary, Case Comments, Application Entry (0), Case Information, Individual Demographics, Benefits/School, Individual Non Financial, Other Health Care Programs, Asset Information, Employment Queries, Summary, Employment, Unearned Income, Expenses, Medical, W-2/Child-Care, Generate Summary, Initiate Eligibility Determination, Eligibility, Post Eligibility, Confirmation Access

**Employment Queries**

**New Hire**

Name	Hire Date	Employer Name	Work Location Address
[redacted] 38M PP	No Match Found		
[redacted] 12M SON	Request Not Allowed		
[redacted] 5M SON	Request Not Allowed		

**Wage Match**

Name	File Date	Wage Amount	Year	Quarter	Employer Number
[redacted] 38M PP	10/26/2011	\$3,981.56	2011	3	[redacted]
[redacted] 12M SON	Request Not Allowed				
[redacted] 5M SON	Request Not Allowed				

Add Case Comment [Send Request] [Previous] [Next]

SWICA Discrepancies will be set if the income is outside of the defined tolerance test or the FPL income limits depending on the program of assistance. These tests will be applied using the tolerance level and income limit for the most restrictive program of assistance if the person was eligible for several programs during that quarter.

The discrepancy page will indicate which program of assistance rules were used to set the discrepancy. The discrepancy may also affect other programs of assistance that were open in that quarter. Therefore, workers must research each discrepancy to see if the reported income would have affected eligibility for any program the person was eligible for during that quarter. For example, a discrepancy may be set for W-2 which is the program with the most restrictive rules. However, that discrepancy may also affect the health care and/or FoodShare benefits as well.

- **Note:** Because of program rules, discrepancies will not be created for these AGs: BCPB, BCPE, BCPP, BCPL, BCPY, BadgerCare Plus Core Plan, Family Planning Services, Caretaker Supplement, Senior Care and unmet Medicaid deductibles.

### TOLERANCE TESTS

A potential discrepancy will be created if the monthly SWICA is greater than the monthly earned income reported in CWW for an individual. The following tolerance tests will be used:

- Medicaid (MA), BadgerCare Plus (BCP) and FoodShare (FS): \$100 per individual per month.
  - Child Care: \$250 per month of all non excluded household members in the AG.
  - W-2: No tolerance test.

### FPL TESTS

A potential discrepancy will be created if the total monthly income using the monthly SWICA income added to other income budgeted for that month exceeds the FPL limit for the assistance group (AG) with the lowest income limit within a case. The following FPL tests will be used:

- W-2: 115%
- Child Care: 200%
- FoodShare: 130% if FS was confirmed during the reporting quarter with income less than 130%. 200% if FS was confirmed during the reporting quarter with income 130%-200%.
- BadgerCare Plus: 100%, 150%, 200% and 300% dependent upon the category of BCP that was confirmed on the case during the reporting month.
- EBD MA, Long Term Care MA and Medicare Premium Assistance: The system will check the income limits for the AG that was confirmed on the case during the reporting month. For example: a case with an MI S AG will use a \$2022 income limit, a case with an NS or NP AG will use a \$591.67 income limit.

### DISCREPANCIES

Discrepancies for SWICA matches will be created in the following scenarios:

- MA, BCP and FS: If the FPL test fails for all 3 months or the tolerance and FPL tests fail for any of the same 2 months in a quarter.
  - W-2: If the FPL test fails for two consecutive months in a quarter.
  - Child Care: If the tolerance or the FPL test fails for two consecutive months in a quarter.

When a discrepancy is created, workers are expected to research, resolve and take corrective action on all affected programs within the case. The workers are expected to contact the participant or a third party source to resolve the discrepancy and to request verification when necessary. Action to resolve the discrepancy must be completed within 45 days of the match date, unless third party collateral evidence is outstanding. The case record must be updated with any new information gathered. Case comments must be added to explain the actions taken and overpayments completed if appropriate.

The old disposition match process (CARES mainframe DXDU function) will be discontinued. Any unresolved dispositions older than 18 months will be deleted.

Once a Discrepancy is set on a case, it can be viewed in CWW from the Case Summary page or from any other page within the case. The discrepancy will display in the information bar at the top of the page. Once the worker has taken the appropriate corrective action to resolve the discrepancy, he or she must update the status of the discrepancy by choosing one of the options displayed next to the discrepancy. In cases with both a primary and a secondary worker, case comments are essential in order to track actions on the case.

Workers can mark discrepancies as “in progress” by selecting:

- C-Waiting for Client info,
- F-Fraud, or
- T-Third Party Verification.

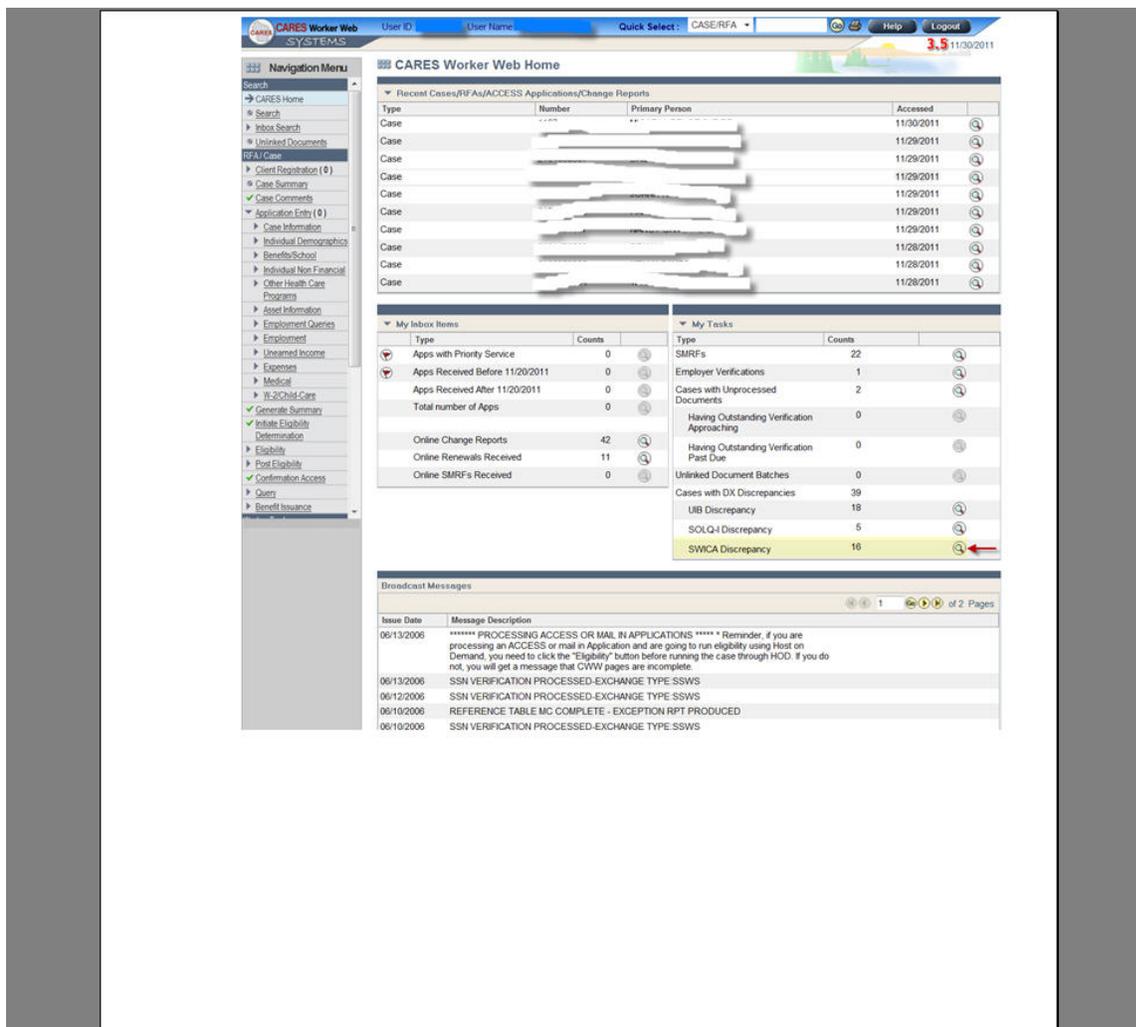
Once a discrepancy is resolved, it should be updated to:

- D-Duplicate,
- N-No Impact
- R-Resolved or
- W-Withdrawn.

If a discrepancy is not resolved in 45 days, it will be highlighted in red, and an alert will be sent to the supervisor to notify him or her of the past due discrepancy.

Workers can search for a list of discrepancies from the worker’s CWW Home Page under the “My Tasks” Section or from the Caseload Management Search Criteria Page.

Home Page showing SWICA Discrepancies under “My Tasks”



### Searching for SWICA discrepancies from Caseload Management Search Criteria

The screenshot displays the 'Caseload Management Search Criteria' interface. At the top, the user is logged in as 'User ID: [redacted] User Name: [redacted]' with 'Quick Select: CASE/RFA'. The date is 11/30/2011. The left sidebar contains a 'Navigation Menu' with categories like 'Search', 'Unlinked Documents', and 'Case Information'. The main content area is titled 'Caseload Search' and includes the following sections:

- Caseload Search Criteria:** County/Tribe: 40 - MILWAUKEE COUNTY; Office: 5605; IIR Consortium: [redacted].
- Additional Search Criteria:**
  - Worker: [redacted]
  - Case Mode: Pending, Open, Intake, Review, Closed, Ongoing, Simulation, Asset Assessment.
  - Filing / Request Date: Less than 30 days.
  - Review Month: [redacted]
  - Verification Due Date: Any.
  - Confidential: Yes, No.
  - Full Fee Paid Date: Not Paid / Not Applicable.
- Action Items:**
  - Online Submissions: Application Linked - Ready for Intake, Intake Initiated - Eligibility not Initiated, Change Report/Online Renewal/SMRF Received - Ready for Processing, Change Report/Online Renewal/SMRF Processing Initiated - Eligibility not Initiated.
  - Alerts / Discrepancies: Overdue Eligibility Determination, Eligibility, Benefit Issuance, Information, Waiting on DDB Decision, Outstanding Verifications Past Due, Outstanding Verifications Approaching, Documents Received, Documents Waiting, Initiate Eligibility and Confirm, BCLA Fee Status Update, UI Benefit Discrepancy, SOLQI Discrepancy, **SWICA Discrepancy** (highlighted in yellow).

At the bottom, there is a section 'What would you like to do?' with options: 'View to select cases meeting the above criteria' (selected) and 'View counts of cases meeting the above criteria'.

Once the list of discrepancies is displayed on the Caseload Management Search Criteria Results page the worker can choose the discrepancy to work on from the list.

User ID:    User Name:    Quick Select: CASERFA
Go    Help    Logout

3.5

**Navigation Menu**

Search

- CARES Home
- Search
- ▶ Inbox Search
- Unlinked Documents

RFA / Case

- ▶ Client Registration (0)
- Case Summary
- Case Comments
- ▶ Application Entry (0)
- Generate Summary
- Intake Eligibility Determination
- ▶ Eligibility
- ▶ Post Eligibility
- Confirmation Access
- ▶ Query
- ▶ Benefit Issuance

Worker Tools

- ▶ SSI-MA Administration
- ▶ TCLA Administration
- ▶ Worker Tasks
- ▶ Case Management
- ▶ Client Correspondence
- ▶ Data Exchange
- ▶ Reference Tools
- ▶ System Tools
- ▶ Agency Administration
- ▶ Fiscal Services
- HMO Search
- Check My Profile Worker

### Caseload Management Search Criteria Result

**The following events have occurred:**

**WTD25** : The search has returned more than 250 records and only the first 250 records are displayed. Please narrow your search by changing the criteria.

**Caseload Search Criteria**

IM Consortium:		Counties / Tribes:	<b>MILWAUKEE</b>
Office:	<b>5640, 5040</b>	Caseload:	
Worker:		First Letter of PP's Last Name:	<b>A to Z</b>
Language:	<b>Any Language</b>	Case Mode:	<b>Intake, Ongoing, Closed, Review, Simulation, Asset Assessment</b>
Case Status:	<b>Pending, Closed less than or equal to a calendar month, Open, Denied less than or equal to 30 days</b>	Filing / Request Date:	<b>Any Date</b>
Review Month:		Full Fee Paid Date:	<b>Not Paid / Not Applicable</b>
Confidential:	<b>Yes, No</b>		
Verification Due Date:	<b>Any</b>		

**Caseload Management Listing**

1 of 25 Pages

Case Number	County/Tribe	Primary Person	Case Status	Filing/Request Date	Action Items
	MILWAUKEE		Closed	10/31/2000	<ul style="list-style-type: none"> <li>Information</li> <li>SWICA Discrepancy</li> </ul>
	MILWAUKEE		Closed	11/01/2009	<ul style="list-style-type: none"> <li>Initiate Eligibility and Confirm</li> <li>SWICA Discrepancy</li> </ul>
	MILWAUKEE		Closed	09/27/2010	<ul style="list-style-type: none"> <li>Information</li> <li>SWICA Discrepancy</li> </ul>
	MILWAUKEE		Open	08/01/2005	<ul style="list-style-type: none"> <li>Eligibility</li> <li>Benefit Issuance</li> <li>Information</li> <li>Initiate Eligibility and Confirm</li> <li>SWICA Discrepancy</li> <li>Overdue Eligibility Determination</li> </ul>
	MILWAUKEE		Open	11/16/2009	<ul style="list-style-type: none"> <li>SWICA Discrepancy</li> <li>Overdue Eligibility Determination</li> </ul>
	MILWAUKEE		Open	04/09/1998	<ul style="list-style-type: none"> <li>Information</li> <li>SWICA Discrepancy</li> <li>Overdue Eligibility Determination</li> </ul>
	MILWAUKEE		Open	08/26/1998	<ul style="list-style-type: none"> <li>Information</li> <li>SWICA Discrepancy</li> <li>Overdue Eligibility Determination</li> </ul>
	MILWAUKEE		Open	09/01/1998	<ul style="list-style-type: none"> <li>Information</li> <li>SWICA Discrepancy</li> </ul>

Workers can view the details of the discrepancy in a collapsed view or can click on the radio button to view the discrepancy details. The details page will display the individual, companion case flag, the program for which the discrepancy was set, the FPL and tolerance limits for the AG, the CARES reported income (listing all employment identified through SWICA), SWICA amount, the current countable gross income and newly calculated gross income amount.

**orker Web** User ID: XCTJ38 User Name: M ABDUL SALA 3.5 11/30/2011

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**SWICA Discrepancy Details**

<b>Individual Information</b>		
PIN:	Name:	Updated Date: 01/25/2013
Case:	Discrepancy on other Case:	NO
<b>SWICA Wage Details</b>		
Report Quarter:	3/12	
Quarter Begin:	07/2012	Quarter End: 09/2012
Total CARES Wages this quarter:	\$1600.00	
<b>SWICA Employer Information</b>		
SWICA Employer ID	SWICA Employer Name	Quarterly SWICA Amount
		\$2,100.00
Tolerance Details (Individual Level Depending on Program)		
+ FPL Details (Assistance Group Level)		

Match Date: MM / DD / YYYY

Workers can expand to view the details for the discrepancy by clicking on the + sign.

**SWICA Discrepancy Details**

**Individual Information**

PIN: \_\_\_\_\_ Name: \_\_\_\_\_ Updated Date: 01/25/2013  
 Case: \_\_\_\_\_ Discrepancy on other Case: NO

**SWICA Wage Details**

Report Quarter: 3/12  
 Quarter Begin: 07/2012 Quarter End: 09/2012  
 Total CARES Wages this quarter: \$1600.00

**SWICA Employer Information**

SWICA Employer ID: \_\_\_\_\_ SWICA Employer Name: \_\_\_\_\_ Quarterly SWICA Amount: \$2,100.00

**Tolerance Details (Individual Level Depending on Program)**

Assistance Group	Sequence	Benefit Month	Converted/Monthly SWICA Wage	CARES Wage	Employment Difference (SWICA - CARES)	Tolerance Limit	Tolerance Test
MS	01	07/2012	\$700.00	\$500.00	\$200.00	\$100.00	Fail
MS	01	08/2012	\$700.00	\$600.00	\$100.00	\$100.00	Pass
MS	01	09/2012	\$700.00	\$500.00	\$200.00	\$100.00	Fail

**FPL Details (Assistance Group Level)**

Assistance Group	Sequence	Benefit Month	Converted/Monthly SWICA Wage	CARES Wage	Employment Difference (SWICA - CARES)	CARES Gross Income	New Gross Income (CARES Gross Income + Employment Difference)	FPL Amount	FPL Test
MS	01	07/2012	\$1,400.00	\$1,000.00	\$400.00	\$697.82	\$1,097.82	\$830.72	Fail
MS	01	08/2012	\$1,400.00	\$1,200.00	\$200.00	\$552.82	\$752.82	\$830.72	Pass
MS	01	09/2012	\$1,400.00	\$1,000.00	\$400.00	\$697.82	\$1,097.82	\$830.72	Fail

Match Date: [MM] / [DD] / [YYYY] [Go] [Close]

**DISCREPANCY HISTORY**

Workers can access the discrepancy history for UIB, SOLQ-I and SWICA for an individual by clicking on the ‘View Individual DX Discrepancy History’ radio button on the Individual Summary Page. If there are resolved discrepancies present for an individual, the discrepancy will display on the Discrepancy History Results Page.

If there are resolved discrepancies present for an individual, the following screen will be displayed to the worker.

- The worker can filter by discrepancy type or resolved date using the navigator at the bottom of the page.
- To navigate by Source, the worker can click on the icon on either the left or right or select using the dropdown.
- To navigate using resolved date, the worker can enter the date in the field provided and click “go.”

The screenshot shows the 'Discrepancy History Results' page in the CARES Worker Web. The table below lists the discrepancies:

Resolved	Case	Pin	Details	DX Type	Creation Date	Resolved By	Resolved Date
Waiting for Client Info			Railroad Retirement update Medicare	SLQ	10/03/2011	XCTN49	10/03/2009
Duplicate			SSN ver not found/last name mismatch	SLQ	10/03/2011	XCTN49	10/03/2011
Withdrawn			Working part time	UIB	10/03/2011	XCTN49	10/05/2011

At the bottom of the page, there is a filter bar with a dropdown menu for 'Discrepancy' (currently set to 'SLQ') and a 'Resolved Date' field with a date picker. A 'Go' button and a 'Previous' button are also visible.

Callout 1: The worker can filter by discrepancy type using the navigator at the bottom of the page.

Callout 2: To navigate by source, the worker can clicking on this icon.

## ALERTS

472 - SWICA WAGE DISCREPANCY: Sent to the Child Care worker if either the FPL or tolerance test fails for 2 consecutive months and the primary worker is not the same as the CC eligibility worker.

472 - SWICA WAGE DISCREPANCY: Sent to the W-2 worker if the FPL test fails for 2 consecutive months and the primary worker is not the same as the W-2 FEP worker.

468 - DISCREPANCY NOT RESOLVED: Sent to the supervisor if the worker has not taken any action on the discrepancy for more than 45 days.

## W-2 AND CC DATA EXCHANGE WEBI REPORTS

There are eight W-2 and CC Data Exchange reports in WebI. These reports show the status of dispositions related to W-2 and Child Care cases for SWICA and out of state unemployment. These reports will continue to run weekly. This will allow agencies to continue to use the reports to track overdue and coming due dispositions within the past 18 months. A new report to track the discrepancies for the first quarter of 2012 will be available in WebI in April 2012. This report will not be updated weekly to reflect the resolved discrepancies and will not have the capability to drill for more detail. Later in 2012 the report will be enhanced to have the same functionality as the current W-2 and CC Data Exchange reports.

## **CONTACTS:**

For Income Maintenance Programs Policy and CARES Processing Questions: BEPS CARES Information & Problem Resolution Center

For W-2 Policy Questions in the Balance of State: Bureau of Regional Operations, W-2 Regional Coordinators

For W-2 Policy Questions in Milwaukee: Milwaukee Operations Section Regional Administrators

For W-2 CARES Processing Questions: W-2 Help Desk

For Child Care Policy and CARES Processing Questions: [childcare@wisconsin.gov](mailto:childcare@wisconsin.gov)

BEPS CARES Information & Problem Resolution Center

\*Program Categories – FS – FoodShare, MA – Medicaid, BC+ – BadgerCare Plus, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – FoodShare Employment and Training, BC+ Core – BadgerCare Plus Core, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DHS/DHCAA/BEPS/LT; DD