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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: Paul Michael, Policy Section Chief  
Bureau of Enrollment Policy & Systems  
Division of Health Care Access and Accountability**

<b>BEPS/DFS OPERATIONS MEMO</b>					
<b>No: 12-45</b>					
<b>DATE: 08/13/2012</b>					
<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 checked="" 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 type="checkbox"/>	<b>W-2</b>	<input 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: Income Maintenance Quality Assurance (IMQA) Second Party Review  
Tool**

**CROSS REFERENCE:** Income Maintenance Quality Assurance Second Party Review Manual

**EFFECTIVE DATE:** AUGUST 27, 2012

**PURPOSE:**

This memo provides local agencies with information regarding the newly developed Income Maintenance Quality Assurance (IMQA) Second Party Review tool and the IMQA Second Party Review tool process for Consortia Designated Reviewers. Information about the Second Party Review process (i.e., how the State Second Party Review Unit will conduct their review and communicate results to IM Consortia) will be issued in a separate operations memo.

**BACKGROUND:**

The State of Wisconsin has a commitment to quality assurance and recognizes the need to increase accuracy and efficiency in IM programs. A new IMQA Second Party Review tool has been developed and added to CARES that will replace the current Quality Assurance tool.

- **NOTE:** The existing Income Maintenance Quality Assurance Tool will be disabled, after the implementation of the new tool on August 25, 2012. **Any second party reviews already in progress must be completed on August 24, 2012. Incomplete reviews will not transfer to the new tool.**

The new IMQA tool will allow IM consortia workers to review the Second Party Review findings to correct the case and to track the case resolution. The consortia will also be able to designate certain staff as Consortia Designated Reviewers who will be able to create a sample in real time and review the case using the new Second Party Review tool.

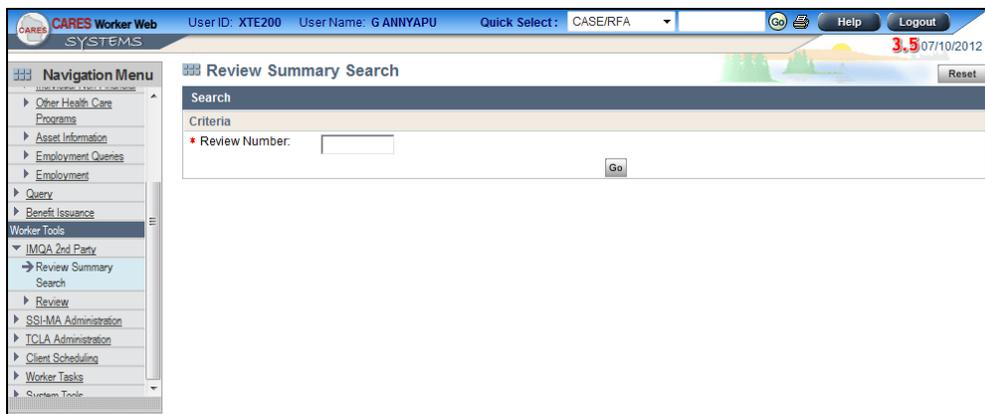
Review findings provide Consortia with practical feedback about new workers, worker performance plans and performance reviews, error trends, as well as training and policy needs.

The State of Wisconsin has formed a Second Party Review Unit designed to input, review and track findings for Income Maintenance Programs. The Second Party Review Unit will begin using the IMQA tool to evaluate cases across all consortia starting September 1, 2012. The information obtained from this tool will be used to identify errors and areas for improvement in training, policy, and cost savings.

A new reporting system is also being developed that will provide the consortia with quarterly reports of more detailed information on benefit under/over issuance, error trends and case specific information. Additional information will be provided when the reports become available.

## **CARES:**

The IMQA Second Party Review tool is located in the CARES Worker Web Navigation Menu under 'Worker Tools.' All agency/consortia staff with the ability to confirm IM cases will automatically be granted access to the 'Review Summary Search' page and 'Review Summary' page on 8/27/2012.



When IM Consortia CARES workers input the review number into the Review Summary Search page they will be taken to the Review Summary page that displays all the error findings and comments from the Second Party Review. This will help the worker to know what corrections need to be made on the case that was reviewed by the Second Party Review Unit or the Designated Consortia Reviewer.

**CARES Worker Web** User ID: XTE200 User Name: G ANNYAPU Quick Select: CASE/RFA Case: 1001535511 Review: 1000000530 07/10/2012

**Navigation Menu**

- Benefits/School
- Individual Non Financial
- Other Health Care Programs
- Asset Information
- Employment Queries
- Employment
- Unearned Income
- Expenses
- Medical
- W-2/Child-Care
- Generate Summary
- Initiate Eligibility Determination
- Eligibility
- Post Eligibility
- Confirmation Access
- Query
- Benefit Issuance
- Worker Tools
  - IMQA 2nd Party
    - Review Summary
    - Search
    - Review
      - Review Summary
  - SSI-MA Administration
  - TCLA Administration
  - Client Scheduling
  - Worker Tasks
  - Case Management

**Review Summary**

**Application Review**

**Healthcare**

CARES Information	CARES Value	Review Findings	Discrepancy Reason
Has back dated eligibility been requested	No	BD REQUESTED	Agency Error

**Comments**

Backdated Eligibility was requested by this household

**Earned Income SHANNON DURKIN 41F PP**

DUNKIN D

CARES Information	CARES Value	Review Findings	Discrepancy Reason
Employer Name	DUNKIN D	DUNKIN INC	Client Error
Total Pay Per Period	\$250.00	\$300	CARES Error

**Other Income THOMAS DURKIN 36M HUS**

DIVIDENDS

CARES Information	CARES Value	Review Findings	Discrepancy Reason
Unearned Income Amount	\$10.00	AMOUNT = \$20	Client Error

**Self Employment- THOMAS DURKIN 36M HUS**

CARPENTRY / CONSTRUCTION

CARES Information	CARES Value	Review Findings	Discrepancy Reason
Self Managed?	Yes	NOT S. MANANGED	Agency Error

**Expenses - SHANNON DURKIN 41F PP**

Utility - GAS (NATURAL)

CARES Information	CARES Value	Review Findings	Discrepancy Reason
Expense Amount	\$5.00	\$15.00	Client Error

**Assets - SHANNON DURKIN 41F PP**

Liquid Asset

CARES Information	CARES Value	Review Findings	Discrepancy Reason
Available?	Yes	NOT AVAILABLE	Client Error

**Missing Information**

Missing Category	Review Findings	Source Comments
Assets	LIQUID ASSET	ECF

**Review Findings**

Food Share

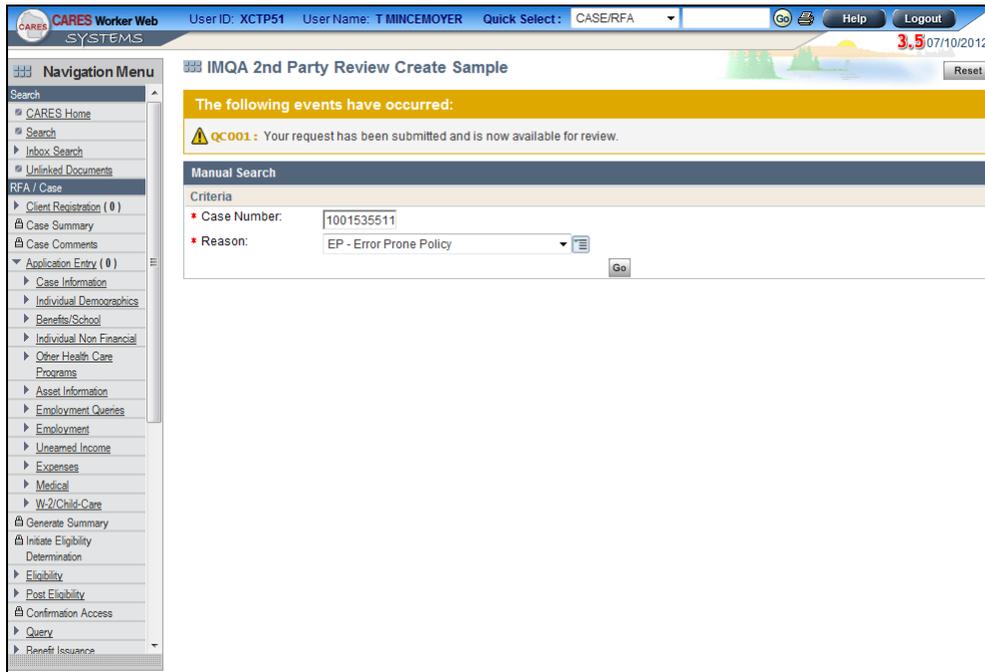
CARES Information	CARES Value	Review Findings	Discrepancy Reason
Benefit Amount	\$313.00	\$360	CARES Error

[Previous](#)

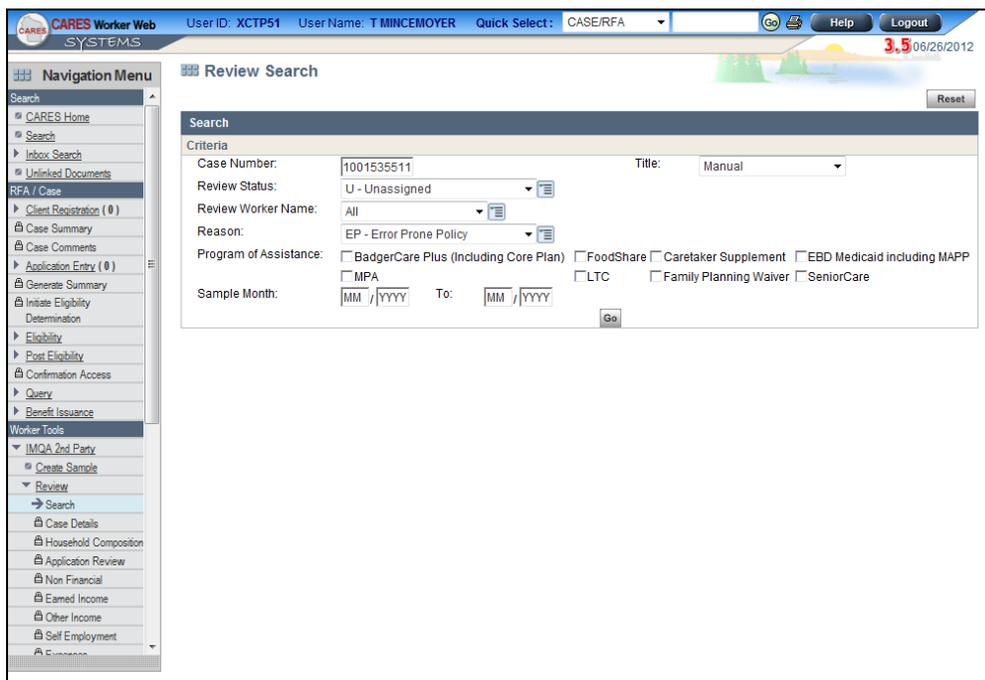
Each agency/consortia will have the opportunity to designate Consortia Designated Reviewers who will have access to the 'Create Sample' functionality in the IMQA Second Party Review tool. This access will allow the designated staff to use the tool to create a sample and complete their own individual case reviews.

A separate communication will be sent out from the DHS CARES Call Center with additional information and requirements to set up the Consortia Designated reviewers.

Designated Consortia Reviewers will see the “Create Sample” page, in addition to the “Review Summary Search” and “Review Summary” pages. A sample can be created by Designated Consortia Reviewers by entering a case number and selecting a reason from the dropdown on the ‘IMQA 2<sup>nd</sup> Party Review Create Sample’ Page. Clicking “Go” will pull the case into the IMQA tool where it can be reviewed.



After the case has been pulled into the IMQA tool for review, the Consortia Designated Reviewer will enter the case number on the “Review Search” page to find the case. Once the Review Search Results displays the case, the Consortia Designated Reviewer can select the case and hit next in order to initiate the review.



**Review Search Results**

The following events have occurred:  
 QC003 : Your search criteria resulted in the following 1 case(s).

Select	Case Number	Review Status	Reviewer Name	Sample Month	Consortium	Act/Neq/Pend	Title	Program Of Assistance
<input checked="" type="checkbox"/>	1001535511	Unassigned		07/2012	11 - STATE CONSORTIUM	Active	Manual	BCP, FPW, FS

Assignment  
 Assign To: XCTP51 - MINCEMOYE [Go]

Navigation: Previous Next

Once initiated, the IMQA Second Party Review tool will have a driver flow much like CARES Worker Web. The “Case Details” page will serve as the landing page for any IMQA Second Party Review and from this page any other page can be accessed.

**Case Details**

Case Information

Case Number: 1001535511  
 Title: Manual  
 Active / Negative / Pending: Active  
 Sample Month: 07/2012  
 Review Status: In-progress  
 Reviewer Name: T MINCEMOYER  
 Programs: BCP, FS, FPW

Individual Information

Name	SSI
SHANNON DURKIN 41PP	129299292
THOMAS DURKIN 36HUS	183498234
MARIA DURKIN 1DAU	304394530

Navigation: Next

Each page within the flow shows the CARES case information. The reviewer indicates whether the information in CARES is correct or not and then documents a reason if the information is not correct. The reviewer also has an option to enter comments on each page.

➤ **Note:** Below is an example of the Household Composition page. All other pages in the flow have a similar format.

**Household Composition**

Food Share			
Name	Correct	Review Findings	Discrepancy Reason
MARIA DURKIN 1DAU	Yes		
THOMAS DURKIN 36HUS	Yes		
SHANNON DURKIN 41PP	Yes		

Health Care			
Name	Correct	Review Findings	Discrepancy Reason
MARIA DURKIN 1DAU	Yes		
THOMAS DURKIN 36HUS	Yes		
SHANNON DURKIN 41PP	Yes		

➤ Add Comments

Cancel

When the Consortia Designated Reviewer has completed the review, a “Review Findings” page displays where the overall findings of the review can be recorded.

**Review Findings**

Healthcare Eligibility Findings			
CARES Information	Correct	Review Findings	Discrepancy Reason
Category: BCPC	Yes		
<b>MARTA DURKIN 1F DAU:</b>	No	NOT ELIGIBLE	CARES Error
Premium / Spend down / Cost Share Amount: \$	Yes		
Error Finding: Ineligible			
Error Amount: \$ 0.00			
Corrective Action Amount: \$ 0.00			
Category: BCPA	Yes		
<b>THOMAS DURKIN 36M HUS:</b>	Yes		
<b>SHANNON DURKIN 41F PP:</b>	Yes		
Premium / Spend down / Cost Share Amount: \$	Yes		
Error Finding: Correct			
Error Amount: \$ 0.00			
Corrective Action Amount: \$ 0.00			

Food Share Eligibility Findings			
Category	Correct	Review Findings	Discrepancy Reason
Category: FS	Yes		
<b>MARIA DURKIN 1F DAU:</b>	Yes		
<b>THOMAS DURKIN 36M HUS:</b>	Yes		
<b>SHANNON DURKIN 41F PP:</b>	Yes		
Premium / Spend down / Cost Share Amount: 360.0	No	PREMIUM = 400	State Error
FS AUX Amount: 432.0	Yes		
Error Finding: Incorrect			
Error Amount: \$ 40.00			
Corrective Action Amount: \$ 160.00			

The next page that will display is the “Missing Information” page. This is where the reviewer can record any information found to be missing in CARES throughout the review. For example: If a household had no reported earned income in CARES, the “Earned Income” page in the IMQA tool will be locked. If the reviewer discovers earned income during the review, it can be recorded on the Missing Information page.

➤**Note:** The Missing Information page should only have information recorded that could not be documented elsewhere.

Category	Is there any missing information?	Review Findings - Comments	Source - Comments
HouseHold Composition	No		
Application Review	No		
Non Financial	No		
Earned Income	No		
Other Income	No		
Self Employment	No		
Expenses	No		
Assets	No		
Review Findings - Termination or Denial	No		

The “Review Summary” page will display all the error findings and comments that were recorded throughout the review. The review status on this page can be changed based on whether the Corrective Action is completed or not.

➤**Note:** It is important to always change the status to “Complete” once all corrective actions have been taken so that others can access this case for future reviews.

CARES Worker Web SYSTEMS User ID: XCTP51 User Name: T MINCEMOYER Quick Select: CASE/RFA Go Help Logout 07/10/2012  
 Case: 1001535511 Review: 1000000530

**Navigation Menu**

- Initiate Eligibility Determination
- Eligibility
- Post Eligibility
- Confirmation Access
- Query
- Benefit Issuance
- Worker Tools
  - IMQA 2nd Party (1)
    - Create Sample
    - Review
      - Search
      - Case Details
      - Household Composition
      - Application Review
      - Non Financial
      - Earned Income
      - Other Income
      - Self Employment
      - Expenses
      - Assets
      - Review Findings
      - Missing Information
      - Review Summary
    - SSI-MA Administration
    - TOLA Administration
    - Client Scheduling
    - Worker Tasks
    - Case Management
    - Client Correspondence
    - Data Exchange

**Review Summary** [Cancel] [Reset]

**Application Review**

Healthcare

CARES Information	CARES Value	Review Findings	Discrepancy Reason
Has back dated eligibility been requested	No	BD REQUESTED	Agency Error

Comments

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Available?	Yes	NOT AVAILABLE	Client Error

**Missing Information**

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**Review Findings**

Food Share

CARES Information	CARES Value	Review Findings	Discrepancy Reason
Benefit Amount	\$313.00	\$360	CARES Error

**Review Status**

Status: In Progress

[Cancel] [Previous] [Submit]

**TRAINING:**

Process Help Chapter 52 will be updated prior to implementation with more detail on using the IMQA tool.

A Training Guide will be included in the DHS Learning Center prior to implementation.

**CONTACTS:**

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/ES