Child Care Statewide Administration on Web (CSAW) User Guide

Issuance Management

Expected Outcome

The goal of the CSAW User Guide is to provide child care workers with instructions for using and navigating through the Issuance Management screens.

Objectives

Upon completion of this guide, you will be able to:

- View payment/issuance information by provider/case
- Enter/view provider payment adjustments
- Stop payments
- Enter/view other issuance related screens

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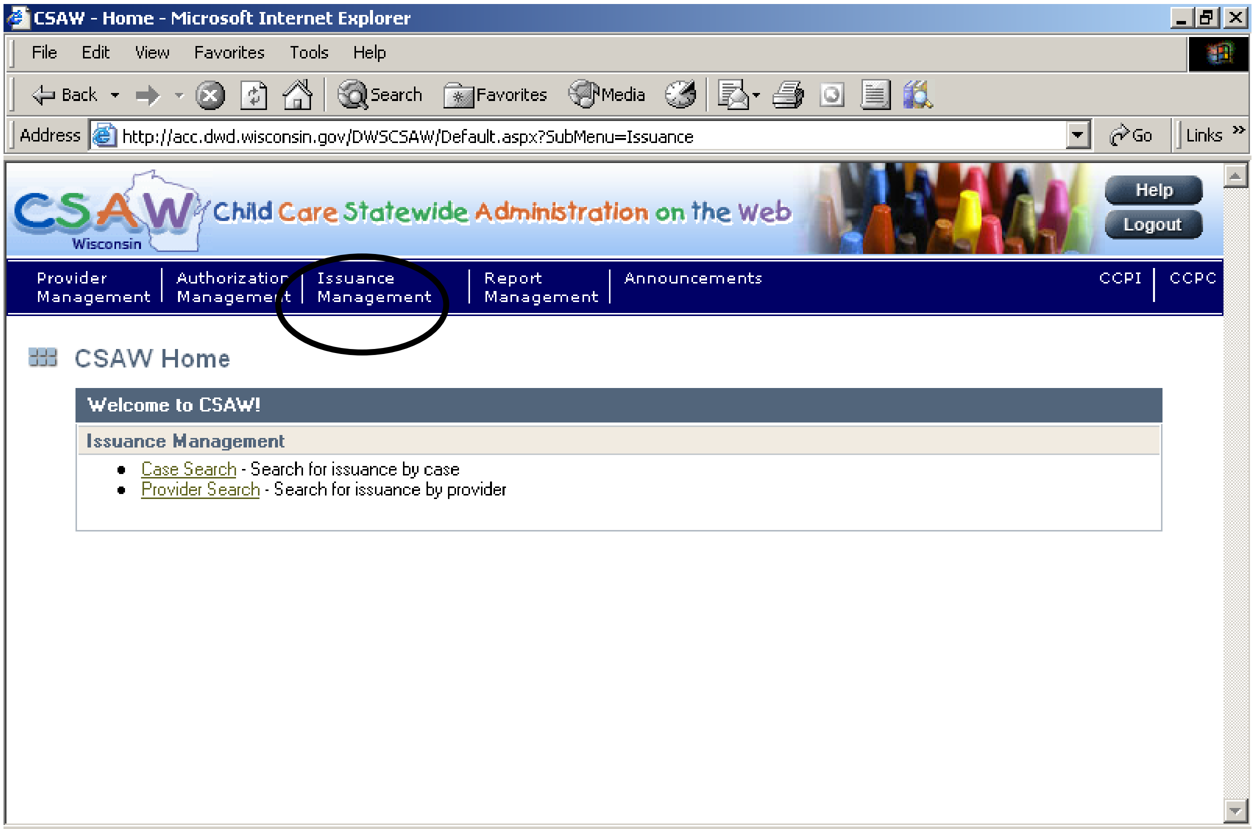
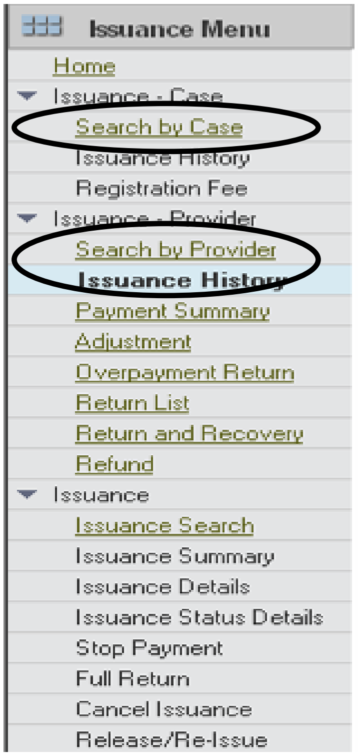
Accessing Issuance Management

On the CSAW home page, click on the Issuance Management link located in the middle of the blue menu bar or click on either the Case Search or Provider Search links below the Issuance Management heading.



CSAW Navigation

On the left side of the screen, a navigation menu lists links to all Issuance Management pages.



- The navigation menu gives the user easy access to the various issuance screens
- Links will be activated based on the Provider and/or Case selected.
- The links on the menu will remain activated for the selected provider/case until new search is selected.
- Search by Case is the same search page used in Authorization Management.
- Search by Provider is the same search page used in Provider Management.

Searching for Issuance Information

Click on the Issuance Management link in the middle of the blue bar. Next choose either the Case Search or Provider Search link to view issuance information.

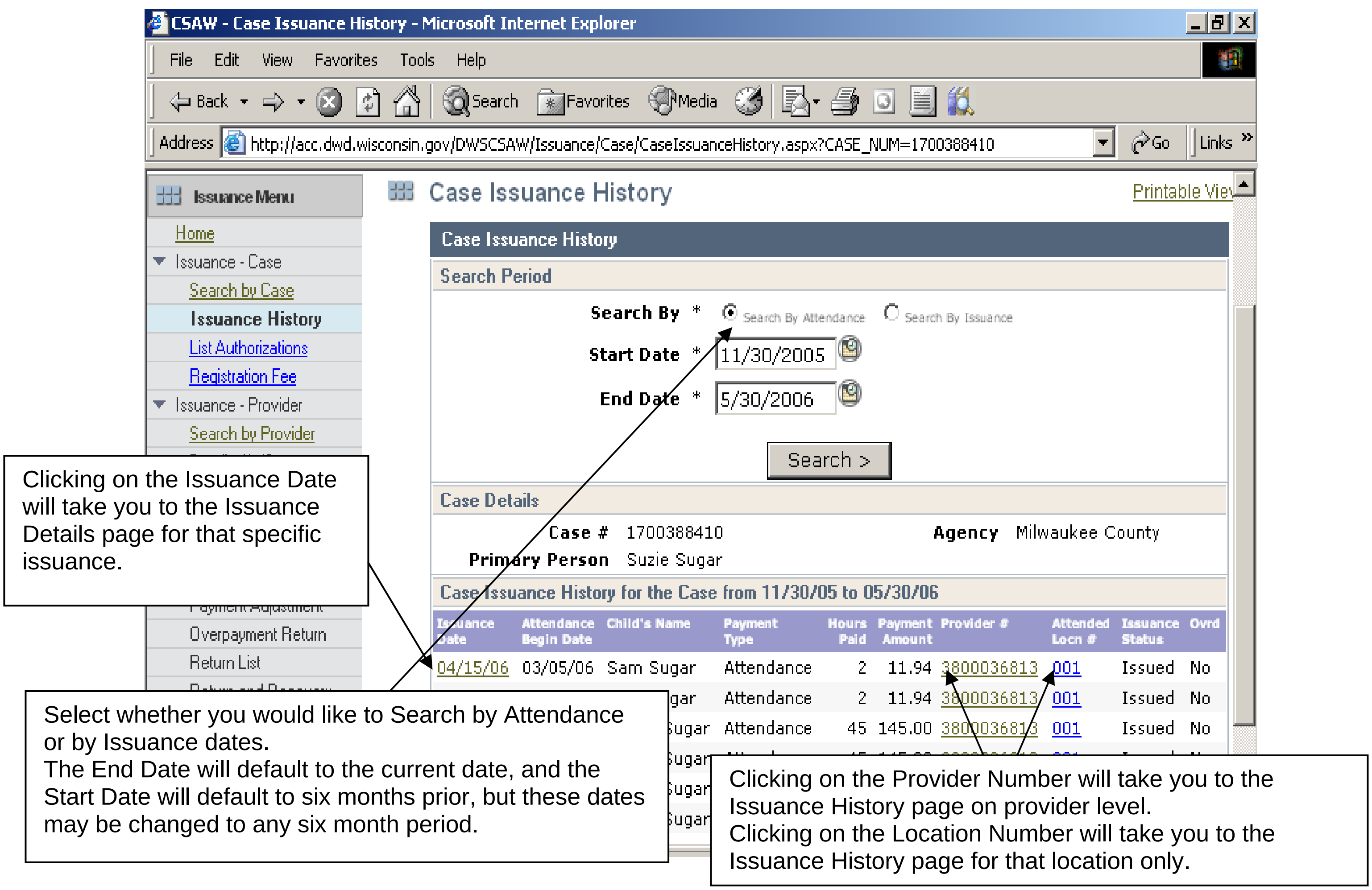
Select from options to search by either case number or provider number to work with the associated issuances.

- If an exact match is made from the Case Search, the Case Issuance History page is displayed.
- If an exact match is made from the Provider Search, the Provider Issuance History page is displayed.
- If any possible matches are found, the Search page will be re-displayed with a Search Results section listing all of the possible matches.
- If no matches are found, the Search page is re-displayed with a message to that effect.

Case Issuance History

After searching with the case number, the user will be taken to Case Issuance History page.

This page displays issuances for the last six months for a case. Past issuance can be viewed by changing the date range for a specific time period.



Below are descriptions of some key fields on this page and their functionality.

Case Issuance History	
Field Name	**Description**
Search by	Select whether you would like to search by Attendance dates or by Issuance dates. The search is defaulted to display issuances by Attendance dates.
Start Date	Start Date will default to six months prior to today's date. This date can be any date in the past. The search period cannot exceed six months.
End Date	The End Date will default to the current date, however this can be changed to a past date. The search period cannot exceed six months.
Issuance Date	Displays the actual date of issuance. By clicking this date, the user is taken to Issuance Details page for the specific issuance.
Attendance Begin Date	Displays the begin date of the attendance period included in the issuance.
Child's Name	Displays the name of the child the payment was for.
Payment Type	Potential values under this heading are: • Attendance • Positive/Negative Adjustment. This value will display if the issuance consisted of positive (or negative) adjustment without any other payments. • Registration Fee: Discontinued on 2/26/06, however, this value exists past registration fee payments prior to that date.
Hours Paid	Displays the total number of hours paid for a week. If the authorization is based on enrollment, the number of authorized hours displays in the Hours Paid field unless an override was done to grant additional hours. In that case, the total of authorized hours and override hours displays. If the authorization is based on attendance, the number of hours attended, including additional hours granted by override, displays.
Provider Number	Displays the provider whom the payment was made to. The link takes the user to Issuance History page on provider level.
Attended Location	Displays the site where the child attended. The link takes the user to Provider Issuance History page for that location only.
Issuance Status	Displays the status of issuance. The values are: • Cancelled • Cashed Out • Intercept approved • Intercept requested • Issued • Partial return • Reissued or remailed • Released for reissue • Returned • Stop payment requested.
Ovrd	The override indicator shows if the number of authorized hours was overridden when attendance was entered for the period. The values are Yes or No.

Case Issuance Calculation Details

This screen explains how a payment for a specific child was calculated. The page is organized in 3 sections: 1) standard issuance, 2) Override (this section is displayed only if an override was entered), 3) school bank hours (if applicable).

To access this page, conduct a search with the case number and then click on the Payment Amount link from Case Issuance History page. The page can also be accessed by searching with the provider number and then by clicking on the Payment Amount on Issuance Details page.

Below are the key fields on this page:

Authorization Details Heading	
Field Name	**Description**
Case Details	This section lists the case number, primary person and the county/tribe
Location Details	This section explains details about the provider location that the payment was issued for.
Authorization Details	This section explains the details about the child's authorization for whom the payment was made for.
Issuance Calculation Details	**This section explains who the payment was calculated.**

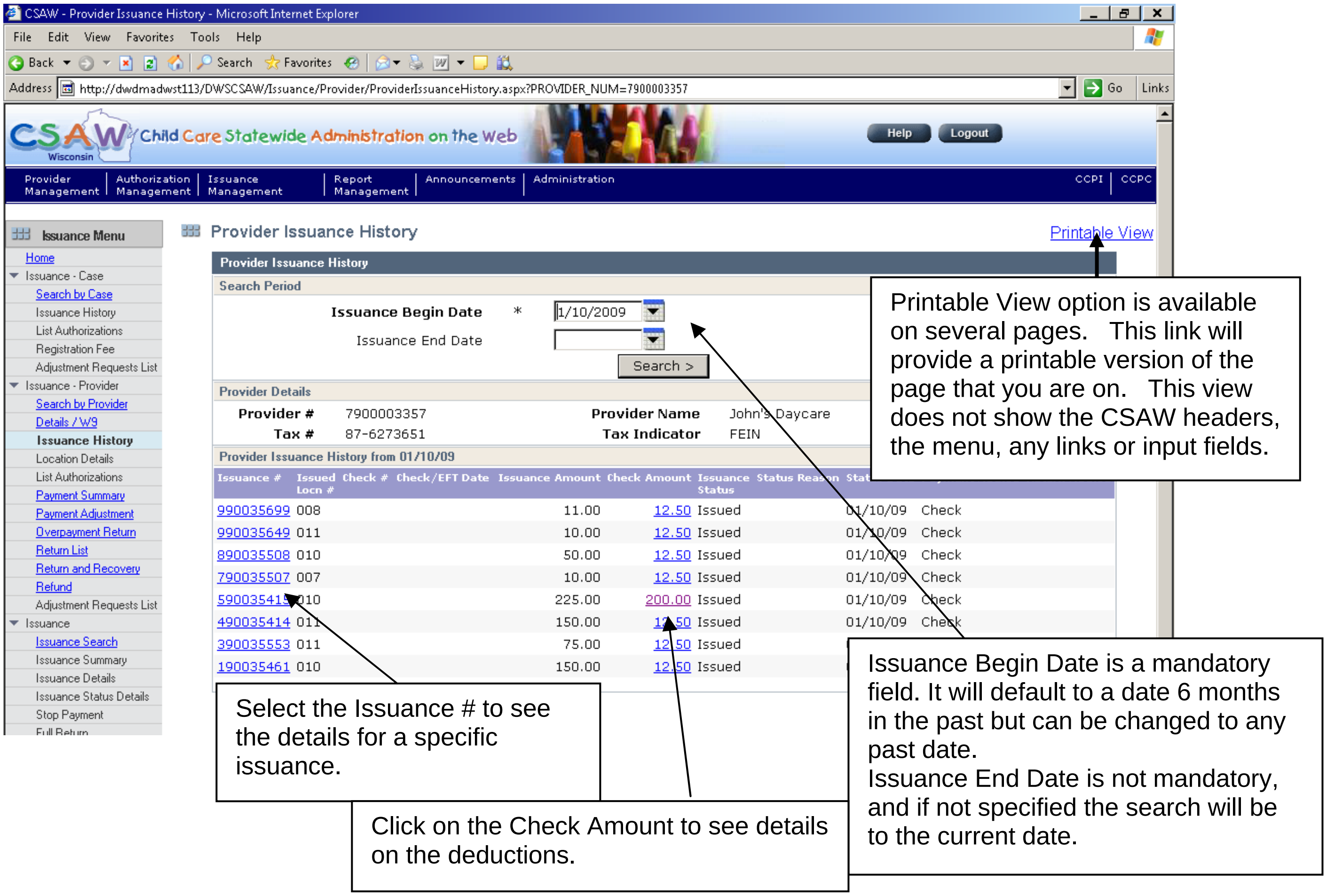
Issuance Type	Standard issuance. This is issuance for the regular hours.
Authorized Hours	The number of hours the child is authorized per week
Authorization Amount	For attendance based authorizations (including 0-hour auths), this field shows the hourly amount and for enrollment-based authorization, the weekly amount is displayed.
Hourly Rate	If the authorization is enrollment-based, the hourly rate is displayed here. This amount reflects the 10% increase when a licensed provider is paid by attendance.
Regular Attended Hours	The total number of hours the child attended.
Issuance Amount for Regular Hours	The total amount paid for the regular hours.
Override Calculation	**This section displays details on an override calculation (if an override exists)**
Override Status	A "yes" will display if an override has been done.
Additional Authorized Hours	This is the difference between the attended hours and the authorized hours.
Additional Hours up to Cutoff	The number of hours between the attended hours and the cutoff. Applies to overrides on part-time authorizations (authorizations less than 35 hours/week). The hours displayed here are the difference between 35 hours and the authorized number of hours.
Rate	The rate the overridden hours will be paid. NOTE: For **attendance** based authorizations, this override rate is the same as the authorized hourly rate. For **enrollment** based authorizations, the override rate can be considerably lower than the authorized hourly rate on the 'Authorization Details' screen. The difference is due to licensed provider authorized hourly rate being raised by 10% when paid on attendance basis. Also, to calculate the authorized hourly rate, the weekly total is divided by the divisor (35). The hourly rate on the override screen is calculated by the weekly authorization amount divided by Authorized Hours.
Additional Amount up to Cutoff	The number of hours between the attended hours and the cutoff. Applies to overrides on part-time authorizations (authorizations less than 35 hours/week). The hours displayed here are the difference between 35 hours and the authorized number of hours.
Total Amount up to Cutoff	For full-time authorizations, this is the same amount as the weekly amount. For part-time authorizations, this is the overridden amount plus the authorized amount.
Provider Price Ceiling	Applies to licensed providers only. This is the weekly amount, the provider charges private pay clients.
County Weekly Ceiling	The maximum rate that the county/tribe pays for the age group. The maximum rates can be found at http://dcf.wisconsin.gov/childcare/wishares/rates.htm.
Override Amount up to Cutoff (after ceiling applied)	This is the amount after applying the cap amounts (weekly ceiling or provider price) to the 'total amount up to cutoff'. i.e. 'Override Amount Up to Cutoff' will be the minimum of 'total amount up to cutoff', weekly ceiling and provider price. The possibility of 'total amount up to cutoff' exceeding weekly ceiling or provider private price is rare. It can happen for attendance type auth for

	license (since 10% is added to county/tribal rate) OR for 'Other' rate type.
Additional Hours Over the Cutoff	The number of attended hours above 50.
Additional Amount Over the Cutoff	This is the amount paid for the override. (Override Hourly Rate x Additional Hours over the Cutoff)
Amount Paid for Override	The total amount paid for the override
School Hours Calculation	**This section shows calculation details for school bank hours.**
Issuance Amount for Regular	The total paid for regular hours
School Hours	Number of school bank hours entered.
Rate	The hourly rate the school bank hours are paid. Note: if the auth is on enrollment basis, the hourly rate listed on the Authorization Details screen both in CCPI and CSAW displays an hourly rate PLUS 10%. The hourly rate that the school bank hours are paid is Weekly amount /weekly hours.
School Closed Amount	The amount paid for the school bank hours. Rate x Hours.
Regular + School Closed Amount	Regular issuance amount + School Closed Amount
Provider Price Ceiling	Applies to licensed providers only. This is the weekly amount, the provider charges private pay clients. Note: if the provider ceiling is not used, a 'NA' will display.
County Weekly Ceiling	The maximum rate that the county/tribe pays for the age group. The maximum rates can be found at http://dcf.wisconsin.gov/childcare/wishares/rates.htm. Note: If the county ceiling is not used, a 'NA' will display.
Amount after ceiling applied	Regular + School Closed Amount after Ceiling is applied.
Amount paid for School Closed Hours	The school bank hours are only paid up to the ceiling. This is the difference between the ceiling and the amount paid for the regular hours. If the child attends more than 50 hours, the worker should enter an override for hours beyond 50.
Total Issuance Amount	Regular + Override + School Bank
Final Paid Amount	The total of the above

Provider Issuance History

This page displays the history of issuances on a provider level. If a provider has multiple sites, issuances from all sites are listed here. The page initially displays all issuances within the last six months. Past issuance can be viewed by changing the Issuance Begin Date to a desired date. After creating a list of issuances, you can also click on Printable View to access a view of the page that shows all issuance specific information without the search fields, the CSAW header or menu.

To access this page, search with the Provider Number and you will be taken to the Provider Issuance History page.



Below are descriptions of some key fields on this page and their functionality.

Provider Issuance History	
Field Name	**Description**
Issuance Begin Date	Issuance Begin Date is a mandatory field. It will default to a date six months in the past but can be changed to any past date.
Issuance End Date	Issuance End Date is not mandatory, and if not specified the search will be to the current date. The time frame on this page is **not** restricted to six months like on many other pages.
Issuance Number	Displays the number for a specific issuance. By clicking this number, the user is taken to Issuance Details page for the specific issuance.
Location Number	Displays the site/location to which the payment was made.
Check Number	This is the number that identifies the check.
Check/EFT Date	This is the date of payment for the check or EFT.
Issuance Amount	Total Issuance is equal to the New Issuance Amount plus any positive adjustments, minus any negative adjustments.
Check Amount	For most providers, the Check and Issuance amounts are the same. If a

	provider is paying union dues from the subsidy payments, the check amount reflects the issuance amount after the deduction. The Check Amount also functions as a link to the Other Deductions page where the user can view details about the dues deduction.
Status Reason	For a status other than issued, a reason displays as follows: • Cancelled (Only state staff can cancel issuance. These values come from Cancel Issuance screen.): • Cashed/copy coming • Cancel stale dated checks • Cancel stop payment • Cashed with replacement • Dormant EFT account • Failed EFT • Fed tax levy/DOR wage claim • More than 365 days old check • Refund received from financial • Returned with no replacement • Refund refused by financial institution • Check retyped by State Treasury • Stop payment requested from TR • Successful stop payment with R Stop Payment (These values come from the Stop Payment page): • Destroyed • Lost • Stolen Partial Return and Returned. (These values come from Issuance Full Return page): • Aux Request – prevent overpayment • Aux Request/wrong payee/addr • Client deceased • Loss of contact • Voluntary return by client • Life of case return • EBT account expunged • EBT benefits returned-unlink • EBT benefits returned-system error • EBT benefits converted to coupon • Coupon conversion expungement • EBT repayments • Deceased • County return • Postal return • Improper zip code • Undeliverable as addressed • Moved

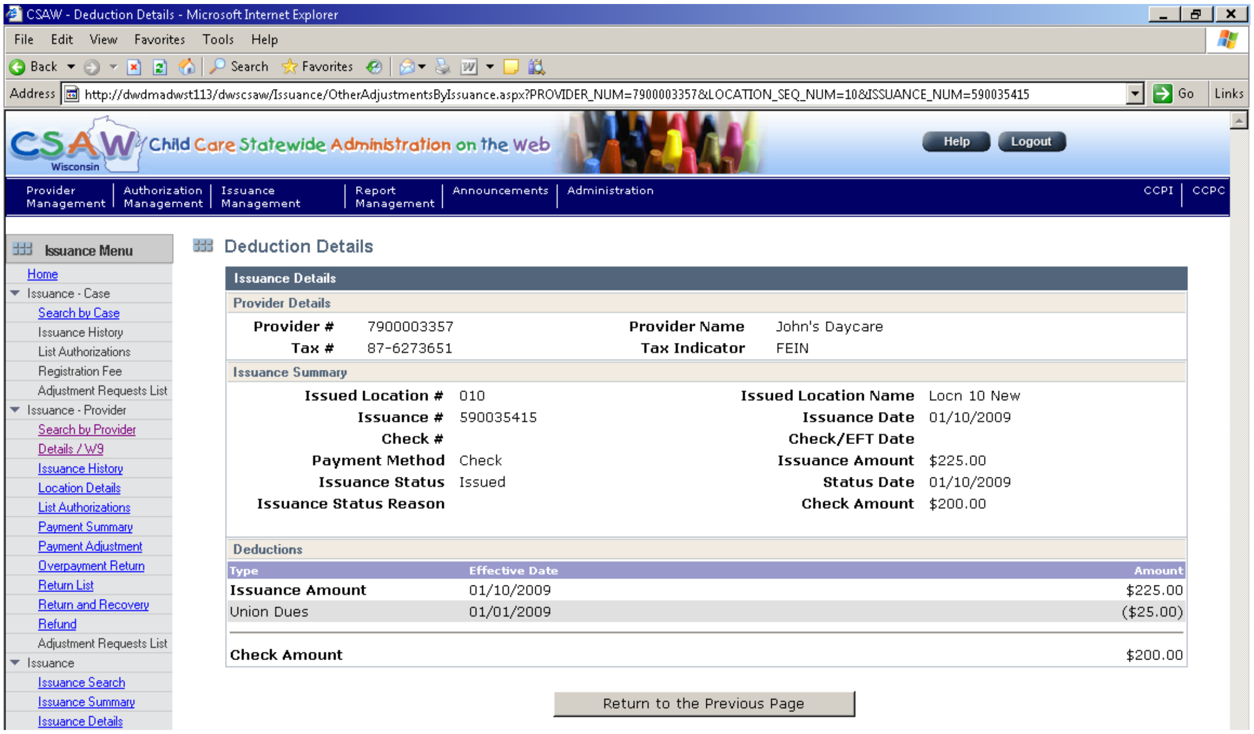
	• No name or post office • Improper receptacle • Unclaimed • Attempt unknown • No such number • Insufficient address • Return of cash • Return to Madison Reissued or Re-mailed and Released for Reissue: • Benefit remailed to client (re-issue) • Benefit picked up by client (re-issue) • Hold for client pickup (release) • Remail to client (release)
Status Date	The date associated with the current status.
Payment Method	Check or EFT will be displayed
Return Method	If issuance was returned, the method of return will be displayed. Values are: check or cash.

Other Deductions

This page displays various deductions conducted from the subsidy payments. The types of deductions are:

1. **Union dues.**
   Family providers can opt having dues deducted from their subsidy payments. NOTE: If the provider does not submit attendance for several months, the union dues will accrue and will be deducted all at once from the next issuance paid to the provider.
2. **Caregiver Background Check (CBC) fees.**
   In February 2010, DCF automated the caregiver background checks for **licensed** providers. The providers are given an option to have these fees deducted from the Shares payments. The first deductions started on 11/15/10. If the provider wishes to have the CBC fees deducted from the subsidy payment, please ask them to complete the Permission form at http://dcf.wisconsin.gov/forms/pdf/2569.pdf and return it to the DCF Background Check Unit in the address provided on the form.

To access this page, click on the Check Amount from the Provider Issuance History page or the Deductions link in the left-side navigation menu (under Issuance heading). This page displays information on the deduction(s) for a specific issuance.



Other Deductions	
Field Name	**Description**
Issuance Details Section	Includes Provider Number, Tax ID and Type, and Provider name.
Issuance Summary Section	Displays detailed information on the Issuance. See Issuance Details page for explanations
Issuance Amount	Total Issuance is equal to the New Issuance Amount plus any positive adjustments, minus any negative adjustments. The section also shows the Date and Amount of the Issuance
Types	• Issuance • Union Dues • Background Check fee: The fee can be for the licensee or a household member. If there are multiple rows, this means that more than one background check was conducted and deducted
Effective date	• Issuance: The effective date shows the date the payment was issued. • Union dues: Effective date shows the month of the Union Dues. The date is always set at first day of the month of the dues. If the provider is not having dues deducted, this row will not display. • Background Checks: The date show the month the background check was conducted.
Background Check fee	The background check fees are deducted from the issuance following the background check run. The effective date column list the month the background check was conducted.
Check Amount	For most providers, the Check and Issuance amounts are the same. If a provider is paying union dues from the subsidy payments, the check

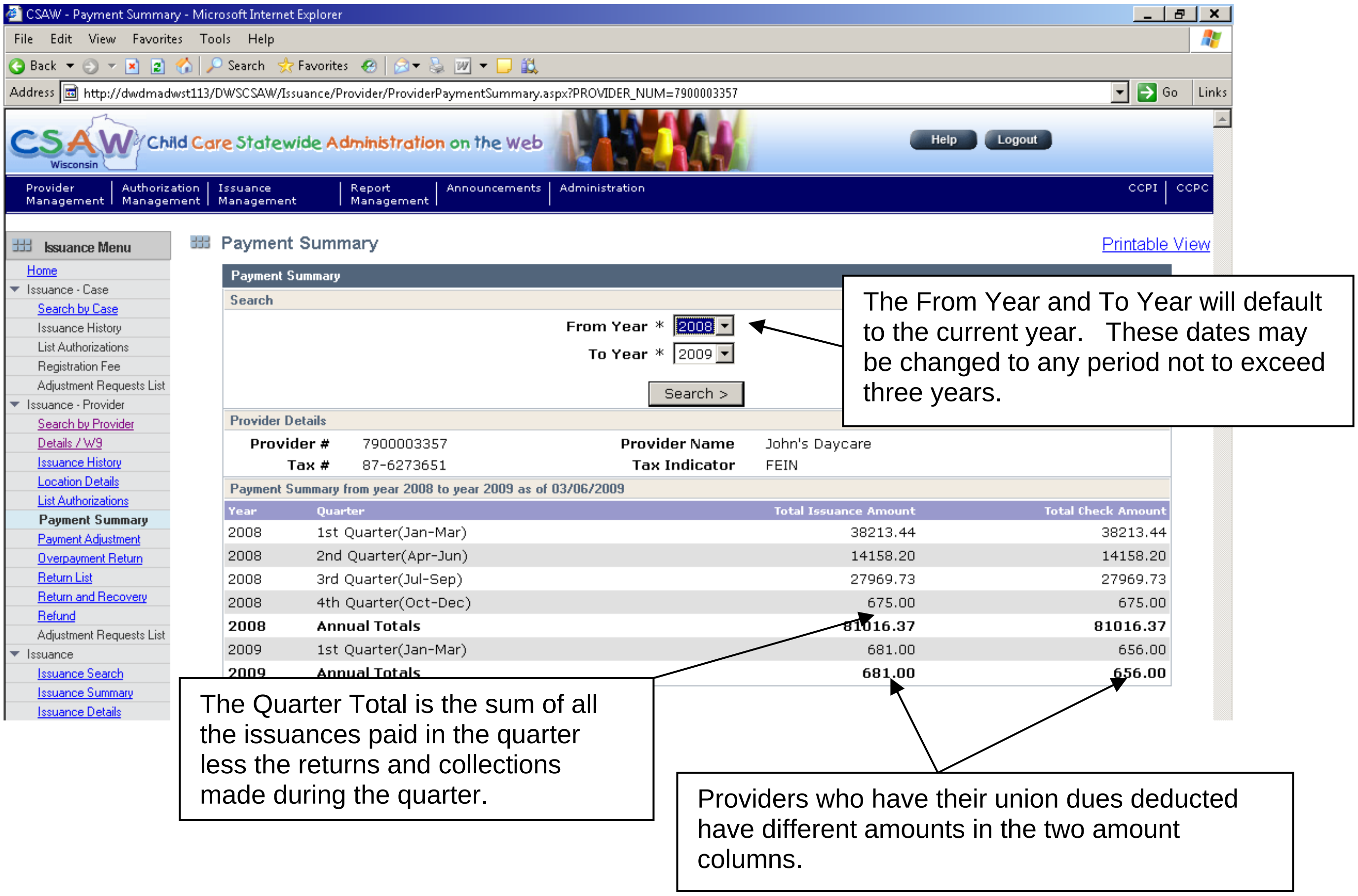
	amount reflects the issuance amount after the deduction.

Payment Summary

This page displays quarterly and annual payments made to a provider **for all locations** for a period of time specified. Total payment includes all payments made to a provider minus any returns or collections. You can also click on Printable view to access a view of the page that shows payment information without the search fields or the CSAW header or menu.

This page is defaulted to the current year. To view past years, please change the From date to the desired year. The payment information for maximum of three years can be displayed at once.

To access this page, click on Payment Summary on the Issuance Menu after searching for and selecting a provider.



Provider Payment Adjustment

The purpose of this screen is to make positive and negative adjustments in the provider payment amount for past overpayments or underpayments. Positive adjustments will be made to the next scheduled issuance to a provider.

Payment adjustments must be attached to a specific child for a specific attendance period. Access the attendance period and child for which the adjustment needs to be made to record the adjustment.

To access this page, click on the Payment Adjustment link after you have searched for and selected a provider.

Positive Adjustments:

Positive adjustments may be required when an error was made by the worker, provider or the system that resulted in the provider receiving payment for a lesser amount than what the payment should have been.

Once the positive adjustment is made, payment will be made at the next issuance cycle. If there is no future scheduled issuance, a separate check will be issued for positive adjustments. The payment adjustment will be capped at the following amounts:

$9.99/hour, $300/week, or $19.99/hour and $600/week for special needs authorizations.

There are several reasons why a positive adjustment is justified, however, here are typical scenarios that might **not** justify an adjustment:

- **Provider reports private pay rate change late:** There is no need to issue a positive adjustment if provider reported their private pay rates after the effective date of the rate change. If the agency failed to enter them in a timely manner, then a positive adjustment is justified.

- **New accreditations:** The provider is responsible for notifying the DCF child care about accreditation status. No positive adjustments will be issued if the provider reported accreditation late.

- **Change in provider's regulation:** If provider changes from provisional to regular, the system will calculate the authorization upcoming weekend. If a provider becomes licensed, the provider must notify the agency about the new license. The agency should be changing the authorizations timely to assure accurate payment. If the delay is due to administrative error, positive adjustment may be justified.

Negative Adjustments:

Negative adjustments may be required when an overpayment has occurred and a recovery needs to be implemented. Negative adjustments are offset by other issuances, including positive adjustments and regular payments for attendance. Until 1/24/09, the negative adjustments were collected at a rate of 50% of the issuance amount for active providers and 100% of the issuance amount for inactive providers until the full outstanding balance of a provider's negative adjustment has been recovered. Beginning 1/25/09, the negative adjustments are recouped as follows:

Intentional Program Violation (fraud) - 50%
Provider Error - 25%
Agency Error - 10%

Negative adjustments can not be made for greater than the amount of the issuance.

Negative adjustments will be made to the issuance in the third Saturday batch cycle from the date entered to allow time for a notice. A claim should be established for negative adjustments when appropriate. If a provider has multiple locations and the specific location from which a negative adjustment needs to be made is no longer active, the provider's active locations will be assessed the negative adjustment. If a provider no longer has any active locations, CCBV, the child care benefit recover process will begin.

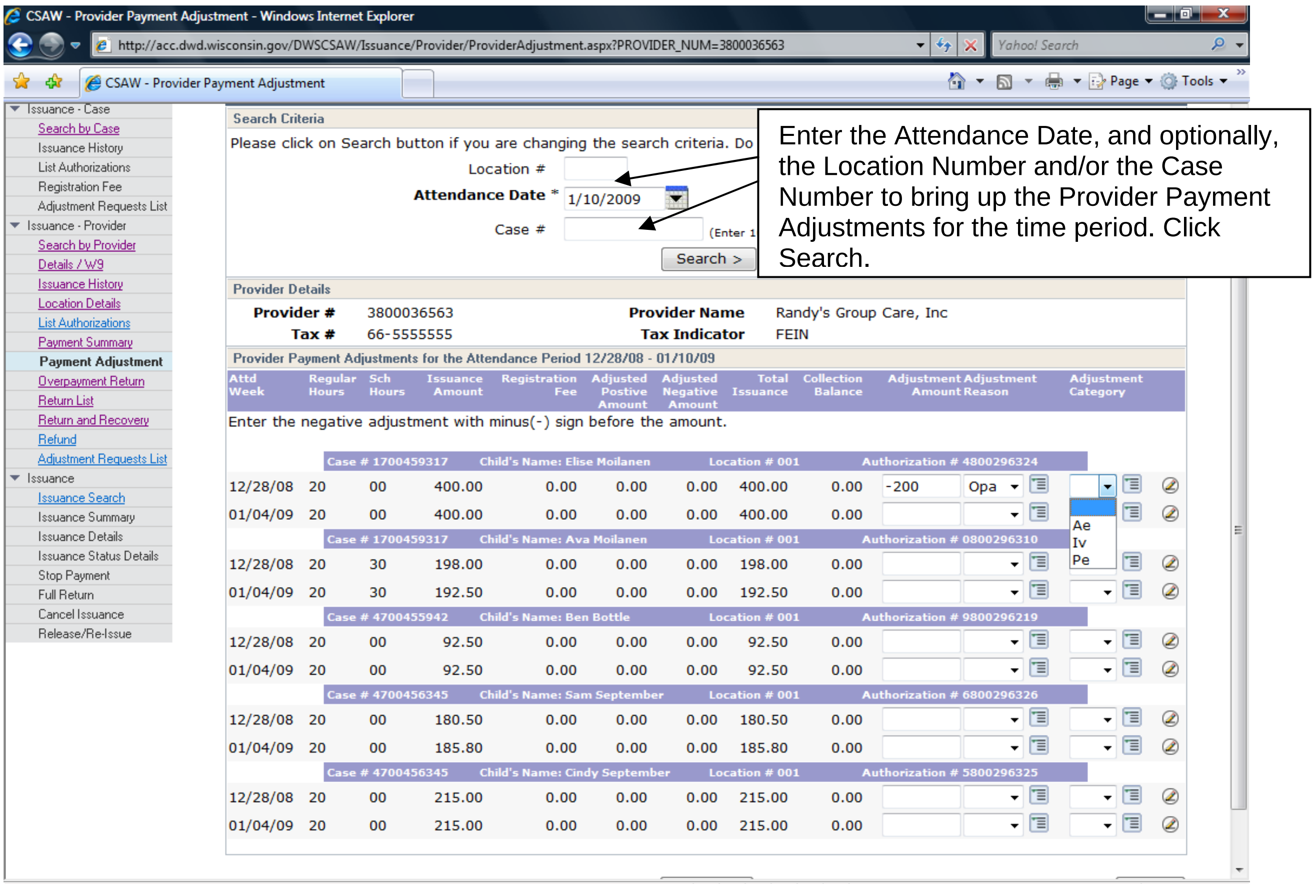
NOTE: If a licensed provider moves to a new address, the system creates new location in CSAW. If you issue a negative adjustment to an inactive location that has been closed, it is important that the worker updates the head quarters to be an active location. The head quarter can be changed in the W9 page in Provider Management module.

Multiple overpayment types:
If the provider has more than one type of overpayment, the system will recoup at the highest percentage.

Example: Provider has $500 overpayment due to provider error. S/he also has a $1000 overpayment due to agency error. The system will recoup up to 25% of the provider's issuance until the $500 has been paid. After that, the recoupment will go down to 10% of the issuance amount.

Entering new Negative Adjustments

When the worker enters a negative payment adjustment into CSAW, the worker must choose the Adjustment Reason and one of the three Adjustment Categories above so the system knows how much to recoup from the future issuances.



Below is the list of key fields included on this page:

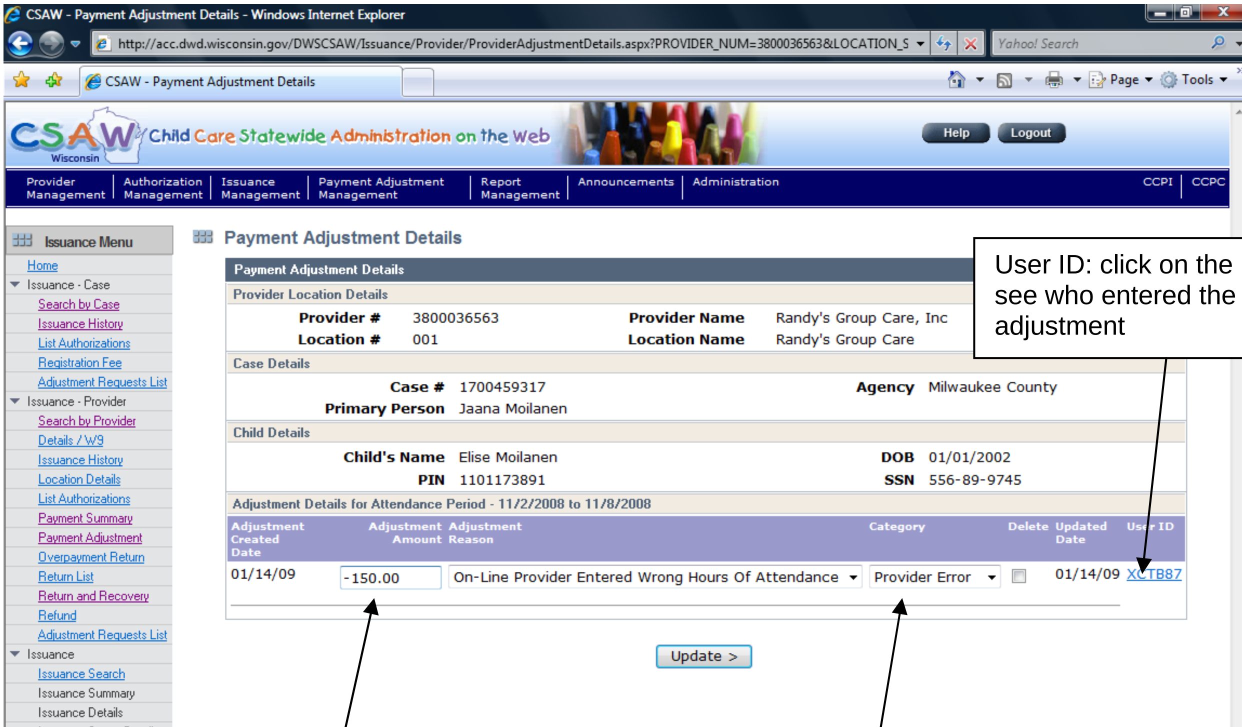
Provider Payment Adjustment	
Field Name	**Description**
Location	Enter the provider location number
Attendance Date	Enter the attendance date the adjustment is for. Both types of adjustments must be associated to a specific attendance payment week for a child.
Case Number	Enter the case number in this field. If it is left blank, all children for the provider location will be displayed. If the case number is entered, then only children for that case are displayed.

Provider Payment Adjustments for the Attendance Period Heading	
Attendance week	Attendance period start date
Regular Hours	The number of regular hours recorded with the issuance
School-Age Hours	Number of school bank hours recorded with the issuance
Issuance Amount	The dollar value of the week's issuance
Registration Fee	Amount paid as registration fee. Note: The subsidy program stopped paying for registration fees in February 2006.
Adjusted Positive Amount	The total positive adjustment amount paid to the provider for the specified attendance week.
Adjusted Negative Amount	The total negative adjustment amount paid for the provider for the specified attendance week.
Total Issuance	This amount displays the final issuance amount after the positive adjustment has been added (or negative adjustment deducted).
Collection Balance	The amount to be collected.
Adjustment Amount	Enter the dollar amount of the adjustment. If the amount is a negative adjustment, enter a minus sign in front of the number (-50.00). Note: A negative amount can only be made up to the total issuance amount and a positive adjustment can be made for any amount not to exceed $300 total (or $600 for special needs authorizations).
Adjustment Reason	Select the appropriate value for the adjustment reason using the pull-down menu or click on the Reference table icon on right to get full values.
Adjustment Category	For negative adjustments, choose one of the reasons below: • Agency Error (AE) (recoupment will be made up to 10% of the future issuances) • Provider Error (PE) (recoupment will be made up to 25% of future issuances) • Intentional Program Violation (IV) (recoupment will be made up to 50% of future issuances)
Pencil Icon	This icon takes the user to the Payment Adjustment Details page to modify an adjustment.
Next/Previous	If there is more than one page of adjustments, these buttons display. Use them to move between pages. Clicking on Next or Previous will save any information you have entered.

Payment Adjustment Details

This page is used to review details of adjustments for an attendance period and to modify or delete adjustments.

To access this page, click on the Pencil (modify) icon on the Payment Adjustment page.



User ID: click on the link to see who entered the adjustment

To modify an adjustment enter the correct adjustment amount and/or reason, and click on the Update button.

To change the Adjustment Category, choose an appropriate category.

To delete an adjustment, check the delete box next to the row to be deleted and click on the Update button.

Key fields on this page:

Payment Adjustment Details	
Field Name	**Description**
Adjustment amount	Amount entered on the Provider Payment Adjustment page. Negative amounts appear with a minus sign: -50.00. Type over the amount to make the modification. This field is cannot be updated after the payment cycle has run.
Adjustment Reason	Reason entered on the previous page (Provider Payment Adjustment) will display here. You may select a new value from the dropdown menu. This field cannot be updated after the payment cycle has run.
Category	Adjustment Category has 3 possible values: • Agency Error (AE) (up to 10% of the future issuances will be recouped) • Provider Error (PE)(up to 25% of future issuances will be recouped) • Intentional Program Violation (IV) (up to 50% of future issuances will be recouped).
Delete	A checkbox displays if the adjustment can be deleted. Click on it to indicate the adjustment should be deleted. Then click on Update to perform the deletion.
Updated Date	Displays the date this screen was updated last

User ID	Displays the user ID of the worker who updated the page most recently. The link takes you to Updated Information page where you can find the name of the worker who updated the page.

Adjustments can be modified or deleted until the Saturday after the date they were created. After that, only negative adjustments can be modified and only with reason code CNA (correction to negative amount). If there is a collected amount for a negative adjustment, you cannot delete it and you can only decrease the outstanding balance. If a claim has been established, you cannot delete the adjustment or modify it at all.

Once the changes have been made on this page and the worker clicks the Update button, the changes will be reflected on the Payment Adjustment page.

Provider Overpayment Returns

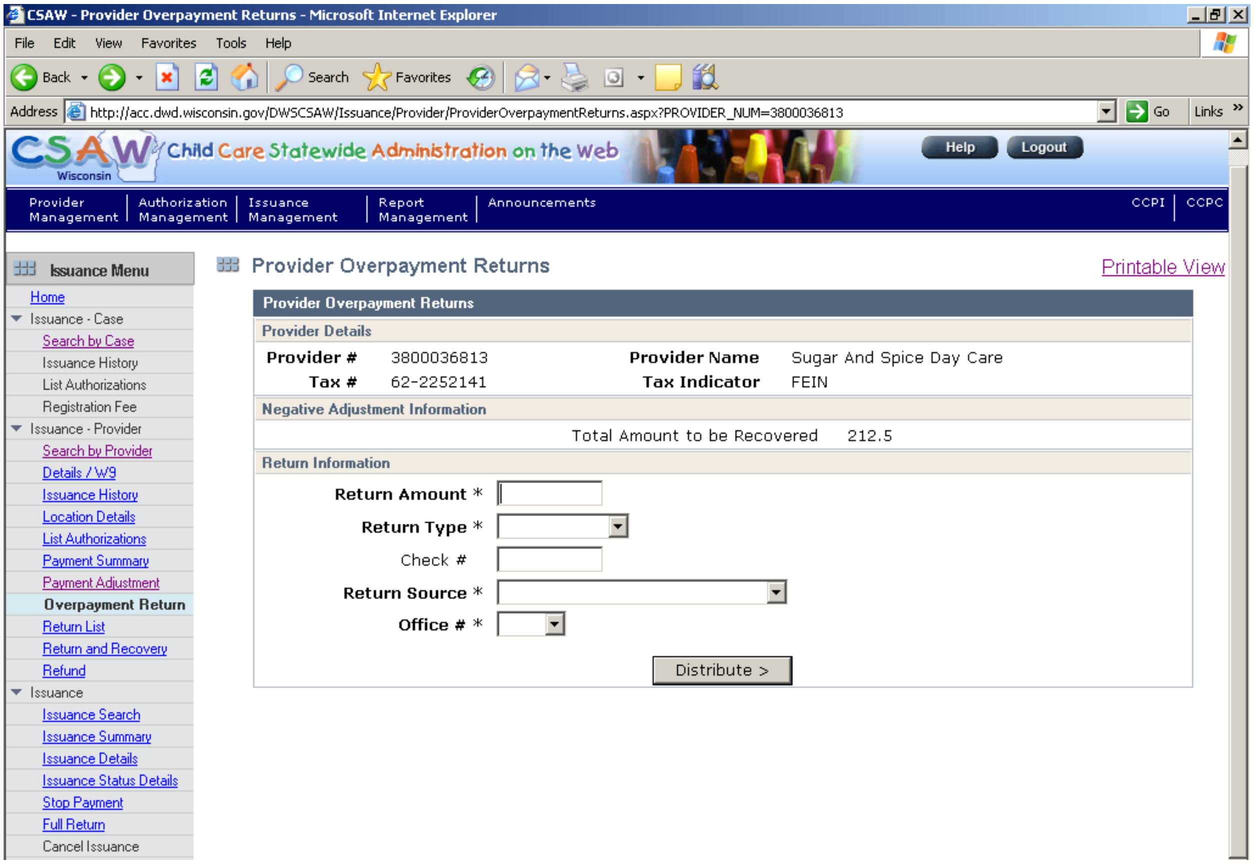
This page is used record repayments to reduce an overpayment (negative adjustments) to a provider. The overpayments are usually recouped by the system for those providers who have current issuances, however, some providers prefer to pay the entire amount as a separate payment. Also, use this page for those providers who do not have current authorizations. You can also click on Printable View to access the Outstanding Negative Adjustments page, which displays details about outstanding balances without displaying input fields or the CSAW header or menu.

Note: The county/tribe deposits the check into the county/tribal bank account. DCF finance adjusts the agency's administrative budget by the repayment amount. The county/tribe will also need to report the repayment on CORe Profile #9006 using form DES-11087 (http://dcf.wisconsin.gov/forms/pdf/dcf_f_des11087.pdf). This will properly debit the amount from County Administration Contract.

Note: If a provider has future issuances, the system sends a notice to the provider.

To access this page, click on Overpayment Return on the Issuance menu after searching for and selecting a provider or provider location.

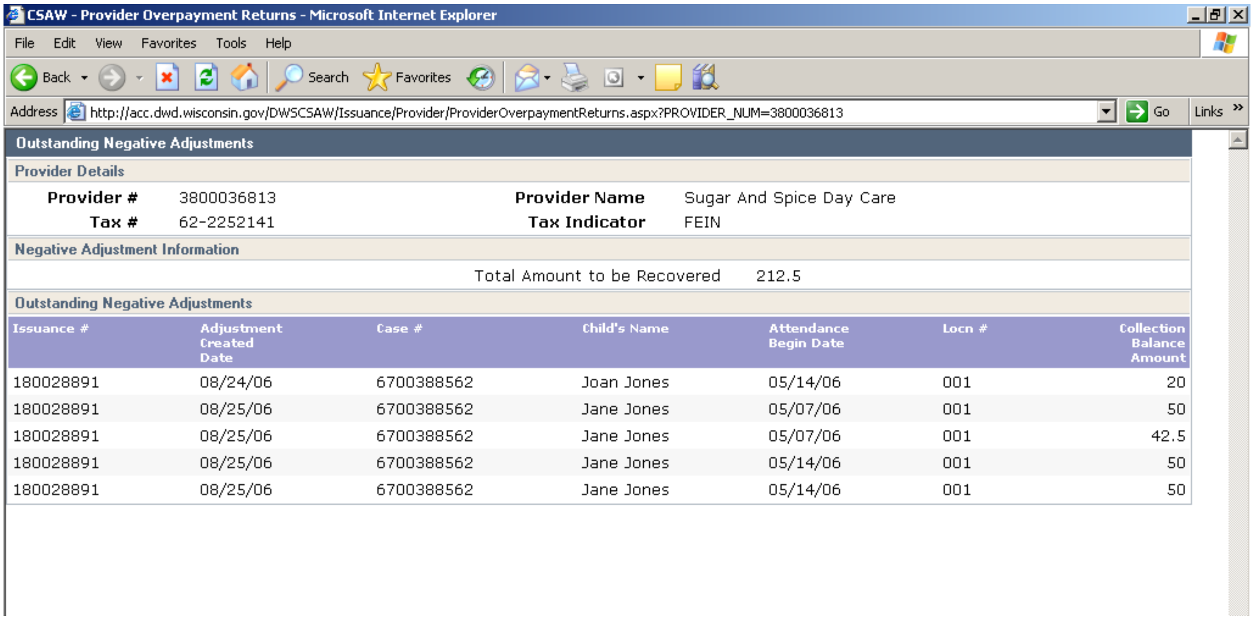
An example when to use this page: Provider received a negative adjustment notice in the mail. Instead of having the system recoup the adjustment from the future issuances, the provider wants to pay the amount by a check/cash.



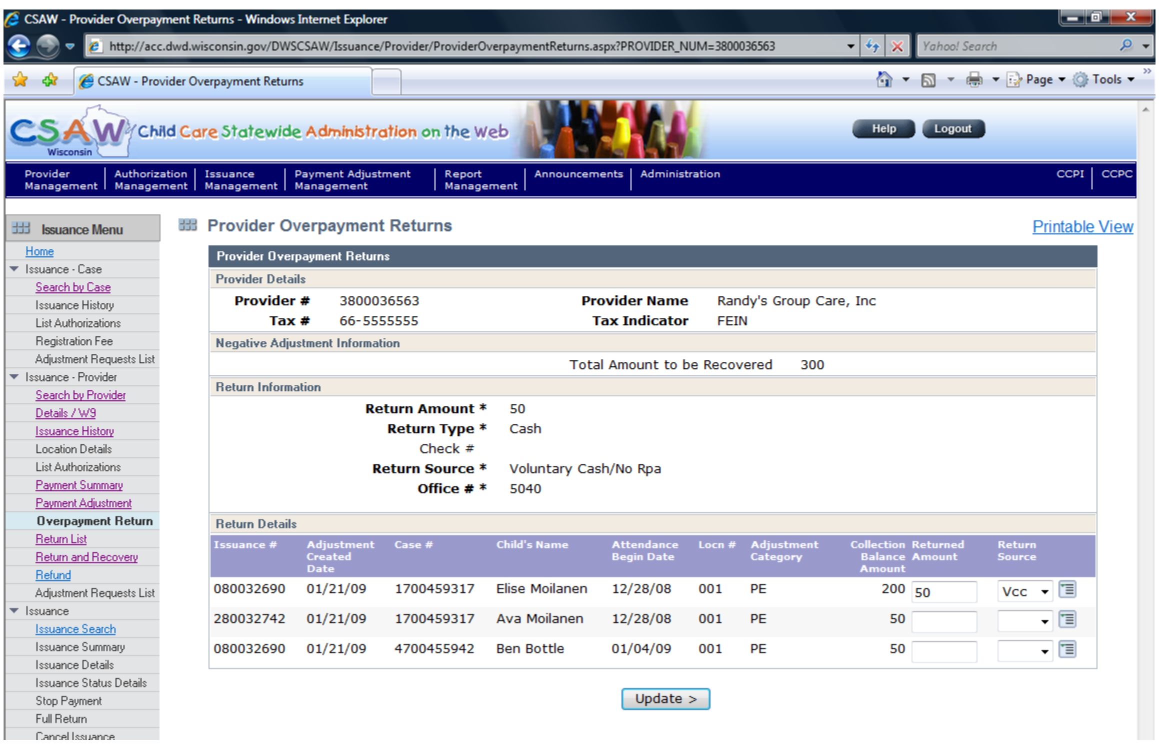
Below is the list of key fields included on this page

Provider Overpayment Return	
Return Amount	Enter the returned amount
Return Type	Choose cash, check or money order
Check #	Enter the check number if the type is check.
Return Source	Choose Return Source from the pull-down menu
Office Number	The worker's office number should display. If the worker has inquiry CARES ID, there might not be an office number associated to the user ID. In that case, contact DWS Security at 608-261-6317, option 1 to have it added.

Printable View display the outstanding balance:



After completing the page, click Distribute and you will be taken to the Provider Overpayment Returns screen.



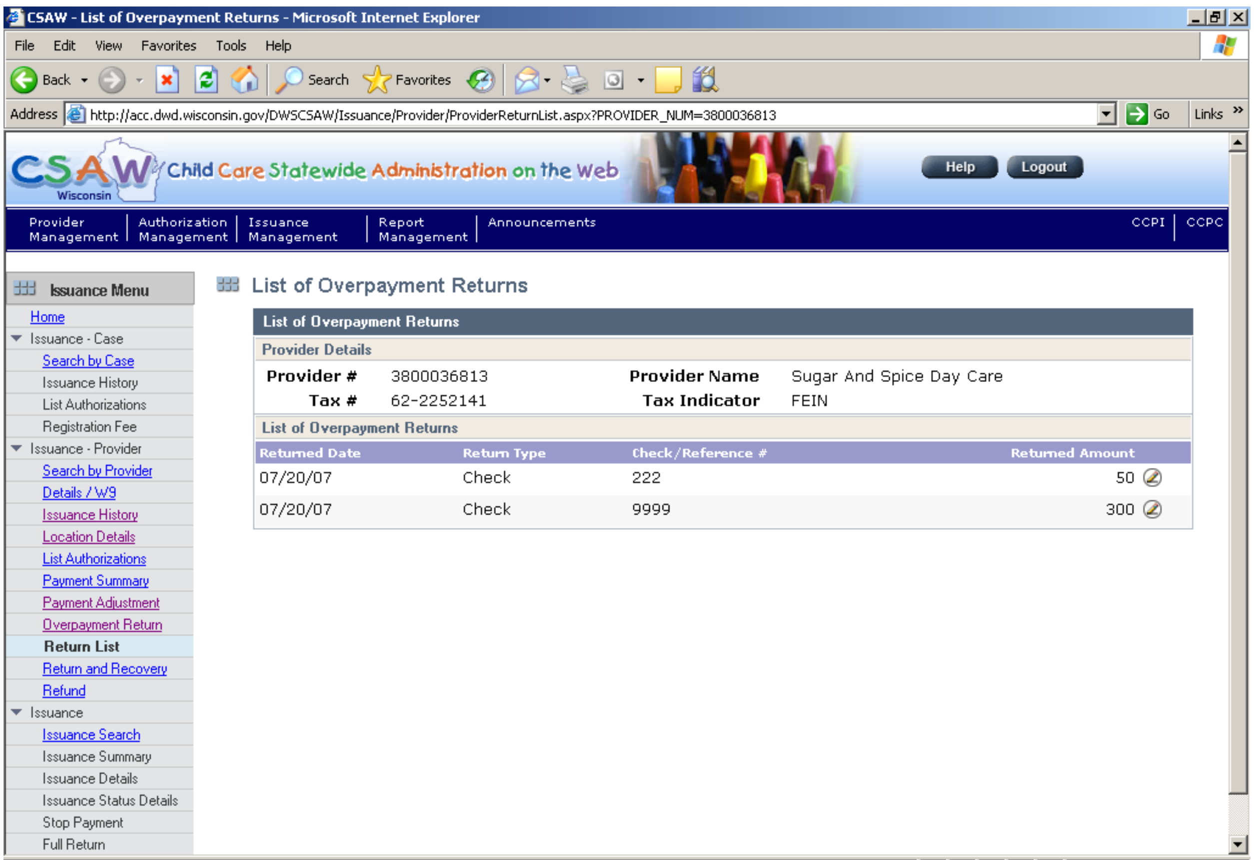
Note: If a worker accidentally posts a return to a wrong provider, there is no way to delete the returns. Instead, go to Returns List, find the posted return on the list and click on the icon on the right to access the Overpayment Return Reversal.

List of Overpayment Returns

This page displays a list of payments made by a provider to reduce overpayments. You can also use this page to go to Provider Overpayment Return Reversal by clicking on the pencil (modify) icon next to the Returned Amount field.

To access this page, click on Return List on the Issuance Menu.

An example when to use this screen:
A provider who has a large overpayment calls the worker to find out the dates of payments that she has already completed towards the overpayment.



Key fields on this page:

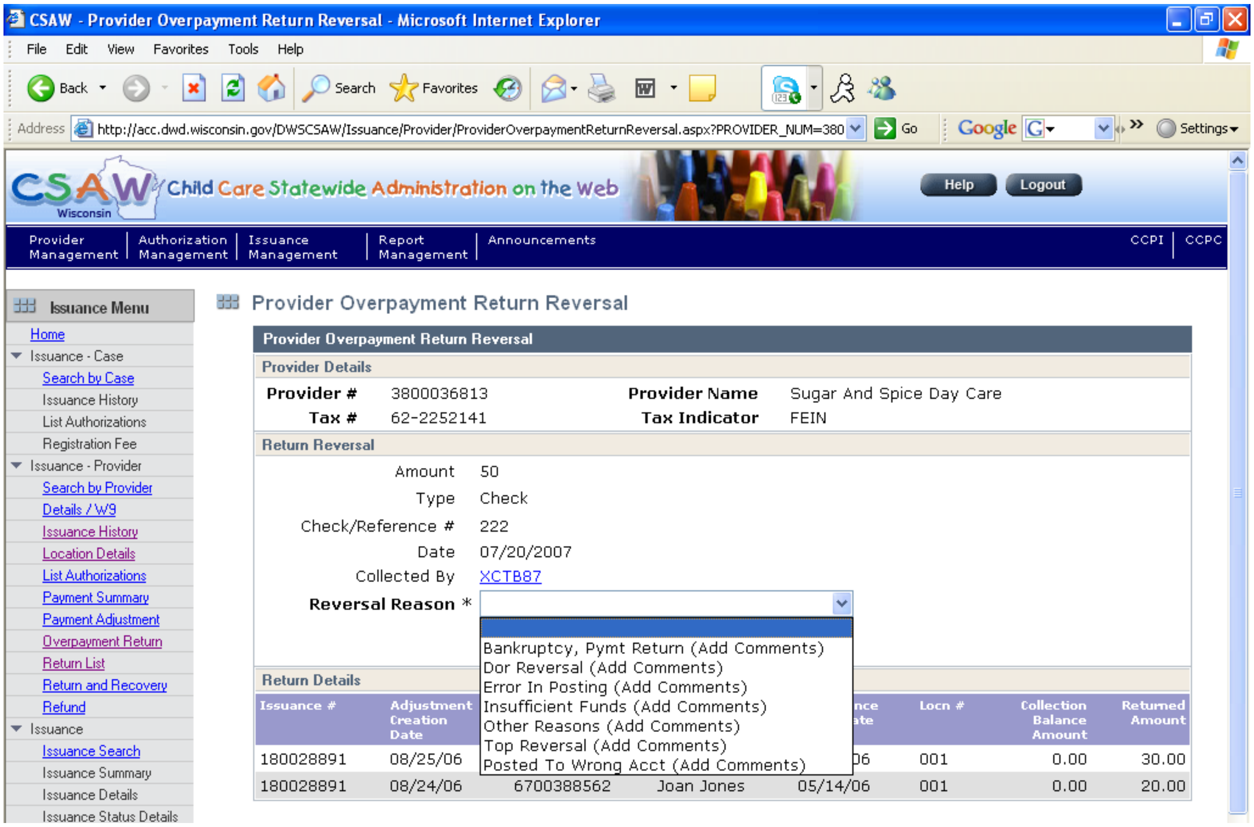
List of Overpayment Return	
Returned Date	This is the date the return was entered on the Overpayment Return page.
Return Type	This shows whether the return was made by cash, check or money order.
Check/Reference Number	For checks and money orders, this is the number that was entered on the Overpayment Return page. For cash returns, a system generated number displays.
Returned Amount	This is the amount of the return.
Pencil Icon	Click here to go to the Provider Overpayment Return Reversal page in order to reverse a previously entered return. This may be necessary, for example, if a check is posted against the wrong account or is returned for non-sufficient funds.

Overpayment Return Reversal

This page is used to reverse a return (payment) from a provider by cash, check or money order that was processed to reduce an overpayment. This may need to be done, for example, if there was an error in posting the return or if a check was denied by the bank for insufficient funds. Reversing a return generates a notice to the provider.

To access this page, click on the Pencil (modify) or Magnifying Glass (view) icon for a return on the List of Overpayment Returns (Return List) page.

An example when to use this screen:
A provider sends in a check to pay back an overpayment. The worker records the overpayment return, but later was told by the finance department that the provider's check bounced due to insufficient funds. The worker records the payment reversal on this page.



To reverse a return, choose appropriate Reversal Reason from the pull-down menu and click Confirm. You will be taken back to List of Overpayment Returns and the return that you just reversed should not be listed anymore.

Below is description of the key fields on this page:

Provider Overpayment Return Reversal	
Return Reversal	This section of the page displays details about a return and allows you to reverse the return.
Amount	This is the amount that was returned.
Type	This shows whether funds were returned by check, money order or cash.
Check/Reference Number	This is the check or money order number. If return type is cash, a system generated number will display.
Date	This is the date the return was entered in CSAW.
Collected By	This is the ID of the worker who processed the return.
Reversal Reason	To reverse a return, select a value from the dropdown box to explain the reason for the reversal.
Confirm	Click on this button to process the reversal.
Return Details	This section of the page displays details about all returns that have been processed against issuances for the provider.

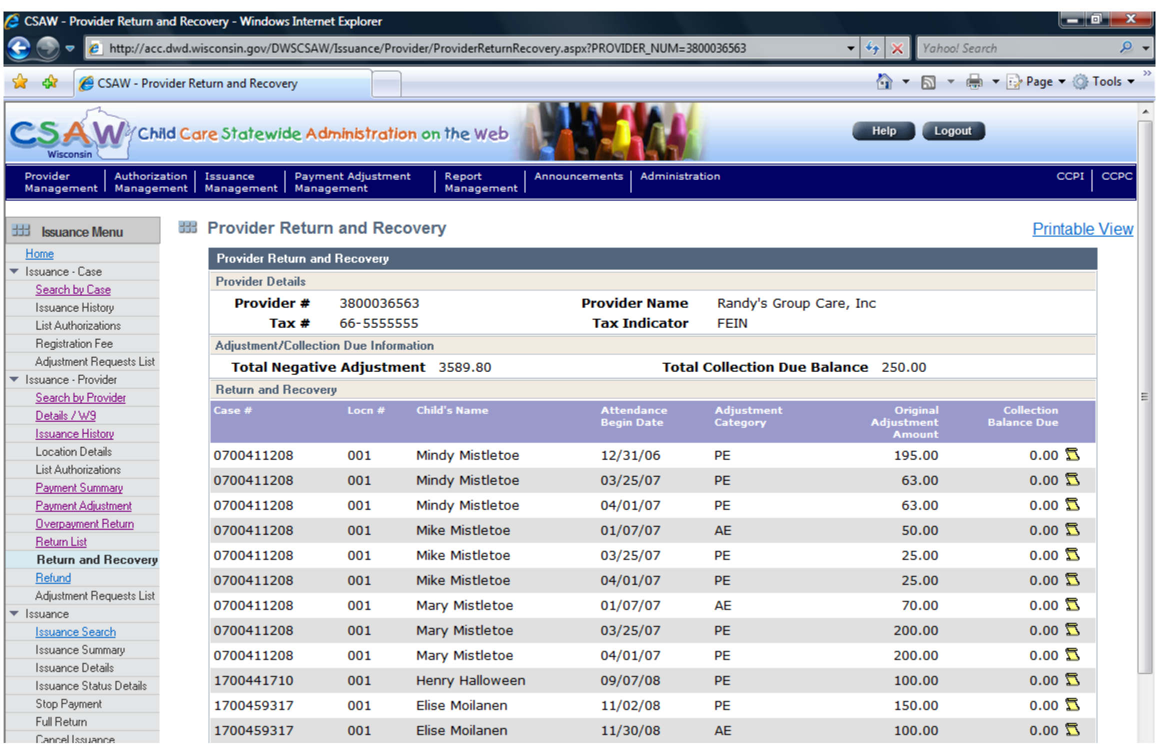
Issuance Number	This is the number of an issuance for which an overpayment was created and a collection was made.
Adjustment Creation Date	This is the date a negative adjustment was entered in CSAW to create an overpayment.
Case Number	This is the number of the case associated with the overpayment.
Child's Name	This is the name of the child associated with the overpayment.
Attendance Begin Date	This displays the week of attendance for which the negative adjustment was made to create an overpayment.
Location Number	This is the provider location for which the issuance was made.
Collection Balance Amount	This displays the current outstanding balance that remains to be paid.
Returned Amount	This displays the amount returned for a specific adjustment

If you need to see history on who reversed a return, go to Return and Recovery History page.

Provider Return and Recovery

This page displays history of all overpayments that have been recorded to a provider and the current outstanding balance for each. Overpayments will continue to display on this page even after they have been completely repaid.

To access this screen, click on Return and Recovery on the Issuance menu after searching for and selecting a provider.



Case #	Locn #	Child's Name	Attendance Begin Date	Adjustment Category	Original Adjustment Amount	Collection Balance Due
0700411208	001	Mindy Mistletoe	12/31/06	PE	195.00	0.00
0700411208	001	Mindy Mistletoe	03/25/07	PE	63.00	0.00
0700411208	001	Mindy Mistletoe	04/01/07	PE	63.00	0.00
0700411208	001	Mike Mistletoe	01/07/07	AE	50.00	0.00
0700411208	001	Mike Mistletoe	03/25/07	PE	25.00	0.00
0700411208	001	Mike Mistletoe	04/01/07	PE	25.00	0.00
0700411208	001	Mary Mistletoe	01/07/07	AE	70.00	0.00
0700411208	001	Mary Mistletoe	03/25/07	PE	200.00	0.00
0700411208	001	Mary Mistletoe	04/01/07	PE	200.00	0.00
1700441710	001	Henry Halloween	09/07/08	PE	100.00	0.00
1700459317	001	Elise Moilanen	11/02/08	PE	150.00	0.00
1700459317	001	Elise Moilanen	11/30/08	AE	100.00	0.00

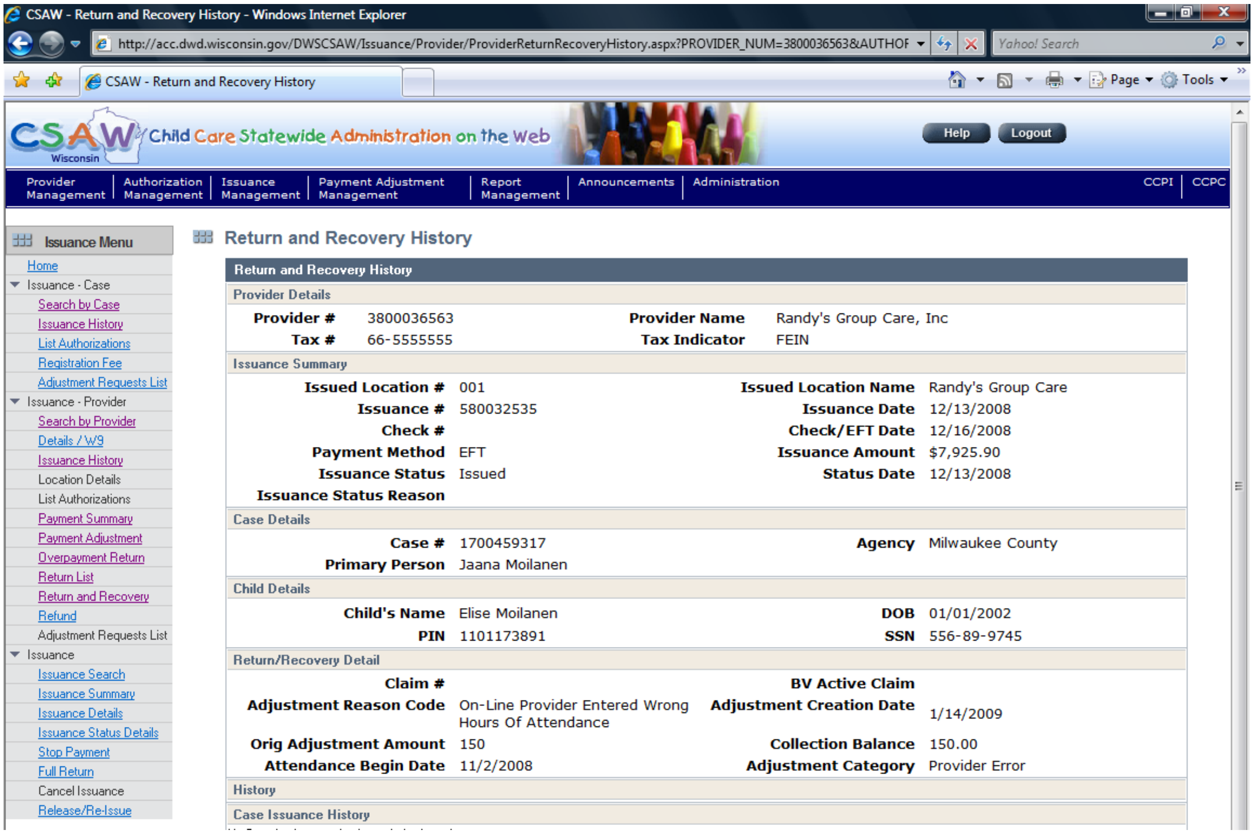
Key fields on this page:

Provider Return and Recovery	
Total Negative Adjustment	This is the total of all overpayments to the provider at all locations and for all cases and children over time.
Total Collection Due Balance	This is the outstanding balance of total overpayments that has not yet been collected.
Return and Recovery	This section of the page displays details of the individual overpayments that have been included in the total overpayment amount for the provider.
Case Number	This identifies a case number for which an overpayment was made
Location Number	This identifies the specific location of the provider to which the overpayment was made.
Child's Name	This is the child for whose authorization the overpayment was made.
Attendance Begin Date	This shows the attendance begin date with which the overpayment was associated when a negative adjustment was made on Provider Payment Adjustment.
Adjustment Category	Possible values are: • Agency error (up to 10% of future issuances are recouped) • Provider Error (up to 25% of future issuances are recouped • Intentional Program Violation (up to 50% of future issuances are recouped)
Original Adjustment Amount	This is the amount that was entered as a negative adjustment for an attendance period on Provider Payment Adjustment. This amount will not change. If another negative adjustment is made for the same attendance period, a new row will display on this page.
Collection Balance Due	This is the amount of the overpayment that is still outstanding
Scroll Icon	Click here to go to Return and Recovery History and view history of updates to an overpayment over time.

Return and Recovery History

Use this page to view actions taken on an overpayment over time. Amounts returned and reversals of those returns are shown. A return may be reversed if, for example, a check is denied for non-sufficient funds.

To access this page, click on the Scroll (history) icon for an overpayment on the Return and Recovery page.



Key Fields on this page:

Return and Recovery History	
Issuance Summary	This section of the page displays the number and name of the provider location to which payment was made, the number and date of the issuance and the check number and check / EFT date. It shows whether payment was made by check or electronically (EFT) and the issuance amount. It also shows the current issuance status and the date of that status. If the status is other than issued, an issuance status reason is given.
Case Details	This section of the page displays the case number, agency and primary person name associated with the overpayment.
Child Details	This section of the page displays the name, PIN, date of birth and SSN of the child associated with the overpayment.
Return/Recovery Details	This section of the page shows whether there is an active benefit recovery claim and, if so, the claim number. It displays the reason for the adjustment and the date it was made. It shows the original amount of the negative adjustment that created the overpayment and the balance of the overpayment that has not yet been collected. It also shows the begin date of the attendance period associated with the overpayment as well as adjustment category.

History	This section of the page gives details about money returned or recovered that has reduced the overpayment and reversals of such payments.
Collection Date	This is the date the transaction was entered.
Collection User ID	This identifies the worker who processed the collection. Click on the link to view the name of the worker.
Return/Recover Amount	This shows the amount that was returned or reversed.
Check Number	If a return was made by check or money order, the number of the check or money order displays. The field is blank for cash returns and for reversals.
Repayment Source	This shows who made the payment on Provider Overpayment Return page.
Office Number	This is the office number associated with the case.
Reversal Reason/Date/User ID	If a return was reversed, the reason, the date of the reversal and the ID of the worker who reversed the return display. This information will display on the same row as the information about the return.

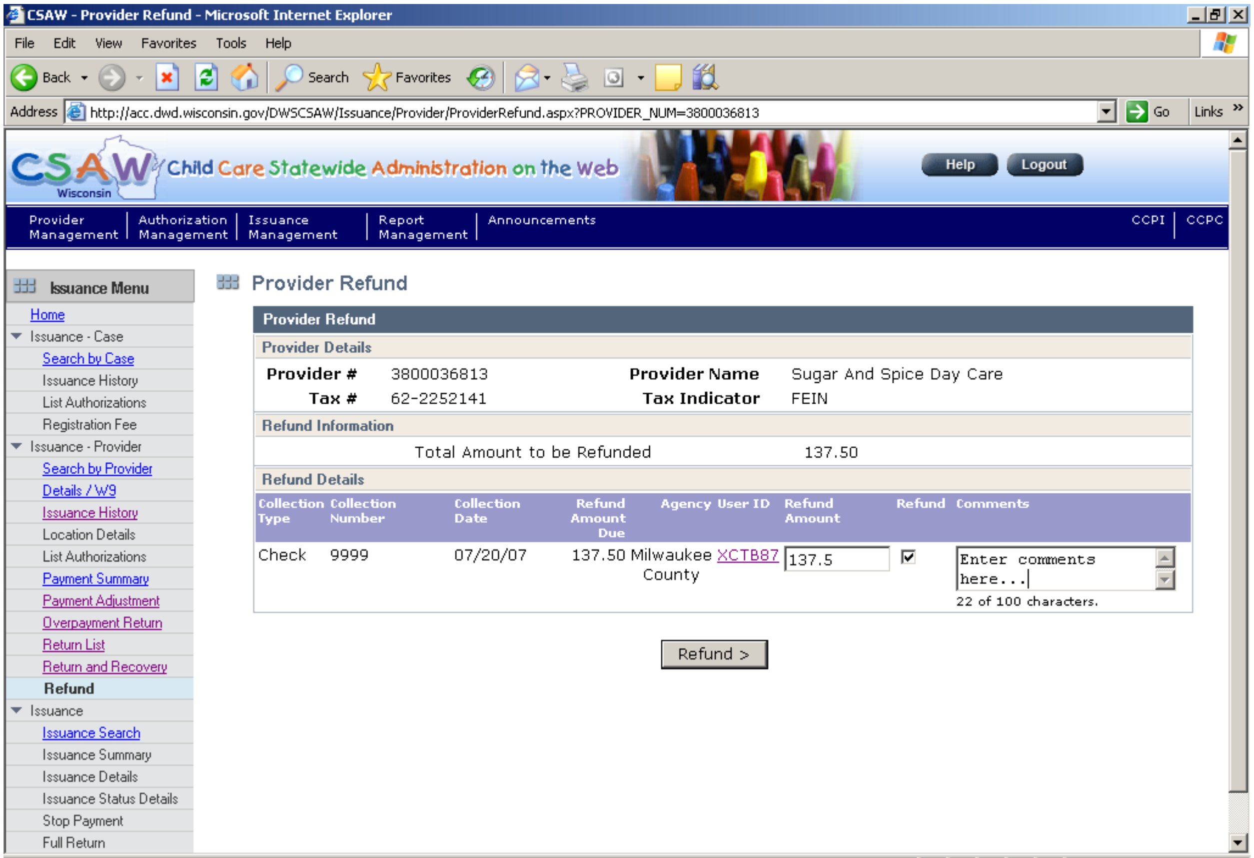
Provider Refund

Use this page to track that a refund has been issued by the local agency to a provider. The need to send a provider a refund will occur if funds returned to reduce an overpayment are greater than the outstanding balance remaining on the overpayment. In this situation, process the entire return amount on the Overpayment Return page. The outstanding balance will be reduced to zero and the amount of the return remaining will display on Provider Refund.

There may also be situations in which the returned amount is not greater than the outstanding balance but there is a reason to apply only a portion of the amount to the overpayment and refund the rest. In that case, the outstanding balance will be reduced by the amount distributed on the Overpayment Return page and the amount of the return that was not distributed will display on Provider Refund.

See Overpayment Return help for more information about the process that creates a refund on the Provider Refund page.

An example when to use this page:
A provider who has an overpayment sends in a check to pay the entire amount. When the check arrives at the county/tribal office, the system has already recouped part of the overpayment resulting in money being owed to the provider. The county/tribe issues a check to the provider and the worker enters a refund on this page. If the provider payment is more than the overpayment balance, enter the balance into the system and issue a manual refund to the provider for the rest of the amount.



Provider Refund	
Refund Information	This section of the page displays the total amount to be refunded. It may reflect the refund due on one or more returns.
Refund Details	This section of the page displays details about the individual refunds that make up the total refund amount.
Collection Type	This indicates whether the return from the provider was made by cash, check or money order.
Collection Number	The number of the check or money order displays. If cash was returned, a system generated number displays
Collection Date	This is the date of the return.
Refund Amount Due	This is the amount to be refunded to the provider because it exceeds the outstanding balance of the overpayment.
Agency	This is the agency of the worker who processed the return.
User ID	This identifies the worker who processed the return. Click on this link to go to Updated Information to see the name of the worker who processed the return and the date it was processed.

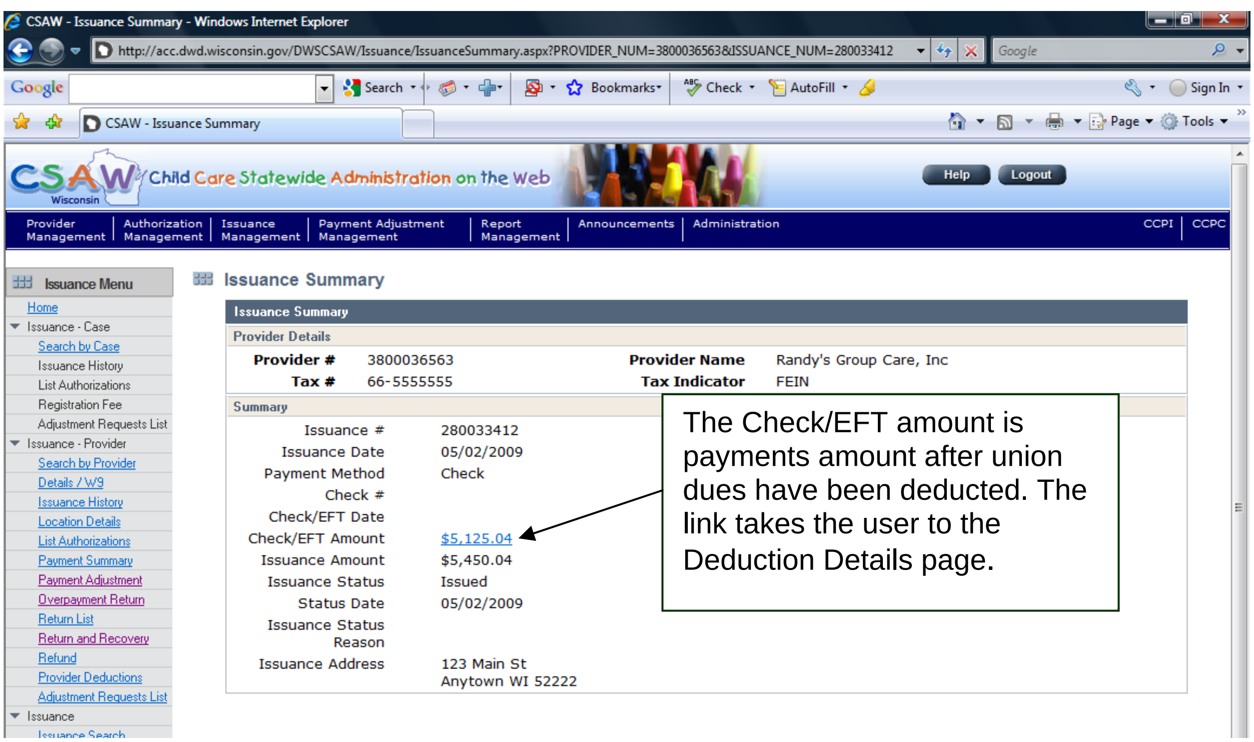
Refund Amount	Defaults to the outstanding refund amount for each collection.
Refund	Click on this checkbox to indicate the refund amount has been issue to the Provider by the agency who processed the return. The state does not issue the refund
Comments	Enter comments to explain the reason for the refund here.

There is no history for past refunds.

Issuance Summary

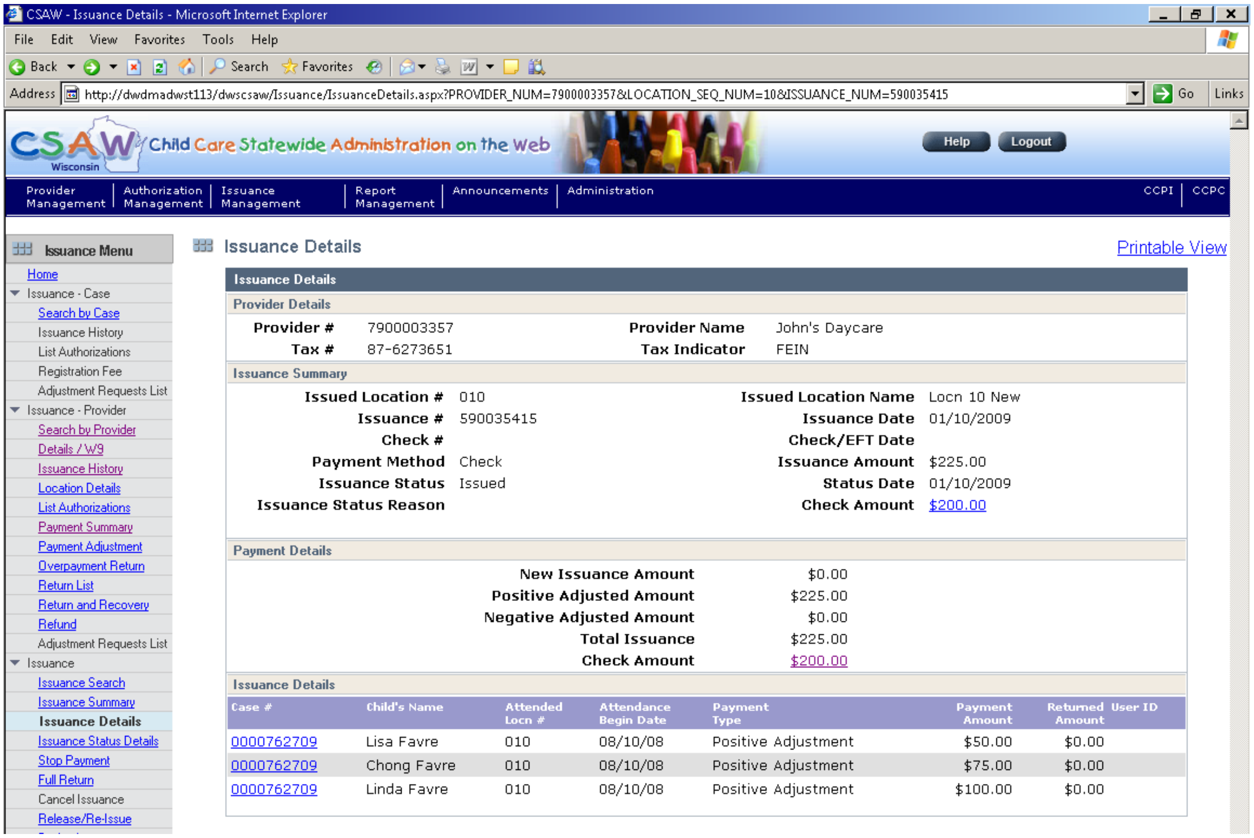
Use this page to view details about a specific issuance to a provider.

To access this page, conduct a search and select desired issuance and then click on Issuance Summary on the Issuance Menu. Click on Provider Search on the Issuance Menu to search for and select a provider. Provider Issuance History will display. Click on an issuance number to get to Issuance Details. Now click on Issuance Summary on the menu.



Issuance Details

Use this page to display details of a selected issuance to a provider location. You can also click on Printable View to access a view of the page that does not include the CSAW header or menu.



This page displays when you click on an issuance number on Provider Issuance History.

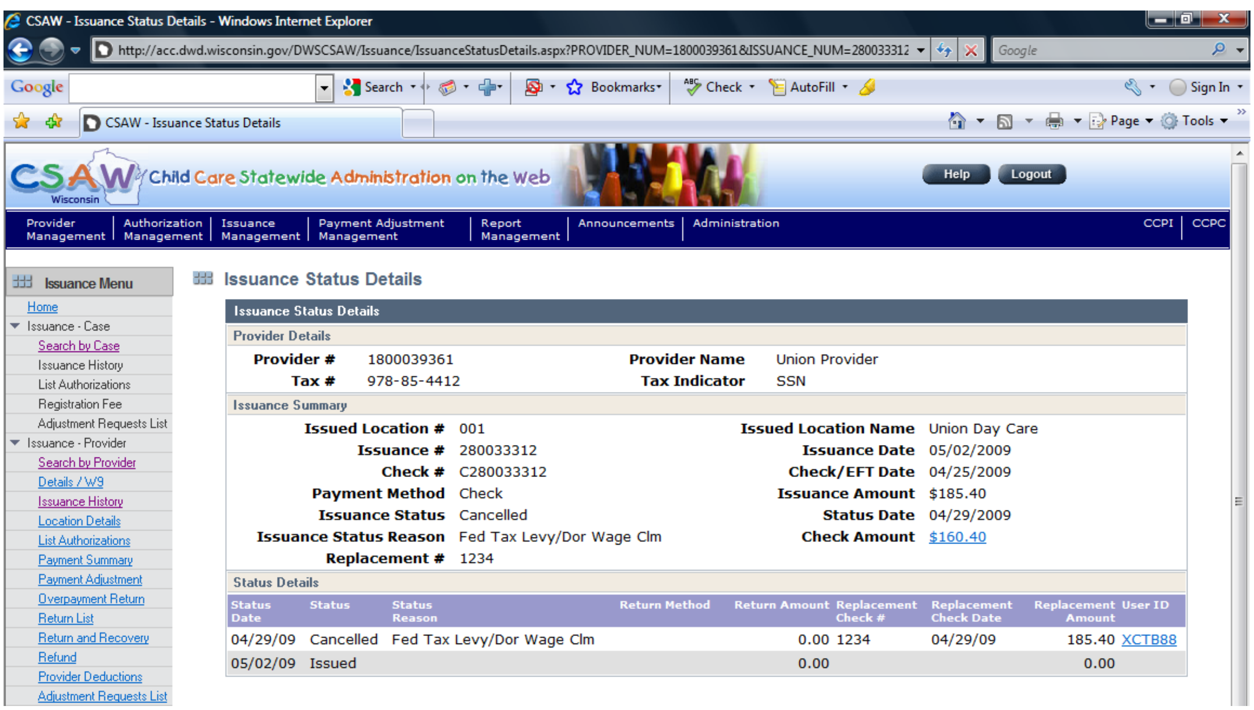
Key fields on this page:

Issuance Details	
Issuance Summary	This section of the page shows the number and name of the location to whom the payment was issued, the issuance number and date of issuance, the check or EFT number and date, whether the payment was made by check or electronically (EFT) and the amount of the payment and the check amount. It also shows the current status of the issuance (issued, returned, reissued, etc.) and the date associated with that status. For a status other than issued, a reason displays.
New issuance amount	This is the amount of the issuance before any positive or negative adjustments have been made.
Adjusted Positive Amount/Adjusted Negative Amount	These fields show any adjustments that have been made to the issuance.
Total issuance	This amount is the total amount paid to the provider. New issuance +

	positive adjustment – negative adjustment = Total issuance.
Check Amount	For providers, this amount is the same as the Total Issuance amount. If union dues have been deducted, the Check amount is less than the Total issuance. This field also functions as a link to the "
Returned amount	Any portion of the issuance that has been returned displays here
Issuance Details Section	This section of the page displays details about the individual payments.
Case Number	This identifies a case number for which an issuance was made.
Child's Name	This is the child for whose authorization the issuance was made.
Attended Location #	This identifies the specific location of the provider
Attendance Begin Date	This shows the attendance begin date associated with the issuance.
Payment Type	This is the type of payment (positive or negative adjustment, Attendance, etc.).
Payment Amount	This is the total amount of the payment. Negative numbers are shown in parentheses.
Returned Amount	Any portion of the issuance that has been returned displays here.

Issuance Status Details

Use this page to view the status of an issuance to a provider over time.



This page displays when you have searched for and selected an issuance and then click on Issuance Status Details on the Issuance Menu. Click on Provider Search on the Issuance Menu to search for and select a provider. Provider Issuance History will display. Click on an issuance number to get to Issuance Details. Now click on Issuance Status Details on the menu.

Key fields on this page

Issuance Status Details	
Issuance Summary	This section of the page displays details about the issuance, including the number and name of the provider location to whom the issuance was made, the issuance number and date of issuance, the check / EFT number and check / EFT date, whether payment was made by check or electronically (EFT) and the amount of the issuance. It also displays:
Issuance Status	This is the current status of the issuance (Issued, Returned, Reissued, Stop Payment Requested, etc.).
Issuance Status Reason	For a status other than Issued, a reason displays. For example, if the status is Returned, the reason might be Undeliverable as Addressed.
Status Details	This section of the page shows the history of changes in status for an issuance over time. The information displays in date order with the most current status first and the original status last. For information about Status Date, Status and Status Reason, see the explanations above.
Return Method	For a returned issuance, this shows whether the original benefit was returned by the client (provider), the original benefit was returned by someone other than the client or payment was returned by the client by personal check or cash.
Return Amount	The amount of money returned will be displayed enclosed by parentheses to indicate it is a negative number. Example: ($100.00)
Replacement Check Number / Replacement Check Date / Replacement Check Amount	If a replacement check is reissued, the number, date and amount of the check is displayed. If the original check is resent, these fields will be blank.
User ID	For a status other than Issued, the user ID of the worker who processed the transaction displays. Click on the user ID to view the name of the worker.

Stop Payment

Authorized staff may use this page to request a stop payment for a check that has been issued but has not been received by the provider. Note: the process to stop payment takes 3-4 business days to complete. **Please encourage the providers to use EFT payment method. EFT is the most secure and fastest way to receive payments!**

Steps for Stop Payment:

1. Access the Affidavit of Lost/stolen Check form
   http://dwd.wisconsin.gov/dwd/forms/adm/pdf/FIS-12768.pdf

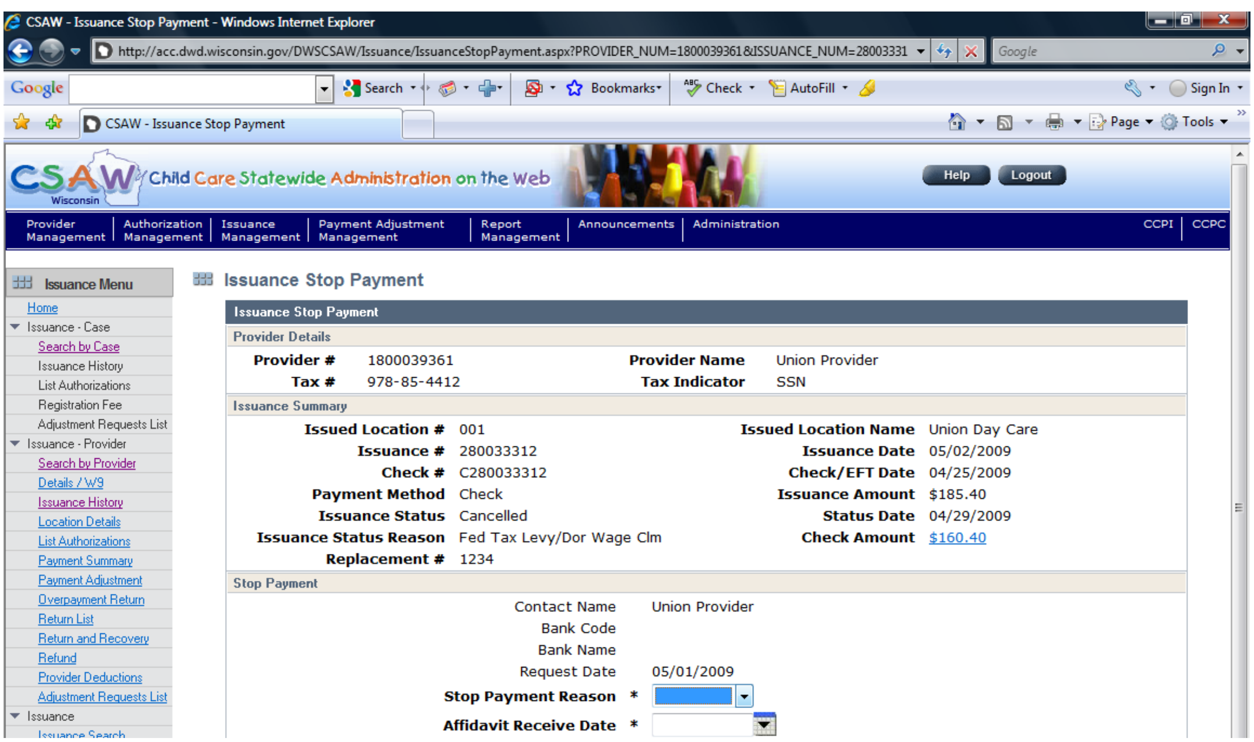
2. Have the provider complete the above form. Make sure there is a signature. Fax the form to Richard Damon at DCF Finance at 608-267-3240.

3. Enter the Stop payment into CSAW Issuance. Go to Issuance Stop Payment screen, select the appropriate Stop Payment Reason and enter the Affidavit Receive Date. Then click on Update to request a stop payment on an issuance. A stop payment can be reversed on the same day that it is requested by coming back to Issuance Stop Payment page, checking the Delete box and clicking on Update.

4. One day after the Stop payment was entered into CSAW, DCF finance will receive a notice of all Stop-payments from the previous day. The DCF finance staff checks if the check has been cashed. If not, they do a stop payment to that check and will issue a new check and record Stop Payment Requested. If the check is cashed, the payment will not be reissued and DCF Finance will update CSAW issuance details to show Cashed/Copy Coming and will either email or fax a copy of the canceled check to the agency so they can either accept it as cashed or start the forgery paperwork.

NOTE: EFT payments cannot be stopped by the county/tribe.

This page displays when you have searched for and selected an issuance and then click on Stop Payment on the Issuance menu. Click on Provider Search on the Issuance menu to search for and select a provider or provider location. Provider Issuance History will then display. Click on an issuance number to get to Issuance Details. Now click on Stop Payment on the menu.



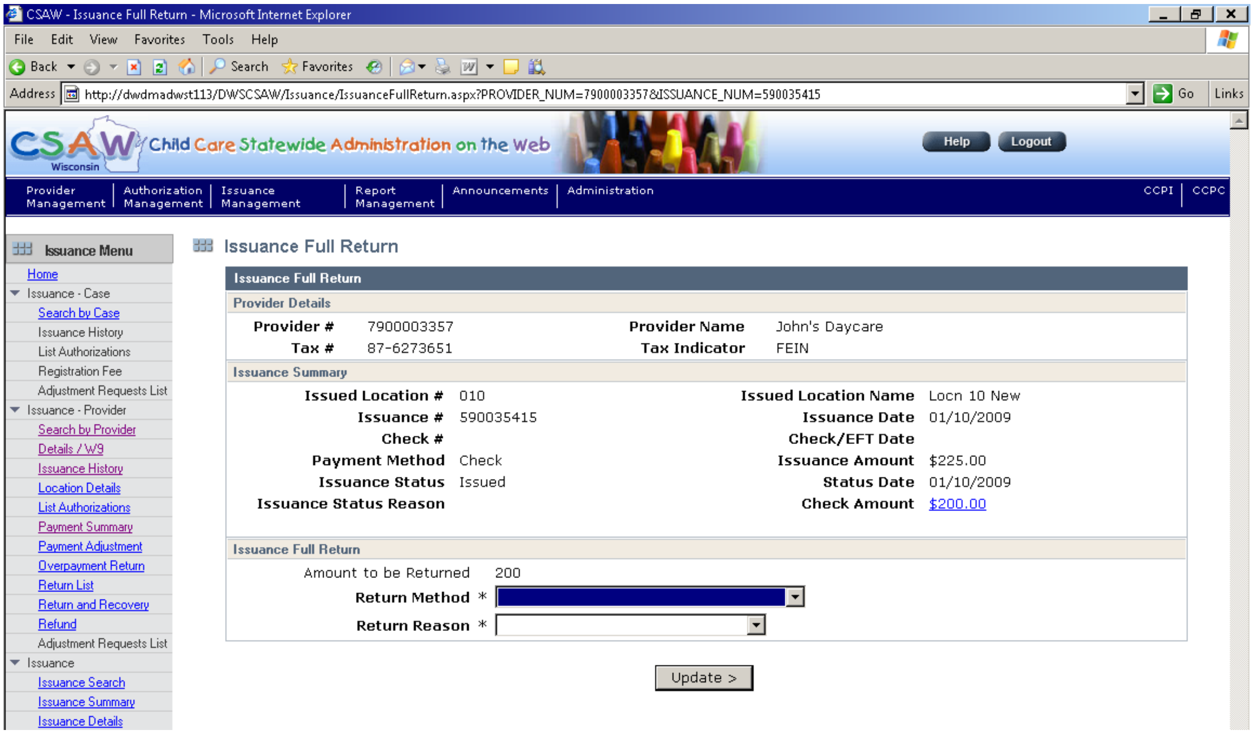
Key fields on this page

Stop Payment	
Issuance Summary	This section of the page displays details about the issuance, including the number and name of the provider location to which the issuance was made, the issuance number and date of issuance, check number and date, payment method and the issuance amount and the check amount .
Issuance Status	This is the current status of the issuance (Issued, Returned, Reissued, Stop Payment Requested, etc.).
Status Date	This is the date associated with the current status.
Issuance Status Reason	For a status other than Issued, a reason displays. For example, if the status is Returned, the reason might be Undeliverable as Addressed.
Request Date	This is the date the stop payment request is entered on CSAW.
Stop Payment Reason	Select a value from the dropdown box to explain the reason for the stop payment.
Affidavit Received Date	Enter the date an affidavit was received from the provider stating that the check has not been received and requesting that a stop payment be processed.

Full Return

Use this page to enter information about a full return of an issuance. A full return can only be done on an issuance that has a current status of issued or reissued or has a cancelled status with a reason code of OLD (check is more than 365 days old) or RST (check has been retyped by State treasury). You cannot do a full return on an issuance that has outstanding negative adjustments.

This page displays when you have searched for and selected an issuance and then click on Full Return on the Issuance menu. Click on Provider Search on the Issuance menu to search for and select a provider or provider location. Provider Issuance History will display. Click on an issuance number to get to Issuance Details. Now click on Full Return on the menu.



Key fields on this page

Issuance Full Return	
Issuance Summary	This section of the page displays details about the issuance, including the number and name of the provider location to whom the issuance was made, the issuance number and date of issuance, check / EFT number and check / EFT date, whether payment was made by check or electronically (EFT) and the amount of the issuance as well as the Check Amount.
Issuance Status	This is the current status of the issuance (Issued, Returned, Reissued, Stop Payment Requested, etc.).
Status Date	This is the date associated with the current issuance status.
Issuance Status Reason	For a status other than Issued, a reason displays. For example, if the status is Returned, the reason might be Undeliverable as Addressed.
Amount to be Returned	For full returns, this will always display the Check Amount.
Return Method	Select a value from the dropdown box to show whether the original benefit was returned by the provider (client) or by somebody else or whether the provider returned cash or a personal check.
Return Reason	Select a value from the dropdown box to explain the reason for the return.

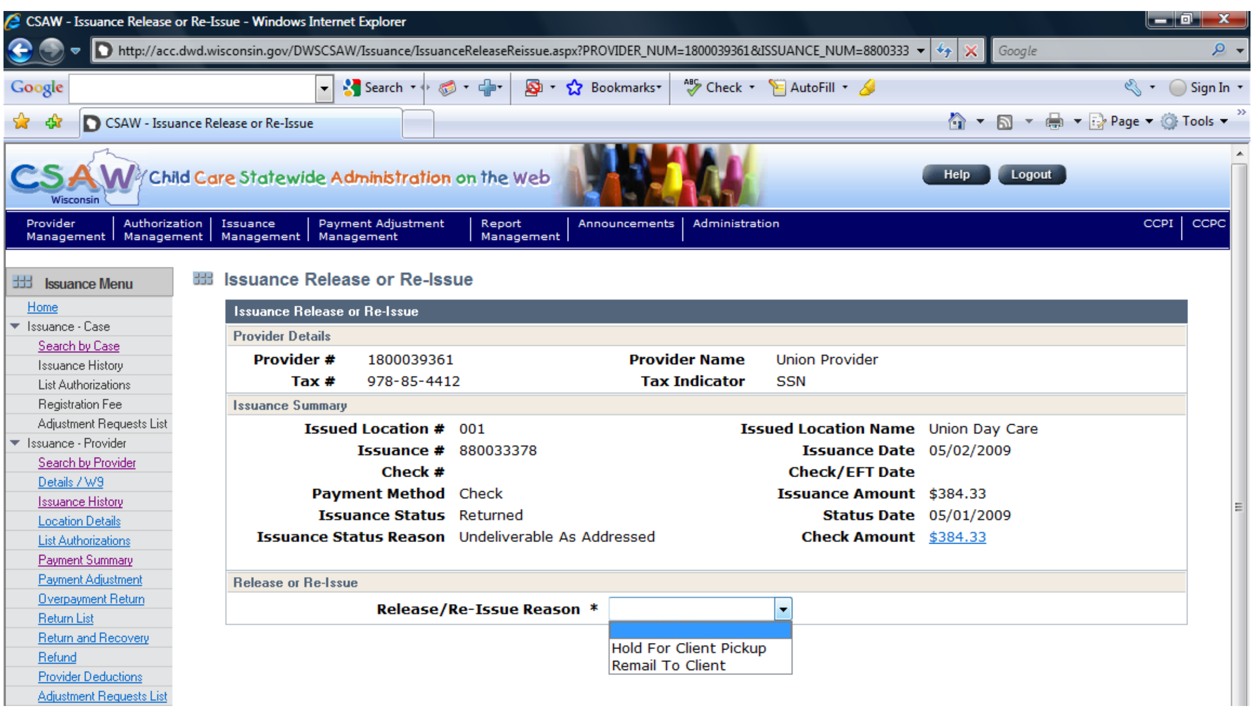
Cancel Issuance

Authorized state staff may use this page to cancel payments. A payment may be cancelled because a stop payment is requested, because it was returned to the state or was damaged in the mail process, because it is over 365 days old (stale dated) or because EFT benefits were not successfully transmitted. Authorized state staff may also re-issue stale payments and payments that have been damaged in the mail process.

Local agency staff can see the Cancel Issuance link in the left-side menu, but cannot access the page.

Release or Re-Issue

Use this page to re-issue to a provider an original benefit that has been returned and processed on CSAW as a full return. Re-issue of a benefit on this page is a two step process. First, for an issuance that is in Returned status, you may process a release by selecting a Release / Re-issue reason and clicking the Release button. This changes the issuance status to Released for Re-issue but does not cause a check to go out. Now you may return to this page. The Release button is replaced by a Re-issue button. Select a reason code and click on Re-issue. This changes the issuance status to Re-issued or Re-mailed and means that the original benefit has been picked up or mailed to a provider by the local agency. This process cannot be used for a personal check or cash return.



This page displays when you have searched for and selected an issuance and then click on Release / Re-issue on the Issuance menu. Click on Provider Search on the Issuance menu to search for and select a provider or provider location. Provider Issuance History will display. Click on an issuance number to get to Issuance Details. Now click on Release / Re-issue on the menu.

Key fields on this page

Issuance Full Return	
Issuance Summary	This section of the page displays details about the issuance, including the number and name of the provider location to whom the issuance was made, the issuance number and date of issuance, check / EFT number and check / EFT date, whether payment was made by check or electronically (EFT) and the amount of the issuance
Issuance Status	This is the current status of the issuance (Issued, Returned, Reissued, Stop Payment Requested, etc.).
Status Date	This is the date associated with the current issuance status.
Issuance Status Reason	For a status other than Issued, a reason displays. For example, if the status is Returned, the reason might be Undeliverable as Addressed.
Release or Re-Issue	Use this section of the page to select a release / re-issue reason from the dropdown box. Indicate whether the released check should be remailed or held for client pickup and whether the re-issued check was remailed or picked up by the client.
Release	This button displays on the page when the status of the issuance is Returned. Click on it to process the release.
Re-Issue	This button displays on the page when the status of the issuance is Released for Re-Issue. Click on it to process the re-issue.

Contact Information

Questions regarding this training material and child care issuance can be directed to Child Care Section Staff at:

Child Care Help Desk: 608-261-6317 (option 2) or email at childcare@wisconsin.gov.

Questions regarding security should be directed via your security liaison to the DCF Security Help Desk at: 608-261-6317 (Option 1)