



Wisconsin Shares

CSAW User Guide
Issuance Management

February 2016

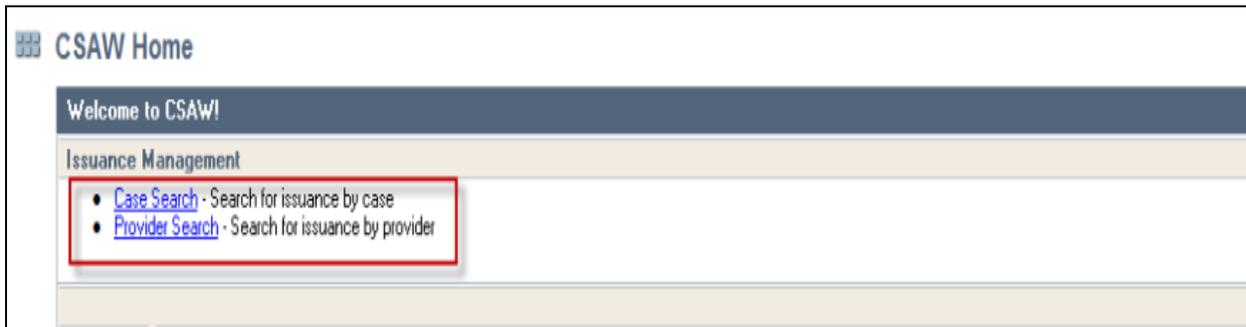
Division of Early Care and Education

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Issuance Management

On the CSAW home page, select the Issuance Management link located on the blue menu bar.



Search issuance by case or by provider.

Navigation

On the left side of the screen, a navigation menu also displays links to Issuance Management pages by Case and by Provider.



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

Searching for Issuance Information

Search by Case

By selecting **Case Search** you may search by case number, name, SSN or PIN.

The screenshot shows a web form titled "Search for Case". At the top, there is a "Search Criteria" section. Under "Name search method", there are three radio buttons: "Start With" (which is selected), "Sounds Like", and "Exact". Below these are five input fields: "Case Number", "First Name", "Last Name", "SSN", and "PIN". At the bottom right of the form is a button labeled "Search >".

When an exact match is found the Case Issuance History page will display. The most recent six months is always displayed, but you can select any six month period. This page defaults to display issuance by attendance periods; you may change this to search by issuance dates.

If any possible matches are found, the Search page will be re-displayed with a Search Results section listing all of the possible matches.

If no matches are found, the Search page is re-displayed with an informational message.

Case Issuance History

The default display is to show issuance by attendance period, but you may also search by issuance date.

Case Issuance History

Case Issuance History

Search Period

Search By * Search By Attendance Search By Issuance

Start Date * 9/11/2012

End Date * 3/11/2013

Search >

Case Details

Case # 1700470019 Agency Dane County

Primary Person Chevy Silverado

Case Issuance History for the Case from 09/11/12 to 03/11/13

Issuance Date	Attendance Begin Date	Child's Name	Payment Type	Hours Paid	Gross Amount	YoungStar Amount	Net Amount	Provider #	Attended Locn #	Issuance Status	Ovrd
01/12/13	12/30/12	Sten Silverado	Regular	20	\$113.00	\$28.25	\$141.25	8800039458	001	Issued	No
01/12/13	12/23/12	Sten Silverado	Regular	22	\$124.30	\$31.07	\$155.37	8800039458	001	Issued	Yes
12/29/12	12/16/12	Sten Silverado	Regular	20	\$113.00	\$28.25	\$141.25	8800039458	001	Issued	No

Clicking on the Issuance Date field will display the **Issuance Details** for that payment. Clicking on the Gross Amount will display the **Gross Amount Calculation Details** page. Clicking on the YoungStar Amount will display the **YoungStar Amount Calculation Details**. Clicking on the provider number will display **Provider Issuance History**. Each of these screens will be described later in this user guide.

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

Case Issuance History	
Field Name	Description
Search by	Select whether you would like to search by Attendance dates or by Issuance dates. The search is defaulted to display issuances by Attendance dates.
Start Date	Start Date will default to six months prior to today's date. This date can be any date in the past. The search period cannot exceed six months.
End Date	The End Date will default to the current date; however this can be changed to a past date. The search period cannot exceed six months.
Issuance Date	Displays the actual date of issuance. By clicking this date, the Issuance Details page for the specific issuance is displayed.
Attendance Begin Date	Displays the begin date of the attendance period included in the issuance.
Child's Name	Displays the name of the child the payment was for.
Payment Type	Potential values under this heading are: Attendance Positive/Negative Adjustment. This value will display if the issuance consisted of positive (or negative) adjustment without any other payments.
Hours Paid	Displays the total number of hours paid for a week. If the authorization

	is based on enrollment, the number of authorized hours displays in the Hours Paid field unless an override was done to grant additional hours. In that case, the total of authorized hours and override hours displays. If the authorization is based on attendance, the number of hours attended, including additional hours granted by override, displays.
Gross Amount	The Wisconsin Shares reimbursement before the YoungStar adjustment.
YoungStar Amount	The YoungStar adjustment based on the provider's Star rating.
Net Amount	The Gross Amount + the YoungStar Amount
Provider Number	Displays the provider whom the payment was made to. The link takes the user to Issuance History page on provider level.
Attended Location	Displays the site where the child attended. The link takes the user to Provider Issuance History page for that location only.
Issuance Status	Displays the status of issuance. The values are: Cancelled Cashed Out Intercept approved Intercept requested Issued Partial return Re-issued or re-mailed Released for re-issue Returned Stop payment requested.
Ovrd	The Yes or No indicates whether an override has been completed to allow additional payment for an attendance period.

Gross Amount Calculation Details

This screen explains how a payment for a specific child was calculated. This screen does not include the YoungStar adjustment. The page is organized in 3 sections:

- 1) Standard issuance,
- 2) Override (this section is displayed only if an override was entered),
- 3) School bank hours (this section is displayed only if school bank hours were entered).

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

Gross Amount Calculation Details	
Gross Amount Calculation Details	
Case Details	
Case #	1700470019
Agency	Dane County
Primary Person	Chevy Silverado
Location Details	
Provider #	8800039458
Location #	001
Provider Name	Patty Cake Day Care
Location Name	Patty Cake 1
Phone #	(608) 231-2632
Address	123 Main St Anytown WI 45454
Authorization Details	
Pin #	1101188910
Child's Name	Sten Silverado
DOB	01/24/2008
Authorization Type	Attendance
Authorization #	8800297158
Attendance Week	12/2/2012
Authorization Rate Type	Regular
Category Code	Licensed Group
Special Needs Indicator	No
Gross Amount Calculation Details	
Issuance type	Standard Issuance
Authorized Hours	20
Authorization Amount	\$5.65
Hourly Rate	N/A
Regular Attendance Hours	23
Maximum Payable Hours	20
Issuance Amount for Regular Hours	\$113.00
Override Calculation	
Override Status	Yes
Additional Authorized Hours	3
Cutoff	35-50
Additional Hours up to Cutoff	3
Rate	\$5.65
Additional Amount up to Cutoff	\$16.95
Total Amount up to Cutoff	\$129.95
Provider Price Ceiling	\$300.00
County Weekly Ceiling	\$198.00
Override Amount up to Cutoff (After ceiling applied)	\$129.95
Additional Hours Over the Cutoff	0
Additional Amount Over the Cutoff	\$0.00
Issuance Amount with Override	\$129.95
Amount Paid for Override	\$16.95
Total Gross Amount (Regular+Override+School)	\$113.00 + \$16.95 + \$0.00 = \$129.95
Final Gross Amount	\$129.95

This is a part time authorization

An override was done so the provider can be paid for 3 additional hours

3 hrs x \$5.65 = \$16.95

irrelevant in this case because the new amount with the override is less than both of these.

This example does not display a school bank override, but the principle is the same. Below are the key fields on this page:

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

Issuance Type	Standard issuance (this is issuance for the regular hours). Worker entered issuance (worker override); or zero Issuance.
Authorized Hours	The number of hours the child is authorized per week
Authorization Amount	For attendance based authorizations (including 0-hour auths), this field shows the hourly amount. For enrollment-based authorizations the weekly amount is displayed.
Hourly Rate	If the authorization is attendance-based, the hourly rate is displayed here.
Regular Attendance Hours	The total number of hours the child attended.
Maximum Payable Hours	The total number of hours that can be paid based on the authorization.
Issuance Amount for Regular Hours	The total amount paid for the regular hours
Override Calculation	This section displays details on an override calculation (if an override exists)
Override Status	A “yes” will display if an override has been done
Additional Authorized Hours	This is the difference between the attended hours and the authorized hours.
Cutoff	35 to 50 hours for part time authorizations; hours more than 50 for full time authorizations
Additional Hours up to Cutoff	This is the number of hours between the authorized hours and the cutoff; this is the number of hours that can be paid.
Rate	The rate the overridden hours will be paid. Note: For attendance based authorizations, this override rate is the same as the authorized hourly rate. For enrollment based authorizations, the override rate can be considerably lower than the authorized hourly rate on the Authorization Details screen. To calculate the authorized hourly rate, the weekly total is divided by the divisor (35). The hourly rate on the override screen is calculated by the weekly authorization amount divided by Authorized Hours.
Additional Amount up to Cutoff	The amount that will be paid for the additional hours. This applies only to overrides authorizations for less than 35 hours per week. The amount displayed is the difference between the payment for 35 hours and the amount for the normally authorized hours. This is the maximum that can be paid with the override.
Total Amount up to Cutoff	For part-time authorizations, this is the overridden amount plus the normally authorized amount. For full-time authorizations, this is the same amount as the weekly amount.
Provider Price Ceiling	Applies to licensed providers only. This is the weekly amount, the provider charges private pay clients.
County Weekly Ceiling	The maximum rate that the county/tribe pays for the age group. The maximum rates can be found at http://dcf.wisconsin.gov/childcare/wishares/rates.htm .
Override Amount up to Cutoff (after ceiling applied)	This is the amount to be paid for the override. Remember the override is capped at the weekly ceiling or provider price which ever is lower. The possibility of 'total amount up to cutoff' exceeding weekly ceiling or provider private price is rare.
Additional Hours	This is the number of hours over 50 that will be paid for. Limited to 75

Over the Cutoff	hours per week.
Additional Amount Over the Cutoff	This is the amount paid for hours over 50. (Override Hourly Rate x Additional Hours over the Cutoff)
Amount Paid for Override	The total amount paid for the override.
School Hours Calculation	This section shows calculation details for school bank hours.
Issuance Amount for Regular	The total paid for regular hours.
School Hours	Number of school bank hours entered.
Rate	The hourly rate the school bank hours are paid.
School Closed Amount	The amount paid for the school bank hours. Rate x Hours.
Regular + School Closed Amount	Regular issuance amount + School bank hours Amount.
Provider Price Ceiling	Applies to licensed providers only. This is the weekly amount, the provider charges private pay clients. If the provider ceiling is not used (certified providers), a 'NA' will display.
County Weekly Ceiling	The maximum rate that the county/tribe pays for the age group. The maximum rates can be found at http://dcf.wisconsin.gov/childcare/wishares/rates.htm . Note: If the county ceiling is not used, a 'NA' will display.
Amount after ceiling applied	Regular + School bank amount after ceiling is applied.
Amount paid for School Closed Hours	The school bank hours are only paid up to the ceiling. This is the difference between the ceiling and the amount paid for the regular hours. If the child attends more than 50 hours, an override for hours beyond 50 will need to be entered.
Total Issuance Amount	Regular + Override + School Bank.
Final Paid Amount	The total of the above.

YoungStar Amount Calculation Details

From the Case Issuance History page click on the YoungStar Amount link to go to the YoungStar Amount Calculation Details page. This page displays the YoungStar amount for the case for the specific issuance.

Case Issuance History [Printable View](#)

Case Issuance History

Search Period

Search By * Search By Attendance Search By Issuance

Start Date * 11/15/2012

End Date * 5/15/2013

Case Details

Case # 1700470019 **Agency** Dane County

Primary Person Chevy Silverado

Case Issuance History for the Case from 11/15/12 to 05/15/13

Issuance Date	Attendance Begin Date	Child's Name	Payment Type	Hours Paid	Gross Amount	YoungStar Amount	Net Amount	Provider #	Attended Locn #	Issuance Status	Ovrd
05/04/13	03/24/13	Sten Silverado	Regular	35	\$191.80	\$47.95	\$239.75	8800039458	001	Issued	No
05/04/13	03/17/13	Sten Silverado	Regular	35	\$191.80	\$47.95	\$239.75	8800039458	001	Issued	No
04/27/13	03/10/13	Sten Silverado	Regular	35	\$191.80	\$47.95	\$239.75	8800039458	001	Issued	No

To find detailed information regarding the YoungStar Amount click on the hyperlink to display the YoungStar Amount Calculation Details.

YoungStar Amount Calculation Details [Printable View](#)

YoungStar Amount Calculation Details

Case Details

Case # 1700470019 **Agency** Dane County

Primary Person Chevy Silverado

Location Details

Provider # 8800039458 **Location #** 001

Provider Name Patty Cake Day Care **Location Name** Patty Cake 1

Phone # (608) 231-2632 **Address** 123 Main St
Anytown WI 45454

Authorization Details

Pin # 1101188910 **Child's Name** Sten Silverado

DOB 01/24/2008 **Authorization Type** Attendance

Authorization # 3800297203 **Attendance Week** 3/24/2013

Authorization Rate Type Regular **Category Code** Licensed Group

Special Needs Indicator No

YoungStar Amount Calculation Details

Current Net Amount (5 Stars) \$239.75

Gross Amount \$191.80

Percentage Applied 25%

YoungStar Amount \$47.95

Net Amount \$239.75

YoungStar Adjustment Amount \$47.95

Search by Provider

By selecting **Provider Search** you may search by provider number and location number, tax ID number, or facility ID; or by provider name, business name, or payee name.

Search

Search For a Provider

Search Criteria

Advanced Search Check this box to get a listing of crossmatches based on the Business and Individual Name.

Display All Locations Check this box to include invalid locations in the search results.

Provider Number (Enter 10 Digits)

Location Number

Tax ID Number (Enter 9 Digits)

Facility ID

Name search method Starts With Sounds Like Exact

First Name

Last Name

Business Name

Location Name

Payee Name

[Search by Location Address](#)

When an exact match is found the Provider Issuance History page will display. The most recent six months is always displayed, but you can select any six month period. You may search by Attendance dates or by Issuance dates.

If any possible matches are found, the Search page will be re-displayed with a Search Results section listing all of the possible matches.

If no matches are found, the Search page is re-displayed with an informational message.

Provider Issuance History

This page displays the history of issuances for an individual provider. If a provider has multiple sites, issuances from all sites are listed here. The page default displays all issuances within the last six months. Past issuance can be viewed by changing the Issuance Begin Date to a desired date. This page has a printable view, which can be selected to view the page that shows all issuance specific information without the search fields, the CSAW header, or menu.

To access this page, search with the provider number; the Provider Issuance History page will display.

Provider Issuance History

Provider Issuance History

Search Period

Issuance Begin Date * 9/25/2012 This defaults to the most recent six months and can be changed to any past date.

Issuance End Date Select a check amount to see Deduction Details.

Select an issuance to see Issuance Details. Search >

Provider Location Details

Provider # 8800039458 Provider Name Patty Cake Day Care

Location # 001 Location Name Patty Cake 1

Provider Issuance History from 09/25/12

Issuance #	Issued Locn #	Check #	Check/EFT Date	Gross Amount	YoungStar Amount	Net Amount	Check Amount	Issuance Status	Status Reason	Status Date	Payment Method	Return Method
080009320	001			\$10.00	\$0.00	\$10.00	\$10.00	Issued		03/16/13	Check	
580039095	001			\$757.81	\$189.43	\$947.24	\$947.24	Issued		01/12/13	Check	
780039047	001			\$716.76	\$179.18	\$895.94	\$895.94	Issued		12/29/12	Check	
180039001	001			\$1,273.11	\$183.90	\$1,457.01	\$1457.01	Issued		12/22/12	Check	
				\$1,017.71	\$254.40	\$1,272.11	\$1272.11	Issued		12/15/12	Check	
				\$904.00	\$226.00	\$1,130.00	\$1130.00	Issued		12/15/12	Check	
				\$194.40	\$19.44	\$213.84	\$213.84	Issued		12/15/12	Check	
				\$477.75	\$133.42	\$611.17	\$611.17	Issued		12/08/12	Check	

Select an amount to see the YoungStar Amount Summary

Please refer to the YoungStar Amount Summary page later in this user guide for further information regarding the YoungStar Amount.

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

Provider Issuance History	
Field Name	Description
Issuance Begin Date	Issuance Begin Date is a mandatory field. It will default to a date six months in the past but can be changed to any past date.
Issuance End Date	Issuance End Date is not mandatory, and if not specified the search will be to the current date. The time frame on this page is not restricted to six months like it is on the case issuance history.
Issuance Number	Displays the number for a specific issuance. By clicking this number, the Issuance Details page for the specific issuance will display.
Location Number	Displays the site/location to which the payment was made.
Check Number	This is the number that identifies the check.
Check/EFT Date	This is the date of payment for the check or EFT.
Gross Amount	The gross payment amount.
YoungStar Amount	The adjustment that is based on the YoungStar rating (may be a positive or negative amount).
Net Amount	Gross Amount + YoungStar Amount.
Check Amount	The amount of the check or EFT.
Issuance Status	If the payment has been made this field will say, "issued."
Status Reason	For a status other than issued, a reason displays as follows:

	Cancelled (Only state staff can cancel issuance.)
Status Date	The date associated with the current status.
Payment Method	Check or EFT will be displayed.
Return Method	If issuance was returned, the method of return will be displayed. Values are: check or cash.

Deduction Details

To access this page, click on a Check Amount from the Provider Issuance History page. This page displays deductions for the specific issuance date.

Provider Issuance History													
Provider Issuance History													
Search Period													
Issuance Begin Date *		11/13/2012											
Issuance End Date													
Search >													
Provider Location Details													
Provider #	8800039458			Provider Name	Patty Cake Day Care								
Location #	001			Location Name	Patty Cake 1								
Provider Issuance History from 11/13/12													
Issuance #	Issued Locn #	Check #	Check/EFT Date	Gross Amount	YoungStar Amount	Net Amount	Check Amount	Issuance Status	Status Reason	Status Date	Payment Method	Ret Met	
580039485	001			\$263.73	\$95.90	\$359.63	\$359.63	Issued		05/04/13	Check		
080039460	001			\$3,433.28	\$858.31	\$4,291.59	\$4291.59	Issued		04/27/13	Check		
080039320	001			\$10.00	\$0.00	\$10.00	\$10.00	Issued		03/16/13	Check		
580039095	001			\$757.81	\$189.43	\$947.24	\$947.24	Issued		01/12/13	Check		
780039047	001			\$716.76	\$179.18	\$895.94	\$895.94	Issued		12/29/12	Check		

Deduction Details			
Issuance Details			
Provider Details			
Provider #	8800039458	Provider Name	Patty Cake Day Care
Tax #	82-3232522	Tax Indicator	FEIN
Issuance Summary			
Issued Location #	001	Issued Location Name	Patty Cake 1
Issuance #	580039095	Issuance Date	01/12/2013
Check #		Check/EFT Date	
Payment Method	Check	Issuance Amount	\$947.24
Issuance Status	Issued	Status Date	01/12/2013
Issuance Status Reason		Check Amount	\$947.24
Deductions			
Type	Effective Date	Amount	
Issuance Amount	01/12/13	\$947.24	
<input type="text"/>			If there is a deduction it will be displayed here.
Check Amount		\$947.24	

YoungStar Amount Summary

To see the YoungStar Amount Summary, from the Provider Issuance History page, click on the YoungStar Amount; this will display the YoungStar adjustment for that particular issuance.

YoungStar Amount Summary						
YoungStar Amount Summary						
Provider Details						
Provider #	8800039458	Provider Name	Patty Cake Day Care			
Tax #	82-3232522	Tax Indicator	FEIN			
Issuance Summary						
Issued Location #	001	Issued Location Name	Patty Cake 1			
Issuance #	580039485	Issuance Date	05/04/2013			
Check #		Check/EFT Date				
Payment Method	Check	Issuance Amount	\$359.63			
Issuance Status	Issued	Status Date	05/04/2013			
Issuance Status Reason		Check Amount	\$359.63			
YoungStar Amount Calculation Details						
	YoungStar Amount(Retroactive)	\$0.00				
	YoungStar Amount(Current)	\$95.90				
	YoungStar Amount(Total)	\$95.90				
YoungStar Amount Details(Current)						
Attendance Week	Base Subsidy Amount	Star Level	Percentage Applied	YoungStar Amount	Previous Adjustments	Net YoungStar Amount
03/24/13	\$191.80	5 Stars	25%	\$47.95	\$0.00	\$47.95
03/17/13	\$191.80	5 Stars	25%	\$47.95	\$0.00	\$47.95
<input type="button" value="Return to the Previous Page"/>						

Caregiver Background Check (CBC) Fees

Licensed Child Care providers have the option to have these fees deducted from the Wisconsin Shares payments. If the provider wishes to have the CBC fees deducted from the subsidy payment, they must complete the Permission form at <http://dcf.wisconsin.gov/forms/pdf/2569.pdf> and return it to the DCF Background Check Unit in the address provided on the form.

Deduction Details	
Field Name	Description
Issuance Details Section	Includes Provider Number, Tax ID and Type, and Provider name.
Issuance Summary Section	Displays detailed information on the Issuance. See Issuance Details page for explanations.
Issuance Amount	Total Issuance is equal to the New Issuance Amount plus any positive adjustments, minus any negative adjustments. The section also shows the Date and Amount of the Issuance.
Type	Describes the deduction, such as the Background Check fee(s).

Payment Summary

Select the Payment Summary link from the Provider Issuance menu on the left side of the page.

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

This page defaults to the current year. To view past years, change the “From Year” date to the desired year. Payment information for up to three years can be displayed.

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

Payment Summary

Payment Summary

Search

From Year * 2013 ▾

To Year * 2013 ▾

Search >

Provider Details

Provider #	8800039458	Provider Name	Patty Cake Day Care
Tax #	82-3232522	Tax Indicator	FEIN

Payment Summary from year 2013 to year 2013 as of 03/14/2013

Year	Quarter	Total Gross Amount	Total YoungStar Amount	Net Amount	Total Check Amount
2013	1st Quarter(Jan-Mar)	\$757.81	\$189.43	\$947.24	\$947.24
2013	Annual Totals	\$757.81	\$189.43	\$947.24	\$947.24

Issuance Summary

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

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

Issuance Summary

Issuance Summary			
Provider Details			
Provider #	3800036563	Provider Name	Randy's Group Care, Inc
Tax #	66-5555555	Tax Indicator	FEIN
Summary			
Issuance #	580037785		
Issuance Date	03/10/2012		
Payment Method	Check		
Check #			
Check/EFT Date	03/12/2012		
Check/EFT Amount	\$442.45		
Issuance Amount	\$442.45		
Issuance Status	Issued		
Status Date	03/10/2012		
Issuance Status Reason			
Issuance Address	123 Main St Anytown WI 52222		

Issuance Details

Select Issuance Details from the Issuance menu at the left side of the screen. Use this page to display details of a selected issuance to a provider location. This page also has a Printable View which will display the same information without the CSAW header or menu.

Issuance Details									
Issuance Details									
Provider Details									
Provider #	3800036563	Provider Name	Randy's Group Care, Inc						
Tax #	66-5555555	Tax Indicator	FEIN						
Issuance Summary									
Issued Location #	001	Issued Location Name	Randy's Group Care-Accr						
Issuance #	580037785	Issuance Date	03/10/2012						
Check #		Check/EFT Date	03/12/2012						
Payment Method	Check	Issuance Amount	\$442.45						
Issuance Status	Issued	Status Date	03/10/2012						
Issuance Status Reason		Check Amount	\$442.45						
Payment Details									
New Issuance Amount			\$442.45						
Positive Adjusted Amount			\$0.00						
Negative Adjusted Amount			\$0.00						
YoungStar Amount			\$0.00						
Total Issuance			\$442.45						
Check Amount			\$442.45						
Issuance Details									
Case #	Child's Name	Attended Locn #	Attendance Begin Date	Payment Type	Gross Amount	YoungStar Level	YoungStar Amount	Net Amount	Returned Amount
1700525719	Little Smith	001	02/19/12	Regular	\$91.95	Not Rated	\$0.00	\$91.95	\$0.00
5700524651	Leona Gunsdells	001	02/26/12	Regular	\$175.25	Not Rated	\$0.00	\$175.25	\$0.00
5700524651	Leona Gunsdells	001	02/19/12	Regular	\$175.25	Not Rated	\$0.00	\$175.25	\$0.00

This page displays when you click on an issuance number on Provider Issuance History. Key fields on this page:

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

	Total issuance.
Returned amount	Any portion of the issuance that has been returned displays here
Issuance Details Section	This section of the page displays details about the individual payments.
Case Number	This identifies a case number for which an issuance was made.
Child's Name	This is the child for whose authorization the issuance was made.
Attended Location #	This identifies the specific location of the provider
Attendance Begin Date	This shows the attendance begin date associated with the issuance.
Payment Type	This is the type of payment (positive or negative adjustment, Attendance, etc.).
Gross Amount	This is the payment amount before the YoungStar adjustment.
YoungStar Level	This is the star rating during the attendance period.
YoungStar Amount	This is the amount that the issuance was adjusted based on the YoungStar rating.
Net Amount	This is the total amount of the payment. Gross Amount + YoungStar Amount = Net Amount. Negative numbers are shown in parentheses.
Returned Amount	Any portion of the issuance that has been returned displays here.

Provider Location Comments

Provider comments are available in the Provider Management module, but this is a useful component to be aware of regarding Issuance Management. Record important notes regarding a provider location here.

The screenshot displays the 'Location Comments' interface. On the left, the 'Provider Menu' and 'Comments' options are highlighted with red circles. The main area shows details for a provider (Provider # 3800036813, Provider Name: Sugar And Spice Day Care) and a location (Location # 003, Location Name: Sugar And Spice Day Care). A text input field for 'Add Subsidy Comments' contains a red-bordered box with the instruction: 'Always record comments regarding payment adjustments, reversals and returns. Click the Add button to save your comments.' Below the text field is an 'Add >' button. At the bottom, a table header for 'Comments' is visible, with columns for Group, Entered Date, Entered By, Type, and Comments.

Provider Payment Adjustments

The payment adjustment screen is used to record positive and negative adjustments. To access this screen, select the Issuance History screen in the Provider Menu shown in the screen shot below.

The screenshot shows the CSAW (Child Care Statewide Administration on the Web) interface. The top navigation bar includes links for Provider Management, Authorization Management, Issuance Management, PIES - Payment Adjustment Management, Report Management, Announcements, and Administration. The left sidebar, titled 'Provider Menu', contains various options, with 'Issuance History' highlighted in a red box. A red arrow points from this link to the main content area. The main content area is titled 'Modify Provider Location' and displays the following details:

Modify Provider Location			
Provider Location Details			
Provider #	2800039412	Provider Name	Abc Child Care
Location #	001	Location Name	Anna's Kid Care, 4-Star, LFAM
Facility Details			
Facility Number	1122341	Facility Name	Annas Facility
Licensor Name	Ole Officemanager	Certifier Name	Pzmkee Certifier
Location Address			
Location Name *	<input type="text" value="Anna's Kid Care, 4-Star, LFAM"/>		
Street Number	123		
Unit			
Direction			
Street/Rural Rt/Box# *	Ann St		
Suffix			
Quadrant			
Apt#			
Address Line 2			

This will bring you to the Issuance Menu. Select the **Payment Adjustment** link from the left column menu.

Positive adjustments will be added to the next scheduled issuance to a provider, if the provider has future issuances scheduled. Negative adjustments will be recouped from future issuances.

Payment adjustments must be attached to a specific child for a specific attendance period. Use the **Provider Payment Adjustment** search screen to find the attendance period and child for which the adjustment needs to be made.

Provider Payment Adjustment

Provider Payment Adjustment

Search Criteria

Please click on Search button if you are changing the search criteria. Do not press Enter key.

Location #

Attendance Date * 3/2/2013 Search for the correct Attendance Week

Case # (Enter 10 Digits) Enter the Case Number

Provider Details

Provider # 2800039412 Provider Name Abc Child Care
 Tax # 13-3365252 Tax Indicator FEIN

Provider Payment Adjustments for the Attendance Period 02/17/13 - 03/02/13

Attd Week	Regular Sch Hours	Issuance Registration Amount	Adjusted Positive Amount	Adjusted Negative Amount	Total Issuance	Collection Balance	Adjustment Amount	Adjustment Reason	Adjustment Category
Enter the negative adjustment with minus(-) sign before the amount.									
Case # 8150738183 Child's Name: Alex Spring Location # 001 Authorization # 2800297192									
02/17/13 25	00	\$123.50	\$0.00	\$6.17	\$0.00	\$129.67	\$0.00	<input type="text"/>	<input type="button" value="v"/>

Entering New Positive Adjustments

Positive adjustments may be required when an error was made by the agency, provider, or the system that resulted in the provider receiving payment for a lesser amount than should have been. Use the PIES module of CSAW to calculate the adjustment amount.

Attendance-Based Authorizations:

- A cap occurs on payment adjustments on attendance-based authorizations [the authorized hours] x [the hourly payment as listed in authorization details page in CSAW].
 - Example: The facility reports a child's attendance at one (1) hours at a rate of \$3.00 per hour; therefore \$3.00 was issued to the provider. The child had an attendance-based authorization for 20 hours; therefore, the provider should have reported 20 hours of attendance. A positive adjustment is made for \$57.00 (19 hours x \$3.00 per hour).
- Any positive adjustments for attendance-based authorizations higher than [authorized hours] x [the hourly rate] require use of the of SAC code.

Enrollment-Based Authorizations:

- A cap occurs on payment adjustments for enrollment-based authorizations at the weekly payment amount as listed in the authorization details page in CSAW.
 - Example: The facility reports a child's attendance at zero (0) hours of a 25-hour enrollment-based authorization; therefore, \$0.00 was issued to the provider. The provider should have reported 25 hours of attendance for a weekly payment amount of \$86.25. A positive adjustment is made for \$86.25.
- Positive adjustments for enrollment-based authorizations higher than the weekly payment amount as listed on the authorization details page in CSAW require use of the SAC code.

The payment will be made at the next issuance cycle; if there are no future scheduled issuances, a separate check will be issued for positive adjustments.

Positive Adjustment Reason Codes

Code	Description
ABS	Approved Absence 30 or more days in the past
CIS	CSAW calculated the incorrect issuance
OPA	On-line provider entered wrong hours of attendance
PAT	Provider entered wrong hours of attendance
PCA	Provider category change reported late
SAC	Supervisor Authorized correction; Super-Users must use this code when the adjustment is higher than [auth. hrs.] x [hr. rate] for an attendance-based authorization and when the adjustment amount is higher than the weekly payment amount as listed on the authorization details page in CSAW for an enrollment-based authorization.
SPL	Positive Adjustment – Special Circumstance; this code must be used for special needs authorizations that exceed \$900 per week or \$600 per week for regular authorizations. (This privilege is not available in Profile G)
WAD	Worker entered wrong adjustment amount
WAT	Worker entered wrong attendance
WAU	Worker authorized incorrect hours
WCA	Worker entered wrong provider category
WCO	Worker used incorrect copayment type
WOV	Worker entered wrong override / hours paid
WRA	Worker entered wrong provider rates
WRE	Worker entered wrong relative status
WSP	Worker entered wrong special rate

Adjustment Category

Adjustment Category Code	Description
AE	Agency Error, recouped at 10%
IV	Intentional Program Violation, recouped at 50%
PE	Provider Error, recouped at 25%

Entering a New Negative Adjustment

Use the same screen to enter a negative payment adjustment. **Remember to put a minus sign in front of the dollar amount or you will create a positive adjustment.**

Provider Payment Adjustment

Search Criteria

Please click on Search button if you are changing the search criteria. Do not press Enter key.

Select the Attendance Week

Location #

Attendance Date *

Case # (Enter 10 Digits)

Enter the Location Number if the provider has more than one location

Enter the Case Number

Provider Details

Provider #	2800039412	Provider Name	Abc Child Care
Tax #	13-3365252	Tax Indicator	FEIN

Provider Payment Adjustments for the Attendance Period 02/03/13 - 02/16/13

Attd Week	Regular Sch Hours	Issuance Amount	Registration Fee	Adjusted Positive Amount	Adjusted Negative Amount	Total Collection Balance	Adjustment Amount	Adjustment Reason	Adjustment Category
Enter the negative adjustment with minus(-) sign before the amount.									
		Case # 8150738185		Child's Name: Alex Spring		Location # 001		Authorization # 2800297192	
02/03/13	25	00	\$123.50	\$0.00	\$6.17	\$0.00	\$129.67	\$0.00	<input type="text"/>
02/10/13	25	00	\$123.50	\$0.00	\$6.17	\$0.00	\$129.67	\$0.00	<input type="text"/>

Negative adjustments are necessary when an overpayment has occurred and a recovery is needed. When the provider has ongoing authorizations, negative adjustments are offset by ongoing issuances.

Negative Adjustment Reason Codes

Code	Description
CIS	CSAW calculated the incorrect issuance
CNA	Correction to negative adjustment
OPA	On-line provider entered wrong hours of attendance
PAT	Provider entered wrong hours of attendance
PCA	Provider category change reported late
PST	Provider failed to report that child stopped attending
WAD	Worker entered wrong adjustment amount

WAT	Worker entered wrong attendance
WAU	Worker authorized incorrect hours
WCA	Worker entered wrong provider category
WCO	Worker used incorrect copayment type
WOV	Worker entered wrong override/hours paid
WRA	Worker entered wrong provider rates
WRE	Worker entered wrong relative status
WSP	Worker entered wrong special rate

Adjustment Category

Adjustment Category Code	Description
AE	Agency Error, recouped at 10%
IV	Intentional Program Violation, recouped at 50%
PE	Provider Error, recouped at 25%

Negative adjustments can not be greater than the amount of the issuance for the attendance period you are working with.

If a provider has multiple locations and the specific location from which a negative adjustment needs to be made is no longer active, the provider's active location(s) will be assessed the negative adjustment. If a provider no longer has any active locations, the overpayment is entered into CARES mainframe screen CCBV, and the child care benefit recovery process will occur through the Public Assistance Collections Unit.

Multiple Overpayment Types

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

For example, a provider has a \$500 overpayment due to provider error and also has a \$1000 overpayment due to agency error. CSAW will automatically recoup up to 25% of the provider's issuance until the \$500 has been paid; after that, the recoupment will go down to 10% of the issuance amount.

Below is the list of key fields included on the Provider Payment Adjustment page:

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

Provider Details	
Field Name	Description
Provider #	This field displays the provider that you are working with.

Provider Name	This field displays the Provider Name.
Provider Tax #	This field displays the Provider's Tax ID.
Tax Indicator	This field displays the type of Tax ID the provider uses.

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

Payment Adjustment Details

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

To access this page, click on the Pencil icon to modify the entries on the Payment Adjustment page.

Payment Adjustment Details

Payment Adjustment Details						
Provider Location Details						
Provider # 2800039412	Provider Name Abc Child Care					
Location # 001	Location Name Anna's Kid Care, 4-Star, LFAM					
Case Details						
Case # 8150738185	Agency Milwaukee County					
Primary Person Jada Spring						
Child Details						
Child's Name Alex Spring	DOB 06/01/2008					
PIN 8584801855	SSN 854-74-1041					
Adjustment Details for Attendance Period - 2/17/2013 to 2/23/2013						
Adjustment Created Date	Adjustment Amount	Adjustment Reason	Adjustment Category	Delete	Updated Date	User ID
03/09/13	\$6.17	Youngstar Initial Adjustment	Ys	<input type="checkbox"/>	03/09/13	
03/12/13	<input type="text" value="35.00"/>	Worker Used Incorrect Copayment Type	<input type="text" value="Ae"/>	<input type="checkbox"/>	03/12/13	XCTD03

The Amount, the Adjustment reason and the Adjustment Category can still be modified

Worker that entered the Adjustment

Note: The YoungStar adjustment for the attendance period and the case is also displayed on this page.

Key fields on this page:

Payment Adjustment Details for Attendance Period mm/dd/yyyy – mm/dd/yyyy	
Field Name	Description
Adjustment amount	Amount entered on the Provider Payment Adjustment page. Negative amounts appear with a minus sign: -50.00. Type over the amount to modify this amount. Adjustments can be modified or deleted until the Saturday after the date they were created. After that, only negative adjustments can be modified and only with reason code CNA (correction to negative amount) and the adjustment amount must also be changed. If there is a partially collected amount for a negative adjustment, you cannot delete it and you can only decrease the outstanding balance. If a claim has been established, you cannot delete the adjustment or modify it at all.
Adjustment Reason	The reason entered on the Provider Payment Adjustment will display. You may select a new value from the dropdown menu. This field cannot be updated after the payment cycle has run.
Adjustment Category	Adjustment Category has 3 possible values: Agency Error (AE) (up to 10% of the future issuances will be recouped) Provider Error (PE)(up to 25% of future issuances will be recouped) Intentional Program Violation (IV) (up to 50% of future issuances will be recouped).
Delete	A checkbox displays if the adjustment can be deleted. Check the box

	to delete the adjustment. Then click on Update to complete the deletion.
Updated Date	Displays the date this screen was updated last
User ID	Displays the user ID of the worker who updated the page most recently. The link takes you to Updated Information page where you can find the name of the worker who updated the page.

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

Provider Adjustment Notices

Positive Adjustments: When positive adjustments are entered on the *Payment Adjustment Screen* Monday-Saturday, the adjustment notice and issuance will be generated that Saturday.

Negative Adjustments: When negative adjustments are entered on the *Payment Adjustment Screen* Monday – Saturday, the adjustment notice will be generated that Saturday and the recoupment process will begin on a Saturday two weeks later. The recoupment will come out of the provider issuance at the percentage determined by the Adjustment Category (AE=10%, PE=25% and IV=50%).

September 2015						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5
6	7	8	9	10	11	12
	Positive Adjustment Entry					
	Negative Adjustment Entry					
13	14	15	16	17	18	19
						26
20	21	22	23	24	25	
27	28	29	30			

Positive Adjustments are issued and notice sent.

Negative Adjustment Notice is sent.

Negative Adjustments will begin to recoup with the issuance that occurs this weekend.

Provider Overpayment Returns

This page is used to record payments made on an overpayment (negative adjustment) to a provider. Overpayments are usually recouped automatically by CSAW when providers have future reimbursements; however, some providers prefer to pay the entire amount separate from future reimbursements.

This page is also used to record payments from providers who do not have current authorizations and therefore no future issuances that can be reduced. This page offers a Printable View which can be used to access the Outstanding Negative Adjustments page. The printable view displays details about outstanding balances without displaying input fields or the CSAW header or menu.

To access the Overpayment Returns page, select the Overpayment Return on the Issuance menu after searching for and selecting a provider or provider location

Note: The county/tribe deposits the check into the county/tribal bank account and reports the repayment on the next CORE Report (Code 9025, line 2-9006). The county/tribe must also enter a comment in CSAW if the payment is a provider payment and in CWW if it is a participant payment. DCF Finance makes an adjustment to the agency's Administration Budget.

Provider Overpayment Returns

Provider Overpayment Returns			
Provider Details			
Provider #	3800036813	Provider Name	Sugar And Spice Day Care
Tax #	62-2252141	Tax Indicator	FEIN
Negative Adjustment Information			
Total Amount to be Recovered			\$55.77
Return Information			
Return Amount *	<input type="text"/>		
Return Type *	<input type="text" value="v"/>		
Check #	<input type="text"/>		
Return Source *	<input type="text" value="v"/>		
Office # *	<input type="text" value="v"/>		
<input type="button" value="Distribute >"/>			

The key fields included on this page:

Provider Overpayment Return	
Return Amount	Enter the returned amount.
Return Type	Choose cash, check, or money order.
Check #	Enter the check number if the type is check.
Return Source	Choose Return Source from the pull-down menu.
Office Number	The worker's office number will display.

When entering overpayment returns, fill in the amount, the type, check number, return source and office number, then click the *Distribute* button at the bottom of this page. The page will re-display with your entries, and then click the *Update* button.

Provider Overpayment Returns

Provider Overpayment Returns

Provider Details

Provider #	3800036813	Provider Name	Sugar And Spice Day Care
Tax #	62-2252141	Tax Indicator	FEIN

Negative Adjustment Information

Total Amount to be Recovered	\$55.77
------------------------------	---------

Return Information

Return Amount *	55.77
Return Type *	Money Order
Check #	23561447
Return Source *	Voluntary Cash/No Rpa
Office # *	5040

Return Details

Issuance #	Adjustment Created Date	Case #	Child's Name	Attendance Begin Date	Locn #	Adjustment Category	Collection Balance Amount	Returned Amount	Return Source
880037248	03/13/13	0100266967	Arieon Robinson	10/23/11	001	AE	\$55.77	55.77	Vcc v

When you are satisfied that it is accurate, press Update.

List of Overpayment Returns

To identify the payments that have been made, select “Return List” from the Provider Issuance Menu at the left side of the screen. This page displays the overpayments that have been recouped.

List of Overpayment Returns			
List of Overpayment Returns			
Provider Details			
Provider #	3800036813	Provider Name	Sugar And Spice Day Care
Tax #	62-2252141	Tax Indicator	FEIN
List of Overpayment Returns			
Returned Date	Return Type	Check/Reference #	Returned Amount
07/20/07	Check	9999	\$300.00 
09/14/07	Cash	1117	\$50.00 
01/20/09	Check	323232	\$79.26 
03/13/13	Money Order	23561447	\$55.77 

You will notice that the Money Order that was entered on the previous screen is displayed last on this page.

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

If you need to correct an item on the list select the pencil icon and you may reverse the collection. Select a Reversal Reason from the drop down box.

Provider Overpayment Return Reversal							
Provider Overpayment Return Reversal							
Provider Details							
Provider #	3800036813	Provider Name	Sugar And Spice Day Care				
Tax #	62-2252141	Tax Indicator	FEIN				
Return Reversal							
Amount	\$55.77						
Type	Money Order						
Check/Reference #	23561447						
Date	03/13/2013						
Collected By	XCTD03						
Reversal Reason *	<input type="text" value=""/>						
<input type="button" value="Confirm >"/>							
Return Details							
Issuance #	Adjustment Creation Date	Case #	Child's Name	Attendance Begin Date	Locn #	Collection Balance Amount	Returned Amount
880037248	03/13/13	0100266967	Arieon Robinson	10/23/11	001	\$0.00	\$55.77

Always record a comment in the **Provider Comments** for any reversal. Provider level comments can be found under the Provider Menu, in Location information.

Reversal reasons are:

- Bankruptcy
- Pymt Return
- DOR Reversal
- Error in Posting
- Insufficient Funds
- Other Reasons
- Top Reversal
- Posted to Wrong Acct

Note: If a payment is accidentally recorded to the wrong provider, there is no way to delete the record. **Instead**, go to Returns List, find the posted return on the list, and then select the pencil icon on the right to access the Overpayment Return Reversal.

To reverse a return, choose appropriate Reversal Reason from the drop-down menu and click Confirm. The screen will display the List of Overpayment Returns and the return that you just reversed will not be included on the list.

Below is description of the key fields on this page:

Provider Overpayment Return Reversal	
Return Reversal	This section of the page displays details about a return and allows you to reverse the return.
Amount	This is the amount that was returned.

Type	This shows whether funds were returned by check, money order or cash.
Check/Reference Number	This is the check or money order number. If return type is cash, a system generated number will display.
Date	This is the date the return was entered in CSAW.
Collected By	This is the ID of the worker who processed the return.
Reversal Reason	To reverse a return, select a value from the dropdown box to explain the reason for the reversal.
Confirm	Click on this button to process the reversal.
Return Details	This section of the page displays details about all returns that have been processed against issuances for the provider.
Issuance Number	This is the number of an issuance for which an overpayment was created and a collection was made.
Adjustment Creation Date	This is the date a negative adjustment was entered in CSAW to create an overpayment.
Case Number	This is the number of the case associated with the overpayment.
Child's Name	This is the name of the child associated with the overpayment.
Attendance Begin Date	This displays the week of attendance for which the negative adjustment was made to create an overpayment.
Location Number	This is the provider location for which the issuance was made.
Collection Balance Amount	This displays the current outstanding balance that remains to be paid.
Returned Amount	This displays the amount returned for a specific adjustment

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

Provider Return and Recovery

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

To access this screen, click on the Return and Recovery link from the left side navigation menu. You may search by:

- 1) Case Number: this is the client's child care case number in CWW;
- 2) Location Number: this is the location number of the child care provider;
- 3) Start Date: this allows you to search for a specific attendance period begin date;
- 4) End Date: this allows you to search for a specific attendance period end date;
- 5) Adjustment Category: this is the category of a negative adjustment. Options are Agency Error, Provider Error, Intentional Program Violation and YoungStar; and
- 6) Adjustments with Collection Due: this allows you to search for a negative adjustment with a balance.

Provider Return and Recovery [Printable View](#)

Provider Return and Recovery

Search Criteria

Case Number

Location Number

Start Date ▼

End Date ▼

Adjustment Category ▼

Adjustments with Collection due Check this box to show only Adjustments with Collection due.

Provider Details

Provider # 9800039529 **Provider Name** Emma's Name In WISCCRS
Tax # 55-2361300 **Tax Indicator** FEIN

Adjustment/Collection Due Information

Total Negative Adjustment \$2,030.11 **Total Collection Due Balance** \$2,025.11

Return and Recovery

Case #	Locn #	Child's Name	Attendance Begin Date	Adjustment Category	Original Adjustment Amount	Collection Balance Due
2700534824	001	Bennny Bogus	10/09/11	PE	\$5.00	\$0.00
2700539222	001	Fall Day	07/01/12	PE	\$137.77	\$137.77
2700539222	001	Fall Day	07/22/12	PE	\$154.30	\$154.30

Key fields on this page:

Provider Return and Recovery	
Case Number	In the Search Criteria field, this is the parent's case number in CWW for which a negative adjustment was entered.
Location Number	In the Search Criteria field, this is the provider location number for which the overpayment occurred.
Start Date	In the Search Criteria field, this is the begin date of the time period being searched.
End Date	In the Search Criteria field, this is the end date of the time period being searched.
Adjustment Category	In the Search Criteria field, the values to choose from include Agency Error, Provider Error, Intentional Program Violation and YoungStar.
Adjustments with Collection Due	In the Search Criteria field, by selecting this, all negative adjustments with a current balance will be displayed.
Total Negative Adjustment	This is the total of all overpayments to the provider at all locations and for all cases and children over time.
Total Collection Due Balance	This is the outstanding balance of total overpayments that has not yet been collected.
Return and Recovery	This section of the page displays details of the individual overpayments that have been included in the total overpayment amount for the provider.
Case Number	This identifies a case number for which an overpayment was made.

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

Return and Recovery History

By selecting the scroll icon to right of the Provider Return and Recovery page you can view the history on an overpayment recovery.

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

Return and Recovery History

Return and Recovery History									
Provider Details									
Provider #	3800036563	Provider Name	Randy's Group Care, Inc						
Tax #	66-5555555	Tax Indicator	FEIN						
Issuance Summary									
Issued Location #	001	Issued Location Name	Randy's Group Care-Accr						
Issuance #	580037785	Issuance Date	03/10/2012						
Check #		Check/EFT Date	03/12/2012						
Payment Method	Check	Issuance Amount	\$442.45						
Issuance Status	Issued	Status Date	03/10/2012						
Issuance Status Reason		Check Amount	\$442.45						
Case Details									
Case #	5700524651	Agency	Dane County						
Primary Person	Fiona Gunsdells								
Child Details									
Child's Name	Leona Gunsdells	DOB	06/02/2011						
PIN	5101279862	SSN	871-10-1144						
Return/Recovery Detail									
Claim #	0000000000	BV Active Claim	No						
Adjustment Reason Code	On-Line Provider Entered Wrong Hours Of Attendance	Adjustment Creation Date	3/14/2013						
Orig Adjustment Amount	\$53.26	Adjustment Created By	Sita Bhaskar						
Attendance Begin Date	2/19/2012	Collection Balance	\$0.00						
		Adjustment Category	Provider Error						
History									
Collection Date	Collection User ID	Return/Recovery Amount	Check #	Payment Source	Office #	Reversal Reason	Reversal Date	Reversal User ID	
03/14/13	XCTD03	\$53.26	25874	Voluntary Cash/No Rpa	5040				

Key fields on this page:

Return and Recovery History	
Issuance Summary	This section of the page displays the number and name of the provider location to which payment was made, the number and date of the issuance and the check number and check / EFT date. It shows whether payment was made by check or electronically (EFT) and the issuance amount. It also shows the current issuance status and the date of that status. If the status is other than issued, an issuance status reason is given.
Case Details	This section of the page displays the case number, agency, and the primary person's name associated with the overpayment.

Child Details	This section of the page displays the name, PIN, date of birth and SSN of the child associated with the overpayment.
Return/Recovery Details	This section of the page shows whether there is an active benefit recovery claim and, if so, the claim number. It displays the reason for the adjustment and the date it was made. It shows the original amount of the negative adjustment that created the overpayment and the balance of the overpayment that has not yet been collected. It also shows the begin date of the attendance period associated with the overpayment as well as adjustment category.
History	This section of the page gives details about money returned or recovered that has reduced the overpayment and reversals of such payments.
Collection Date	This is the date the transaction was entered.
Collection User ID	This identifies the worker who processed the collection. Click on the link to view the name of the worker.
Return/Recover Amount	This shows the amount that was returned or reversed.
Check Number	If a return was made by check or money order, the number of the check or money order displays. The field is blank for cash returns and for reversals.
Repayment Source	This shows who made the payment on Provider Overpayment Return page.
Office Number	This is the office number associated with the case.
Reversal Reason/Date/User ID	If a return was reversed, the reason, the date of the reversal and the ID of the worker who reversed the return display. This information will display on the same row as the information about the return.

Provider Refund

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

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

Provider Refund

Provider Refund							
Provider Details							
Provider #	3800036563	Provider Name	Randy's Group Care, Inc				
Tax #	66-5555555	Tax Indicator	FEIN				
Refund Information							
Total Amount to be Refunded		\$1.74					
Refund Details							
Collection Type	Collection Number	Collection Date	Refund Amount Due	Agency User ID	Refund Amount	Refund	Comments
Check	25874	03/14/13	\$1.74	Milwaukee County XCTD03	1.74	<input checked="" type="checkbox"/>	Check from local agency to Provider. 36 of 100 characters.

[Refund >](#)

Use the “Help” button for additional information about the Provider Refund page.

An example when to use this page:

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

Provider Refund	
Refund Information	This section of the page displays the total amount to be refunded. It may reflect the refund due on one or more returns.
Refund Details	This section of the page displays details about the individual refunds that make up the total refund amount.
Collection Type	This indicates whether the return from the provider was made by cash, check or money order.
Collection Number	The number of the check or money order displays. If cash was returned, a system generated number displays
Collection Date	This is the date of the return.
Refund Amount Due	This is the amount to be refunded to the provider because it exceeds the outstanding balance of the overpayment.
Agency	This is the agency of the worker who processed the return.
User ID	This identifies the worker who processed the return. Click on this link to go to Updated Information to see the name of the worker who processed the return and the date it was processed.
Refund Amount	Defaults to the outstanding refund amount for each collection.
Refund check box	Click on this checkbox to indicate the refund amount has been issued to the Provider by the agency who processed the return. The state does not issue the refund
Comments	Enter comments to explain the reason for the refund here.

Issuance Status Details

Select this page from the “Issuance” Menu on the bar on the left of the screen when you have the Issuance Details page displayed. Use this page to view status of an issuance to a provider over time.

Issuance Status Details							
Issuance Status Details							
Provider Details							
Provider #	3800036563	Provider Name	Randy's Group Care, Inc				
Tax #	66-5555555	Tax Indicator	FEIN				
Issuance Summary							
Issued Location #	001	Issued Location Name	Randy's Group Care-Accr				
Issuance #	580037785	Issuance Date	03/10/2012				
Check #		Check/EFT Date	03/12/2012				
Payment Method	Check	Issuance Amount	\$442.45				
Issuance Status	Issued	Status Date	03/10/2012				
Issuance Status Reason		Check Amount	\$442.45				
Status Details							
Status Date	Status	Status Reason	Return Method	Return Amount	Replacement Check #	Replacement Check Date	Replacement User ID Amount
03/10/12	Issued			0.00			0.00

Use this screen to view issuances and collections made against an issuance. In the example above, there are no returns, replacement checks, etc.

Key fields on this page:

Issuance Status Details	
Issuance Summary	This section of the page displays details about the issuance, including the number and name of the provider location to which the issuance was made, the issuance number and date of issuance, the check / EFT number and check / EFT date, whether payment was made by check or electronically (EFT) and the amount of the issuance.
Issuance Status	This is the current status of the issuance (Issued, Returned, Reissued, Stop Payment Requested, etc.).
Issuance Status Reason	For a status other than Issued, a reason displays. For example, if the status is Returned, the reason might be Undeliverable as Addressed.
Status Details	This section of the page shows the history of changes in status for an issuance over time. The information displays in date order with the most current status first and the original status last. For information about Status Date, Status and Status Reason, see the explanations above.
Return Method	For a returned issuance, this shows whether the original benefit was

	returned by the client (provider), the original benefit was returned by someone other than the client or payment was returned by the client by personal check or cash.
Return Amount	The amount of money returned will be displayed enclosed by parentheses to indicate it is a negative number. Example: (\$100.00)
Replacement Check Number / Replacement Check Date / Replacement Check Amount	If a replacement check is reissued, the number, date and amount of the check is displayed. If the original check is resent, these fields will be blank.
User ID	For a status other than Issued, the user ID of the worker who processed the transaction displays. Click on the user ID to view the name of the worker.

Stop Payment on a Lost or Stolen Check

Use this page to request a stop payment for a check that has been issued but has not been received or cashed.

Note: The process to stop payment takes 3-4 business days to complete. Please encourage child care providers to use EFT payment method. EFT is the most secure and fastest way to receive payments. You cannot do a Stop Payment request when the issuance is by EFT.

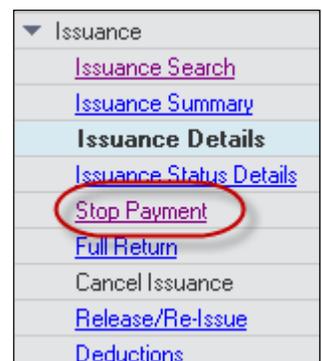


Steps for Stop Payment

When a provider contacts the agency that Wisconsin Shares payment has not been received the agency must give the child care provider the Affidavit of Lost, Destroyed, or Stolen Checks form.

The [Affidavit of Lost/stolen Check form](http://dcf.wisconsin.gov/forms/pdf/DCF_f_82.pdf) is found in the DCF Internet form repository at: http://dcf.wisconsin.gov/forms/pdf/DCF_f_82.pdf.

- 1) The child care provider must complete and sign the Affidavit of Lost/stolen Check and the county/tribal agency must then return the form to the DCF Bureau of Finance address shown at the top of the form.
- 2) The county/tribal worker must enter the stop payment request into CSAW. Locate the provider in CSAW, and then from the **Issuance menu** at the left of the screen, select the issuance number and then the **Stop Payment** link at the left side of the screen. This will bring you to the **Issuance Stop Payment** screen.
- 3) Select the appropriate Stop Payment Reason (Destroyed, Lost, or Stolen) and enter the Affidavit Receive Date. Then click on Update to complete this action.



A stop payment can be reversed on the same day that it is requested by coming back to Issuance Stop Payment page, checking the Delete box, and then clicking on Update once more. The Delete box appears just below the Affidavit Receive Date.

- 4) The following business day DCF finance will receive a notice of all stop-payment requests from the previous day. The DCF finance staff will verify with the bank that the check has not been cashed and then will issue a replacement check. If the check has been cashed, a payment will not be reissued and DCF Finance will update CSAW issuance details to show Cashed/Copy Coming and will either email or fax a copy of the canceled check to the agency so they can either accept it as cashed or start the forgery paperwork.

Issuance Stop Payment

Issuance Stop Payment	
Provider Details	
Provider #	Provider Name
Tax #	Tax Indicator
Issuance Summary	
Issued Location # 001	Issued Location Name
Issuance # 980033699	Issuance Date 06/27/2009
Check #	Check/EFT Date 06/29/2009
Payment Method Check	Issuance Amount \$570.80
Issuance Status Issued	Status Date 06/27/2009
Issuance Status Reason	Check Amount <u>\$520.80</u>
Stop Payment	
Contact Name	
Bank Code	
Bank Name	
Request Date	03/27/2013
Stop Payment Reason *	<input type="text"/>
Affidavit Receive Date *	<input type="text"/>
<input type="button" value="Update >"/>	

Key fields on this page

Stop Payment	
Issuance Summary	This section of the page displays details about the issuance, including the number and name of the provider location to which the issuance was made, the issuance number and date of issuance, check number and date, payment method and the issuance amount and the check amount.
Issuance Status	This is the current status of the issuance (Issued, Returned, Reissued, Stop Payment Requested, etc.).
Status Date	This is the date associated with the current status.
Issuance Status	For a status other than Issued, a reason displays. For example, if the

Reason	status is Returned, the reason might be Undeliverable as Addressed.
Request Date	This is the date the stop payment request is entered on CSAW.
Stop Payment Reason	Select a value from the dropdown box to explain the reason for the stop payment.
Affidavit Received Date	Enter the date an affidavit was received from the provider stating that the check has not been received and requesting that a stop payment be processed.

Issuance Full Return

Use this page to enter information about a full return of an issuance. A full return can only be done on an issuance that has a current status of issued or reissued or has a cancelled status with a reason code of OLD or RST. A full return cannot be done on an issuance that has outstanding negative adjustments.

This page can be found in the **Issuance Menu**. Identify and find the provider you are working with locate the issuance number and then **Issuance Details**, then select the **Full Return** link

Issuance Full Return

Issuance Full Return

Provider Details

Provider #		Provider Name	
Tax #		Tax Indicator	

Issuance Summary

<p>Issued Location # 001</p> <p>Issuance # 280033732</p> <p>Check #</p> <p>Payment Method Check</p> <p>Issuance Status Issued</p> <p>Issuance Status Reason</p>	<p>Issued Location Name</p> <p>Issuance Date</p> <p>Check/EFT Date</p> <p>Issuance Amount \$100.00</p> <p>Status Date 06/27/2009</p> <p>Check Amount <u>\$150.00</u></p>
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Issuance Full Return

Amount to be Returned 150

Return Method *

Return Reason *

Issuance Full Return	
Issuance Summary	This section of the page displays details about the issuance, including the number and name of the provider location to whom the issuance was made, the issuance number and date of issuance, check / EFT number and check / EFT date, whether payment was made by check or electronically (EFT) and the amount of the issuance as well as the Check Amount.
Issuance Status	This is the current status of the issuance (Issued, Returned, Reissued, Stop Payment Requested, etc.).
Status Date	This is the date associated with the current issuance status.
Issuance Status Reason	For a status other than Issued, a reason displays. For example, if the status is Returned, the reason might be Undeliverable as Addressed.
Amount to be Returned	For full returns, this will always display the Check Amount.
Return Method	Select a value from the dropdown box: <ul style="list-style-type: none"> • Return by Client – Original Benefit • Return by Client – Cash/Personal Check • Nonclient Return – Original Benefit
Return Reason	Select a value from the dropdown box: <ul style="list-style-type: none"> • Return to Madison • Insufficient Address • No Such Number • Attempt Unknown • Unclaimed • Improper Receptacle • No Name or Post Office • Moved • Undeliverable as Addressed • Improper Zip Code • Postal Return • Client Return • Deceased • Life of Case Return • Voluntary Return by Client • Client Deceased • Aux Request/Wrong Payee/Addr • Aux Request – Prevent Overpayment

Cancel Issuance

DCF Finance staff use this page to cancel payments. A payment may be cancelled because a stop payment is requested, because it was returned to the state or was damaged in the mail process, because it is over 365 days old (stale dated), or because EFT benefits were not successfully transmitted.

Authorized state staff may also re-issue stale payments and payments that have been damaged in the mail process.

Local agency staff can see the **Cancel Issuance** link in the left-side menu, but cannot access the page. These values come from **Cancel Issuance** screen and are displayed on the Provider Issuance History screen in the **Status Reason** field.

Release or Re-Issue

Use this page to re-issue an original payment that has been returned and processed in CSAW as a full return. Re-issue of a payment on this page is a two step process.

First, for an issuance that is in Returned status, you may process a release by selecting a Release / Re-issue reason and selecting the Release button. This changes the issuance status to Released for Re-issue but does not cause a check to go out. Now you may return to this page. The Release button is replaced by a Re-issue button.

Next, select a reason code and click on Re-issue. This changes the issuance status to Re-issued or Re-mailed and means that the original benefit has been picked up or mailed to a provider by the local agency. This process cannot be used for a personal check or cash return.

Issuance Release or Re-Issue

Issuance Release or Re-Issue			
Provider Details			
Provider #		Provider Name	
Tax #		Tax Indicator	
Issuance Summary			
Issued Location #	001	Issued Location Name	
Issuance #	880033378	Issuance Date	05/02/2009
Check #		Check/EFT Date	05/04/2009
Payment Method	Check	Issuance Amount	\$384.33
Issuance Status	Returned	Status Date	05/01/2009
Issuance Status Reason	Undeliverable As Addressed	Check Amount	\$384.33
Release or Re-Issue			
Release/Re-Issue Reason * <input type="text" value=""/>			
<input type="button" value="Release >"/>			

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

Key fields on this screen:

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

Where to Go For Help

Questions regarding this training material can be directed to Child Care Staff at:

Child Care Help Desk: (608) 264-1657 or by email at childcare@wisconsin.gov.

Questions regarding security should be directed via your security liaison to the DCF Security at: (608) 264-6323.

If you have forgotten your User ID and password, contact the DWD Service Desk at: (608) 266-7252.

DCF is an equal opportunity employer and service provider. If you have a disability and need information in an alternate format, or need it translated to another language, please call 608-422-6080 or 888-692-1382 (TTY). For civil rights questions, call 608-422-6889 or 711 (TTY).