Wisconsin Shares

EBT CSAW User Guide

Provider Screens

January 19, 2018

Division of Early Care and Education
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Background Information on the EBT CSAW - Provider Screens

EBT CSAW has the following child care provider screens. Many of these screens have subordinate screens that are self-explanatory. Each screen will help the worker to answer provider questions or manage information.

- Location Details
- Provider Prices
- Authorizations
- Location Tasks
- Subsidy Summary
- Location Payment Summary
- Provider Transactions
- YoungStar Adjustments
- Data Exchange
- Provider Portal
- Documents
- Post Load Benefit Calculation (PLBC Provider)
Provider Search

Select EBT CSAW from the CSAW home page

EBT CSAW Case Search and Provider Search links are available below the Announcement section.

Providers can be searched multiple ways in EBT CSAW. The search methods are explained in detail in the EBT Authorization User Guide. **The provider search has been enhanced to allow searching by the FIS Number.**
After conducting a search for a provider, a selection screen will be displayed, unless there are no potential matches.

### Search For a Provider

<table>
<thead>
<tr>
<th>Provider #</th>
<th>Locn #</th>
<th>Valid Active</th>
<th>Category</th>
<th>Facility / FIS #</th>
<th>Tax ID</th>
<th>Individual Name</th>
<th>Business Name</th>
<th>Location Name, Payee Name &amp; Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>2800039412 001</td>
<td>Yes</td>
<td>Yes</td>
<td>F</td>
<td>1122341</td>
<td>D205263</td>
<td>Anna Applicant-Smith</td>
<td>Abc Child Care</td>
<td>Anna's Kid Care, 4-Star, Dually Reg 111 New Address Annapolis WI 123456789</td>
</tr>
<tr>
<td>2800039412 002</td>
<td>Yes</td>
<td>Yes</td>
<td>F</td>
<td>1122557</td>
<td>133365252</td>
<td>Anna Applicant-Smith</td>
<td>Abc Child Care</td>
<td>Second Location 2 2nd St Anytown WI 45454</td>
</tr>
<tr>
<td>2800039412 003</td>
<td>Yes</td>
<td>Yes</td>
<td>F</td>
<td>1122813</td>
<td>133365252</td>
<td>Anna Applicant-Smith</td>
<td>Abc Child Care</td>
<td>Adsasff ADSF Adf Adf WI 45454</td>
</tr>
</tbody>
</table>

After selecting the provider, the **List of authorizations for the child care provider Location page** is displayed.
List of Authorizations for a Child Care Provider Location

The List of Authorizations for the Provider Location lists all authorizations for the facility. The screen is defaulted to show authorizations for the last three months and all future authorizations. Change the date in the Begin Date field to view authorizations that span further back than three months in the past.

Click Include Deleted Authorizations checkbox below the Begin Date field to view authorizations that were deleted.

Click on the case number to view details about an authorization.

This information can also be exported to Excel by clicking the Excel icon above the List of Authorizations.
The Location Details Screen

The Location Details screen shows provider details by location. Information is provided on the YoungStar rating and status, ages served, accreditation, alternate address, provider suspension, subsidy language information, etc. The link takes you to the Provider Location Details screen in the Provider Management Module.

To see the YoungStar rating and participation status, click the YoungStar Details link.

To see the accreditation detail summary, click “Summary” in the “Category” section. On the Category Summary page, you will find the provider’s category (licensed group, certified family, etc.) and the effective period for the category. You will also find a link to the Ages Served page.
Provider Prices

Licensed providers and public school programs must submit prices charged to their private pay parents. Providers can submit prices either in writing to the local child care agency or by submitting the prices using the Provider Portal. Prices must be submitted and entered before authorizations can be written.

**Note:** Private provider prices can be entered for certified providers; however, those prices are not used when calculating the subsidy.

Provider prices are entered into EBT CSAW for each age group. Each provider may have a different age group variation.

If a certified provider becomes licensed, the agency must enter private prices for the provider. If the prices have been entered into EBT CSAW for the provider prior to the benefit load, which happens the last business day of the month, the system will automatically re-calculate the authorizations effective the first day of the following month. If the prices are not entered by the last business day of the month, the benefit load fails. If the benefit fails, a task is created on the dashboard. To reload the benefit in this scenario, the worker must enter the provider prices into EBT CSAW. The system will reload the benefit the following day.

To access the Provider Prices screen, click on the Provider Prices link in the navigation menu.

The screen is defaulted to show the prices current as of today. Change the Effective Date to view past prices.
From this screen, you can access the Add Provider Prices, Modify (pencil icon), Delete (trash can) and History (scroll) screens.

**Add Provider Prices**

If current authorizations exist for a provider in EBT CSAW, the provider prices cannot be modified for the current month. In that case, the worker must enter a new price with the begin date of the following month. If no authorizations exist, the price Begin Date can be in the past.

Click on Add Provider Prices link on the Provider Prices screen (shown above) to add a new record (below).

Full and part-time weekly prices are collected.

*Note: If the child care provider is licensed to care for children under 3 months old, enter the provider price “From Ages Year” and “From Ages Month” as “0 years and 0 months”.*

**Key fields on this page:**

<table>
<thead>
<tr>
<th>Name of Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full time Weekly</td>
<td>Choose this value when entering a price that reflects more than 20 hours of care per week.</td>
</tr>
<tr>
<td>Part time Weekly</td>
<td>Choose this value when entering a price that reflects 20 hours or less of care per week.</td>
</tr>
<tr>
<td>From Ages Year</td>
<td>Enter the beginning age in years (0 to 12 years) for the price.</td>
</tr>
<tr>
<td>From Ages Month</td>
<td>Enter the beginning age in months (1 to 11 months) for the price.</td>
</tr>
<tr>
<td>To Ages Year</td>
<td>Enter the ending age in years (0 to 12 years) for the price.</td>
</tr>
<tr>
<td>To Ages Month</td>
<td>Enter the ending age in months (1 to 11) for the price.</td>
</tr>
</tbody>
</table>
### Effective Begin Date
Enter the date the price is effective from. This has to be the first day of the month. If current authorizations exist for a provider in EBT CSAW, the Effective Begin Date cannot be in the current month. If no authorizations exist, the price Begin Date can be in the past.

### Effective End Date
This field is usually left blank.

### Prices
Enter the **WEEKLY** price.

**Note:** An asterisk next to the field indicates that it is a required field. When all of the required fields are completed, click the “Add” button at the bottom of the screen.

#### Part-time Programs

The school closed hours (scheduled and inclement weather) are capped at the provider’s full time price. This is true even for programs operating part-time (usually school-age programs).

If the program does not have a full time price, divide the part-time price by 20 to calculate an hourly price. Then multiply this hourly price by 35 to obtain a full time price.

#### Modifying Provider Prices:

If current authorizations exist for a provider in EBT CSAW, the provider prices cannot be modified for the current month. In that case, the worker must add a new provider price with the Effective Begin Date of the following month. If the provider price for the current or past months was incorrect, and authorizations have been processed using those prices, see the [Post-Load Benefit Correction (PLBC) User Guide](#). To modify prices, click the pencil icon.

![Modify Provider Prices](ModifyProviderPrices.png)

The **Effective Begin Date** cannot be modified. Only the **To Ages Year**, **To Ages Month**, and **Effective End Date** fields can be modified. If the age range (**From Age** and **To Age**) of the new price matches the previous one, EBT CSAW will automatically enter the **End Date** for the previous price.

![List of Provider Prices](ListProviderPrices.png)

#### Deleting Provider Prices

Click on the trash can icon on the **Provider Prices** screen to access the **Delete Provider Prices** screen.
Note: Prices cannot be deleted if they are associated with a processed authorization for a past or current month.

Error in Entering Provider Prices

If an error was made when entering provider prices, EBT CSAW allows the deletion of the future price as long as the begin date for the new price is in the future.

Example: On September 15, a worker enters a weekly price of $100 for a provider with the effective begin date of October 1. The price should have been $200. There are authorizations for the provider in October. If the error is discovered prior to October 1, the incorrect price can be deleted and the correct price re-entered. If discovered after October 1, visit the Post-Load Benefit Correction (PLBC) User Guide for instructions.

Location Tasks

Selecting the Location Tasks link will bring up a list of all tasks by provider/location.

The yellow banner is displayed when there are unprocessed tasks related to the provider. Clicking on the Unprocessed Tasks link in the banner will also take the worker to the task that needs to be completed. More information about tasks visit the EBT CSAW Dashboard User Guide.
Subsidy Calculation Summary

This screen can be accessed by clicking the Subsidy Summary link. The screen lists subsidy amounts for each child authorized to the provider. If the provider is 4 or 5 Star, the YoungStar Adjustment to Provider column lists the amount that will be sent directly to the provider.

Click on the Details link to access the Calculation Details screen for the case.

For an advanced search, enter information in the filter field for case number, child’s name, month, subsidy amount, or YoungStar Adjustment to Provider.

The information can also be exported to MS Excel by clicking the Excel icon above the Benefit Summary list.
Location Payment Summary

The Location Payment Summary provides a quarterly or annual look at EBT card payments, YoungStar Payments, retractions, and Voluntary Repayment Agreements other types of adjustments.
Provider Transactions

The provider transaction screen allows the worker to confirm EBT card payments. The transaction period is defaulted at three months. Workers can look at one day or go back in time to create a date range by putting the date parameters in the Begin Date and End Date fields. Recent transactions are shown automatically.

The Transaction Time is when the payment was made to the provider. When transactions are complete a Transaction Confirmation number is provided by FIS. This number is very useful for parents and providers to have handy when they contact FIS with questions.
Adjustments (YoungStar)

This screen shows financial adjustments by transaction date and by authorization month. YoungStar Adjustments are increases that are paid out to 4 and 5 Star child care providers. They are transferred to the provider’s bank account the last day of the month. Providers receive the funds in the same bank account they provided to FIS during contracting.

The payment batch is calculated prospectively based on the amounts loaded on EBT cards for the next month. The calculation also looks back to the previous YoungStar payment and picks up any transactions that happened since the previous load.

If the calculation occurs on November 30, in most cases the provider will receive the funds in their bank accounts on December 1. However, weekends and bank holidays can delay the deposit. Clicking on Details provides a by-child list of YoungStar Adjustments included in the total.

Workers may find it helpful to access the YoungStar information by going to the Provider Portal. The provider can access the same information by logging into their own Provider Portal account.

YoungStar Adjustments can be accessed by transaction or by authorization month.
Adjustments by Transaction-Other

This menu link retrieves adjustment transactions that are not part of EBT Card payments or YS adjustments. This screen allows workers to better track these transactions (most commonly Voluntary Repayment Agreements).
Provider Data Exchange

The Department of Children and Families (DCF) sends changes in provider demographics to FIS on a daily basis at midnight. FIS sends information regarding EBT card transactions and vendor contract status to DCF as part of this communication process.

To access the FIS Provider Location Details screen, click on the Data Exchange link in the navigation menu. This screen displays the FIS Provider ID status (Vendor Status), and if the provider is using a Point of Sale (POS) device. This screen is the first place a worker should look if they are having problems authorizing to a new provider to ensure they have their FIS contract completed.

Once a provider is participating in YoungStar (or has a Wisconsin Shares contract in place), CSAW sends the provider information to FIS. DCF then assigns the provider a FIS Provider ID number, and sends the number to CSAW. At that point, DCF sends the provider a letter with the FIS Provider ID number, and information about how to fill out the FIS contract online.

<table>
<thead>
<tr>
<th>EBT CSAW Menu</th>
<th>Data Exchange Details</th>
<th>Provider Portal</th>
<th>Documents</th>
<th>PICS - Case</th>
<th>PICS - Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider Search</td>
<td>Location Details</td>
<td>Provider Prices</td>
<td>Authorizations</td>
<td>Location Tasks</td>
<td>Subsidy Summary</td>
</tr>
</tbody>
</table>

Vendor Data Exchange

<table>
<thead>
<tr>
<th>Provider/Location</th>
<th>Provider Name</th>
<th>Location Name</th>
<th>Address</th>
<th>Location Reg</th>
<th>Provider ID</th>
<th>Hours of Operation</th>
<th>Period</th>
<th>Certified</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000039412/001</td>
<td>Abc Child Care</td>
<td>Anna's Kid Care, 4-Star, Dually Reg</td>
<td>111 New Address</td>
<td>Annapolis WI 123456789</td>
<td>(123) 456-7891</td>
<td>Night Capacity</td>
<td>0</td>
<td>Group Size</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Day Capacity</td>
<td>8</td>
<td>Children under Age of Seven</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>MON</td>
<td>6:00AM - 6:00PM</td>
<td>Closed</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>TUE</td>
<td>6:00AM - 6:00PM</td>
<td>Closed</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>WED</td>
<td>6:00AM - 6:00PM</td>
<td>Closed</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>THUR</td>
<td>6:00AM - 6:00PM</td>
<td>Closed</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>FRI</td>
<td>6:00AM - 6:00PM</td>
<td>Closed</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>SAT</td>
<td>Closed</td>
<td>6:00AM - 6:00PM</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>SUN</td>
<td>Closed</td>
<td>6:00AM - 6:00PM</td>
</tr>
</tbody>
</table>

⚠️ There are 1 Unprocessed Tasks. Click here to view Unprocessed Tasks

<table>
<thead>
<tr>
<th>FIS Provider ID</th>
<th>Vendor Status Updated On</th>
<th>Vendor Status</th>
<th>POS Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>0005283</td>
<td>8/15/2018 10:13 PM</td>
<td>Active</td>
<td>No</td>
</tr>
<tr>
<td>0005283</td>
<td>8/13/2018 10:45 AM</td>
<td>Add</td>
<td>No</td>
</tr>
</tbody>
</table>

Updates to Vendor
The table below shows all possible values for the Vendor Status column (the latest status is on the top):

<table>
<thead>
<tr>
<th>Status</th>
<th>Authorization can be created</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add</td>
<td>No</td>
<td>Provider has a current license, certification, or a public school category. The provider is participating in YoungStar. They have been added to CSAW tables to be sent to FIS.</td>
</tr>
<tr>
<td>Initial Load</td>
<td>No</td>
<td>Provider’s information has been sent to FIS from DCF.</td>
</tr>
<tr>
<td>Contract Sent</td>
<td>No</td>
<td>FIS has completed the initial load and is waiting for an online contract entry. FIS will mail a paper FIS Provider contract to providers. The provider can request a new one by contacting FIS Merchant Services at 800-894-0050.</td>
</tr>
<tr>
<td>Contract Signed</td>
<td>Yes</td>
<td>Provider has electronically signed the online FIS Provider contract or mailed/faxed the signed paper contract. FIS has received the information and has the contract under review. The review checks to ensure the routing number for the provider’s bank account is valid, that the address provided by the provider is a good address, cut-off times are selected, a Point of Contact is identified, and a valid signature is present. FIS’ review should be done within a week. If the worker sees the status is Contract Signed status for longer than a week, the agency should follow up by sending an email to the Child Care Subsidy and Technical Assistance Line at <a href="mailto:childcare@wisconsin.gov">childcare@wisconsin.gov</a>. If a provider calls the local agency for contract status, they should be referred to FIS Merchant Services at 800-894-0050.</td>
</tr>
<tr>
<td>Database Setup</td>
<td>No</td>
<td>Database Setup status indicates the contract has been approved by FIS. FIS will set up the direct deposit with the provider’s bank. It can take several days to complete this process and move to Active status.</td>
</tr>
<tr>
<td>Active</td>
<td>Yes</td>
<td>Provider is active in the FIS system. These providers are ready to have authorizations and to receive payments from FIS.</td>
</tr>
<tr>
<td>Suspended</td>
<td>No</td>
<td>Provider has been suspended in the FIS system. This is a status that stops transactions due to program integrity or regulation issues.</td>
</tr>
<tr>
<td>Delete</td>
<td>No</td>
<td>A provider whose status is inactive in the DCF system has been sent to FIS. FIS has deleted the provider record in their system.</td>
</tr>
<tr>
<td>Not Participating</td>
<td>No</td>
<td>Provider is not going to participate in the Wisconsin Shares Child Care Subsidy Program. These providers will need to start from the beginning if they change their mind.</td>
</tr>
</tbody>
</table>
Provider Portal

The Provider Portal link, located just below the Data Exchange link, allows the worker to move from EBT CSAW to the Provider Portal. The Provider Portal is a one-stop shop for providers. It allows them to look at transactions, see licensing information, review YoungStar batches and detail, upload prices, report temporary closures, see authorizations to their center, documents, and review payment activity. Workers should explore and use the portal. Some provider questions can be easier to understand by using the portal to see what the provider is looking at. This link Provider Portal training will take you to training and other information on the Provider Portal.
Documents

Selecting the *Documents* link on the provider menu provides the worker access to the documents for that provider. Provider Documents will include Authorization Notices and other documents sent to providers. The worker can click the link to see the document.

Post Load Benefit Calculation – Provider

Also known as PLBC. PLBC allows workers to make corrections to subsidies after the funds have been loaded on the MyWIChildCare EBT cards. The PLBC module has a [PLBC User Guide](#) specific to PLBC to assist workers to correct errors.