

Overpayments and Overpayment Adjustments

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Overpayments and Overpayment Adjustments

Introduction

The Overpayments module offers users an arena to document and track overpayments that occur to providers as part of a child's cost-of-care. An overpayment can be generated one of two ways: either manually by a financial user, or by eWiSACWIS as part of an action against a service rate or a placement or rate setting.

Overpayments are a critical element in the county's cost-of-care bottom line, and thus it is very important to remain on top of overpayments in order for the State to have an accurate claim to the Federal government. The following example will explain how overpayments factor into the net cost-of-care for a child.

Let's pretend that our county has paid a provider over \$10,000.00 in cost-of-care over the life of case for a child. It is determined at some point that a mistake was made with the rate the provider was being paid for this child. After resolving the error it is determined that the provider was overpaid \$1000.00 during the time the child was placed with them. In order to accurately reflect that the provider was overpaid, the county will need to document a \$1000.00 overpayment. Once this overpayment is documented, a change in the total claimable cost-of-care will be reflected. Instead of claiming \$10,000.00 for this child, the State will only claim \$9,000.00. This change to the total claimable cost-of-care will be reflected immediately upon documenting the overpayment.

On top of affecting the claimable costs for a child, the overpayment also serves as a marker for overpayment adjustments to calculate against. An overpayment adjustment represents funds that have come in as repayment against an overpayment. These adjustments can also occur one of two ways: a provider can elect to have monies automatically withdrawn off the top of a future payment, or a provider can send back payments to the county until the entire overpayment is fully recouped.

Ultimately, overpayments and their associated adjustments play a pivotal role in accurate documentation of county cost-of-care and accurate claiming at both the State and Federal levels. Overpayments and other associated pieces of work can be found under both case and providers. The following pages will describe in detail how to view overpayments, maintain the status of overpayments, establish provider repayment methods, and document and work with overpayment adjustments.



Viewing Overpayment Data (From a Case)

Overpayments are negative payment requests. They are indicated by a special payment icon . There are several elements that one can see when viewing overpayments from the Case desktop. First and foremost, one can see whether the overpayment was manually generated or auto generated by the naming of the overpayment hyperlink. Then one can see the following (from left to right on the second line of the overpayment): child, date the overpayment was generated, overpayment amount, provider, service that was overpaid, overpayment dates, status of the overpayment, amount remaining on the overpayment, and the county that the overpayment belongs to. Simply mousing over the element will describe that element again.

eWiSACWIS
Case Work  Provider Work 

[Create](#) [Maintain](#) [Utilities](#) [Adoption Search](#) [Help](#)

Test Supervisor's Desktop

Date Restricted Participant View View Not Approved/Cancelled

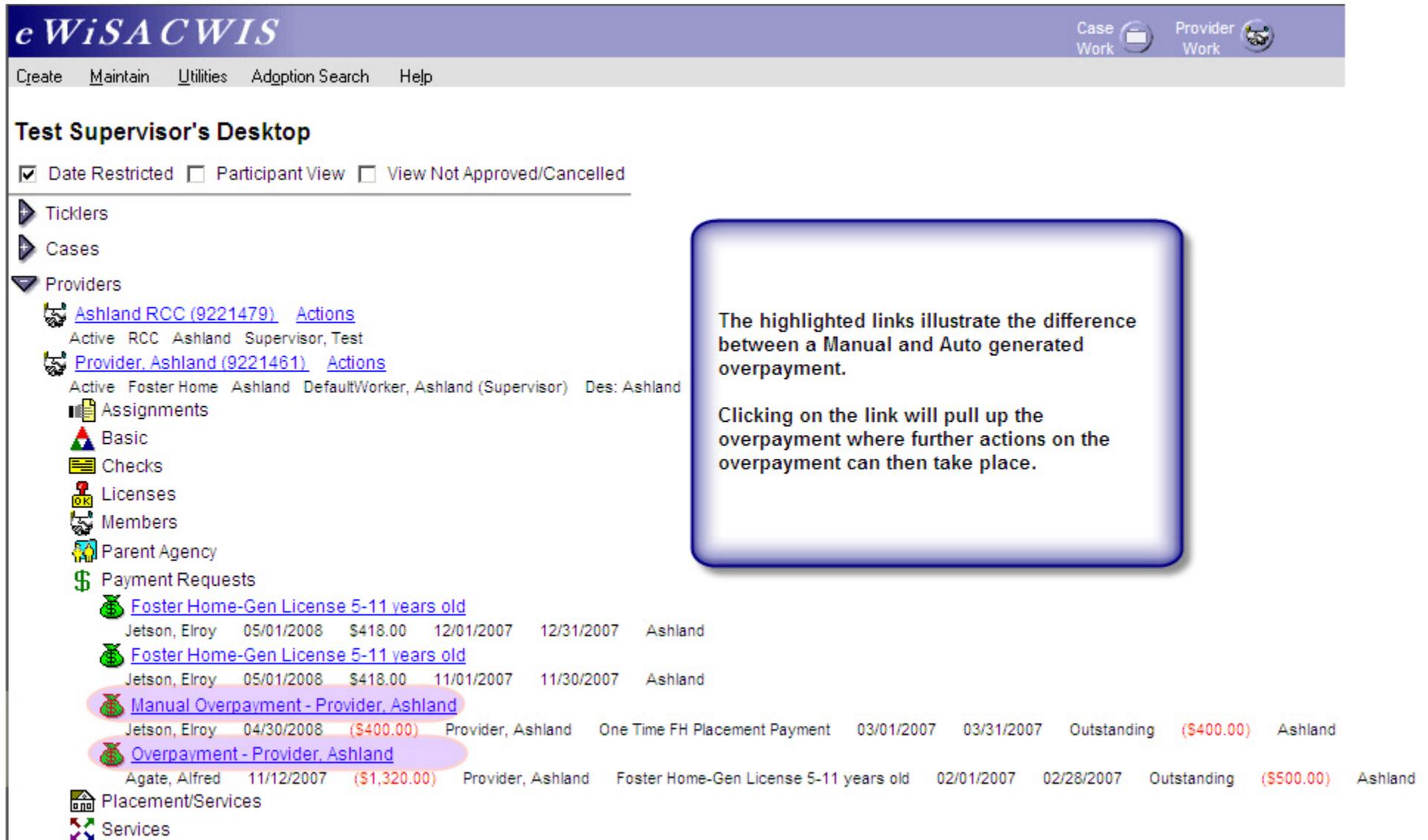
- ▶ Ticklers
- ▼ Cases
 - ▶ [Jetson, June \(9221913 \)](#) [Actions](#)
 - Child Welfare 11/12/2007 Supervisor, Test (Supervisor) Ashland - Ashland
 -  Access Reports
 -  Assignment
 -  Eligibility
 -  Income/Eligibility
 -  Payment
 -  [Payment Rosie Outstanding Check](#)
 - Treatment Foster Home - Contracted 12-14 \$1,250.00 876 Jetson, Judy 02/01/2007 02/28/2007 03/05/2007 Ashland
 -  [Payment Provider Outstanding Check](#)
 - Foster Home-Gen License 5-11 years old \$418.00 123 Jetson, Elroy 01/01/2007 01/31/2007 02/10/2007 Ashland
 -  [Payment Rosie Outstanding Check](#)
 - Treatment Foster Home - Contracted 12-14 \$1,200.00 567 Jetson, Judy 01/01/2007 01/31/2007 02/10/2007 Ashland
 -  [Manual Overpayment - Provider, Ashland](#)
 - Jetson, Elroy 04/30/2008 (\$400.00) Provider, Ashland One Time FH Plcmt Pmnt 03/01/2007 03/31/2007 Outstanding (\$400.00) Ashland
 -  [Overpayment - Rosie](#)
 - Jetson, Judy 11/12/2007 (\$200.00) Spacely, Cosmo Tr. F.H.-Contracted 12-14 03/01/2007 03/31/2007 Settlement Write-Off Repaid Ashland
 -  [Manual Overpayment - Rosie](#)
 - Jetson, Judy 11/12/2007 (\$200.00) Spacely, Cosmo One Time TFC Plcmt Pmnt 03/01/2007 03/31/2007 Outstanding (\$150.00) Ashland
 -  [Manual Overpayment - Provider, Ashland](#)
 - Jetson, Elroy 11/12/2007 (\$72.00) Provider, Ashland One Time FH Plcmt Pmnt 01/01/2007 01/31/2007 Outstanding (\$52.00) Ashland

The highlighted hyperlinks illustrate the difference between a Manual and Auto-generated Overpayment.

Clicking on the hyperlink will pull up the Overpayment where further actions on the Overpayment can then take place.

Viewing Overpayment Data (From a Provider)

As noted above, overpayments can be viewed from both a case and a provider perspective. The illustration below shows how overpayments display from the provider expando. Although providers display both payment and checks icons, overpayments still only display under the payment icon. Unlike the case view where one can see all overpayment for the case (across all placement providers for that case), the provider view will only display overpayments for the chosen provider. Again, the overpayment is identified by the icon .



eWiSACWIS Case Work Provider Work

Create Maintain Utilities Adoption Search Help

Test Supervisor's Desktop

Date Restricted Participant View View Not Approved/Cancelled

- Ticklers
- Cases
- Providers
 - [Ashland RCC \(9221479\) Actions](#)
Active RCC Ashland Supervisor, Test
 - [Provider, Ashland \(9221461\) Actions](#)
Active Foster Home Ashland DefaultWorker, Ashland (Supervisor) Des: Ashland
 - Assignments
 - Basic
 - Checks
 - Licenses
 - Members
 - Parent Agency
 - Payment Requests
 - [Foster Home-Gen License 5-11 years old](#)
Jetson, Elroy 05/01/2008 \$418.00 12/01/2007 12/31/2007 Ashland
 - [Foster Home-Gen License 5-11 years old](#)
Jetson, Elroy 05/01/2008 \$418.00 11/01/2007 11/30/2007 Ashland
 - [Manual Overpayment - Provider, Ashland](#)
Jetson, Elroy 04/30/2008 (\$400.00) Provider, Ashland One Time FH Placement Payment 03/01/2007 03/31/2007 Outstanding (\$400.00) Ashland
 - [Overpayment - Provider, Ashland](#)
Agate, Alfred 11/12/2007 (\$1,320.00) Provider, Ashland Foster Home-Gen License 5-11 years old 02/01/2007 02/28/2007 Outstanding (\$500.00) Ashland
 - Placement/Services
 - Services

The highlighted links illustrate the difference between a Manual and Auto generated overpayment.

Clicking on the link will pull up the overpayment where further actions on the overpayment can then take place.

Accessing an Overpayment (From a Case or Provider)

After clicking on the Overpayment's link from the desktop, the system will pull up the Payment Request page. This is the very same page that displays for positive payments with the exception of a few defining elements. In the following pages, we will be working with the highlighted Outstanding \$400.00 overpayment for Ashland Provider.

eWiSACWIS Case Work Provider Work

Create Maintain Utilities Adoption Search Help

Test Supervisor's Desktop

Date Restricted Participant View View Not Approved/Cancelled

Ticklers

Cases

Jetson, June (9221913) Actions

Child Welfare 11/12/2007 Supervisor, Test (Supervisor) Ashland - Ashland

- Access Reports
- Assignment
- Eligibility
- Income/Eligibility
- Payment

	Payment Rosie Outstanding Check	Treatment Foster Home - Contracted 12-14	\$1,250.00	876	Jetson, Judy	02/01/2007	02/28/2007	03/05/2007	Ashland
	Payment Provider Outstanding Check	Foster Home-Gen License 5-11 years old	\$418.00	123	Jetson, Elroy	01/01/2007	01/31/2007	02/10/2007	Ashland
	Payment Rosie Outstanding Check	Treatment Foster Home - Contracted 12-14	\$1,200.00	567	Jetson, Judy	01/01/2007	01/31/2007	02/10/2007	Ashland
	Manual Overpayment - Provider, Ashland	Jetson, Elroy	04/30/2008	(\$400.00)	Provider, Ashland	One Time FH Plcmt Pmnt	03/01/2007	03/31/2007	Outstanding (\$400.00) Ashland
	Overpayment - Rosie	Jetson, Judy	11/12/2007	(\$200.00)	Spacely, Cosmo	Tr. F.H.-Contracted 12-14	03/01/2007	03/31/2007	Settlement Write-Off Repaid Ashland
	Manual Overpayment - Rosie	Jetson, Judy	11/12/2007	(\$200.00)	Spacely, Cosmo	One Time TFC Plcmt Pmnt	03/01/2007	03/31/2007	Outstanding (\$150.00) Ashland
	Manual Overpayment - Provider, Ashland	Jetson, Elroy	11/12/2007	(\$72.00)	Provider, Ashland	One Time FH Plcmt Pmnt	01/01/2007	01/31/2007	Outstanding (\$52.00) Ashland

Overpayments

Several elements define an overpayment. The Overpayment Repaid checkbox and Status assist you in determining where the overpayment is in the recoupment process. The Provider Information group box displays a total (Existing Overpayment Adjustments) for the adjustments that have been applied to the overpayment, and the remaining balance of the overpayment. The overpayment amount (Total Amount) will be indicated by a negative number. The Overpayment Source # provides a field to link a manual overpayment with the original incorrect payment. Lastly, the Repayment Information expando displays the repayment methods for the payee of the overpayment.

eWiSACWIS

Payment Request Identification

Payment ID: 9225609 Request Date: 04/30/2008 Overpayment Repaid
Creator: Test Supervisor County: Ashland Status: Outstanding

Provider Information

Provider: Ashland Provider Provider ID: 9221461
Invoice Number: Invoice Date: 00/00/0000 Existing Overpayment Adjustments: \$0.00
Payee: Ashland Provider Payee ID: 9221461 Remaining Overpayment Balance: (\$400.00)

Case Participant Information

Case: June Jetson Case ID: 9221913
Participant: Elroy Jetson Participant ID: 9225594
Worker: Test Supervisor Placement Status: Fstr Fam Hm (Non-Rel)

Service Information

Placement: Foster Home-Gen License 5-11 years old - 01/01/07
Service Category: One Time Payment- Foster Home Total Amount: \$-400.00
Service Type: One Time FH Placement Payment Basic: \$0.00
Start Date: 03/01/2007 End Date: 03/31/2007 Units: Admin: \$0.00
Overpayment Source #: 123 Purchase Request ID: Exceptional: \$-400.00
Description: Supplemental: \$0.00

Repayment Information

Options:

Repayment Information Expando

The Repayment Information Expando details information specific to a provider's formal repayment agreement. Upon opening an overpayment, an informational message pops indicating that the Repayment Information expando and the Overpayment Status Maintenance Options are enabled. In the example below, we will be looking closer at the Repayment Information.

Placement: Foster Home-Gen License 5-11 years old - 01/01/07 Calculate

Service Category: One Time Payment- Foster Home Total Amount: \$-72.00

Service Type: One Time FH Placement Payment

Start Date: 01/01/2007 End Date:

Overpayment Source #: Check 123

Description: Provider should not have been p month's payment per agreement.

Repayment Information

Provider Repayment Method
Provider, Ashland (9221461) for Ashland
Updated on: 11/14/2007 by: Supervisor, Test

- Reduce by Individual Overpayments
- Reduce by All Overpayments
- Reduce Future Payments by... Monthly Amount: \$0.00

Individual Repayment Method
Updated on: 01/24/2008 by: Supervisor, Test

- Reduce by Total Overpayment Amount
- Reduce Future Payments by...

Monthly Amount: \$20.00

Options: Go

Save Close

Repayment Information Expando (Continued)

The Provider Repayment Method group box displays the main repayment method for the provider. This group box is a read only group box and pulls directly from the Provider's Repayment Method located on Provider Management. There are three radio buttons that display in this group box: the first indicates that the provider's repayment agreement will deal with each overpayment individually, the second indicates that the provider will have their entire check withheld until all overpayments have been recouped, and the last indicates that a provider will have a set amount withheld from each monthly check until all overpayments are fully recouped.

Service Information

Placement: Foster Home-Gen License 5-11 years old - 01/01/07 **Calculate**

Service Category: One Time Payment- Foster Home Total Amount: \$-72.00

Service Type: One Time FH Placement Payment Basic: \$0.00

Start Date: 01/01/2007 End Date: 01/31/2007 Units: Admin: \$0.00

Overpayment Source #: Check:123 Purchase Request ID: Exceptional: \$0.00

Description: Provider should not have been paid Supplemental for the first month's payment per agreement. Supplemental: \$-72.00

Repayment Information

Provider Repayment Method

Provider, Ashland (9221461) for Ashland

Updated on: 05/11/2008 by: Supervisor, Test

Reduce by Individual Overpayments

Reduce by All Overpayments

Reduce Future Payments by... Monthly Amount: \$20.00

Individual Repayment Method

Updated on: 01/24/2008 by: Supervisor, Test

Reduce by Total Overpayment Amount

Reduce Future Payments by...

Monthly Amount: \$0.00

Options: **Save** **Close**

Callout Box: The first two rows of the Provider Repayment Method group box provide information about the provider whose repayment method you are looking at, the date this information was last updated, and by whom it was updated by.

Repayment Information Expando (Continued)

The Individual Repayment Method group box is enabled only if the Provider's Repayment Method is set to "Reduce by Individual Overpayments." Remember, this is set under the Provider. By setting the repayment method to Reduce by Individual Overpayments, one is allowing each individual overpayment to be dealt with independent of one another. The financial user can decide if he or she wants to recoup the first overpayment or the last, the most expensive overpayment or the least expensive. Repayment methods can also differ in amount from overpayment to overpayment. To assist in this, one can set the repayment method to recoup by all overpayments or to recoup a set amount from each monthly check (again specific to that particular overpayment).

Service Information

Placement: Foster Home-Gen License 5-11 years old - 01/01/07 Calculate

Service Category: One Time Payment- Foster Home Total Amount: \$-72.00

Service Type: One Time FH Placement Payment Basic: \$0.00

Start Date: 01/01/2007 End Date: 01/31/2007 Units: Admin: \$0.00

Overpayment Source #: Check:123 Purchase Request ID: Exceptional: \$0.00

Description: Provider should not have been paid Supplemental for the first month's payment per agreement. Supplemental: \$-72.00

Repayment Information

Provider Repayment Method

Provider, Ashland (9221461) for Ashland
Updated on: 11/14/2007 by: Supervisor, Test

Reduce by Individual Overpayments

Reduce by All Overpayments

Reduce Future Payments by... Monthly Amount: \$0.00

Individual Repayment Method

Updated on: 01/24/2008 by: Supervisor, Test

Reduce by Total Overpayment Amount

Reduce Future Payments by...

Monthly Amount: \$20.00

Options: Go

Save Close

In order to deal with a provider's overpayments on an individual basis, this must be selected as the repayment method for the provider.

If the provider chooses otherwise, the Individual Repayment Method group box will be disabled.

Provider Repayment Method

To maintain the Provider's Repayment Method, which is displayed in read only mode on the actual overpayment, one must select Provider Repayment Method from the Options drop down.

Home Information

Parent 1: Ashland Provider

C/O: Street: 1111 W Lake Ave. Apt: City: Ashland State: WI Zip: 54806 Country: United States

Parent 2: Home: Ext: Work: Ext: Fax: E-mail:

Emergency Contact Information

Name: Phone: Ext: Name: Phone: Ext:

Further Information

Primary Language: English EFT

Marital Status: Single Female 1099 Form Required

County: Ashland FEIN 123-45-6789

Parent Agency: Ashland Provider SSN N/A

County Provider ID

County	Provider ID	Delete
--------	-------------	--------

Options:

- Actions
 - Parent Agency History
 - Provider Repayment Method
- Text
 - Foster Family Support Plan Eval/Revision
 - Foster Family Support Plan
 - Adoptive Family Support Plan
 - Family Fact Sheet
 - Foster Parent Notice - Confidentiality of Records

Provider Repayment Method (Continued)

After selecting the Provider Repayment Method option, one will be brought to the Provider Repayment Method page. The following illustrations display the three possible selections available from this page.

County: Ashland

Maximum Estimated Reduction Amount: \$20.00

Repayment Method

- Reduce by Individual Overpayments
- Reduce by All Overpayments
- Reduce Future Payments by... Monthly Amount: 0.00

Save Close

County: Ashland

Maximum Estimated Reduction Amount: \$1,012.00

Repayment Method

- Reduce by Individual Overpayments
- Reduce by All Overpayments
- Reduce Future Payments by... Monthly Amount: 0.00

Save Close

County: Ashland

Maximum Estimated Reduction Amount: \$0.00

Repayment Method

- Reduce by Individual Overpayments
- Reduce by All Overpayments
- Reduce Future Payments by... Monthly Amount: \$20.00

Save Close

Note: The Reduce by individual Overpayments and the Reduce by All Overpayments options will display the Maximum Estimated Reduction Amount - calculated as the sum of all Individual Overpayment reduction amounts or the sum of all overpayments, respectively.

The Reduce Future Payments by option will indicate how much money will be withheld from each monthly check.

Overpayment Status

While it is important to document a repayment method for providers, and the hope is that all overpayments will be fully recouped, the reality is that overpayments will be created in error, they will need to be sent to collections, they will go through settlement agreements, and, at times, it will be determined uncollectible. The next several pages will describe how one will maintain the status of an overpayment. Our example will start from the Options drop down of the overpayment you wish to maintain.

From the Options drop down, choose the Overpayment Status Maintenance option. Then click the Go button.

Invoice Number: Invoice Date: Existing Overpayment Adjustments: \$0.00
Payee: Ashland Provider Payee ID: 9221461 Remaining Overpayment Balance: (\$400.00)

Case Participant Information
Case: June Jetson Case ID: 9221913
Participant: Elroy Jetson Participant ID: 9225594
Worker: Test Supervisor Placement Status:

Service Information
Placement:
Service Category: Total Amount:
Service Type: Basic:
Start Date: End Date: Units:
Overpayment Source #: Purchase Request ID: Admin:
Description: Exceptional:
Supplemental:

Repayment Information
Options:
Text
Invoice Request
Actions
Overpayment Status Maintenance
Approval

Overpayment Status (Continued)

If this is the first time that anything has been done with the status of the overpayment, then the Overpayment Status Maintenance page will be blank when first accessed. Selecting the Insert button will present you with several fields to begin the process of setting a new overpayment status.

The screenshot shows a web application interface for "eWiSACWIS". The top navigation bar is purple and contains the text "eWiSACWIS" on the left and "Print", "Spell Check", and "Help" with icons on the right. The main content area is a large white box with a thin border, titled "Overpayment Status Maintenance" in blue text at the top left. At the bottom left of this box is a blue hyperlink "Overpayment Status Definitions". At the bottom right of the box is a blue button labeled "Insert". Below the main content area, there are two more buttons: "Save" and "Close", both in blue boxes.

Overpayment Status (Continued)

The Overpayment Status drop down and Justification field present upon clicking the Insert button. Each status change requires some form of justification. Upon Save, the Updated On and By fields will be populated with the name of the user making the status change and the date that the change was saved. The values that are displayed in the drop down are specific to status changes that affect the overpayment as part of a manual action. In other words, the county decides to cancel the overpayment, or send it to collections. This is unlike other status changes that are part of an action to the overpayment, such as if there is a settlement or a portion of the overpayment is being written off. These are status changes driven by an overpayment adjustment. We will talk more about this concept later in this guide.

Overpayment Status Maintenance

Overpayment Status: Updated on: by:

Justification:

Cancelled
Sent to Collections
Uncollectible

There is no limit to the number of changes that can be made to the status of an overpayment.

This page offers the status changes that are **manually driven**. There are however several status changes that are documented as part of an **adjustment** that is made against an overpayment. Those statuses will also display here. They will not be available as a selectable option from the Status drop down.

Note: If there is a question about a Status' definition one can follow the **Overpayment Status Definitions hyperlink** for a description of all the available Overpayment statuses.

[Overpayment Status Definitions](#)

Insert

Save Close

The following illustration shows a snippet of the Overpayment Status Definitions accessed via hyperlink from the Overpayment Status Maintenance page.

The screenshot displays the Wisconsin Department of Children and Families website. At the top left is the state seal, followed by the department name and tagline: "Protecting Children. Strengthening Families. Building Communities." To the right is a search bar labeled "Search DCF Website" with a "GO" button. Below this is a navigation menu with buttons for "Home", "About Us", "Family Resources", "Data & Statistics", "Press & Publications", and "Report Child Abuse".

The main content area is titled "Overpayment Status Definitions". On the left is a vertical sidebar menu with links: "eWISACWIS", "Reporting", "Budget Info", "Financial Info", "Technical Info", "Interface/Repl", "Project Support", "Help", "FAQ", "Training", and "Home".

The main text reads: "This page provides detail regarding each Overpayment Status. The definitions below should help to more accurately select the appropriate Overpayment Status when adjusting an Overpayment's status is necessary." Below this, it states "Possible Overpayment Statuses are as follows:" followed by a numbered list:

1. Outstanding
2. Sent to Collections
3. Uncollectible
4. Cancel
5. Balance Write - Off
6. Settlement Write - Off
7. Closed

Outstanding [Back to top](#)

This status indicates that the Overpayment is true and has not been repaid.

Sent to Collections [Back to top](#)

This status should be used in instances where the provider has refused to cooperate with repayment of an

Overpayment Status - Cancel

The following pages will look at status changes and how those occur using the Overpayment Status Maintenance page. We will also look at how these changes will appear on the desktop.

In our first example, we see the user choosing to “Cancel” the overpayment. A pop-up message will display upon save indicating that this cancels the entire overpayment and not just a portion of the overpayment. One should only cancel an overpayment if it was somehow created in error or is incorrect in its original calculated amount.

Note: One cannot cancel an overpayment that has already had adjustments applied to it. In this instance one must either cancel all the associated adjustments or proceed with writing-off the remaining balance through an adjustment.

The screenshot shows the 'eWiSACWIS' web application interface. At the top, there is a navigation bar with the logo 'eWiSACWIS' and utility icons for 'Print', 'Spell Check', and 'Help'. The main content area is titled 'Overpayment Status Maintenance'. It contains a form with the following fields:

- 'Overpayment Status:' with a dropdown menu currently set to 'Cancelled'.
- 'Updated on:' and 'by:' fields, both currently empty.
- 'Justification:' with a text area containing the placeholder text 'User text here.'.

A modal dialog box titled 'eWiSACWIS -- Webpage Dialog' is overlaid on the form. The dialog contains the text: 'Cancelling the overpayment will cancel the entire overpayment. Do you wish to proceed?' and two buttons labeled 'Yes' and 'No'.

At the bottom of the main form, there is a link for 'Overpayment Status Definitions' and an 'Insert' button. Below the dialog box, there are 'Save' and 'Close' buttons.

Overpayment Status - Cancel (Desktop Display)

When an overpayment is cancelled, it will be hidden from the standard view (much like any other piece of work). To see cancelled pieces of work, including cancelled Overpayments, one must select the “View Not Approved/Cancelled” checkbox. The desktop will display the overpayment with a “remaining amount” since the overpayment itself has not been resolved.

The screenshot shows the eWiSACWIS desktop interface. At the top, there is a navigation bar with the logo and links for Case Work and Provider Work. Below this is a menu with options: Create, Maintain, Utilities, Adgption Search, and Help. The main heading is "Test Supervisor's Desktop". Underneath, there are three checkboxes: "Date Restricted", "Participant View", and "View Not Approved/Cancelled". The "View Not Approved/Cancelled" checkbox is checked and highlighted with a red circle. A red arrow points from this checkbox to a row in a table of overpayments. The table lists various overpayments with columns for description, date, amount, provider, and status. The row highlighted by the arrow shows a "Manual Overpayment - Provider, Ashland" for Jetson, Elroy, dated 04/30/2008, with a remaining amount of (\$400.00) and a status of "Cancelled (\$400.00)".

Description	Date	Amount	Provider	Service	Start Date	End Date	Status	Remaining Amount	Location
Payment Rosie Outstanding Check	Treatment Foster Home - Contracted 12-14	\$1,250.00	876	Jetson, Judy	02/01/2007	02/28/2007	03/05/2007	Ashland	
Payment Provider Outstanding Check	Foster Home-Gen License 5-11 years old	\$418.00	123	Jetson, Elroy	01/01/2007	01/31/2007	02/10/2007	Ashland	
Payment Rosie Outstanding Check	Treatment Foster Home - Contracted 12-14	\$1,200.00	567	Jetson, Judy	01/01/2007	01/31/2007	02/10/2007	Ashland	
Manual Overpayment - Provider, Ashland	Jetson, Elroy	04/30/2008	(\$400.00)	Provider, Ashland	One Time FH Plcmnt Pmnt	03/01/2007	03/31/2007	Cancelled (\$400.00)	Ashland
Overpayment - Rosie	Jetson, Judy	11/12/2007	(\$200.00)	Spacely, Cosmo	Tr. F.H.-Contracted 12-14	03/01/2007	03/31/2007	Settlement Write-Off Repaid	Ashland
Manual Overpayment - Rosie	Jetson, Judy	11/12/2007	(\$200.00)	Spacely, Cosmo	One Time TFC Plcmn Pmnt	03/01/2007	03/31/2007	Outstanding	(\$150.00) Ashland
Manual Overpayment - Provider, Ashland	Jetson, Elroy	11/12/2007	(\$72.00)	Provider, Ashland	One Time FH Plcmnt Pmnt	01/01/2007	01/31/2007	Outstanding	(\$52.00) Ashland

Overpayment Status - Status Switch

If one wishes to update the status of an overpayment, this can be done through the Overpayment Status Maintenance page. Clicking the Insert button will present you with a new row for documentation of a new Overpayment Status and Justification of the change. Our example below shows a switch from a cancelled status to an outstanding status. However, these changes can occur across all of the available statuses within the drop down.

The screenshot displays the eWiSACWIS interface. At the top, the logo "eWiSACWIS" is on the left, and navigation icons for "Print", "Spell Check", and "Help" are on the right. The main content area is titled "Overpayment Status Maintenance". It features two rows of data. The top row shows "Overpayment Status: Outstanding" and "Justification: Reinstating the overpayment." The bottom row shows "Overpayment Status: Cancelled" and "Justification: User text here." A modal dialog box titled "eWiSACWIS -- Webpage Dialog" is open, asking "You are about to change the status of the overpayment to Outstanding. Do you wish to proceed?" with "Yes" and "No" buttons. A callout box explains that although cancelled, an overpayment's status can be updated indefinitely. At the bottom right, there are "Insert", "Save", and "Close" buttons.

Although cancelled, an Overpayment may have its status updated so that further work can be done. Unlike other pieces of work in the application, the overpayment's status can be maintained indefinitely.

This example shows our overpayment moving from a Cancelled status back to an Outstanding status.

Overpayment Status - Sent to Collections

The following shows an overpayment that has been marked Sent to Collections. In this situation, the overpayment is still considered valid and thus the amount of the marked overpayment is removed from the counties cost-of-care.

eWiSACWIS Print Spell Check Help

Overpayment Status Maintenance

Overpayment Status: **Sent to Collections** Updated on: by:

Justification:

Overpayment Status: **Outstanding** Updated on: 04/30/2008 by: Supervisor, Test

Justification:

Overpayment Status: **Cancelled** Updated on: 04/30/2008 by: Supervisor, Test

Justification:

[Overpayment Status Definitions](#) Insert

Save Close

Overpayment Status - Sent to Collections (Desktop Display)

An overpayment that has been “sent to collections” is essentially in a holding pattern while the collections agency pursues the overpayment. For all practical purposes, it is an active overpayment.00000

Note: There is a report (FM02B03 Overpayments to Collections) available to users that will detail out any overpayments that have been marked as “sent to collections.”

The screenshot shows the eWiSACWIS web application interface. At the top, there is a navigation bar with the logo 'eWiSACWIS' and links for 'Case Work' and 'Provider Work'. Below the navigation bar, there are menu options: 'Create', 'Maintain', 'Utilities', 'Adoption Search', and 'Help'. The main content area is titled 'Test Supervisor's Desktop' and includes several filter options: 'Date Restricted', 'Participant View', and 'View Not Approved/Cancelled'. Under the 'Cases' section, there is a folder icon for 'Jetson, June (9221913)' with a link to 'Actions'. Below this, there are several icons representing different case management functions: 'Access Reports', 'Assignment', 'Eligibility', 'Income/Eligibility', and 'Payment'. The 'Payment' section is expanded, showing a list of payment records. Each record includes a dollar sign icon, a link to 'Payment', a link to 'Rosie', and a link to 'Outstanding Check'. The records are as follows:

Payment Type	Case Name	Date	Amount	Case ID	Provider	Start Date	End Date	Next Date	Location
Payment	Treatment Foster Home - Contracted 12-14	11/12/2007	\$1,250.00	876	Jetson, Judy	02/01/2007	02/28/2007	03/05/2007	Ashland
Payment	Foster Home-Gen License 5-11 years old	11/12/2007	\$418.00	123	Jetson, Elroy	01/01/2007	01/31/2007	02/10/2007	Ashland
Payment	Treatment Foster Home - Contracted 12-14	11/12/2007	\$1,200.00	567	Jetson, Judy	01/01/2007	01/31/2007	02/10/2007	Ashland
Manual Overpayment	Jetson, Elroy	04/30/2008	(\$400.00)		Provider, Ashland	One Time FH Plcmnt Pmnt	03/01/2007	03/31/2007	Sent to Collections (\$400.00) Ashland
Overpayment	Jetson, Judy	11/12/2007	(\$200.00)		Spacely, Cosmo	Tr. F.H.-Contracted 12-14	03/01/2007	03/31/2007	Settlement Write-Off Repaid Ashland
Manual Overpayment	Jetson, Judy	11/12/2007	(\$200.00)		Spacely, Cosmo	One Time TFC Plcmn Pmnt	03/01/2007	03/31/2007	Outstanding (\$150.00) Ashland
Manual Overpayment	Jetson, Elroy	11/12/2007	(\$72.00)		Provider, Ashland	One Time FH Plcmnt Pmnt	01/01/2007	01/31/2007	Outstanding (\$52.00) Ashland

At the bottom of the 'Cases' section, there are links for 'Placement/Services' and 'Related People'.

Overpayment Status - Uncollectible

Unlike a cancelled overpayment, an overpayment that is flagged as uncollectible describes that the county recognizes the overpayment as a true overpayment and yet, for whatever reason, the county is unable to collect. The difference between an uncollectible overpayment and a written off overpayment is that the county is agreeing to forgive a portion or all of the overpayment in a “written-off” scenario. The overpayment will be marked as repaid. We will see this situation detailed out later in this guide. An overpayment marked as uncollectible has not had any portion of it forgiven. The overpayment will not be marked as repaid. Again, this status can be updated if the situation changes.

eWiSACWIS Print Spell Check Help

Overpayment Status Maintenance

Overpayment Status:	Uncollectible	Updated on:	by:
Justification:	We give up		
Overpayment Status:	Sent to Collections	Updated on: 04/30/2008	by: Supervisor, Test
Justification:	Need help collecting this overpayment.		
Overpayment Status:	Outstanding	Updated on: 04/30/2008	by: Supervisor, Test
Justification:	Reinstating the overpayment.		

[Overpayment Status Definitions](#) Insert

Save Close

Overpayment Status - Uncollectible (Desktop Display)

The following illustration shows an overpayment marked as “uncollectible.” Note the amount remaining displays. This overpayment has not been forgiven. The overpayment is not considered repaid. Should a county wish to mark an overpayment as repaid without actually collecting against the overpayment then county will need to document either a “write-off” adjustment or a “settlement” adjustment.

The screenshot shows the eWiSACWIS web application interface. At the top, there is a navigation bar with the logo 'eWiSACWIS' and links for 'Case Work' and 'Provider Work'. Below the navigation bar, there are menu options: 'Create', 'Maintain', 'Utilities', 'Adoption Search', and 'Help'. The main content area is titled 'Test Supervisor's Desktop' and includes filter options: 'Date Restricted', 'Participant View', and 'View Not Approved/Cancelled'. A sidebar on the left contains a tree view with categories like 'Ticklers', 'Cases', 'Payment', 'Assignment', 'Eligibility', 'Income/Eligibility', 'Access Reports', 'Placement/Services', and 'Related People'. The main area displays a list of payment records. One record is highlighted in pink, indicating it is 'Uncollectible' with a value of (\$400.00).

Payment Type	Child Name	Date	Amount	Provider	Description	Start Date	End Date	Status	Remaining	County
Payment	Rosie	02/28/2007	\$1,250.00	Jetson, Judy	Treatment Foster Home - Contracted 12-14	02/01/2007	02/28/2007	Outstanding Check		Ashland
Payment	Provider	02/10/2007	\$418.00	Jetson, Elroy	Foster Home-Gen License 5-11 years old	01/01/2007	01/31/2007	Outstanding Check		Ashland
Payment	Rosie	02/10/2007	\$1,200.00	Jetson, Judy	Treatment Foster Home - Contracted 12-14	01/01/2007	01/31/2007	Outstanding Check		Ashland
Manual Overpayment	Provider, Ashland	04/30/2008	(\$400.00)	Provider, Ashland	One Time FH Plcmnt Pmnt	03/01/2007	03/31/2007	Uncollectible	(\$400.00)	Ashland
Overpayment	Rosie	11/12/2007	(\$200.00)	Spacely, Cosmo	Tr. F.H.-Contracted 12-14	03/01/2007	03/31/2007	Settlement Write-Off	Repaid	Ashland
Manual Overpayment	Rosie	11/12/2007	(\$200.00)	Spacely, Cosmo	One Time TFC Plcmn Pmnt	03/01/2007	03/31/2007	Outstanding	(\$150.00)	Ashland
Manual Overpayment	Provider, Ashland	11/12/2007	(\$72.00)	Provider, Ashland	One Time FH Plcmnt Pmnt	01/01/2007	01/31/2007	Outstanding	(\$52.00)	Ashland

Overpayment Adjustments

There are two types of overpayment adjustments, system generated and manual. We previously discussed establishing a provider's repayment method. Once a repayment method is established, money will begin to be withheld from a provider's future checks until that overpayment has been fully repaid, or until the provider's repayment method is updated to no longer withhold monies. This type of withholding is considered a system or auto generated overpayment adjustment.

A manual overpayment adjustment is one manually entered by the financial user to document money that has been sent in by the provider to go against a specific overpayment. Manual overpayment adjustments can also represent agreements between a county and a provider to write-off or settle a portion or all of a particular overpayment.

Adjustments are displayed nested underneath their associated overpayment. To see them, expand the Overpayment icon . This will reveal all overpayment adjustments associated with that overpayment. The adjustments are marked by the following icon .

The following pages will illustrate how to create an adjustment, the differences between manual and system generated overpayment adjustments, and ultimately how they may be maintained.



Overpayment Adjustments - Desktop Display

In an effort to more clearly see how adjustments effect overpayments, we are going to want to look specifically at the overpayment amounts, the remaining overpayment amounts, and ultimately, the overpayment status. Currently, the overpayment amount and the remaining overpayment amounts are highlighted. We will be working specifically with these overpayments, and we will be referring back to the desktop display as our adjustments are applied.

The screenshot shows the 'Test Supervisor's Desktop' interface for the 'eWiSACWIS' system. The top navigation bar includes 'Case Work' and 'Provider Work' icons. Below the navigation bar, there are menu options: 'Create', 'Maintain', 'Utilities', 'Adoption Search', and 'Help'. The main content area is titled 'Test Supervisor's Desktop' and includes filter options: 'Date Restricted', 'Participant View', and 'View Not Approved/Cancelled'. A sidebar on the left shows a tree view with 'Cases' expanded to 'Jetson, June (9221913) Actions'. The main list displays various case actions, including payments and manual overpayments. The overpayment amounts are highlighted in pink circles.

Case/Action	Date	Amount	Status	Location
Manual Overpayment - Provider, Ashland	04/30/2008	(\$400.00)	Sent to Collections	Ashland
Overpayment - Rosie	11/12/2007	(\$200.00)	Settlement Write-Off	Repaid Ashland
Manual Overpayment - Rosie	11/12/2007	(\$200.00)	Outstanding	(\$150.00) Ashland
Manual Overpayment - Provider, Ashland	11/12/2007	(\$72.00)	Outstanding	(\$52.00) Ashland

Auto Generated Overpayment Adjustments

As was previously discussed, auto generated overpayment adjustments are driven by the documented repayment method for the particular payee. If a provider elects to have a set amount of money withheld from future checks until the overpayment is resolved, then each month an overpayment adjustment will be applied to that payee's check. These adjustments will go against the balance owed for the overpayment. The following illustration shows how a system generated overpayment adjustment displays on the desktop.

eWiSACWIS Case Work

Create Maintain Utilities Adoption Search Help

Test Supervisor's Desktop

Date Restricted Participant View View Not Approved/Cancelled

Ticklers

Cases (4)

- Badger, Bucky B. (9221882) Actions
 - CPS Family - Ongoing 05/03/2007 Weber, Jenny Outagamie
 - Access Reports
 - Administration
 - Legal
 - Narrative
 - Ongoing Services
 - Payment
 - Payment Treatment Agency Outstanding Check

Treatment Foster Home - Contracted 5-11	\$1,300.00	1004	Badger, BabyGirl B., II	02/01/2006	02/28/2006	03/06/2006	Ashland
Treatment Foster Home - Contracted 5-11	\$1,200.00	1004	Badger, BabyGirl B., II	02/01/2006	02/28/2006	03/06/2006	Ashland
Overpayment - Treatment Agency	\$334.62		ProviderTest, Ashland	F.H. - Gen. License 5-11	10/02/2007	10/31/2007	Closed Repaid Ashland
Overpayment - Treatment Agency	\$410.94		Treatment Agency	Tr. F.H.-Contracted 5-11	05/21/2006	05/31/2006	Outstanding Repaid Ashland
Overpayment Adjustment Outstanding Check	\$410.94	Recoupment	1018				
Overpayment - Treatment Agency	\$445.19		ProviderTest, Ashland	Tr. F.H.-Contracted 5-11	05/21/2006	05/31/2006	Outstanding Repaid Ashland

Placement/Services

A system generated Overpayment Adjustment displays both an Adjustment hyperlink and a Check hyperlink.

If you select the Adjustment hyperlink you will navigate to the Overpayment Adjustment page. If you select the Check hyperlink you will be taken to the Check Disposition page where the system generated Overpayment Adjustments display with the other payment lines that make up the check.

Auto Generated Overpayment Adjustments (Continued)

Selecting the Check hyperlink will take you to the Check Disposition page. The following illustration shows how a system generated overpayment adjustment displays on the check.

eWiSACWIS

Check Information

Trace/ Check Number: 1018 Transmission/Check Date: 09/06/2006 Voucher Number: 116

Provider Name: Treatment Agency First Name: [Search](#)

Payable To: Treatment Agency Check Amount: \$307.00 County: Ashland

Disposition Information

Current Disposition: Outstanding

Disposition Reason:

Disposition Notes:

Payment Adjustment Lines

Case Participant	Service Type	Payment Begin Date	Payment End Date	Total
Badger, BabyGirl B. II	Foster Home-Gen License 5-11 years old	05/21/2006	05/31/2006	\$125.13
Badger, BabyGirl B. II	Foster Home-Gen License 5-11 years old	06/01/2006	06/30/2006	\$346.00
Badger, BabyGirl B. II	Foster Home-Gen License 5-11 years old	07/01/2006	07/31/2006	\$346.00

Callout Box:

From the check disposition page one can see the system generated Overpayment Adjustments display in the Payment Adjustment Lines Group Box.

If the check is in a "Pending" Status the adjustment lines can be cancelled just like the individual payment lines. Cancelling the entire check at that time will also cancel the associated adjustment lines.

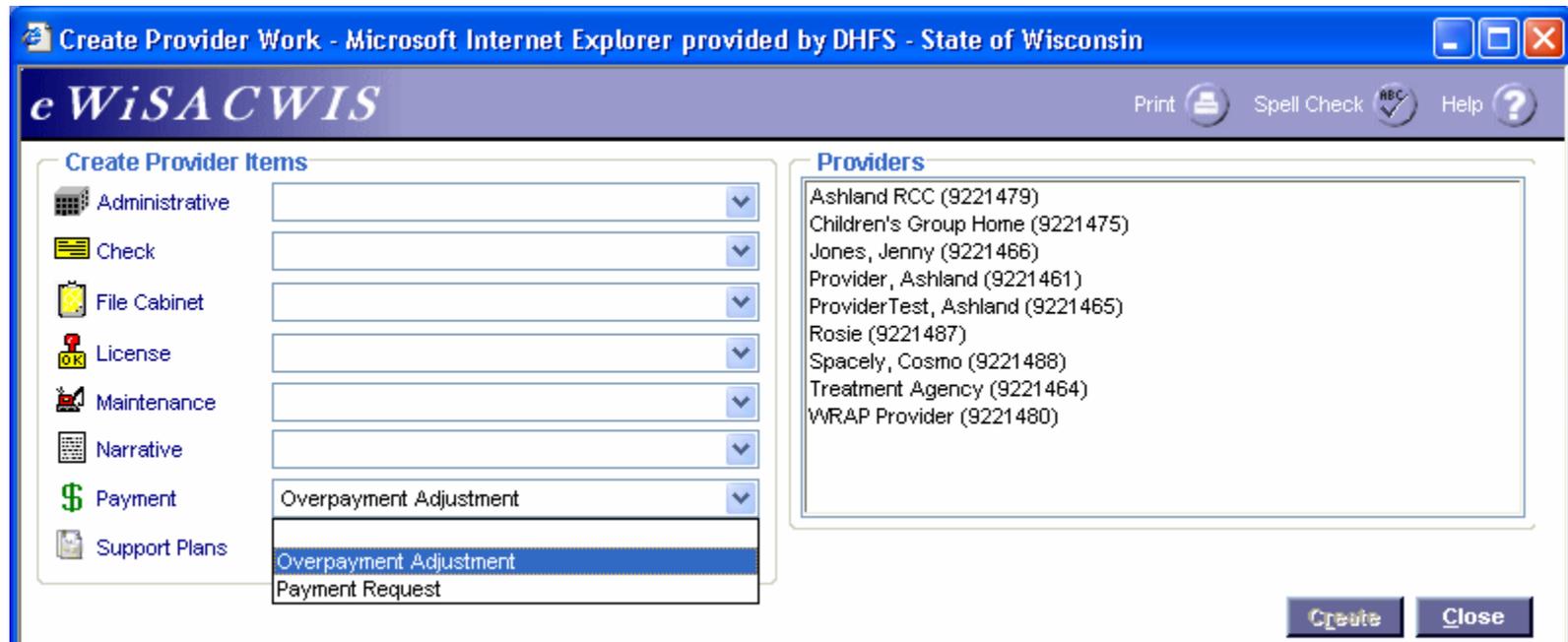
Payment Adjustment Lines Table:

Case Participant	Service Type	Payment Begin Date	Payment End Date	Total
Badger, BabyGirl B. II	Treatment Foster Home - Contracted 5-11	05/21/2006	05/31/2006	\$-445.19
Badger, BabyGirl B. II	Treatment Foster Home - Contracted 5-11	05/21/2006	05/31/2006	\$-410.94

Buttons: Save Close

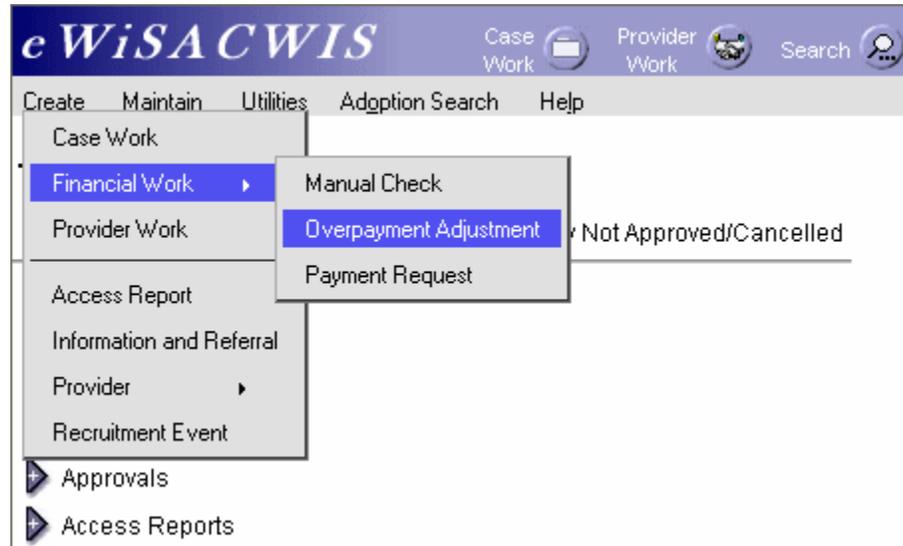
Manual Overpayment Adjustments

A manual overpayment adjustment is a recording of monies that have been sent in by the provider to go against any remaining balances specific to overpayments for that payee. Manual overpayment adjustments can be created one of two ways. If you have an assignment to the payee, then you can create an adjustment by going to Create > Provider Work > Payment > Overpayment Adjustment.



Manual Overpayment Adjustments (Continued)

If you do not have an assignment to the payee, then the adjustment can be created via Create > Financial Work > Overpayment Adjustment.



Manual Overpayment Adjustments (Continued)

In both scenarios, the following Manual Overpayment Adjustment Maintenance page will display.

eWiSACWIS

Provider Information
Provider: Rosie (9221487) Outstanding Amount: \$-150.00
From: 00/00/0000 To: 00/00/0000 County: Ashland

Overpayment Information

Payment ID	Service Begin Date	Service End Date	Case ID	Case Participant	Service	Amount	
9222517	03/01/2007	03/31/2007	9221913	Jetson, Judy	One Time TFC Plcmm Pmnt	\$-200.00	Adjust

If you access this page through Create > Provider Work, the page will automatically pre-fill with the provider's name and return any outstanding overpayments.

To create a manual adjustment against an overpayment, click the "Adjust" hyperlink next to the corresponding Overpayment. In our example, we have one Overpayment to adjust.

Adjustment Information

Adjust ID	Request Date	Case ID	Case Participant	Service	Amount	Status
9221043	02/12/2008	9221913	Jetson, Judy	One Time TFC Plcmm Pmnt	\$50.00	A

The Adjustment Information group box displays any adjustments that are currently attached to the overpayment. In this example, there is one \$50.00 adjustment that has already been applied to this overpayment. You can access the adjustment by clicking on the Adjustment ID's hyperlink.

Manual Overpayment Adjustments (Continued)

After clicking on the “Adjust” hyperlink, the resulting page will provide you with an area to detail the type of adjustment and the amount of the adjustment. Along with this, the Overpayment Adjustment page provides you with information specific to the payee, child, service type that was being provided when the overpayment occurred, and the specific breakdown of the overpayment (i.e. was the overpayment a result of a Basic, Supplemental, or Exceptional rate change). Also, one can easily see the original overpayment amount, the total of the existing overpayment adjustments, and the remaining overpayment balance.

eWiSACWIS Print  Spell Check  Help 

Payment Request Identification

Payment ID: 9222517 Request Date: 11/12/2007 County: Ashland
Creator: Test Supervisor Overpayment Repaid

Provider Information

Provider: Spacely Invoice Number:
Provider ID: 9221488 Invoice Date:

Case Participant Information

Case: June Jetson Case ID: 9221913
Participant: Judy Jetson Participant ID: 9225595 Worker: Test Supervisor

Service Information

Service Category: One Time Payment- Treatment Foster Home	Basic: \$0.00	Exceptional: (\$128.00)
Service Type: One Time TFC Placement Payment	Admin: \$0.00	Supplemental: (\$72.00)
Start Date: 03/01/2007	Original Overpayment Amount:	(\$200.00)
End Date: 03/31/2007	Existing Overpayment Adjustments:	\$50.00
Overpayment Source Number: Check 465	Adjustment Type: <input type="text"/>	Details
Description: <input type="text"/>	Current Overpayment Adjustment Amount:	\$0.00
	Remaining Overpayment Balance:	(\$150.00)

Options:

Manual Overpayment Adjustment Types

The Adjustment Type drop down describes the manual adjustment. Also, for two of the three adjustment types (Balance Write-Off and Settlement), the selected value will also set the overpayment status.

The most common adjustment type is the "Payment." This type indicates a payment sent in by the payee to go against an overpayment. The Balance Write-off indicates that a portion of the balance is written-off. The overpayment status will be set to balance written-off, and the overpayment will be marked as repaid. The last manual overpayment adjustment type is Settlement. A settlement is defined as a more formal version of the balance write-off. The end result almost mirrors a balance write-off with the status being set to Settlement Write-Off and the overpayment being marked as repaid.

Lastly, one should note the Details hyperlink next to the type drop down. If there is ever any question as to which manual status to use, please refer to the corresponding page that defines all of the adjustment types available for both manual documentation and those selectable only by batch resulting in auto generated or system generated adjustments.

eWiSACWIS Print Spell Check Help

Payment Request Identification

Payment ID: 9222517 Request Date: 11/12/2007 County: Ashland
Creator: Test Supervisor Overpayment Repaid

Provider Information

Provider: Spacely Invoice Number:
Provider ID: 9221488 Invoice Date:

Case Participant Information

Case: June Jetson Case ID: 9221913
Participant: Judy Jetson Participant ID: 9225595 Worker: Test Supervisor

Service Information

Service Category: One Time Payment- Treatment Foster Home	Basic: \$0.00	Exceptional: (\$128.00)
Service Type: One Time TFC Placement Payment	Admin: \$0.00	Supplemental: (\$72.00)
Start Date: 03/01/2007	Original Overpayment Amount:	(\$200.00)
End Date: 03/31/2007	Existing Overpayment Adjustments:	\$50.00
Overpayment Source Number: Check 465	Adjustment Type:	<input type="text" value=""/> Details
Description: <input type="text"/>	Current Overpayment Adjustment Amount:	
	Remaining Overpayment Balance:	

Options:

Overpayment Adjustment Type Definitions

As noted above, the Details hyperlink will bring you to a page that helps further define the various Overpayment Adjustment types that are available for manual entry. It will also provide information about the system generated adjustment types and exactly how those work.

Overpayment Adjustment Types

This page provides detail about the various Overpayment Adjustment Types that can be used to refund an Overpayment.

Possible Overpayment Adjustment Types are as follows:

User Selectable Adjustment Types

1. [Payment](#)
2. [Balance Write - Off](#)
3. [Settlement](#)

System Generated Adjustment Types

1. [Settlement Write - Off](#)
2. [Recoupment](#)

Payment [Back to top](#)

This adjustment type would be used to indicate at payment that was sent in by the provider to go against that provider's overpayment.

Balance Write - Off [Back to top](#)

Use this adjustment type in instances where the county has agreed to write-off a

Manual Overpayment Adjustments (Continued)

Our example below shows documentation of a \$50.00 payment that has been sent in by the Payee to offset the \$200.00 original overpayment. There was already a \$50.00 adjustment attached to this overpayment. With the addition of this \$50.00 adjustment, the remaining balance of the overpayment will be down to \$100.00.

eWiSACWIS Print Spell Check ABC Help

Payment Request Identification
Payment ID: 9222517 Request Date: 11/12/2007 County: Ashland
Creator: Test Supervisor Overpayment Repaid

Provider Information
Provider: Spacely Invoice Number:
Provider ID: 9221488 Invoice Date:

Case Participant Information
Case: June Jetson Case ID: 9221913
Participant: Judy Jetson Participant ID: 9225595 Worker: Test Supervisor

Service Information
Service Category: One Time Payment- Treatment Foster Home Basic: \$0.00 Exceptional: (\$128.00)
Service Type: One Time TFC Placement Payment Admin: \$0.00 Supplemental: (\$72.00)
Start Date: 03/01/2007
End Date: 03/31/2007
Overpayment Source Number: Check 465
Description:

Original Overpayment Amount: (\$200.00)
Existing Overpayment Adjustments: \$50.00
Adjustment Type: [Details](#)
Current Overpayment Adjustment Amount:
Remaining Overpayment Balance: (\$100.00)

Options:

Manual Overpayment Adjustments (Continued)

The adjustment will also display back on the Overpayment Adjustment page. Again, there are some consistent elements displaying within this page: the remaining amount of the overpayment, the original overpayment amount, and the associated adjustments and their related amounts.

eWiSACWIS

Provider Information

Provider: Rosie (9221487) Outstanding Amount: \$-100.00
From: 00/00/0000 To: 00/00/0000 County: Ashland

[Search](#)

Overpayment Information

Payment ID	Service Begin Date	Service End Date	Case ID	Case Participant	Service	Amount	
9222517	03/01/2007	03/31/2007	9221913	Jetson, Judy	One Time TFC Plcmm Pmnt	\$-200.00	Adjust

Upon saving and approving the adjustment, the user will be returned to the Adjustment Maintenance Page where the new adjustment will now be displayed.

Again, to maintain that adjustment, one would click on the associated Adjust ID hyperlink. This would take the user back into the previous page.

To create another adjustment against this overpayment, click the Adjust hyperlink again.

Adjustment Information

Adjust ID	Request Date	Case ID	Case Participant	Service	Amount	Status
9221044	05/01/2008	9221913	Jetson, Judy	One Time TFC Plcmm Pmnt	\$50.00	A
9221043	02/12/2008	9221913	Jetson, Judy	One Time TFC Plcmm Pmnt	\$50.00	A

[Close](#)

Manual Overpayment Adjustments - Desktop Display

The illustration below shows the expanded \$200.00 overpayment and the associated \$50.00 manual overpayment adjustments. Also, note the remaining balance has been reduced to \$100.00 with the addition of the most recent \$50.00 adjustment.

eWiSACWIS Case Work Provider Work

Create Maintain Utilities Adoption Search Help

Test Supervisor's Desktop

Date Restricted Participant View View Not Approved/Cancelled

Ticklers

Cases

Jetson, June (9221913) Actions

- Child Welfare 11/12/2007 Supervisor, Test (Supervisor) Ashland - Ashland
- Access Reports
- Assignment
- Eligibility
- Income/Eligibility
- Payment

	Payment Rosie Outstanding Check	Treatment Foster Home - Contracted 12-14	\$1,250.00	876	Jetson, Judy	02/01/2007	02/28/2007	03/05/2007	Ashland
	Payment Provider Outstanding Check	Foster Home-Gen License 5-11 years old	\$418.00	123	Jetson, Elroy	01/01/2007	01/31/2007	02/10/2007	Ashland
	Payment Rosie Outstanding Check	Treatment Foster Home - Contracted 12-14	\$1,200.00	567	Jetson, Judy	01/01/2007	01/31/2007	02/10/2007	Ashland
	Manual Overpayment - Provider, Ashland	Jetson, Elroy	04/30/2008	(\$400.00)	Provider, Ashland	One Time FH Plcmt Pmnt	03/01/2007	03/31/2007	Outstanding (\$400.00) Ashland
	Overpayment - Rosie	Jetson, Judy	11/12/2007	(\$200.00)	Spacely, Cosmo	Tr. F.H.-Contracted 12-14	03/01/2007	03/31/2007	Settlement Write-Off Repaid Ashland
	Manual Overpayment - Rosie	Jetson, Judy	11/12/2007	(\$200.00)	Spacely, Cosmo	One Time TFC Plcmt Pmnt	03/01/2007	03/31/2007	Outstanding (\$100.00) Ashland
	Manual Overpayment Adjustment	05/01/2008	\$50.00	Payment	Approved				
	Manual Overpayment Adjustment	02/12/2008	\$50.00	Payment	Approved				
	Manual Overpayment - Provider, Ashland	Jetson, Elroy	11/12/2007	(\$72.00)	Provider, Ashland	One Time FH Plcmt Pmnt	01/01/2007	01/31/2007	Outstanding (\$52.00) Ashland

Note: The type of overpayment adjustment (manual or system derived) will be described as part of the main adjustment hyperlink. In this instance, both overpayments were manual adjustments.

Manual Overpayment Adjustment - Settlement (Desktop Display)

The Settlement adjustment type should be used when a formal settlement agreement has been reached between the provider and the county as to how the overpayment will be resolved. In the following pages, we will be looking specifically at the highlighted overpayment seen here:

The screenshot shows the eWiSACWIS system interface. At the top, there is a navigation bar with the logo 'eWiSACWIS' and links for 'Case Work' and 'Provider Work'. Below the navigation bar, there are menu options: 'Create', 'Maintain', 'Utilities', 'Adoption Search', and 'Help'. The main heading is 'Test Supervisor's Desktop'. Below this, there are filter options: 'Date Restricted', 'Participant View', and 'View Not Approved/Cancelled'. The left sidebar shows a tree view with 'Cases' expanded, containing a folder for 'Jetson, June (9221913)' with sub-items: 'Child Welfare 11/12/2007 Supervisor, Test (Supervisor) Ashland - Ashland', 'Access Reports', 'Assignment', 'Eligibility', 'Income/Eligibility', and 'Payment'. The main content area displays a list of payment and overpayment entries. The entry for 'Overpayment - Rosie' is highlighted in purple.

Icon	Description	Date	Amount	Provider	Service	Start Date	End Date	Status	Balance	County
	Payment Rosie Outstanding Check									
	Treatment Foster Home - Contracted 12-14		\$1,250.00	876	Jetson, Judy	02/01/2007	02/28/2007	03/05/2007		Ashland
	Payment Provider Outstanding Check									
	Foster Home-Gen License 5-11 years old		\$418.00	123	Jetson, Elroy	01/01/2007	01/31/2007	02/10/2007		Ashland
	Payment Rosie Outstanding Check									
	Treatment Foster Home - Contracted 12-14		\$1,200.00	567	Jetson, Judy	01/01/2007	01/31/2007	02/10/2007		Ashland
	Manual Overpayment - Provider, Ashland									
	Jetson, Elroy	04/30/2008	(\$400.00)	Provider, Ashland	One Time FH Plcmt Pmnt	03/01/2007	03/31/2007	Outstanding	(\$400.00)	Ashland
	Overpayment - Rosie									
	Jetson, Judy	11/12/2007	(\$200.00)	Spacely, Cosmo	Tr. F.H.-Contracted 12-14	03/01/2007	03/31/2007	Outstanding	(\$200.00)	Ashland
	Manual Overpayment - Rosie									
	Jetson, Judy	11/12/2007	(\$200.00)	Spacely, Cosmo	One Time TFC Plcmt Pmnt	03/01/2007	03/31/2007	Outstanding	(\$100.00)	Ashland
	Manual Overpayment - Provider, Ashland									
	Jetson, Elroy	11/12/2007	(\$72.00)	Provider, Ashland	One Time FH Plcmt Pmnt	01/01/2007	01/31/2007	Outstanding	(\$32.00)	Ashland

Manual Overpayment Adjustment - Settlement

Using the Manual Overpayment Adjustment Maintenance page, the overpayment is searched out. Selecting the radio button that we want to work with will also present any adjustments that are currently attached to the overpayment. Clicking the Adjust hyperlink will take you to the Manual Overpayment Adjustment page.

eWiSACWIS

Provider Information

Provider: Rosie (9221487) [Search](#) Outstanding Amount: \$-300.00
From: 00/00/0000 To: 00/00/0000 County: Ashland

[Search](#)

Overpayment Information

Payment ID	Service Begin Date	Service End Date	Case ID	Case Participant	Service	Amount	
<input type="radio"/> 9222517	03/01/2007	03/31/2007	9221913	Jetson, Judy	One Time TFC Plcmn Pmnt	\$-200.00	Adjust
<input checked="" type="radio"/> 9222516	03/01/2007	03/31/2007	9221913	Jetson, Judy	Tr. F.H.-Contracted 12-14	\$-200.00	Adjust

Note: The selected Overpayment currently does not have any non-cancelled overpayment adjustments attached to it.

Adjustment Information

Adjust ID	Request Date	Case ID	Case Participant	Service	Amount	Status
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[Close](#)

Manual Overpayment Adjustment - Settlement (Continued)

To document a Settlement Write-Off, select the Settlement option from the Adjustment Type drop down. Choose the amount that the provider will be paying back against the overpayment. The remainder will be Written-Off. If there is an agreement as to how much the county will be forgiving and not a formal agreement accompanied by a formal payment to resolve the overpayment, then a "Balance Write-Off" may be more appropriate. We will look at this type of adjustment later in the guide.

The system will present you with a pop-up message indicating that the system will auto create a Settlement Write-Off adjustment once the Settlement adjustment is finally approved.

The screenshot displays the eWiSACWIS web application interface. At the top, there is a navigation bar with the logo "eWiSACWIS" and utility icons for Print, Spell Check, and Help. The main content area is divided into several sections:

- Payment Request Identification:** Payment ID: 9222516, Request Date: 11/12/2007, County: Ashland.
- Provider:** Fields for Provider and Provider ID.
- Case Part:** Fields for Case and Participant.
- Service Information:** A table of financial data:

Service Category:	Treatment Foster Home - Contracted	Basic:	\$0.00	Exceptional:	(\$128.00)
Service Type:	Treatment Foster Home - Contracted 12-14	Admin:	\$0.00	Supplemental:	(\$72.00)
Start Date:	03/01/2007	Original Overpayment Amount:			(\$200.00)
End Date:	03/31/2007	Existing Overpayment Adjustments:			\$0.00
Overpayment Source Number:		Adjustment Type:		Settlement	
Description:		Current Overpayment Adjustment Amount:		\$50.00	
		Remaining Overpayment Balance:			(\$150.00)

A confirmation dialog box titled "eWiSACWIS -- Webpage Dialog" is overlaid on the form. It contains the following text: "An overpayment adjustment of 'Settlement Write-Off' will be created, for overpayment adjustment for the amount of (\$150.00) as a result of the creation and final approval of this 'Settlement' overpayment adjustment for \$50.00. Do you wish to continue?" Below the text are "Yes" and "No" buttons.

At the bottom of the form, there are "Options:" with a dropdown menu and a "Go" button, and "Save" and "Close" buttons.

Manual Overpayment Adjustment - Pending Settlement (Desktop Display)

The following illustration shows the “Pending” manual overpayment adjustment. Again, all adjustments are displayed nested under the overpayment that is being recouped. The desktop will also display the remaining balance of the overpayment based on the Pending status of the adjustment.

eWiSACWIS Case Work Provider Work

Create Maintain Utilities Adgption Search Help

Test Supervisor's Desktop

Date Restricted Participant View View Not Approved/Cancelled

Ticklers

Cases

- Jetson, June (9221913) Actions
 - Child Welfare 11/12/2007 Supervisor, Test (Supervisor) Ashland - Ashland
 - Access Reports
 - Assignment
 - Eligibility
 - Income/Eligibility
 - Payment
 - Payment Rosie Outstanding Check
 - Treatment Foster Home - Contracted 12-14 \$1,250.00 876 Jetson, Judy 02/01/2007 02/28/2007 03/05/2007 Ashland
 - Payment Provider Outstanding Check
 - Foster Home-Gen License 5-11 years old \$418.00 123 Jetson, Elroy 01/01/2007 01/31/2007 02/10/2007 Ashland
 - Payment Rosie Outstanding Check
 - Treatment Foster Home - Contracted 12-14 \$1,200.00 567 Jetson, Judy 01/01/2007 01/31/2007 02/10/2007 Ashland
 - Manual Overpayment - Provider, Ashland
 - Jetson, Elroy 04/30/2008 (\$400.00) Provider, Ashland One Time FH Plcmt Pmnt 03/01/2007 03/31/2007 Outstanding (\$400.00) Ashland
 - Overpayment - Rosie
 - Jetson, Judy 11/12/2007 (\$200.00) Spacely, Cosmo Tr. F.H.-Contracted 12-14 03/01/2007 03/31/2007 Outstanding (\$150.00) Ashland
 - Manual Overpayment Adjustment
 - 05/13/2008 \$50.00 Settlement Pending
 - Manual Overpayment - Rosie
 - Jetson, Judy 11/12/2007 (\$200.00) Spacely, Cosmo One Time TFC Plcmt Pmnt 03/01/2007 03/31/2007 Outstanding (\$100.00) Ashland
 - Manual Overpayment - Provider, Ashland
 - Jetson, Elroy 11/12/2007 (\$72.00) Provider, Ashland One Time FH Plcmt Pmnt 01/01/2007 01/31/2007 Outstanding (\$32.00) Ashland

Note: Only the "Settlement" Adjustment type displays while in a "Pending" status.

The "Settlement Write-Off" Adjustment will be created and will display as soon as the original Settlement Adjustment is approved.

Manual Overpayment Adjustment - Settlement (Continued)

In a "Settlement" scenario, the Manual Overpayment Adjustment Maintenance page will display two adjustments: Settlement Write-Off and Settlement.

eWiSACWIS

Provider Information

Provider: Rosie (9221487) [Search](#) Outstanding Amount: \$-300.00
From: 00/00/0000 To: 00/00/0000 County: Ashland

[Search](#)

Overpayment Information

Payment ID	Service Begin Date	Service End Date	Case ID	Case Participant	Service	Amount	
<input type="radio"/> 9222517	03/01/2007	03/31/2007	9221913	Jetson, Judy	One Time TFC Plcmm Pmnt	\$-200.00	Adjust
<input checked="" type="radio"/> 9222516	03/01/2007	03/31/2007	9221913	Jetson, Judy	Tr. F.H.-Contracted 12-14	\$-200.00	Adjust

Note: Upon final approval the "Settlement Write-Off" adjustment is created for the remaining balance of the overpayment. A refresh of the Manual Overpayment Adjustment Maintenance Page reveals two new Adjustments being applied to the selected overpayment.

Adjustment Information

Adjust ID	Request Date	Case ID	Case Participant	Service	Amount	Status
9221051	05/13/2008	9221913	Jetson, Judy	Tr. F.H.-Contracted 12-14	\$50.00	A
9221052	05/13/2008	9221913	Jetson, Judy	Tr. F.H.-Contracted 12-14	\$150.00	A

[Close](#)

The illustration below shows the original overpayment and the two overpayment adjustments that have gone toward repaying the overpayment.

eWiSACWIS
Case Work Provider Work

[Create](#) [Maintain](#) [Utilities](#) [Adoption Search](#) [Help](#)

Test Supervisor's Desktop

Date Restricted Participant View View Not Approved/Cancelled

Ticklers

Cases

- > [Jetson, June \(9221913 \)](#) [Actions](#)
 - Child Welfare 11/12/2007 Supervisor, Test (Supervisor) Ashland - Ashland
 - Access Reports
 - Assignment
 - Eligibility
 - Income/Eligibility
 - Payment
 - [Payment Rosie Outstanding Check](#)
 - [Payment Provider Outstanding Check](#)
 - [Payment Rosie Outstanding Check](#)
 - [Manual Overpayment - Provider, Ashland](#)
 - [Overpayment - Rosie](#)
 - [Manual Overpayment Adjustment](#)
 - [Manual Overpayment Adjustment](#)
 - [Manual Overpayment - Rosie](#)
 - [Manual Overpayment - Provider, Ashland](#)

Note: The final status of this overpayment is indicated as "Settlement Write-Off" and the overpayment is marked as "Repaid". This is done so that it is easy to see online when an overpayment has gone through the Settlement process.

Payment Rosie Outstanding Check		Treatment Foster Home - Contracted 12-14	\$1,250.00	876	Jetson, Judy	02/01/2007	02/28/2007	03/05/2007	Ashland
Payment Provider Outstanding Check		Foster Home-Gen License 5-11 years old	\$418.00	123	Jetson, Elroy	01/01/2007	01/31/2007	02/10/2007	Ashland
Payment Rosie Outstanding Check		Treatment Foster Home - Contracted 12-14	\$1,200.00	567	Jetson, Judy	01/01/2007	01/31/2007	02/10/2007	Ashland
Manual Overpayment - Provider, Ashland		Jetson, Elroy	04/30/2008	(\$400.00)	Provider, Ashland	One Time FH Plcmnt Pmnt	03/01/2007	03/31/2007	Outstanding (\$400.00) Ashland
Overpayment - Rosie		Jetson, Judy	11/12/2007	(\$200.00)	Spacely, Cosmo	Tr. F.H.-Contracted 12-14	03/01/2007	03/31/2007	Settlement Write-Off Repaid Ashland
Manual Overpayment Adjustment		05/13/2008	\$150.00	Settlement Write-Off	Approved				
Manual Overpayment Adjustment		05/13/2008	\$50.00	Settlement	Approved				
Manual Overpayment - Rosie		Jetson, Judy	11/12/2007	(\$200.00)	Spacely, Cosmo	One Time TFC Plcmn Pmnt	03/01/2007	03/31/2007	Outstanding (\$100.00) Ashland
Manual Overpayment - Provider, Ashland		Jetson, Elroy	11/12/2007	(\$72.00)	Provider, Ashland	One Time FH Plcmnt Pmnt	01/01/2007	01/31/2007	Outstanding (\$32.00) Ashland

Manual Overpayment Adjustment - Settlement Cancelled

Even though Overpayment Adjustments appear to be final in nature, functionally they are not. Overpayments adjustments can be cancelled. When they are, the money that had originally been deducted from the overpayments remaining balance is placed back in balance and any necessary status updates are also recorded. The illustration below shows the cancellation of the "Settlement Write-Off" adjustment.

eWiSACWIS

Payment Request Identification
Payment ID: 9222516 Request Date: 11/12/2007 County: Ashland
Creator: Batch Program Overpayment Repaid Cancelled

Provider Information
Provider: Spacely Invoice Number:
Provider ID: 9221488 Invoice Date:

Case Participant Information
Case: June Jetson Case ID: 9221913
Participant: Judy Jetson Participant ID: 9225595

Service Information
Service Category: Treatment Foster Home - Contracted Basic: \$0.00 Exceptional: (\$128.00)
Service Type: Treatment Foster Home - Contracted 12-14 Admin: \$0.00 Supplemental: (\$72.00)
Start Date: 03/01/2007 Original Overpayment Amount: (\$200.00)
End Date: 03/31/2007 Existing Overpayment Adjustments: \$200.00
Overpayment Source Number: Adjustment Type: Settlement Write-Off [Details](#)
Description: Current Overpayment Adjustment Amount: \$150.00
Remaining Overpayment Balance: \$0.00

Options:

Note: Cancelling an adjustment will re-associate the recouped money back to the original overpayment and adjust the overpayment's status accordingly.
Upon save the overpayment will no longer be marked as "Repaid"

Manual Overpayment Adjustment - Settlement Cancelled (Continued)

Notice the switch as the adjustment is cancelled and the Overpayment Repaid checkbox becomes unchecked. It should be noted that once an adjustment is cancelled it cannot be “un-cancelled.” If an adjustment was cancelled in error, one will need to re-record the adjustment to have it reflect correctly.

eWiSACWIS

Payment Request Identification

Payment ID: 9222516 Request Date: 11/12/2007 County: Ashland
Creator: Batch Program Overpayment Repaid Cancelled

Provider Information

Provider: Spacely Invoice Number:
Provider ID: 9221488 Invoice Date:

Case Participant Information

Case: June Jetson Case ID: 9221913
Participant: Judy Jetson Participant ID: 9225595 Worker: Test Supervisor

Service Information

Service Category:	Treatment Foster Home - Contracted	Basic:	\$0.00	Exceptional:	(\$128.00)
Service Type:	Treatment Foster Home - Contracted 12-14	Admin:	\$0.00	Supplemental:	(\$72.00)
Start Date:	03/01/2007	Original Overpayment Amount:			(\$200.00)
End Date:	03/31/2007	Existing Overpayment Adjustments:			\$0.00
Overpayment Source Number:		Adjustment Type:		Settlement Write-Off	Details
Description:		Current Overpayment Adjustment Amount:		\$150.00	
		Remaining Overpayment Balance:		(\$200.00)	

Options:

Manual Overpayment Adjustment - Settlement Cancelled (Continued)

This illustration shows that cancelled adjustments do not display for overpayments.

eWiSACWIS

Provider Information

Provider: Rosie (9221487) [Search](#) Outstanding Amount: \$-300.00
From: 00/00/0000 To: 00/00/0000 County: Ashland

Overpayment Information

Payment ID	Service Begin Date	Service End Date	Case ID	Case Participant ▲	Service	Amount	
<input type="radio"/> 9222517	03/01/2007	03/31/2007	9221913	Jetson, Judy	One Time TFC Plcmn Pmnt	\$-200.00	Adjust
<input checked="" type="radio"/> 9222516	03/01/2007	03/31/2007	9221913	Jetson, Judy	Tr. F.H.-Contracted 12-14	\$-200.00	Adjust

Note: Cancelled adjustments do not display under the Adjustment Information group box.

Adjustment Information

Adjust ID	Request Date	Case ID	Case Participant	Service	Amount	Status
---------------------------	------------------------------	-------------------------	----------------------------------	-------------------------	------------------------	------------------------

Manual Overpayment Adjustment - Settlement Cancelled (Desktop Display)

The next two slides will show two different views of the desktop. This first view describes the view with out the View Not Approved/Cancelled check box unchecked. Note that the adjustments which had most recently been cancelled are not displaying under the overpayment.

Test Supervisor's Desktop

Date Restricted Participant View View Not Approved/Cancelled

Cases

- Jetson, June (9221913)
 - Child Welfare 11/12/2007 Supervisor, Test (Supervisor) Ashland - Ashland
 - Access Reports
 - Assignment
 - Eligibility
 - Income/Eligibility
 - Payment
 - Payment Rosie Outstanding Check
 - Treatment Foster Home - Contracted 12-14 \$1,250.00 876 Jetson, Judy 02/01/2007 02/28/2007 03/05/2007 Ashland
 - Payment Provider Outstanding Check
 - Foster Home-Gen License 5-11 years old \$418.00 123 Jetson, Elroy 01/01/2007 01/31/2007 02/10/2007 Ashland
 - Payment Rosie Outstanding Check
 - Treatment Foster Home - Contracted 12-14 \$1,200.00 567 Jetson, Judy 01/01/2007 01/31/2007 02/10/2007 Ashland
 - Manual Overpayment - Provider, Ashland
 - Jetson, Elroy 04/30/2008 (\$400.00) Provider, Ashland One Time FH Plcmnt Pmnt 03/01/2007 03/31/2007 Outstanding (\$400.00) Ashland
 - Overpayment - Rosie
 - Jetson, Judy 11/12/2007 (\$200.00) Spacely, Cosmo Tr. F.H.-Contracted 12-14 03/01/2007 03/31/2007 Outstanding (\$200.00) Ashland
 - No rows found
 - Manual Overpayment - Rosie
 - Jetson, Judy 11/12/2007 (\$200.00) Spacely, Cosmo One Time TFC Plcmn Pmnt 03/01/2007 03/31/2007 Outstanding (\$100.00) Ashland
 - Manual Overpayment - Provider, Ashland
 - Jetson, Elroy 11/12/2007 (\$72.00) Provider, Ashland One Time FH Plcmnt Pmnt 01/01/2007 01/31/2007 Outstanding (\$32.00) Ashland

With the View Not Approved/Cancelled checkbox checked, the cancelled adjustments are now visible.

eWiSACWIS Case Work Provider Work

Create Maintain Utilities Adoption Search Help

Test Supervisor's Desktop

Date Restricted Participant View **View Not Approved/Cancelled**

Ticklers

Cases

Jetson, June (9221913) Actions

Child Welfare 11/12/2007 Supervisor, Test (Supervisor) Ashland - Ashland

Access Reports

Assignment

Eligibility

Income/Eligibility

Payment

	Payment Rosie Outstanding Check	Treatment Foster Home - Contracted 12-14	\$1,250.00	876	Jetson, Judy	02/01/2007	02/28/2007	03/05/2007	Ashland
	Payment Provider Outstanding Check	Foster Home-Gen License 5-11 years old	\$418.00	123	Jetson, Elroy	01/01/2007	01/31/2007	02/10/2007	Ashland
	Payment Rosie Outstanding Check	Treatment Foster Home - Contracted 12-14	\$1,200.00	567	Jetson, Judy	01/01/2007	01/31/2007	02/10/2007	Ashland
	Manual Overpayment - Provider, Ashland	Jetson, Elroy	04/30/2008	(\$400.00)	Provider, Ashland	One Time FH Plcmt Pmnt	03/01/2007	03/31/2007	Outstanding (\$400.00) Ashland
	Overpayment - Rosie	Jetson, Judy	11/12/2007	(\$200.00)	Spacely, Cosmo	T. F.H.-Contracted 12-14	03/01/2007	03/31/2007	Outstanding (\$200.00) Ashland
	Manual Overpayment Adjustment	05/13/2008	\$150.00	Settlement Write-Off	<u>Cancelled</u>				
	Manual Overpayment Adjustment	05/13/2008	\$50.00	Settlement	<u>Cancelled</u>				
	Manual Overpayment - Rosie	Jetson, Judy	11/12/2007	(\$200.00)	Spacely, Cosmo	One Time TFC Plcmt Pmnt	03/01/2007	03/31/2007	Outstanding (\$100.00) Ashland
	Manual Overpayment - Provider, Ashland	Jetson, Elroy	11/12/2007	(\$72.00)	Provider, Ashland	One Time FH Plcmt Pmnt	01/01/2007	01/31/2007	Outstanding (\$32.00) Ashland

Manual Overpayment Adjustment - Balance Write-Off

The next several pages will detail the purpose of a "Balance Write-Off" adjustment type.

eWiSACWIS Print Spell Check Help

Payment Request Identification
Payment ID: 9222516 Request Date: 11/12/2007 County: Ashland
Creator: Batch Program Overpayment Repaid

Provider Information
Provider: Spacely Invoice Number:
Provider ID: 9221488 Invoice Date:

Case Participant Information
Case: June Jetson Case ID: 9221913
Participant: Judy Jetson Participant ID: 9225595

Service Information
Service Category: Treatment Foster Home - Contracted Basic: \$0.00 Exceptional: (\$128.00)
Service Type: Treatment Foster Home - Contracted 12-14 Admin: \$0.00 Supplemental: (\$72.00)
Start Date: 03/01/2007 Original Overpayment Amount: (\$200.00)
End Date: 03/31/2007 Existing Overpayment Adjustments: \$0.00
Overpayment Source Number: Adjustment Type: [Details](#)
Description: Current Overpayment Adjustment Amount:
Remaining Overpayment Balance: (\$125.00)

Options:

Note: Balance Write-Offs are slightly different from Settlement Write-Offs in that they are not necessarily viewed in the same formal light. The Balance Write-Off also allows for the user to write off any portion of the overpayment at any time during the recoupment process.

Overpayments & Overpayment Adjustments
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Manual Overpayment Adjustment - Balance Write-Off (Continued)

All non-cancelled adjustments will display on the Overpayment Adjustment Maintenance page. The illustration below shows that the status of an adjustment that has not been fully approved will reflect "I" for "Initial." Once the adjustment has been approved the status will update to "A" for "Approved."

eWISACWIS

Provider Information

Provider: Rosie (9221487) [Search](#) Outstanding Amount: \$-300.00
From: 00/00/0000 To: 00/00/0000 County: Ashland

[Search](#)

Overpayment Information

Payment ID	Service Begin Date	Service End Date	Case ID	Case Participant ▲	Service	Amount	
<input type="radio"/> 9222517	03/01/2007	03/31/2007	9221913	Jetson, Judy	One Time TFC Plcmm Pmnt	\$-200.00	Adjust
<input checked="" type="radio"/> 9222516	03/01/2007	03/31/2007	9221913	Jetson, Judy	Tr. F.H.-Contracted 12-14	\$-200.00	Adjust

Notice the status of the "Pending" adjustment. When the adjustment is finally approved it will switch from "I" to "A".

Adjustment Information

Adjust ID	Request Date	Case ID	Case Participant	Service	Amount	Status
9221053	05/13/2008	9221913	Jetson, Judy	Tr. F.H.-Contracted 12-14	\$75.00	I

[Close](#)

Manual Overpayment Adjustment - Balance Write-Off (Continued)

It is important to understand that an adjustment will affect the remaining balance of an overpayment even if that adjustment has not been fully approved. However, from a claiming perspective the balance change will not take effect until the adjustment is finally approved.

eWiSACWIS Case Work Provider Work

Create Maintain Utilities Adoption Search Help

Test Supervisor's Desktop

Date Restricted Participant View View Not Approved/Cancelled

Ticklers

Cases

Jetson, June (9221913) Actions

- Child Welfare 11/12/2007 Supervisor, Test (Supervisor) Ashland - Ashland
- Access Reports
- Assignment
- Eligibility
- Income/Eligibility
- Payment

	Payment Rosie Outstanding Check	Treatment Foster Home - Contracted 12-14	\$1,250.00	876	Jetson, Judy	02/01/2007	02/28/2007	03/05/2007	Ashland
	Payment Provider Outstanding Check	Foster Home-Gen License 5-11 years old	\$418.00	123	Jetson, Elroy	01/01/2007	01/31/2007	02/10/2007	Ashland
	Payment Rosie Outstanding Check	Treatment Foster Home - Contracted 12-14	\$1,200.00	567	Jetson, Judy	01/01/2007	01/31/2007	02/10/2007	Ashland
	Manual Overpayment - Provider, Ashland	Jetson, Elroy	04/30/2008	(\$400.00)	Provider, Ashland	One Time FH Plcmt Pmnt	03/01/2007	03/31/2007	Outstanding (\$400.00) Ashland
	Overpayment - Rosie	Jetson, Judy	11/12/2007	(\$200.00)	Spacely, Cosmo	Tr. F.H.-Contracted 12-14	03/01/2007	03/31/2007	Outstanding (\$125.00) Ashland
	Manual Overpayment Adjustment	05/13/2008	\$75.00	Balance Write-Off	Pending				
	Manual Overpayment - Rosie	Jetson, Judy	11/12/2007	(\$200.00)	Spacely, Cosmo	One Time TFC Plcmt Pmnt	03/01/2007	03/31/2007	Outstanding (\$100.00) Ashland
	Manual Overpayment - Provider, Ashland	Jetson, Elroy	11/12/2007	(\$72.00)	Provider, Ashland	One Time FH Plcmt Pmnt	01/01/2007	01/31/2007	Outstanding (\$32.00) Ashland

Note: The Balance Write-Off adjustment will affect the remaining balance even while in a "Pending" status.

Manual Overpayment Adjustment - Balance Write-Off (Continued)

There are some subtle differences between a “Settlement” adjustment and a “Balance Write-Off” adjustment, which are described in greater detail below. Also, one should pay close attention to the current status of the overpayment. Even though we have just approved our “Balance Write-Off” adjustment type, the overpayment’s status still remains “Outstanding.” The Status will not change to “Balance Write-Off” until after the entire remaining balance has been recouped. The purpose of displaying “Balance Write-Off” as the final status is to easily see those overpayments which have had some portion of their balance written off.

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Case Work
Provider Work

Create
Maintain
Utilities
Adoption Search
Help

Test Supervisor's Desktop

Date Restricted Participant View View Not Approved/Cancelled

▶ Ticklers

▼ Cases

📁 [Jetson, June \(9221913 \)](#) [Actions](#)

Child Welfare 11/12/2007 Supervisor, Test (Supervisor) Ashland - Ashland

Access Reports

Assignment

Eligibility

Income/Eligibility

Payment

[Payment Rosie Outstanding Check](#)

Treatment Foster Home - Contracted 12-14 \$1,250.00 876 Jetson, Judy 02/01/2007 02/28/2007 03/05/2007 Ashland

[Payment Provider Outstanding Check](#)

Foster Home-Gen License 5-11 years old \$418.00 123 Jetson, Elroy 01/01/2007 01/31/2007 02/10/2007 Ashland

[Payment Rosie Outstanding Check](#)

Treatment Foster Home - Contracted 12-14 \$1,200.00 567 Jetson, Judy 01/01/2007 01/31/2007 02/10/2007 Ashland

[Manual Overpayment - Provider, Ashland](#)

Jetson, Elroy 04/30/2008 (\$400.00) Provider, Ashland One Time FH Plcmnt Pmnt 03/01/2007 03/31/2007 Outstanding (\$400.00) Ashland

[Overpayment - Rosie](#)

Jetson, Judy 11/12/2007 (\$200.00) Spacely, Cosmo Tr. F.H.-Contracted 12-14 03/01/2007 03/31/2007 Outstanding (\$125.00) Ashland

[Manual Overpayment Adjustment](#)

05/13/2008 \$75.00 Balance Write-Off Approved

[Manual Overpayment - Rosie](#)

Jetson, Judy 11/12/2007 (\$200.00) Spacely, Cosmo One Time TFC Plcmn Pmnt 03/01/2007 03/31/2007 Outstanding (\$100.00) Ashland

[Manual Overpayment - Provider, Ashland](#)

Jetson, Elroy 11/12/2007 (\$72.00) Provider, Ashland One Time FH Plcmnt Pmnt 01/01/2007 01/31/2007 Outstanding (\$32.00) Ashland

Note: Unlike a Settlement Adjustment, the Balance Write-Off does not create a finalizing adjustment. Essentially, the Balance Write-Off allows the user to document an agreed upon amount that will be written off of the original balance of the overpayment. The overpayment will remain in an "Outstanding" status until the overpayment has been fully recouped.

These recoupments could happen at the beginning of the process or the end of the process. A Balance Write-Off can be documented at any time during the recoupment process.

Manual Overpayment Adjustment - Balance Write-Off (Continued)

We have talked about how the adjustments will no longer display under an overpayment if they have been cancelled, and we have mentioned that all adjustments will display in the Adjustment Information group box for the overpayment that they have been applied to. What we haven't mentioned is that once an overpayment has been fully recouped it will no longer display under the Overpayment Information group box, as is seen in our illustration below.

eWiSACWIS

Provider Information

Provider: Rosie (9221487) [Search](#) Outstanding Amount: \$-100.00
From: 00/00/0000 To: 00/00/0000 County: Ashland

Overpayment Information

Payment ID	Service Begin Date	Service End Date	Case ID	Case Participant ▲	Service	Amount	
<input checked="" type="radio"/> 9222517	03/01/2007	03/31/2007	9221913	Jetson, Judy	One Time TFC Plcnn Pmnt	\$-200.00	Adjust

Note: A refresh of the Manual Overpayment Adjustment Maintenance Page will display only the outstanding overpayments. When an overpayment has been fully repaid it will no longer display on this page.

Adjustment Information

Adjust ID	Request Date	Case ID	Case Participant	Service	Amount	Status
9221044	05/01/2008	9221913	Jetson, Judy	One Time TFC Plcnn Pmnt	\$50.00	A
9221043	02/12/2008	9221913	Jetson, Judy	One Time TFC Plcnn Pmnt	\$50.00	A

Manual Overpayment Adjustment - Balance Write-Off (Desktop Display)

This last slide presents what was discussed earlier. Once an overpayment that has had some form of a “Balance Write-Off” has been fully recouped, it will display the final status of “Balance Write-Off” for you to see.

eWiSACWIS Case Work Provider Work

Create Maintain Utilities Adgption Search Help

Test Supervisor's Desktop

Date Restricted Participant View View Not Approved/Cancelled

Ticklers

Cases

Jetson, June (9221913) Actions

- Child Welfare 11/12/2007 Supervisor, Test (Supervisor) Ashland - Ashland
- Access Reports
- Assignment
- Eligibility
- Income/Eligibility
- Payment

Payment Rosie Outstanding Check	Treatment Foster Home - Contracted 12-14	\$1,250.00	876	Jetson, Judy	02/01/2007	02/28/2007	03/05/2007	Ashland
Payment Provider Outstanding Check	Foster Home-Gen License 5-11 years old	\$418.00	123	Jetson, Elroy	01/01/2007	01/31/2007	02/10/2007	Ashland
Payment Rosie Outstanding Check	Treatment Foster Home - Contracted 12-14	\$1,200.00	567	Jetson, Judy	01/01/2007	01/31/2007	02/10/2007	Ashland
Manual Overpayment - Provider, Ashland	Jetson, Elroy	04/30/2008	(\$400.00)	Provider, Ashland	One Time FH Plcmnt Pmnt	03/01/2007	03/31/2007	Outstanding (\$400.00) Ashland
Overpayment - Rosie	Jetson, Judy	11/12/2007	(\$200.00)	Spacely, Cosmo	Tr. F.H.-Contracted 12-14	03/01/2007	03/31/2007	Balance Write-Off Repaid Ashland
Manual Overpayment Adjustment	05/13/2008	\$125.00	Payment	Approved				
Manual Overpayment Adjustment	05/13/2008	\$75.00	Balance Write-Off	Approved				
Manual Overpayment - Rosie	Jetson, Judy	11/12/2007	(\$200.00)	Spacely, Cosmo	One Time TFC Plcmn Pmnt	03/01/2007	03/31/2007	Outstanding (\$100.00) Ashland
Manual Overpayment - Provider, Ashland	Jetson, Elroy	11/12/2007	(\$72.00)	Provider, Ashland	One Time FH Plcmnt Pmnt	01/01/2007	01/31/2007	Outstanding (\$32.00) Ashland

Note: Regardless of where the Balance Write-Off occurs in the recoupment process the final status of the overpayment will read "Balance Write-Off". The overpayment will be marked as Repaid.

This is done so that the user can see that the overpayment had a portion of the balance written off as part of the recoupment process.

Bullet Points Regarding Overpayments and Overpayment Adjustments

- ✓ When an overpayment occurs, it is immediately factored into the IV-E claiming calculation. This means that one should assess the status of the overpayment to determine if it is truly an overpayment. If there was an error in the creation of the overpayment, then the overpayment should be immediately cancelled since it is being incorrectly factored into the IV-E claiming calculation.
- ✓ There is no limit to the number of times that an overpayment's status may be maintained. For example, an overpayment can be incorrectly marked “Cancelled,” then set to “Sent to collections,” marked “Uncollectible,” and ultimately set back to “Outstanding.” There is no limit to how the status of an overpayment is maintained.

Recommended Reports for Overpayments and Overpayment Adjustments

- ✓ **FM02B01 New Overpayments:** This report lists all recently recorded overpayments to providers. This report should be used to assist licensing workers to negotiate recoupment of overpayments in a timely manner.
 - ✓ **FM02B02 Outstanding Overpayments:** This report lists all outstanding overpayments to providers for each County. It will display whether a specific overpayment has been sent to the Collections for recoupment or future payments to this provider are being reduced by a monthly amount based on a repayment plan. This report should be used to monitor recoupment of overpayments.
 - ✓ **FM02B03 Overpayments to Collections:** This report lists all the overpayments that have been flagged to be reported to Collections.
 - ✓ **FM02B04 Overpayments Adjustment:** This report lists all outstanding overpayments for the provider, the sum of adjustments made in the selected Check Run (Voucher Number) and the overpayment balance at the end of that check run.
 - ✓ **FM04A03 Overpayments with Trust Accounts:** This report summarizes those overpayments where the original payment was made using the child's trust funds. The objective of this report is to allow the Department and county financial staff to make manual adjustments to children's trust accounts and Title IV-E claiming.
 - ✓ **FM0106 Financial Checks Reconciliation:** This report provides a listing of all system-disbursed payments and overpayment adjustments where the check date falls within the specified range. Only non-cancelled payments that are part of an Outstanding or Cleared check are retrieved.
 - ✓ **FM0108 Financial Payment Sweep:** This report provides a listing of all system-disbursed payments and overpayment adjustments (this report does not list non-recouped overpayments) as well as the status and information on the checks the payments are associated to. Use this report to reconcile against the county's reported financial output.
- Note:** This listing of reports is not wholly inclusive of all reports available for this topic. This is a listing of the recommended reports that are available through the eWiSACWIS application. There may be other reports that a county or individual user may find helpful. Please refer to your eWReports application and access Utilities > Report Information to view all reports that are available.

Key Financial Terms and Definitions for Overpayments and Overpayment Adjustments

Term	Definition
Basic Rate	<p>The rate intended to cover food, clothing, housing, basic transportation, personal care, and other expenses on a monthly basis. The fixed monthly payment for a foster child is determined solely by the age of the child. A child’s basic maintenance rate will increase when the child reaches the age of 5, 12, and 15. The higher rate is effective on the date on which the birthday occurs. Because the rate is based on the needs of each child, it may also include extra payments (supplemental and exceptional payments) in addition to a basic maintenance rate.</p> <p>Note: No monthly payment for the combined basic maintenance, supplemental, and exceptional rates may exceed \$2,000.</p>
Batch	<p>A batch is a program that is assigned to run without further user interaction. Batch jobs run in the background and produce data (such as payments or checks) and reports.</p>
Calc Ongoing payments	<p>Recurring payments generated by the “Calc Ongoing” batch. These payments are most often generated for out of home placements, such as foster homes, Treatment Foster Homes, Kinship etc. One time payments and Overpayment Adjustments are also picked up by the “Calc Ongoing” batch. Calc Ongoing automatically pro-rates for partial month periods, and generates overpayments automatically when appropriate. Services that use the “Calc Ongoing” batch to generate payments will do so until a closing date has been entered.</p>
Cancelled	<p>A status indicating that a piece of case work or provider work is no longer valid. Generally this is related to Checks, Payments, or Overpayments.</p>
Check	<p>A Check may consist of one or several different Payments and Overpayment Adjustments.</p> <p>Pending: This is the first stage in the check process. Checks remain appear in a pending status immediately after the “Calc Ongoing” batch runs. They will remain in this status until the “Pre-Audit” batch runs, which moves a check from a Pending status to an In Process status.</p> <p>Note: When a check is in a “Pending” status you may cancel or stop this check or any associated payments.</p> <p>In Process: This is the 2nd stage in the check process. A check that is in the In Process status is assumed to be correct in its makeup. The check was not cancelled in the pending stage and is waiting to be printed and mailed.</p> <p>Note: The check status will remain “In Process” until a check number and check date is applied to that check. Once a check number and date is recorded for that check the status will move from “In Process” to “Outstanding.”</p> <p>Outstanding: This is the final stage in the check process. A check that is in an “Outstanding” status has check numbers and dates recorded. The check number and check date correspond with the actual check number and the date of the actual check processing.</p> <p>Note: Once a check has reached an “Outstanding” status it can be used for reimbursement in Trust Accounts, and will ultimately be figured into the IV-E claiming calculations.</p>

Term	Definition
Cost of care	The total cost to a county for a child's placements and other services. Counties have discretion regarding what types of services that they document as paid outside of the standard paid placement service and associated rate setting.
Exceptional Rate	<p>An additional monthly payment for a child's care where the needs of the child require more from the provider warranting a rate paid above the basic maintenance and supplemental payments. The additional payment is being provided in order to ensure the child's needs in the foster home are met and to prevent placement in a more restrictive setting.</p> <p>Note: No monthly payment for the combined basic maintenance, supplemental, and exceptional rates may exceed \$2,000.</p>
Outstanding	<p>A status related to Checks and Overpayments. For Checks, an outstanding status means check numbers have been recorded as the check has been printed and mailed. When a check is in an Outstanding status the payments that make up the check can be used in the State's IV-E claiming calculations.</p> <p>Note: A little twist in thinking, for Overpayments, an outstanding status means that the Overpayment is true and has not been repaid.</p>
Parent Agency	The agency that is responsible for the licensing and supervision for a home provider, most often associated to a Treatment Foster Home. In eWiSACWIS, all payments made to a home provider that is associated with a "not-for-profit" parent agency go directly to the parent agency. That parent agency is then responsible for paying the home provider. If the parent agency is "for-profit" then the payment is split: the provider receives their foster payment and the parent agency receives their appropriate amount.
Payee	<p>The provider receiving payment. In most Foster Home scenarios the "Placement Provider" and the "Payee" are one in the same. However, in Treatment Foster Homes, Group Homes, or RCCs the "Placement Provider" often is governed by a Parent Agency or a Child Placing Agency that is responsible for receiving the payment. In these scenarios the "Placement Provider" and the Payee will differ.</p> <p>It is important to realize that all payment and check data will reflect under the Payee.</p>
Payment	<p>A payment will consist of the Basic Maintenance, Supplemental, Exceptional, and Administrative costs for a particular child and provider. There can be several payments attached to one check. In essence, the payment comes before the check. Visually, payments are reflected several different ways:</p> <ul style="list-style-type: none">  This icon indicates that the payment is not attached to a check. You will see payments recorded like this for one-time payment requests that have not been picked up by a check batch, or for "Episode Driven Payments" (Zero-dollar payments) for Group Homes, RCC, and some Wraparound Payments.  This icon illustrates a payment that is attached to a check. Following this icon will be two hyperlinks, the first will be the hyperlink for the payment and the second will be the link for the check that the payment is attached to.  This icon describes an overpayment, which can also be thought of as a negative one-time payment.
Placement Provider	The provider where the child is physically resides for care.