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**State of Wisconsin
Governor Scott Walker**

**TO: Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff
Training Staff
Child Care Coordinators**

FROM: Kath McGurk, Director
Bureau of Early Learning and Policy
Division of Early Care and Education
Department of Children and Families

Junior Martin, Director
Bureau of Program Integrity
Division of Early Care and Education
Department of Children and Families

DECE/BELP OPERATIONS MEMO

No: 17-13

DATE: 03/13/2017

Child Care

SUBJECT: MyWICildCare: EBT Authorizations to an Incorrect Provider

CROSS REFERENCE: [EBT CSAW Post Load Benefit Correction User Guide](#), [EBT CSAW Authorizations User Guide](#), [Wisconsin Shares Policy Manual, Ch. 2 section 2.2.14, Ch. 4 section 4.5.4.1.2, and 4.5.4.1.2.2](#)

EFFECTIVE DATE: March 13, 2017

PURPOSE: To inform Child Care agencies of the correction process for subsidy amounts that have been loaded to EBT Cards for an incorrect child care provider.

BACKGROUND: With the implementation of MyWICildCare, it is critical for workers to verify that authorizations are written to the correct provider location because subsidy amounts are loaded to EBT cards prospectively.

POLICY:

Authorization Assessment: During the authorization assessment and EBT CSAW entry of authorizations, agency workers must ask parents to provide the child care provider address when selecting their provider to verify the information is correct. Workers should also confirm with the parent that the provider is available to provide care for their child before the authorization is "completed". Parents must confirm that the provider has a space available and has agreed to care for the child at that provider location before the authorization is completed.

New Authorization - Select Child Care Provider Location			
Case Details			
Case Number	5150879258	Primary Person	Sandy September
Address	123 Autumn Lane Mke, WI 45454 Milwaukee County	Admin Agency	Milwaukee County (40)
		RFA Date	09/01/2016
		Review Date	08/31/2017
Individual Details			
Name	Erik September	PIN	5585073141
Date of Birth	01/01/2013		
Currently Authorized Child Care Locations			
Search for New Child Care Provider Location			
Location Name	Address		
This Case has no Authorizations for the last 1 year.			

Agency workers must verify with the parent that the address of the child care provider they have selected is the same address as the provider location selected in EBT CSAW.

If you are looking for a new location that was added today, you may need to use the [Basic Search](#)

Search For a Provider								
Search Results								
Provider & Location #	Facility ID	Individual Name	Business Name	Location Name Address, County	Star Level	Regulation Type	Center Type	Authorization Eligibility
5800039985-001	1122873	Annabelle Carbonara	Anna's Angels	Anna's Angels 201 E Washington Ave Madison WI 53703-2866 Dane County	4 Stars	Licensed/ Public school	Group	Eligible

Agency workers should remind parents:

- To review their Parent Quarterly Notice or the Child Care Parent Portal to ensure the information is correct and to contact the agency immediately if it is inaccurate, and
- That they may be held liable for payments made to incorrect providers.

Any incorrect EBT CSAW authorization written for the following month can be corrected up to the end of the last business day of the current month.

For example, if a parent contacts their local agency to correct or change their child care provider on March 31 and the agency completes the change in EBT CSAW that day, the April authorization will be correct.

Agency workers must act upon child care provider change requests without delay because on the evening of the last business day of the month funds are loaded to the parent's EBT account for the following month. If an authorization change request is not entered timely by the agency, this will be recorded as an administrative error (see Wisconsin Shares policy Chapter 4, section 4.5.4.1.2 for additional details).

When a parent contacts the agency to report that the authorization has been written to an incorrect provider, the agency worker must end the authorization to the incorrect provider effective the end of the current month, then write a new authorization to the correct provider to begin the next month. In addition, agency workers must review EBT CSAW Transactions to determine whether any of the funds have been dispensed to the incorrect provider or if the

funds are still available on the card (see the EBT CSAW User Guide/Authorizations for instructions on viewing transaction information).

Worker Actions When Funds Have Been Loaded to an Incorrect Provider (With NO Payment to the Incorrect Provider):

STEP 1: Complete a Post Load Benefit Correction (PLBC). The Case Correction must be completed and confirmed using the “Authorized to Wrong Provider” reason. Please see “Creating a New EBT CSAW-PLBC Client Adjustment Request” in the PLBC User Guide for instructions on how to locate the case in PLBC. Follow the steps below to complete the PLBC entries.

Be sure to document the circumstances surrounding the adjustment in the “Comments” area, then hit the “Submit” button, this will bring the user to the “List of Corrections – Case Attributes” page.

Comments must include the following information:

- Date of contact with the agency notifying of the error
- Individual contacting the agency (Client or Provider)
- Who the correct provider is

New Correction - Case Attributes			
Case Details			
Case Number	3150779332	Admin Agency	Dane County (13)
Primary Person	Molly Totten	RFA Date	05/05/2016
Address	6828 Schroeder Rd Madison, WI 53711 Dane County	Review Date	05/31/2017
		CC AG Status	Open
New Correction - Case Attributes			
Benefit Month *	February 2017	First Benefit Month:	July, 2016
		Last Benefit Month:	March, 2017
Error Source *	Client Error		
Responsible Party Indicator *	Client		
Reason *	Authorized To Wrong Provider		
Secondary Reason			
Comments	Client contacted agency on 2/7/2017 stating the authorization was written to the incorrect child care provider. Parent was informed that they need to review Parent Quarterly Notices or Parent Portal to ensure this information is correct to avoid a recurrence of this issue. The parent was also informed that they may be liable for transactions made to incorrect providers		
	371 of 500 characters.		
	<input type="button" value="Submit"/> 		

At the “List of Corrections - Case Attributes” page, select the pencil icon for the benefit month that needs to be corrected. This will bring you to the “Modify Correction – Case Attributes” page.

List of Corrections - Case Attributes

Case Details

Case Number	3150779332	Admin Agency	Dane County (13)
Primary Person	Molly Totten	RFA Date	05/05/2016
Address	6828 Schroeder Rd Madison, WI 53711 Dane County	Review Date	05/31/2017
		CC AG Status	Open

List of Corrections - Case Attributes

Benefit Month	Error Source	Reasons	Requested Date	Status	Corrections	
February 2017	Client Error	Authorized To Wrong Provider	02/07/2017	Pending		  

Select the “Authorization” link from the navigation menu on the left side of the page.

EBT CSAW Menu

- Home
- Dashboard
- EBT Case
- EBT Provider
- PLBC - Case
- Case Search
- Correction of Case
 - Request - Add
 - Request - Modify
 - Income/AG Size
 - Eligibility/Copay/DOB
 - Authorizations**
 - Request - History
 - Request - Delete
- Calculate
- Reset calculation
- Benefit Changes
- Offset Changes
- Benefit Comparison
- Adhoc Case Adjustments
- PLBC - Provider

Modify Correction - Case Attributes

Case Details

Case Number	3150779332	Admin Agency	Dane County (13)
Primary Person	Molly Totten	RFA Date	05/05/2016
Address	6828 Schroeder Rd Madison, WI 53711 Dane County	Review Date	05/31/2017
		CC AG Status	Open

Modify Correction - Case Attributes

Benefit Month	February 2017
Status	Pending
Error Source *	Client Error
Responsible Party Indicator *	Client
Reason *	Authorized To Wrong Provider
Secondary Reason	
Comments	Client contacted agency on 2/7/2017 stating the authorization was written to the incorrect child care provider. Parent was informed that they need to review Parent Quarterly Notices or Parent Portal to ensure this information is correct to avoid a recurrence of this issue. The parent was also informed that they may be liable for transactions made to incorrect providers

371 of 500 characters.

Modify >

Next, select "Calculate" from the navigation menu at the left side of the page.

EBT CSAW Menu

- Home
- Dashboard
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 - Case Search
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 - Request - History
 - Request - Delete
 - Calculate**
 - Reset calculation
 - Benefit Changes
 - Offset Changes
 - Benefit Comparison
 - Adhoc Case Adjustments
- PLBC - Provider

Authorization Correction List

Case Details

Case Number	3150779332	Admin Agency	Dane County (13)
Primary Person	Molly Totten	RFA Date	05/05/2016
Address	6828 Schroeder Rd Madison, WI 53711 Dane County	Review Date	05/31/2017
		CC AG Status	Open

Correction Request Details

Benefit Month	February 2017	Correction Type	Client Error
Reasons	Authorized To Wrong Provider	Correction Status	In Progress
Requested Date	02/07/2017		

List of Authorizations for Initial benefit in February, 2017

Child's Name	Date of Birth	Effective Authorization Period	Average Weekly Hours	Average Weekly Full Time Hours	Average Weekly Above Full Time Hours	Provider Location Details
▲ Miles Sauer	02/24/2012	02/01/2017 - 02/28/2017	00:00	00:00	00:00	3800036563-001 Randy's Group Care-Do Not Modify 123 Main St , Anytown, WI 52222
▲ Chuck Geiger	01/01/2016	02/01/2017 - 02/28/2017	10:04	10:04	00:00	3800036563-001 Randy's Group Care-Do Not Modify 123 Main St , Anytown, WI 52222

▲ - Indicates that corrections details exist.

At this page, review the entries and click the "Calculate Benefit" button.

Calculate Correction - Case Attributes

Case Details

Case Number	3150779332	Admin Agency	Dane County (13)
Primary Person	Molly Totten	RFA Date	05/05/2016
Address	6828 Schroeder Rd Madison, WI 53711 Dane County	Review Date	05/31/2017
		CC AG Status	Open

Calculate Correction - Case Attributes

Benefit Month	February 2017
Status	In Progress
Error Source	Client Error
Responsible Party Indicator	Client
Reason	Authorized To Wrong Provider
Secondary Reason	
Comments	Client contacted agency on 2/7/2017 stating the authorization was written to the incorrect child care provider. Parent was informed that they need to review Parent Quarterly Notices or Parent Portal to ensure this information is correct to avoid a recurrence of this issue. The parent was also informed that they may be liable for transactions made to incorrect providers

Calculate Benefit

Select the “Confirm Benefit” button on the “*Calculation Correction and Confirm Benefit Changes By Case*” page. **[If the incorrect provider has been paid do not select “Confirm Benefit” on this page, see the instructions that begin on page 8.]**

Calculation Correction And Confirm Benefit Changes By Case						
Case Details						
Case Number	3150779332	Admin Agency	Dane County (13)			
Primary Person	Molly Totten	RFA Date	05/05/2016			
Address	6828 Schroeder Rd Madison, WI 53711 Dane County	Review Date	05/31/2017			
		CC AG Status	Open			
Correction Request Details						
Benefit Month	February 2017	Correction Type	Client Error			
Reasons	Authorized To Wrong Provider	Correction Status	Calculated			
Requested Date	02/07/2017					
Benefit Change Details						
Child's Name	Date of Birth	Provider Details	Previous Benefit	Current Benefit	Calculated Change	
Chuck Geiger	01/01/2016	3800036563-001 Randy's Group Care-Do Not Modify 123 Main St , Anytown , WI 52222	\$301.82	\$0.00	(\$301.82)	Apply To Family ▾
Miles Sauer	02/24/2012	3800036563-001 Randy's Group Care-Do Not Modify 123 Main St , Anytown , WI 52222	\$49.10	\$0.00	(\$49.10)	Apply To Family ▾
<input type="button" value="Confirm Benefit"/> 						

A new authorization must not be completed until Step 1 has been completed (the PLBC correction needs to be in confirmed status); this ensures that the copayment calculation will be correct on the new authorization.

STEP 2: Inform the parent that a notice will be sent to them that can be disregarded. There will be no overpayment as stated in the notice. This notice will be corrected later this spring.

Overpayment				
Overpayments will not be recouped from your MyWICChildCare card subsidy amounts. You will get a repayment agreement in the mail that will give you an overview of how to pay the amount back.				
Month	Child	Provider Name Provider/Location Num	Overpayment Amount	Reason

STEP 3: Write a new authorization to the correct provider for the same dates as the originally created authorization and calculate benefits for that authorization (see EBT CSAW Authorizations User Guide for further information on how to calculate benefits). The calculation for the new authorization will include hours from the invalid authorization, and the calculated benefits might show to be a lower amount until the PLBC is processed the following day.

Note: EBT CSAW will consider the originally authorized hours in addition to the corrected authorization hours and if the sum is more than 75 hours per week, most workers will not be allowed to continue to complete the new authorization. If this happens, your local agency Child Care Coordinator must create a new EBT CSAW Authorization. The local agency Child Care Coordinator security profile allows privileges to write authorizations above 75 hours per week.

STEP 4: Contact the Bureau of Program Integrity Technical Assistance mailbox at dcfbpitarequest@wisconsin.gov to request removal of funds from the EBT card. An enhancement is planned for later this year to automate this process through PLBC Correction Requests.

Include the following information in your request:

- Case
- Child/Children
- Removal Amounts for each child
- Incorrect provider and location number
- Benefit Month

Worker Actions When Funds Have Been Paid to the Incorrect Provider and the Provider has Agreed to Return the Funds:

STEP 1: Contact the child care provider that was incorrectly paid and discuss the error. Ask the child care provider if they are willing to voluntarily return the funds. Explain that if they agree, the funds will be withdrawn from their bank account that is on file with FIS. If the provider agrees, the local agency must complete the Voluntary Repayment Agreement (VPA) Form ([DCF-F-5178-E](#)) and send the form to the child care provider for completion and signature. The form can be completed by any person associated with the Child Care Center who has the authority to enter into an agreement. The provider must return the form to the local agency within 30 days. If the provider does not return the form within 30 days, the local agency should process an overpayment for the parent (See chapter [4.5.4.1.2.2](#) or [4.5.4.2.4.1](#)). Agencies are responsible for tracking the situations that require VPAs and for processing an overpayment for the parent if the VPA is not returned within the 30 day timeframe. The 30 day timeframe begins the day that the VPA is sent to the provider.

STEP 2: After the provider agrees to return the funds, complete and confirm a PLBC Case Correction. Follow the same instructions provided above in Step 1 for the Worker Actions When Funds Have Been Loaded to an Incorrect Provider (With NO Payment to the Incorrect Provider); however, **do not select Confirm Benefit on the Calculation Correction and Confirm Benefit Changes By Case page.**

Contact the Bureau of Program Integrity Technical Assistance mailbox at dcfbpitarequest@wisconsin.gov and include the following information in your request:

- Case
- Child/Children
- Removal Amounts for each child that have been paid to the incorrect provider
- Incorrect provider and location number
- Benefit Month
- Signed VPA Form
- Brief description of the reason for the VPA

STEP 3: At this point, BPI staff will submit the information to the EBT vendor for fund removal. If the debit function is unable to recover the funds, the parent will be held liable for the amount paid to the incorrect provider. A claim must be entered in BV for the parent. For these scenarios, the PLBC generated notice would be correct.

BPI staff will “Confirm Benefit” and will complete the “Apply to” steps as shown in the following screen shot.

Calculation Correction And Confirm Benefit Changes By Case						
Case Details						
Case Number	3150779332		Admin Agency	Dane County (13)		
Primary Person	Molly Totten		RFA Date	05/05/2016		
Address	6828 Schroeder Rd Madison, WI 53711 Dane County		Review Date	05/31/2017		
			CC AG Status	Open		
Correction Request Details						
Benefit Month	February 2017		Correction Type	Client Error		
Reasons	Authorized To Wrong Provider		Correction Status	Calculated		
Requested Date	02/07/2017					
Benefit Change Details						
Child's Name	Date of Birth	Provider Details	Previous Benefit	Current Benefit	Calculated Change	
Chuck Geiger	01/01/2016	3800036563-001 Randy's Group Care-Do Not Modify 123 Main St , Anytown , WI 52222	\$301.82	\$0.00	(\$301.82)	Apply To Provider
Miles Sauer	02/24/2012	3800036563-001 Randy's Group Care-Do Not Modify 123 Main St , Anytown , WI 52222	\$49.10	\$0.00	(\$49.10)	Apply To Provider
						Confirm Benefit

This action will initiate the correct updated parent notice to be sent (see screen shot below).

Monthly Subsidy Amount Change Information

There has been a change in your child or children’s authorized subsidy amount for a previous month due a change you reported or that was discovered.

Subsidy Amount added to MyWICChildCare Card				
Month	Child	Provider Name Provider/Location Num	Amount Added to Card	Reason
December-2016	JACK HILL	JANUARY CARE- PROC 5800039215/001	\$ 355.28	Retro Authorization

MyWICChildCare Card Payment Correction				
Month	Child	Provider Name Provider/Location Num	Provider Overpayment Amount	Reason
December-2016	JACK HILL	ANNA'S ANGELS 5800039985/001	\$ -809.90	Authorized to Wrong Provider

STEP 4: BPI will contact the local agency Child Care Coordinator and include the original staff member to create a new EBT CSAW Authorization if the combined sum of both authorizations is more than 75 hours per week. This must be completed after **STEP 1** and **STEP 2** to ensure copayment amounts are correct. BPI will notify the agency when the debit has processed or if has not processed, and when the retraction has processed.

Worker Actions When Funds Have Been Partially Paid to the Incorrect Provider and the Provider has Agreed to Return the Partial Funds:

STEP 1: Contact the child care provider that was incorrectly paid and discuss the error. Ask the child care provider if they are willing to voluntarily return the funds. Explain that if they agree, the funds will be withdrawn from their bank account that is on file with FIS. If the provider agrees, the local agency must complete the Voluntary Repayment Agreement (VPA) Form ([DCF-F-5178-E](#)) and send the form to the child care provider for completion and signature. The form can be completed by any person associated with the Child Care Center who has the authority to enter into an agreement. The provider must return the form to the local agency within 30 days. If the provider does not return the form within 30 days, the local agency should process an overpayment for the parent (See chapter [4.5.4.1.2.2](#)). Agencies are responsible for tracking the situations that require VPAs and for processing an overpayment for the parent if the VPA is not returned within the 30 day timeframe. The 30 day timeframe begins the day that the VPA is sent to the provider.

STEP 2: After the provider agrees to return the funds, complete and confirm a PLBC Case Correction. Follow the same instructions provided above in Step 1 for the Worker Actions When Funds Have Been Loaded to an Incorrect Provider (With NO Payment to the Incorrect Provider); however, **do not select Confirm Benefit on the Calculation Correction and Confirm Benefit Changes By Case page.**

STEP 3: Contact the Bureau of Program Integrity Technical Assistance mailbox at dcfbpitarequest@wisconsin.gov and include the following information in your request:

- Case
- Child/Children
- Incorrect provider and location number
- Benefit Month
- Signed VPA Form
- Brief description of the reason for the VPA
- The amount remaining on the card that has not been paid to the wrong provider. This amount will be retracted from the card.

BPI staff will “Confirm Benefit” and will complete the “Apply to” steps as shown in the following screen shot.

Calculation Correction And Confirm Benefit Changes By Case						
Case Details						
Case Number	3150779332	Admin Agency	Dane County (13)			
Primary Person	Molly Totten	RFA Date	05/05/2016			
Address	6828 Schroeder Rd Madison, WI 53711 Dane County	Review Date	05/31/2017			
		CC AG Status	Open			
Correction Request Details						
Benefit Month	February 2017	Correction Type	Client Error			
Reasons	Authorized To Wrong Provider	Correction Status	Calculated			
Requested Date	02/07/2017					
Benefit Change Details						
Child's Name	Date of Birth	Provider Details	Previous Benefit	Current Benefit	Calculated Change	
Chuck Geiger	01/01/2016	3800036563-001 Randy's Group Care-Do Not Modify 123 Main St , Anytown , WI 52222	\$301.82	\$0.00	(\$301.82)	Apply To Provider
Miles Sauer	02/24/2012	3800036563-001 Randy's Group Care-Do Not Modify 123 Main St , Anytown , WI 52222	\$49.10	\$0.00	(\$49.10)	Apply To Provider
						<input type="button" value="Confirm Benefit"/>

This action will initiate the correct updated parent notice to be sent (see screen shot below).

Monthly Subsidy Amount Change Information

There has been a change in your child or children's authorized subsidy amount for a previous month due a change you reported or that was discovered.

Subsidy Amount added to MyWICChildCare Card				
Month	Child	Provider Name Provider/Location Num	Amount Added to Card	Reason
December-2016	JACK HILL	JANUARY CARE- PROC 5800039215/001	\$ 355.28	Retro Authorization

MyWICChildCare Card Payment Correction				
Month	Child	Provider Name Provider/Location Num	Provider Overpayment Amount	Reason
December-2016	JACK HILL	ANNA'S ANGELS 5800039985/001	\$ -809.90	Authorized to Wrong Provider

At this point, BPI staff will submit the information to the EBT vendor for the debit process, and will request that the remaining funds are retracted to avoid a duplicate error. If the debit function is unable to recover the funds, the parent will be held liable for the amount paid to the incorrect provider. A claim must be entered in BV for the parent if this occurs. For these scenarios, the PLBC generated notice would be correct.

STEP 4: The BPI Technical Assistance Line will contact the local agency Child Care Coordinator and include the original staff member to create a new EBT CSAW Authorization if the combined sum of both authorizations is more than 75 hours per week. This must be

completed after **STEP 1** and **STEP 2** to ensure copayment amounts are correct. BPI will notify the agency when the debit has processed or if it has not processed, and when the retraction has processed.

Worker Actions – When Provider refuses to Make a Repayment:

If the child care provider does not agree to return the funds, an overpayment for the entire amount that was paid to the incorrect provider must be created in the Benefit Recovery system. The parent will be held liable for this overpayment, NOT the child care provider (see Chapter 4, sections [4.5.4.1.2.2](#) and [4.5.4.2.4.1](#) for overpayment coding guidance for these scenarios).

YoungStar Adjustments Actions Needed for Subsidy Amounts Loaded or Paid to the Incorrect Providers

When the Case PLBC correction is confirmed properly, no other actions are necessary on behalf of the worker for YoungStar adjustments. By changing the authorization to “invalid” in the PLBC adjustment, the system will automatically recoup those funds from future YoungStar issuances at a maximum of up to 25% of their YoungStar Issuance until the overpayment is recovered. YoungStar adjustments to providers are paid to providers at the beginning of every month.

CONTACTS:

For assistance with Chapters 3 and 4 of the Child Care Subsidy Policy Manual, or any questions related to fraud, overpayments, or investigation, please contact the Bureau of Program Integrity at: dcfbpitarequest@wisconsin.gov

For Wisconsin Shares Child Care policy questions outside of Milwaukee County contact your Bureau of Regional Operations (BRO) Child Care Coordinator at <https://dcf.wisconsin.gov/files/regionaloperations/pdf/bro-contacts.pdf>

For Child Care CARES/CWW, CSAW and CCPI Processing Questions statewide and policy questions in Milwaukee County contact the Child Care Subsidy and Technical Assistance Line at: childcare@wisconsin.gov or (608) 422-7200.

DCF/DECE/BELP/MRD/BPI/KDM