

Updates to Discrepancy Efficiencies

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July 21, 2016

Income Maintenance Advisory Committee (IMAC) Meeting



Agenda

- Background
- Changes implemented
- Statistical outcome
- Operational observances
- Outcomes
- Next steps
- Questions

Background

The Wisconsin Department of Health Services (DHS) has been working for many years to improve the process for resolving discrepancies, particularly State Wage Information Collection Agency (SWICA) discrepancies. These improvements include:

- Auto-population of data exchanges
- Enhanced SWICA data retrieval

Background, continued

Timely processing has continued to be a main focus of the DHS and the consortia, and an ad hoc subcommittee was formed to help resolve the backlog of SWICA discrepancies. Another purpose of this subcommittee was to define “resolved” discrepancies.

Background, continued

When auditing discrepancy processing, the Legislative Audit Bureau (LAB) discovered cases in CARES Worker Web (CWW) with the following issues:

- Inadequate resolution of data discrepancies
- Cases with no discrepancy resolution documentation
- Unresolved discrepancies or discrepancies not resolved timely

Background, continued

As a result, the LAB recommended the following:

We recommend that the Wisconsin Department of Health Services continue its efforts to ensure caseworkers follow up in a timely manner and document the resolution of data match discrepancies between CARES and other databases.

Source:

<http://legis.wisconsin.gov/lab/PastReportsByDate.htm>

Changes Implemented

- In September 2011, the automatic update of Unemployment Insurance income was implemented.
- In December 2011, the SWICA process moved to CWW. Dispositions changed to discrepancies, the tolerance level was updated, and the Federal Poverty Level check per individual was added.
- In April 2013, the real-time online process of updating Social Security number verification, Social Security Income, and Medicare information was implemented.

Changes Implemented, continued

- In June 2013, data exchange information in Process Help was consolidated.
- In September 2014:
 - The Historical Earnings Verification Request was updated with Modified Adjusted Gross Income (MAGI) information.
 - The Error Prone Profile tool was implemented. This tool automatically detects potential case errors based on certain characteristics prior to confirmation of health care and FoodShare eligibility.

Changes Implemented, continued

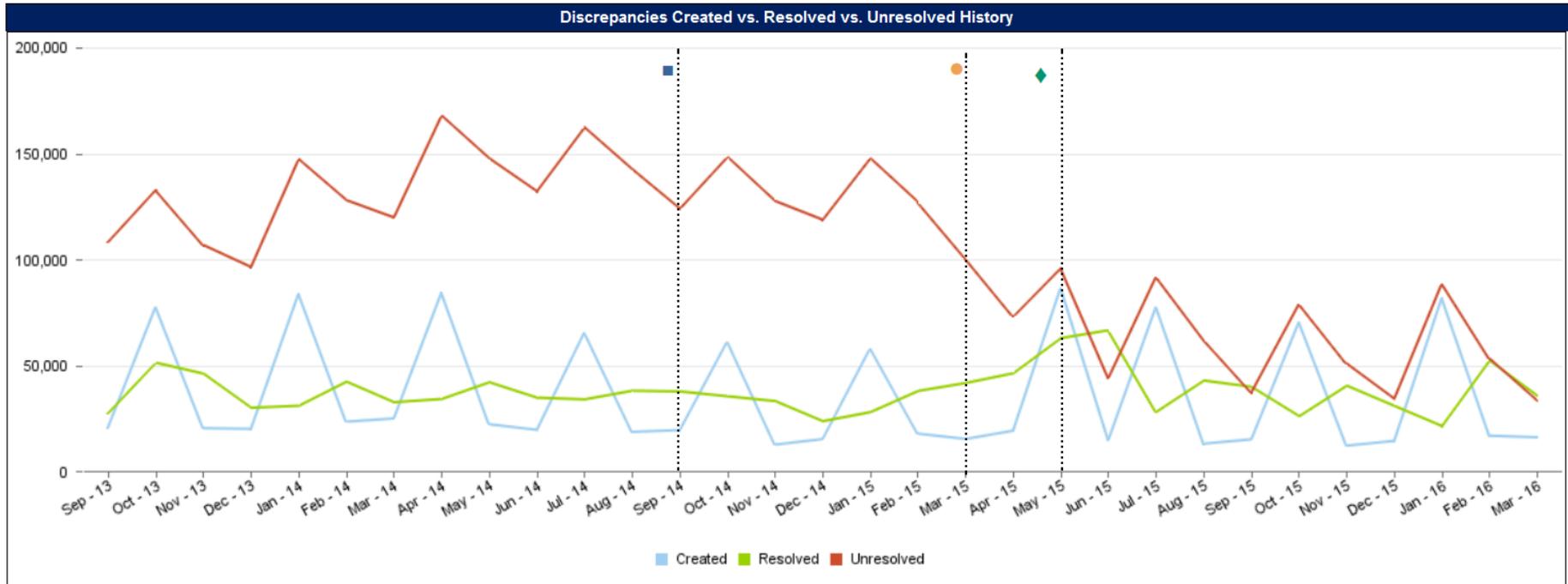
- In October 2014, workflows for processing discrepancies were added to Process Help.
- In August 2015, real-time online verification of citizenship and identity through State Online Query Internet (SOLQI) was implemented.
- On March 2015, discrepancies were added to the Dashboard.

Changes Implemented, continued

- In May 2015, SWICAs were created for MAGI.
- On December 8, 2015, the definition of “resolved” discrepancies was clarified and communicated to agencies.

Statistical Outcome

Discrepancy Processing History (Sep 13 - Mar 16) - Summary Report



■ Denotes EPP system implementation

◆ Denotes MAGI SWICA system implementation

● Denotes Dashboard Discrepancy system implementation

Discrepancy Processing History (Sep 13 - Mar 16) - Summary Report

| Discrepancy Processing History | | | | | | | |
|--------------------------------|---------------|------------------|----------------|---------------------|--------|----------|--------|
| Month - Year | Created Count | Unresolved Count | Resolved Count | Resolved Timeliness | | | |
| | | | | Timely | | Untimely | |
| | | | | Count | % | Count | % |
| Sep - 13 | 20,877 | 108,370 | 27,583 | 16,223 | 58.82% | 11,360 | 41.18% |
| Oct - 13 ▲ | 77,856 | 132,892 | 51,321 | 28,775 | 56.07% | 22,546 | 43.93% |
| Nov - 13 | 20,429 | 106,770 | 46,139 | 34,804 | 75.43% | 11,335 | 24.57% |
| Dec - 13 | 20,131 | 96,404 | 30,074 | 17,879 | 59.45% | 12,195 | 40.55% |
| Jan - 14 ▲ | 84,044 | 147,280 | 31,016 | 20,461 | 65.97% | 10,555 | 34.03% |
| Feb - 14 | 23,501 | 127,972 | 42,361 | 35,742 | 84.37% | 6,619 | 15.63% |
| Mar - 14 | 25,043 | 119,783 | 32,679 | 22,950 | 70.23% | 9,729 | 29.77% |
| Apr - 14 ▲ | 84,528 | 167,853 | 34,215 | 22,189 | 64.85% | 12,026 | 35.15% |
| May - 14 | 22,264 | 147,652 | 42,077 | 32,395 | 76.99% | 9,682 | 23.01% |
| Jun - 14 | 19,647 | 132,160 | 34,825 | 19,149 | 54.99% | 15,676 | 45.01% |
| Jul - 14 ▲ | 65,764 | 162,266 | 34,030 | 20,586 | 60.49% | 13,444 | 39.51% |
| Aug - 14 | 18,696 | 142,562 | 38,098 | 26,084 | 68.47% | 12,014 | 31.53% |
| Sep - 14 ■ | 19,524 | 123,972 | 37,766 | 16,841 | 44.59% | 20,925 | 55.41% |
| Oct - 14 ▲ | 61,535 | 148,359 | 35,480 | 19,644 | 55.37% | 15,836 | 44.63% |
| Nov - 14 | 12,686 | 127,567 | 33,210 | 22,074 | 66.47% | 11,136 | 33.53% |
| Dec - 14 | 15,315 | 118,736 | 23,744 | 12,300 | 51.80% | 11,444 | 48.20% |
| Jan - 15 ▲ | 58,308 | 147,706 | 28,017 | 13,817 | 49.32% | 14,200 | 50.68% |
| Feb - 15 | 17,835 | 127,080 | 37,996 | 25,577 | 67.31% | 12,419 | 32.69% |
| Mar - 15 ● | 15,342 | 100,446 | 41,749 | 20,193 | 48.37% | 21,556 | 51.63% |
| Apr - 15 | 19,286 | 73,113 | 46,345 | 15,572 | 33.60% | 30,773 | 66.40% |
| May - 15 ◆▲ | 86,949 | 96,010 | 62,919 | 33,796 | 53.71% | 29,123 | 46.29% |
| Jun - 15 | 14,919 | 44,147 | 66,660 | 43,002 | 64.51% | 23,658 | 35.49% |
| Jul - 15 ▲ | 77,891 | 91,978 | 28,125 | 17,804 | 63.30% | 10,321 | 36.70% |
| Aug - 15 | 13,126 | 62,155 | 42,898 | 36,335 | 84.70% | 6,563 | 15.30% |
| Sep - 15 | 15,188 | 37,348 | 39,932 | 26,018 | 65.16% | 13,914 | 34.84% |
| Oct - 15 ▲ | 70,665 | 79,160 | 26,083 | 12,939 | 49.61% | 13,144 | 50.39% |
| Nov - 15 | 12,206 | 50,838 | 40,469 | 34,803 | 86.0% | 5,666 | 14.0% |
| Dec - 15 | 14,451 | 34,269 | 30,924 | 23,107 | 74.72% | 7,817 | 25.28% |
| Jan - 16 ▲ | 82,018 | 88,771 | 21,420 | 12,680 | 59.20% | 8,740 | 40.80% |
| Feb - 16 | 16,896 | 53,170 | 52,304 | 45,249 | 86.51% | 7,055 | 13.49% |
| Mar - 16 | 16,126 | 33,366 | 35,723 | 25,005 | 70.0% | 10,718 | 30.0% |

- Denotes EPP system implementation
- Denotes Dashboard Discrepancy system implementation
- ◆ Denotes MAGI SWCA system implementation
- ▲ Denotes SWICA Match Quarters

Operational Observances

- In September 2015, the IMAC ad hoc subcommittee began meeting.
- In December 2015, the definition of “resolved” discrepancies was clarified and communicated to agencies.
- In the first quarter of 2016, 109,447 discrepancies were resolved. Eighty percent were timely and 20 percent were untimely.
- In the second quarter of 2016, 79,911 SWICAs were created.

Outcomes

- Definition of “resolved” discrepancies communicated to local agencies on December 8, 2015 (through coordinators)
- Acknowledgement that a resolved discrepancy does not include all remaining work
- Reduced backlog of discrepancies
- Knowledge shared on training, processes, and best practices

Outcomes, continued

- Benefit Recovery Investigation Tracking System may offer additional tracking.
- Changes to tolerance levels for producing SWICAs are limited as a result of Centers for Medicare and Medicaid Services and Food and Nutrition Services requirements.

Next Steps

- DHS to continue to work with consortia to identify efficiencies through system changes or processes
- Consortia to continue reporting issues with all discrepancies
- Consortia to analyze data provided by workers to determine if there are any:
 - Training issues
 - Process inefficiencies
 - System issues

Questions
