



TO: **Child Care Eligibility and Authorization Workers  
and Supervisors  
Income Maintenance Supervisors  
Income Maintenance Lead Workers  
Income Maintenance Staff  
Program Integrity Staff  
Training Staff  
Child Care Coordinators**

DECE/BCCSA OPERATIONS MEMO

No: 21-10

DATE: 04/12/2021

Child Care

FROM: Junior Martin, Director  
Bureau of Child Care Subsidy Administration  
Division of Early Care and Education  
Department of Children and Families

**SUBJECT: Client Overpayments During the 21% Temporary Rate Increase**

**CROSS REFERENCE:** [Wisconsin Shares Rate Increase Press Release](#); [Parent FAQs](#); [Provider FAQs](#); [Agency Worker FAQs](#); [Wisconsin Shares Child Care Policy and Process Handbook](#):  
Section 4.5.2.1 Establishing a Client Overpayment, Section 4.5.4 Overpayment Classifications

**EFFECTIVE DATE:** April 12, 2021

**PURPOSE:** The purpose of this Operations Memo is to provide policy and procedure updates about client error and agency error overpayments that occur during the 21% Temporary Rate Increase.

**BACKGROUND:** On February 4, 2021 Governor Tony Evers and DCF Secretary Emilie Amundson announced a 21% increase in Wisconsin Shares rates for families across Wisconsin. This rate increase impacts all authorized children from birth through three years of age. Families began receiving the rate increase on March 1, 2021 and the change will remain in effect until June 30, 2021. The Department has issued formal guidance that all funds issued for authorizations impacted by this change, including the standard subsidy amount and the additional 21% increase, should be paid to the provider if the child attends any hours during the month. Due to this, no child care client overpayments will be established from March 1, 2021 through June 30, 2021 for children impacted by this change unless the child attended zero hours during the month, or an intentional program violation (IPV) occurred.

Over the course of the COVID-19 pandemic, some families were asked to quarantine by their local health department or medical care provider due to a positive COVID-19 test or exposure to a person infected with COVID-19. This may result in a child underutilizing their authorized hours

for a duration exceeding 30 days. Quarantine related absences of less than 30 days will not result in a client or provider overpayment.

***PROCEDURE:*****Client Overpayments and the 21% Rate Increase**

Overpayments for children between birth and three years of age will not be established if the violation period occurred between March 1, 2021 and June 30, 2021 unless it can be shown that the child did not attend the provider at all during a calendar month, or an intentional program violation (IPV) occurred. The additional funds added to the authorization as part of the 21% rate increase should be excluded in any overpayment calculations, unless the overpayment is for one of the reasons stated above.

To identify if funds were added to an authorization as part of the temporary rate increase, check the CSAW Benefit Summary page or the Adhoc Case Adjustments page for the month(s) in question. On these pages, the additional funds will display separately from the original monthly amount and will appear as an adhoc adjustment. The reason code used for the adjustment will show that the funds were added as part of the temporary rate increase.

If any payment is made during a month when an authorization is impacted by this change, and funds remain on the card for that month, the remaining funds will automatically be paid to the provider by the Department. These payments can be identified in the Case Transactions page by looking for the red "X" symbol next to a transaction that occurred after 6:00 PM on one of the following days:

- March: 03/31/2021
- April: 04/30/2021
- May: 05/31/2021
- June: 06/30/2021

**Authorization Underutilization Due to Family in Quarantine**

After June 30, 2020, if a family is instructed to quarantine due to a COVID-19 positive test or COVID-19 exposure for less than 30 calendar days, the local agency must not establish a parent or provider overpayment. If the COVID-19 related absence is greater than 30 calendar days, the local agency must contact the Bureau of Child Care Subsidy Administration Program Integrity staff at [DCFBPITArequest@wisconsin.gov](mailto:DCFBPITArequest@wisconsin.gov) for consultation.

***CONTACTS:***

For Wisconsin Shares child care policy questions outside of Milwaukee County contact your Bureau of Regional Operations (BRO), Child Care Coordinators at [BROCCPolicyHelpDesk@wisconsin.gov](mailto:BROCCPolicyHelpDesk@wisconsin.gov).

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

For investigation, overpayment, and program integrity internal procedure development questions; written resource and subject matter expert requests; and VPAs and Retractions, please contact the Bureau of Child Care Subsidy Administration Program Integrity Unit at:

[DCFBPITArequest@wisconsin.gov](mailto:DCFBPITArequest@wisconsin.gov) or the [Technical Assistance Request Page](#) on the DCF Website.

For Wisconsin Shares child care Chapter 3 and 4 policy questions outside of Milwaukee County contact the Bureau of Regional Operations (BRO) Child Care Policy Help Desk at [BROCCPolicyHelpDesk@wisconsin.gov](mailto:BROCCPolicyHelpDesk@wisconsin.gov).

For referrals regarding alleged client or provider child care fraud or other program integrity concerns, please submit a referral to the Child Care Fraud Mailbox at [DCFMBCHILDCAREFRAUD@wisconsin.gov](mailto:DCFMBCHILDCAREFRAUD@wisconsin.gov).

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