EBT CSAW

Post-Load Benefit Correction (PLBC)

User Guide

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Division of Early Childhood Education

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Background Information on the PLBC Module

The Post Load Benefit Correction module, known as PLBC, is located in Electronic Benefit Transaction (EBT) Child Care Statewide Administration (CSAW). Upon implementation of the MyWIChildCare initiative, PLBC replaces the Program Integrity Enforcement System, known as PIES, in CSAW. PLBC allows workers to correct cases and provider-related benefit parameters that will recalculate benefits and determine over/underpayments after they have been loaded to a parents' MyWIChildCare account.

Prospective or current benefit loads occur on the last business day of each month for the following month. Benefit changes can be made up to the last business day of the month and still be reflected on the prospective month's benefit load. For example, if a parent needs to increase their child's authorization for next month, changes can be made up to the last business day of the current month.

Post load corrections are needed when benefits for either a prior or current month need to be adjusted. For example, if a parent needs to increase their child's authorization for this month, after their account was already loaded, a post load is possible if the change was reported and verified timely, if applicable per policy.

Positive post load benefit corrections are loaded to the parents' account the following business day. Negative post load benefit corrections will not be deducted from the parent's MyWIChildCare account, except in situations where the funds are loaded for an incorrect provider.

PLBC Use

PLBC should be used in numerous scenarios to add positive adjustments and calculate negative adjustments. Below is a list of examples when PLBC may be used:

- Eligibility updates that impact previous month(s) and /or the current month(s) load
- Authorization updates that impact previous month(s) and/or current month(s) load
- Agency errors
- Over/underpayment calculations related to program integrity (e.g., agency errors, client errors, provider errors, or intentional program violations)

PLBC is only used for adjustments to current or past month benefits that have been loaded to the card and in which the benefits are in a processed status. If changes occur in the future, the authorization must be adjusted timely.

Interoperability-System Processes

PLBC does not communicate with any other systems. If a change is processed that impacts eligibility, the case must be updated in CARES Worker Web (CWW). For any changes to either an authorization or eligibility for a future month, these changes must be also made to the eligibility in CWW, or to the authorization in EBT CSAW.

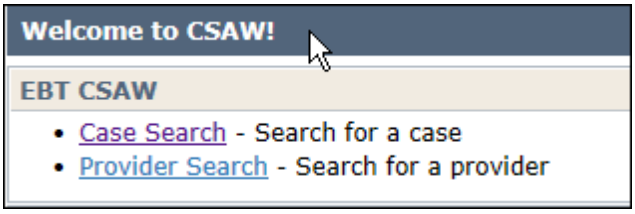
Client and provider positive adjustments will be added to the client's MyWIChildCare card. Negative adjustments (except YoungStar adjustments) must be entered in the BV system. To do so, the worker will need to create and complete a referral within the Benefit Recovery Investigative Tracking System (BRITS). This BRITS referral number must be entered in the BVRF screen in the Investigative Reason field.

Accessing EBT CSAW-PLBC

To access the EBT CSAW-PLBC module, click on the tab in the top navigation bar for EBT CSAW.

Creating a New EBT CSAW - PLBC Client Adjustment Request

Conduct a Search on the Case Search screen using the client's case number, name, social security number or PIN.



Case Summary Screen

After searching the case, the client's *Case Summary* screen displays.

Select the PLBC-Case plus (+) sign to expand the sub menu.

This will display links to a Case Search, Correction of Case, or Ad hoc Case Adjustment.

PLBC-Correction of Cases can only be done in Authorizations that are in "Processed" status and for months where the client's card has been loaded (typically current or past month).

NOTE: For all of the client case examples, Molly Totten will be used.

EBT CSAW Menu
- Home
- Dashboard
- EBT Case
  - Case Search
  - Case Activity Summary
  - Education Tracking
  - Case Summary
  - Case Comments Summary
  - Parent Approved Activities
  - Child Copay/Special Need
  - Authorizations
  - Benefit Summary
  - Transactions
  - Case/Card Details
  - Parent Portal
  - Document
- EBT Provider
- PLBC - Case
  - Case Search
  - Correction of Case
  - Adhoc Case Adjustments
- PLBC - Provider

Case Summary

Case Details

Case Number	3150779332	**Primary Person**	Molly Totten
Address	6828 Schroeder Rd Madison, WI 53711 Dane County	**Admin Agency**	Dane County (13)
		RFA Date	05/05/2016
		Review Date	05/31/2017

Search

Begin Date 11/1/2016 **End Date**

Search

Parent Approved Activity Schedule

Parent's Name	Date of Birth	PIN	
Molly Totten	09/28/1980	3584886660	Add Schedule

CWW Approved Activity	Schedule Period	Status
Employment	07/01/2016 - 04/29/2017	Completed
Employment	04/30/2017 - 05/31/2017	Completed

Child Copay/Special Need

Child's Name	Date of Birth	PIN	
Chuck Geiger	01/01/2016	3585029001	Add Details

Effective Period	Copay Type	Special Needs
06/01/2016 -	Non Court Ordered Kinship	No

Miles Sauer	02/24/2012	3584886678	Add Details

Effective Period	Copay Type	Special Needs
06/01/2016 -	Regular	No

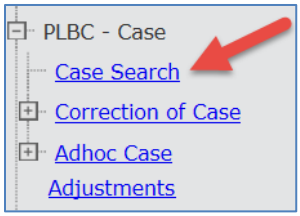
List of Authorizations

Child's Name	Date of Birth	Effective Period	Average Weekly Hours	Provider Location Details	Status	School Hours	Child Schedule
Chuck Geiger	01/01/2016	07/01/2016 - 04/30/2017	10:04	3800036563-001 Randy's Group Care-Do Not Modify 123 Main St , Anytown, WI	Processed	School Hours	Child Schedule
Miles Sauer	02/24/2012	08/28/2016 - 04/30/2017	00:00	3800036563-001 Randy's Group Care-Do Not Modify 123 Main St , Anytown, WI	Processed	School Hours	Child Schedule

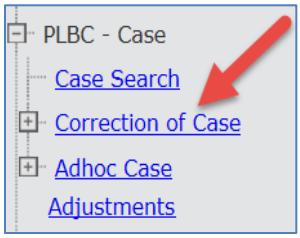
Left-Side Navigation Menu-PLBC

The *Case Search* functionality can be used to search for another client case other than the case that was initially entered.

In this example, the correct case for the PLBC-Case Adjustment for Molly Totten was entered; therefore this step can be skipped.



The *Correction of Case* can be used to initiate the PLBC adjustment request for this client case.



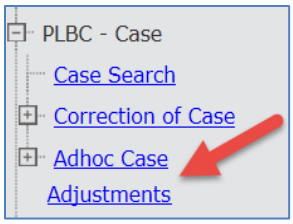
The *Ad hoc Case Adjustments* can be used to make adjustments to a case's subsidy amounts without using a *Correction of Case*.

Ad Hoc functionality can be used when PLBC is unable to calculate a positive adjustment or negative adjustment. In the Ad Hoc functionality, a worker will have to enter the adjustment amount they calculated manually.

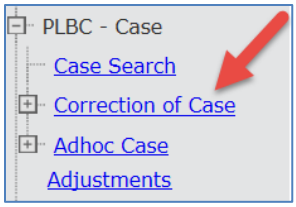
Client Ad Hoc Adjustments may be made for the following reasons (but not limited to):

- When eligibility was not determined in CARES Worker Web (CWW) due to a system error, the client should have been eligible. PLBC is unable to process this case for that particular month. Therefore, Ad Hoc would have to be used.
- An Administrative Law Judge (ALJ) decides that a client was wrongfully denied eligibility. PLBC is unable to process this case for that particular month. Funds will be loaded to the client's card for this scenario.

Any positive client ad hoc adjustments will load to the card overnight, and any negative adjustments must be entered in to the Benefit Recovery system.



Select the *Correction of Case* link to view the *List of Corrections-Case Attributes*.

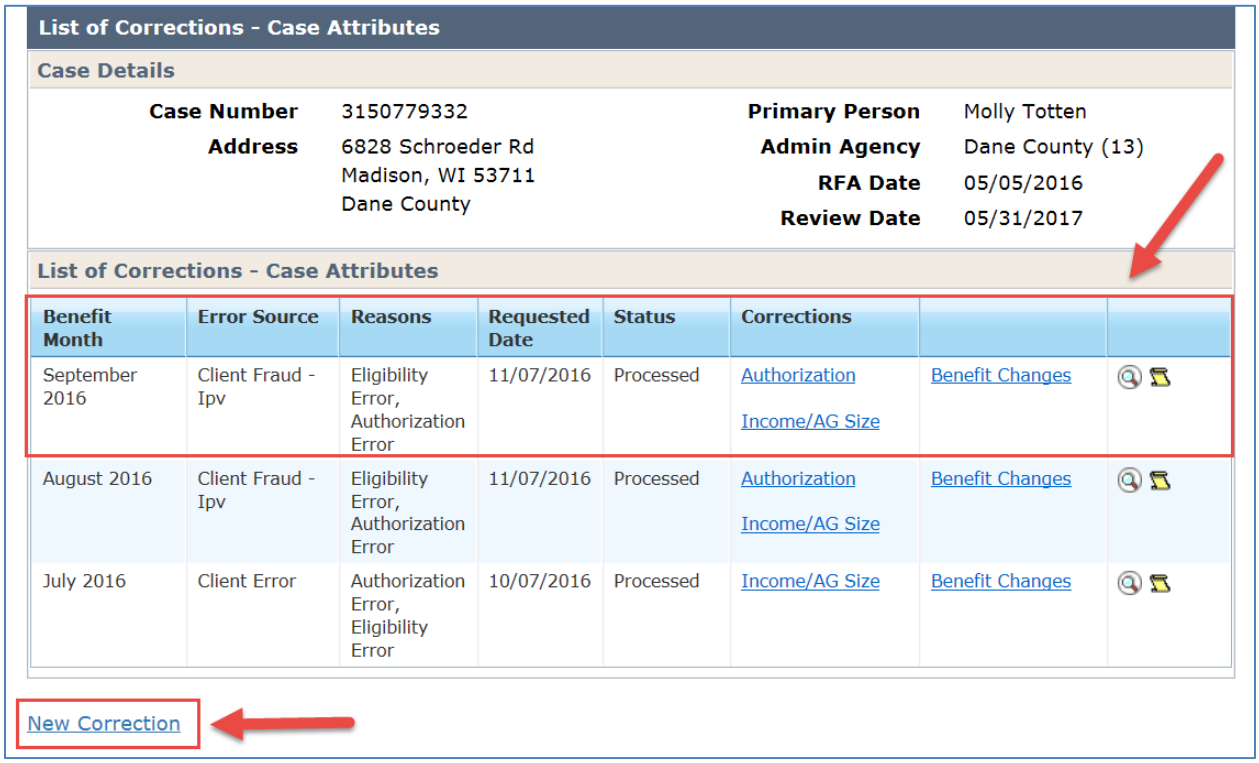


List of Corrections-Case Attributes

This page displays any initiated PLBC corrections requests. This includes information on the Benefit Month, Error Source, Reasons, Requested Date, Status, Correction, and Benefits Changes.

Select the *New Correction* link to initiate a new request.

PLBC only allows one correction per month in Pending, In Progress, Calculated, or Confirmed Status. If you need to make an additional correction to the month and the existing correction is in Pending or In Progress status, you can add the additional correction details. If it is in Calculated or Confirmed Status, you can reset the calculation and add your corrections. Once the correction is listed as processed, a new one can be entered for the same month.

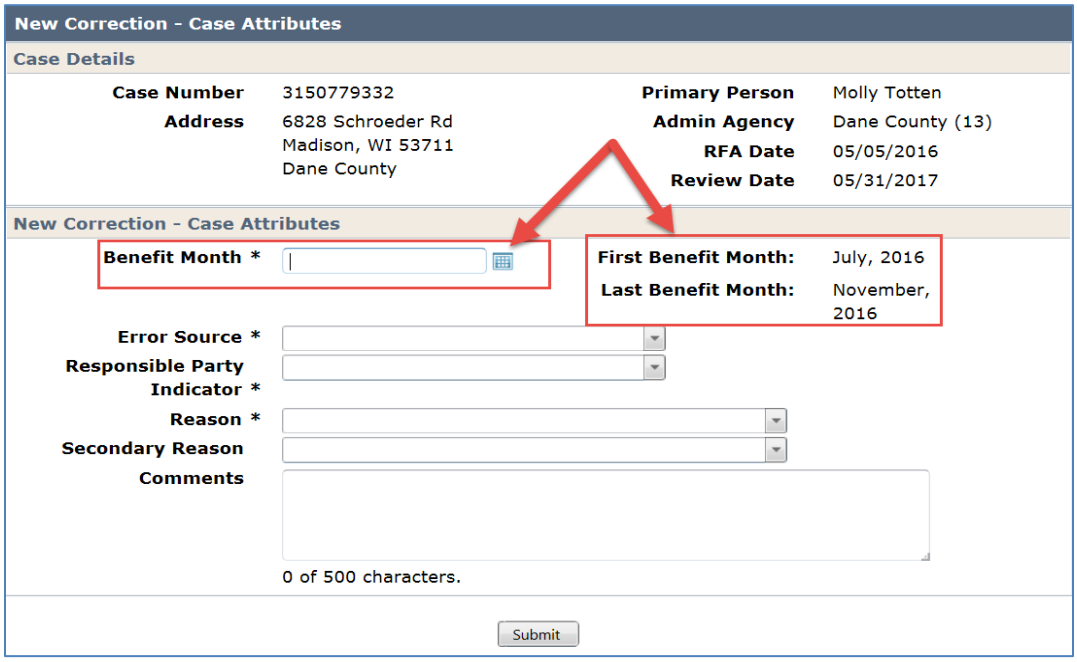


New Correction-Case Attributes-Benefit Month

Select the calendar icon, to enter the month and year of the correction request.

NOTE: PLBC displays the timeframe of processed subsidy (benefit) months and years. PLBC adjustment requests cannot be initiated to months prior or after this displayed timeframe.

Example: In the screenshot below, a PLBC adjustment request cannot be completed for June 2016 or for December 2016 because benefits have not been processed or loaded to the card for those time periods.

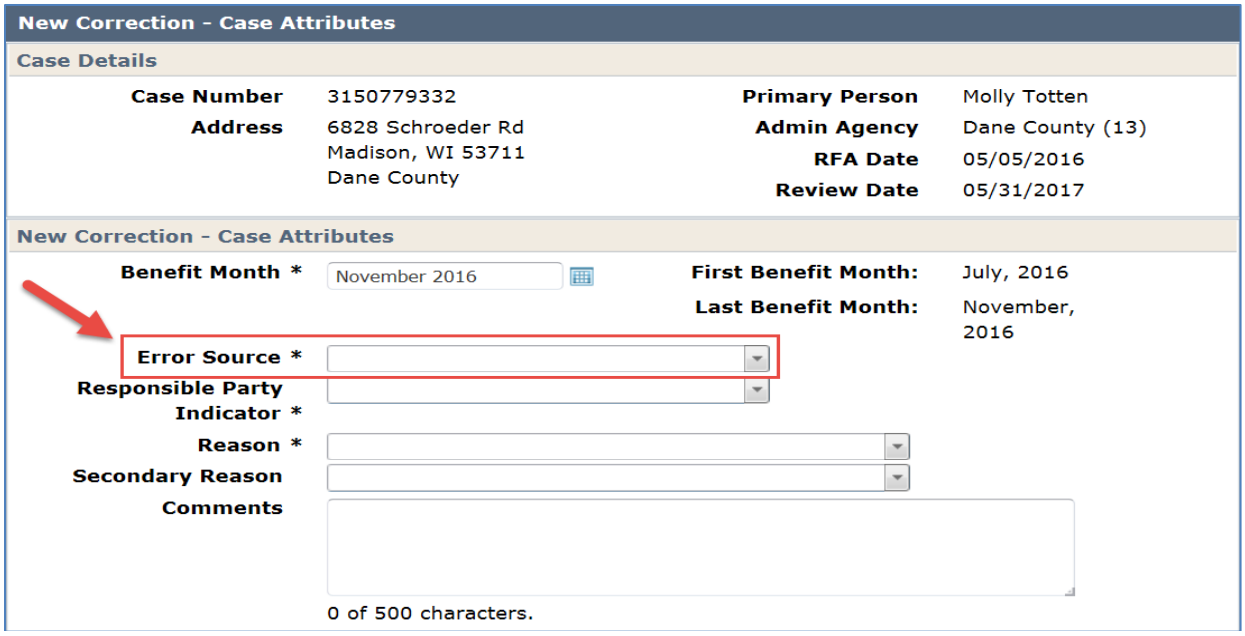


New Correction-Case Attributes-Error Source

Select the appropriate *Error Source* based on the descriptions below.

- **Agency Error:** Utilized when an agency incorrectly processed eligibility or an authorization.
- **Provider Error:** Utilized when an error was caused by a provider.
- **Client Error:** Utilized when an error was caused by the client.
  - Example: Untimely reporting of changes that effect eligibility or authorizations.
- **System Error:** Utilized when the error was the result of a system issue.
- **Client Fraud – IPV:** Utilized when a client has purposely and deliberately violated the program rules.
- **Provider Fraud – IPV:** Used when a provider has purposely and deliberately violated the program rules.
- **Collusion:** Used when there was an agreement between people to deceive, mislead, or defraud others which results in their gain or benefit.

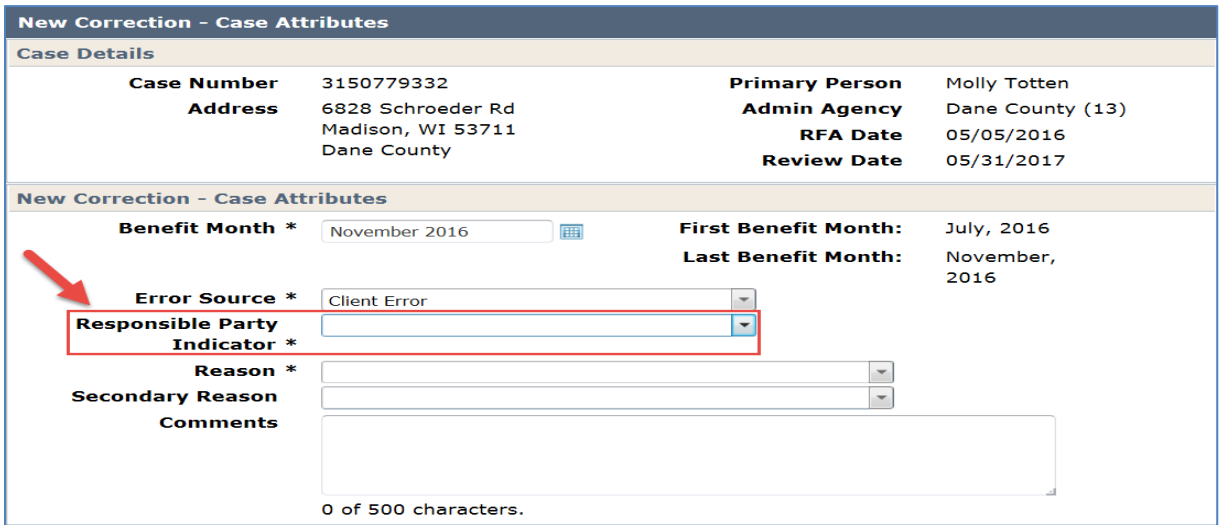
NOTE*:* Selections of Client Fraud-IPV or Provider Fraud-IPV must be approved by BPI. For more information on what qualifies as an error, collusion, or IPV, please refer to Chapter 4 of the Wisconsin Shares Child Care Subsidy Policy Manual.



New Correction-Case Attributes-Responsible Party Indicator

Select the appropriate *Responsible Party Indicator* based on the descriptions below. This indicator will determine which party will receive the adjustment.

- **Client:** Utilized when a client is liable for the adjustment.
  NOTE: This will be the most frequently selected field for client adjustments.
- **Provider:** Utilized when a provider is liable for the adjustment.
- **Client and Provider:** Utilized when client and providers are liable for adjustments.
  Example: In collusion or when funds are loaded to the client for the incorrect provider and the client partially paid the incorrect provider.
- **DCF**: Utilized when the Department determines self-liability.



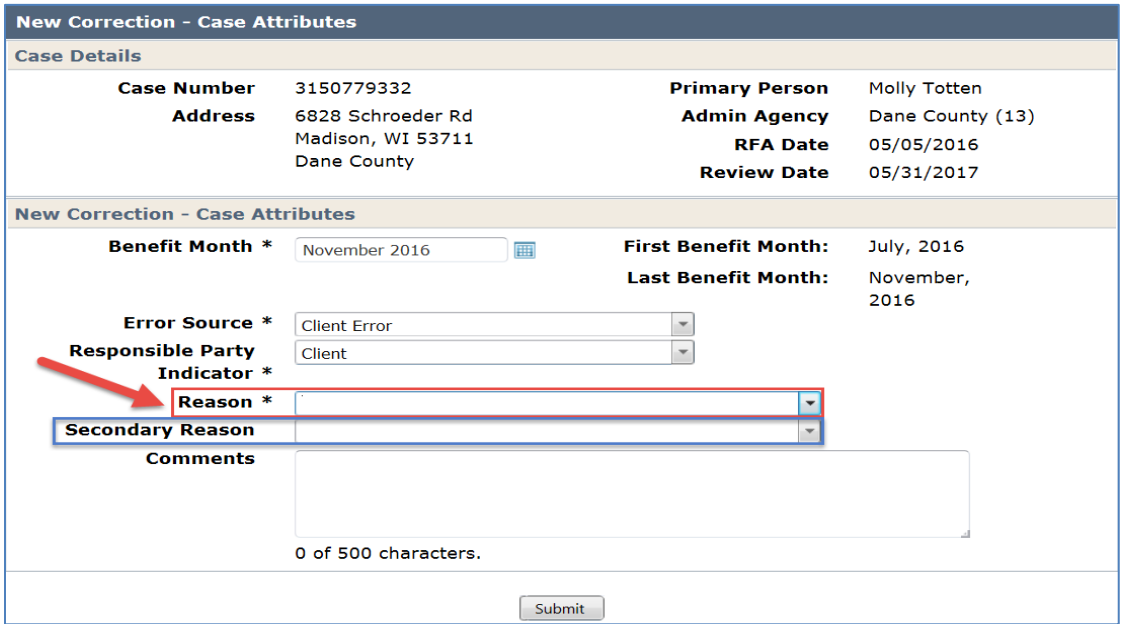
New Correction-Case Attributes-Reason and Secondary Reason

Select the appropriate Reason or Reasons based on the descriptions below.

- **Authorization Error**: Utilized when authorization information needs to be updated (Begin and End dates, Schedule Type, School Closed Hours, Inclement Weather Hours, or Rate Type).
- **Eligibility Error:** Utilized when eligibility information needs to be updated (eligibility status, child date of birth (DOB), copay type, income, or AG size)
- **Correction to a Subsidy PLBC**: Utilized when a PLBC correction has already been made for the month and is in processed status, and a second PLBC correction needs to be made to correct the previous correction, or alter a correction due to a remand by an Administrative Law Judge (ALJ).
- **Authorized to Wrong Provider:** Utilized when an authorization was made to the incorrect provider or provider location.

The primary reason is an important choice. This dictates information that will be used on the "Updated Parent Notices". More information on this topic will be addressed later in this guide.

The secondary reason is optional and in most scenarios will not be used. **The secondary reason cannot be identical to the primary reason.** An example of using a secondary reason would be in a situation where a correction adjustment request would need to be added for an eligibility and authorization. For example, the client failed to report an eligible adult in the household (father), therefore corrections need to be made to the AG size, AG income, and authorized hours.



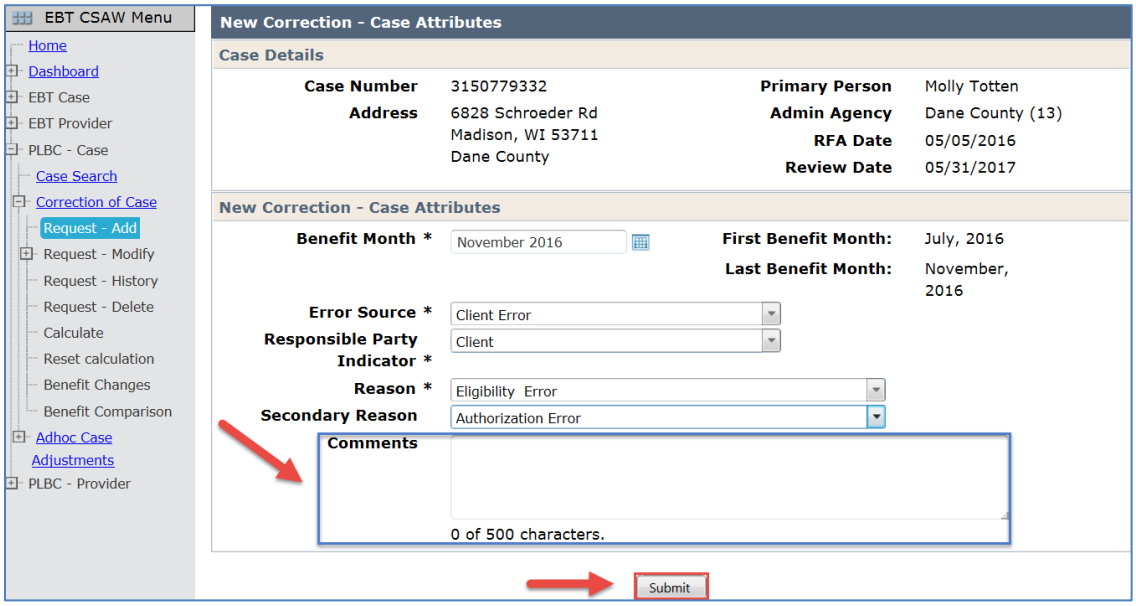
NOTE: Different *Error Source* selections will display different types of reasons available for selection. For example, more *Reason* selections will be available for an Agency Error *Error Source* selection.

New Correction-Case Attributes-Comments

In this field, enter any additional comments that are pertinent to why a PLBC adjustment is being made.

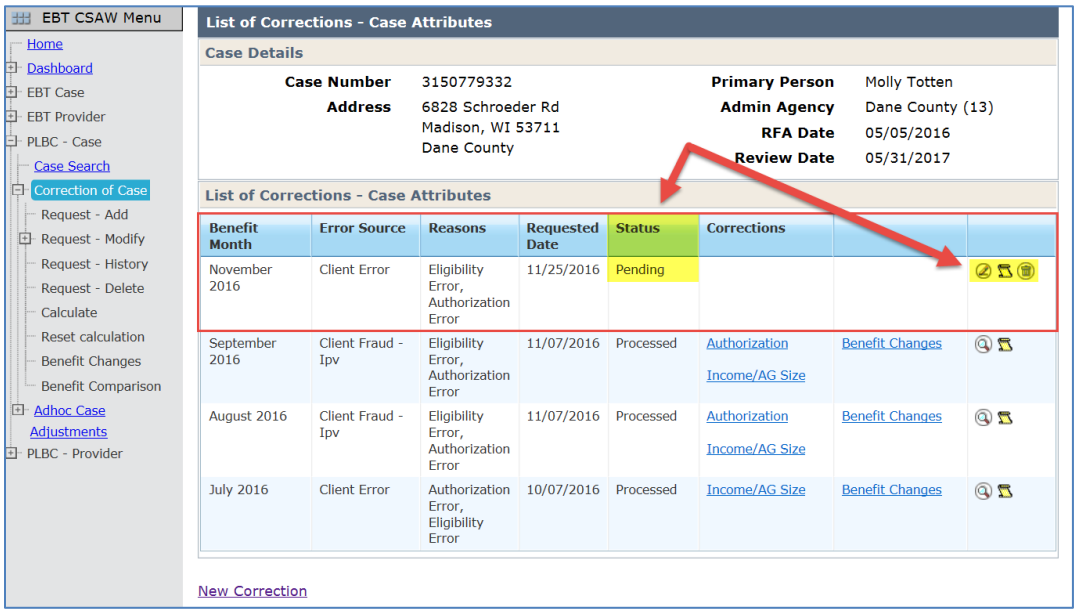
Select *Submit* when all *New Correction-Case Attributes* are completed.

NOTE: If the PLBC adjustment is a result of a BRITS investigation, please enter the BRITS referral number in case comments for tracking purposes. For more information on BRITS, and where to locate the BRITS referral number, please see the BRITS User Guide located in the BRITS log in Help button.



List of Corrections-Case Attributes-Status and Add Corrections

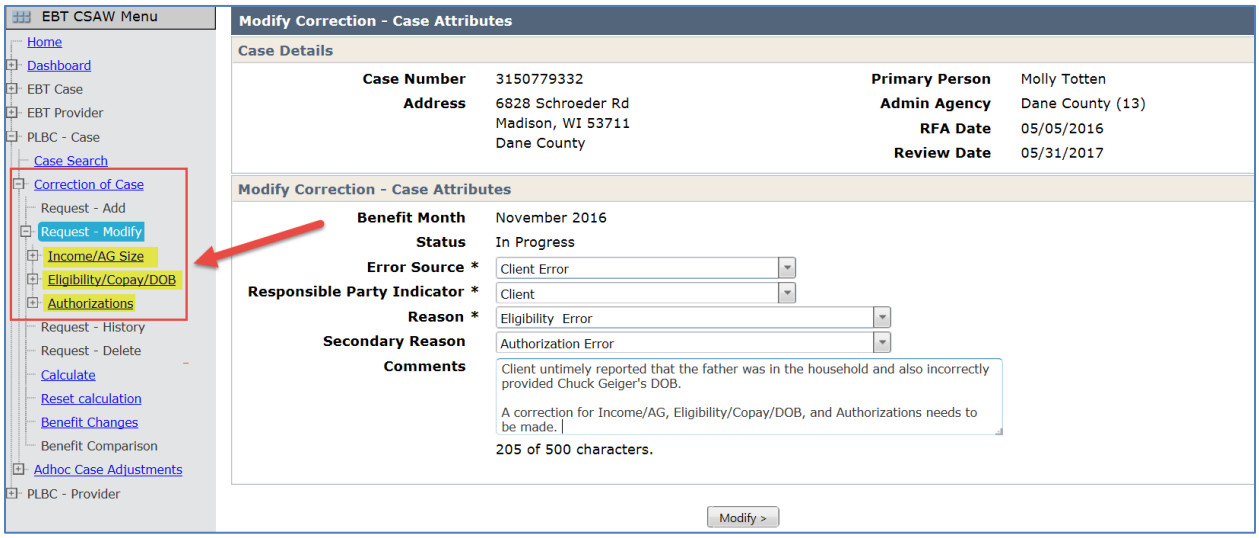
After Case Attributes are submitted, the *List of Corrections-Case Attributes* screen shows the PLBC Case adjustment request status as "Pending." Now, additional "Correction" information needs to be added. To add "Correction" information, select the pencil icon for the appropriate month.



Modify Correction-Case Attributes

Select the appropriate Correction Link in the EBT CSAW Navigation Menu based on the descriptions below. Multiple corrections can be added for a month to the correction request, but only one correction request can be in pending, in progress, or calculated at a time.

- **Income/AG:** Utilized when income or child care assistance group information needs to be corrected.
- **Eligibility/Copay/DOB:** Utilized when eligibility, copay type, or date of birth (DOB) needs to be corrected.
- **Authorizations:** Utilized when the following authorization information needs to be corrected:
  - Authorization is invalid for a month.
  - Begin and end dates
  - Schedule Type (Single, Two/Four Weeks).
  - Regular School Closed Hours
  - Inclement Weather School Closure Hours
  - Rate Type

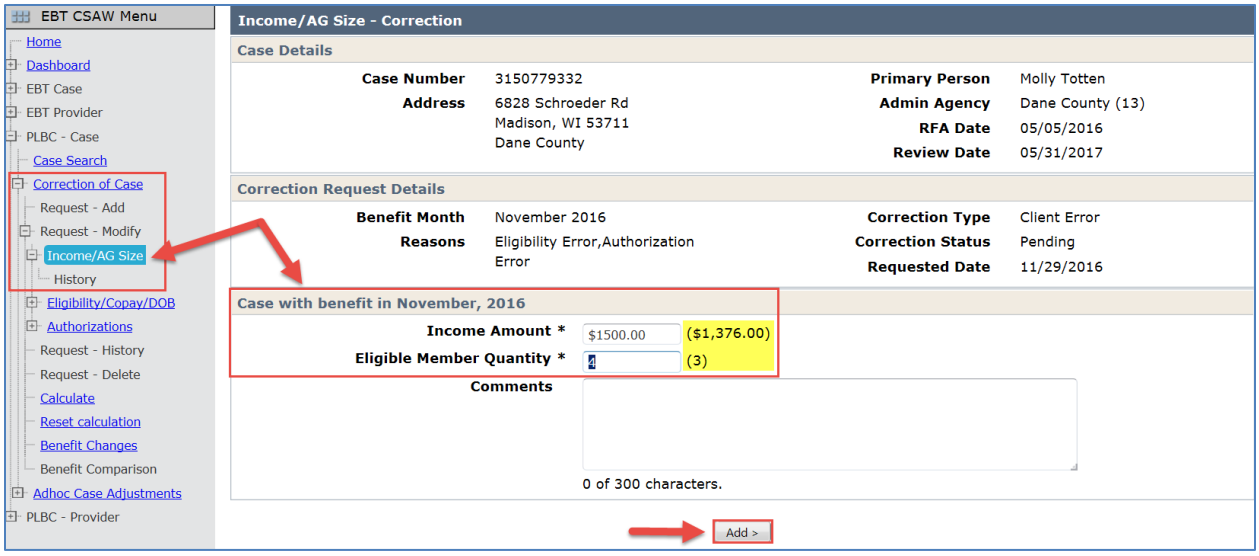


Income/AG Size Correction

Income/AG information is pulled by CARES Worker Web (CWW) each month and used in subsidy (benefit) calculations.

In the screenshot below, EBT CSAW displays what income and AG size was used in the initial calculation (highlighted in yellow).

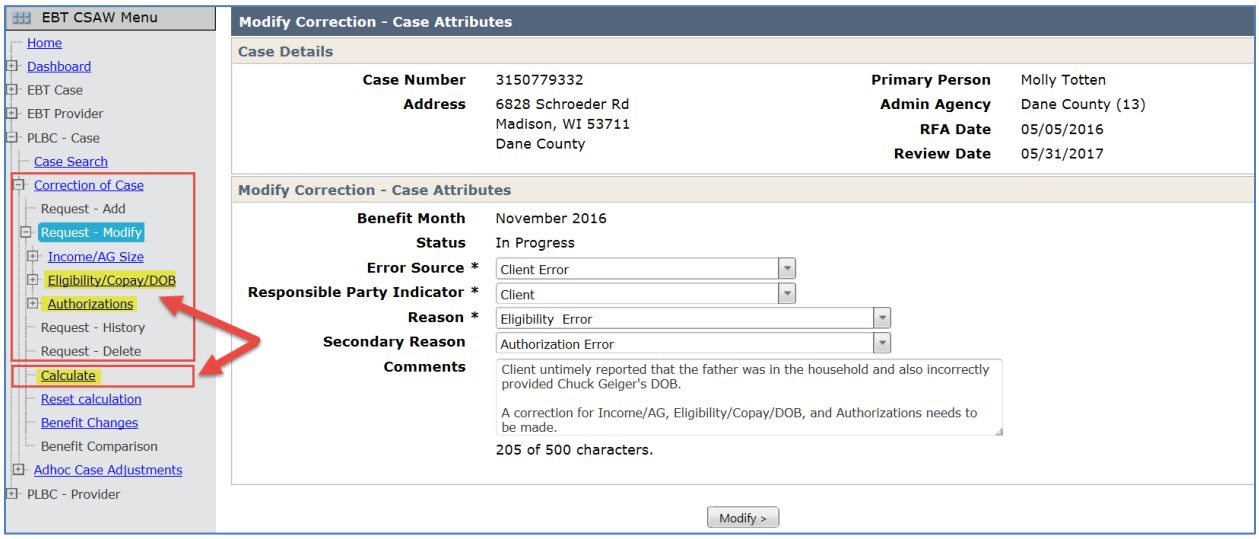
Edit income and eligible member appropriately and then select *Add*.



Modify Correction-Case Attributes

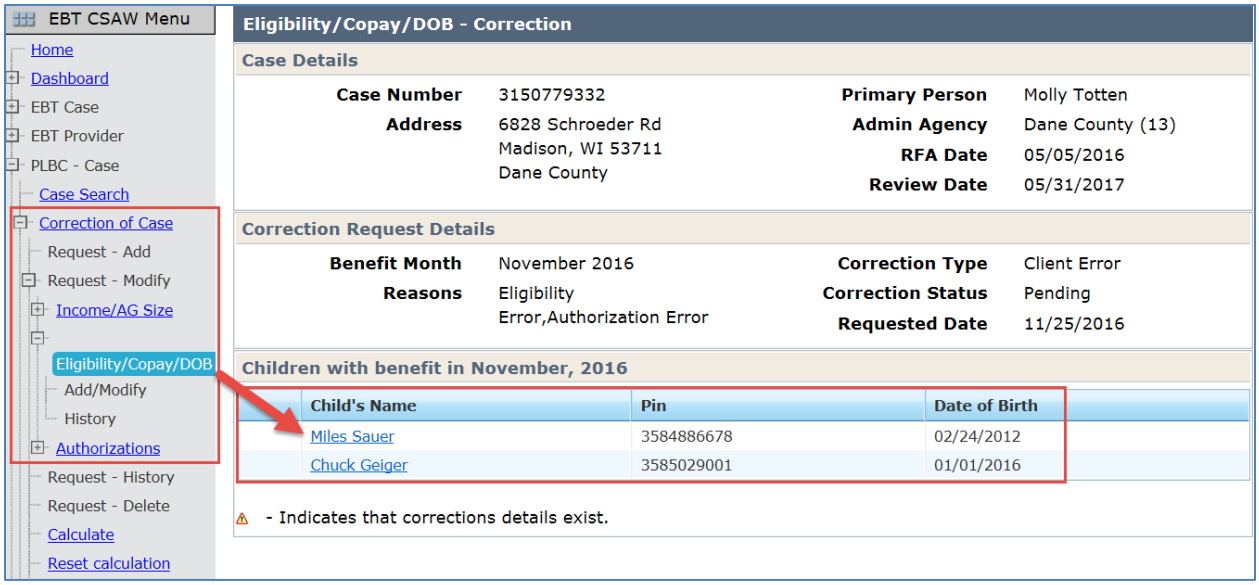
At this time, the worker may:

- Add another Correction to the Case (if needed);
  OR
- If no other corrections need to be made, the correction can be calculated by selecting the 'Calculate' link.



Eligibility/Copay/DOB Correction

Select the child link in which a correction to eligibility, copay, or date of birth need to be made.

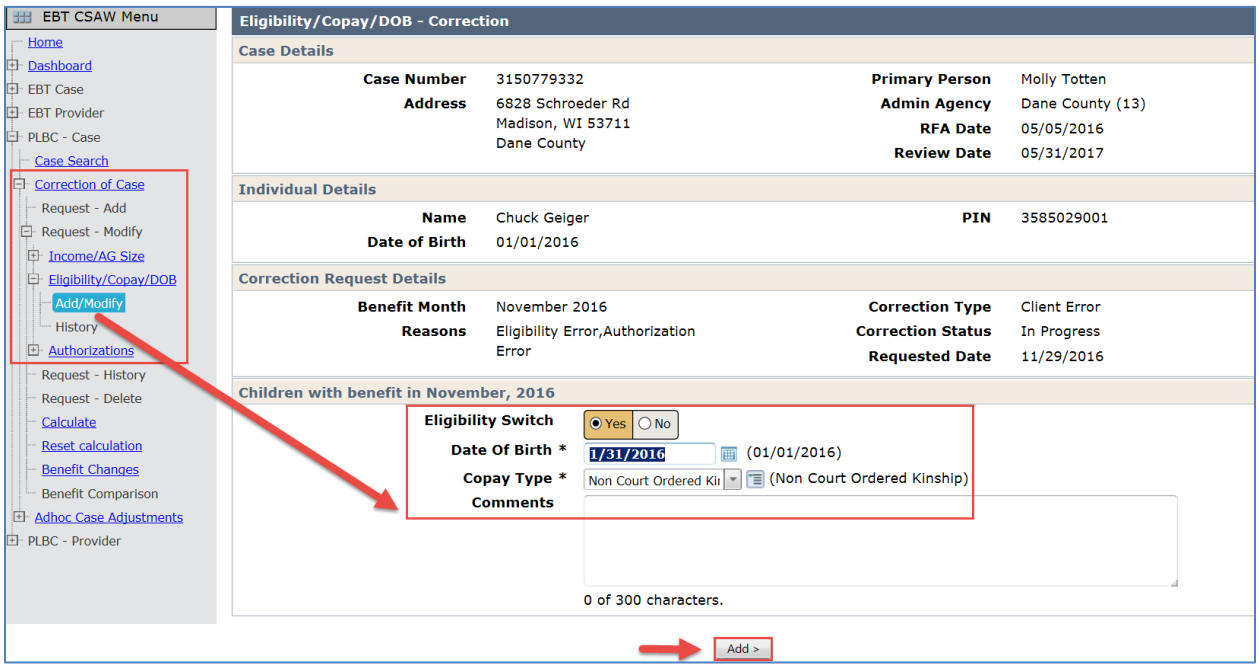


The Eligibility/Copay/DOB – Correction page will load. On this page you may either:

- Select the 'No' radio button for the *Eligibility Switch* if the child should not have been eligible for the month.

  And/OR

- Update the date of birth/copay type fields and select *Add*. This will return you to the *Eligibility/Copay/DOB – Correction* page.

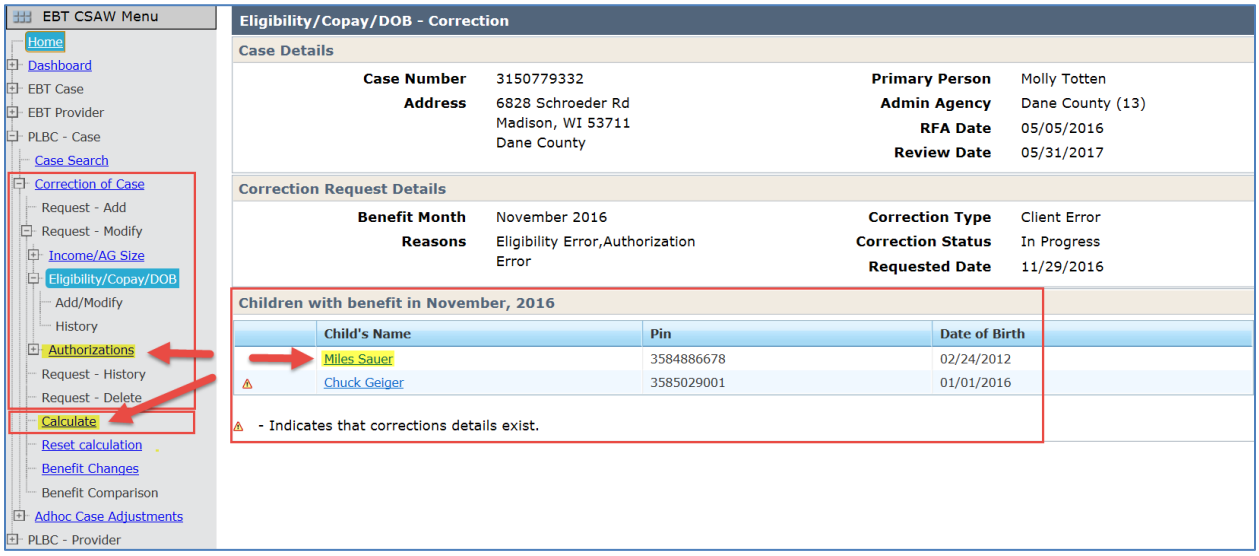


Eligibility/Copay/DOB- Correction

After an eligibility/copay/DOB correction has been made for a child, a yellow triangle with an exclamation point will appear next to their name on this page

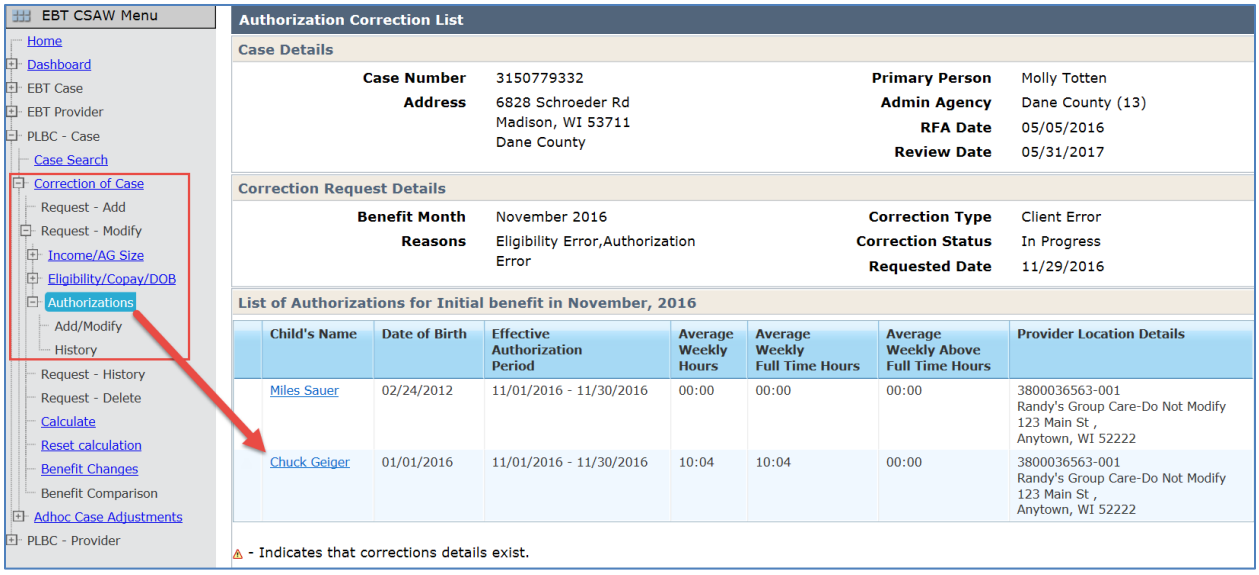
The following options are then available:

- Make Eligibility/Copay/DOB corrections to other applicable children on the case by selecting the child's name link. For example, Miles Sauer's information could be corrected if need be;
  OR
- Select another correction type link in the EBT CSAW Navigation Menu to add or modify;
  OR
- Select *Calculate* link in the EBT CSAW Menu if no other corrections need to be made for the PLBC adjustment request.



Authorization Correction List

Select the child link in which a correction to an authorization needs to be made.



Authorization Correction

Correct the following information based on the descriptions below:

- **Authorization is invalid for a month**: Utilized when the authorization is written to the incorrect provider.
- **Begin Date:** Utilized when the begin date of the authorization needs to be corrected.
- **End Date:** Utilized when the end date of the authorized month needs to be corrected.

*When using PLBC to calculate a partial overpayment for a month, enter the dates the authorization should have been in these fields - **NOT** the overpayment period dates.*

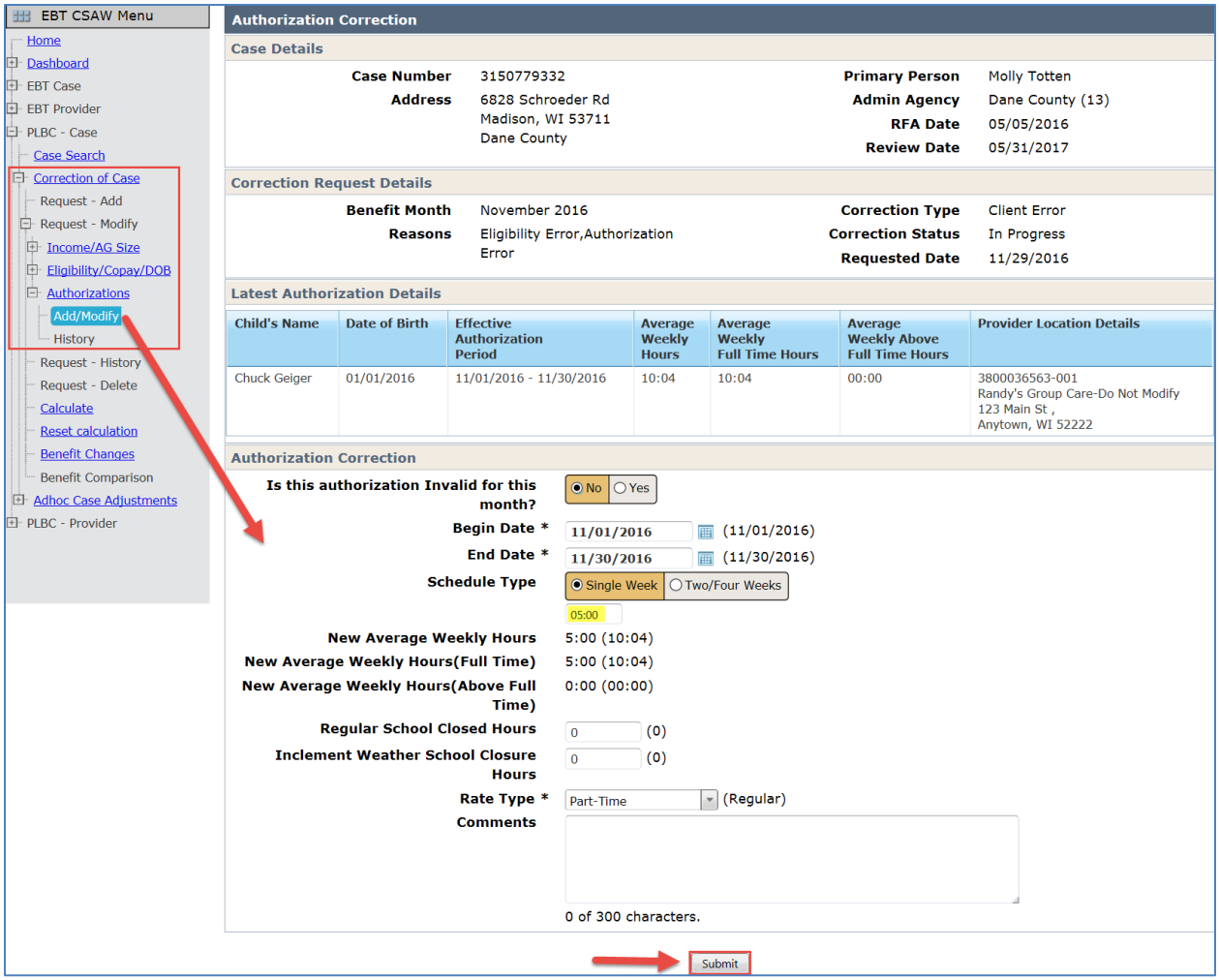
- **Schedule Type:** Utilized when there needs to be a correction to the schedule type of Single or Two/Four Weeks and the amount of weekly hours.
  - The PLBC system does not have functionality to calculate the amount of authorized hours needed, so below are the three options that can be used to calculate this amount.
    - Often times the EBT CSAW future authorization (calculation) has the correct number of weekly hours, so that information can be used for this field if applicable.
    - Another option to find the corrected number of authorized hours is to create a future authorization filling out the Case Summary screens with past information and deriving weekly hours without confirming the EBT Authorization.
    - Workers will have to manually calculate the corrected amount of weekly hours that will need to be used. The former child care worksheet is recommended. The system will then take the corrected weekly amount and automatically arrive at an average monthly amount.
- **Regular School Closed Hours:** Utilized when hours for scheduled school closures needs to be corrected.
- **Inclement Weather School Closure Hours:** Utilized when hours for inclement weather need to be corrected.

- **Rate Type:** Utilized to correct a Regular, Part-Time, Override (Discount), Override (In-Home), Override (Special Need) provider price. This field also may need to be changed when Schedule Type hours are corrected and a corresponding Full or Part-Time provider price should be used for the correct subsidy calculation.
    - Example: When Schedule Type hours are lowered from 40 hours to 19, then the Provider Price type of "Part-Time" must be used.
- **Comments:** Utilized to explain further details as to why the PLBC-Authorization Correction is being initiated.

NOTE**:** The following below fields cannot be altered because the system updates them automatically with any changes performed in the Schedule Type Hours field.

- **New Average Weekly Hours:** Displays the updated Schedule Type weekly hours. Numbers in parenthesis display the original weekly hours used for the previous calculation.
- **New Average Weekly Hours (Full Time):** Displays the updated Schedule Type weekly hours used for the subsidy benefit calculation (up to 35).
- **New Average Weekly Hours (Above Full Time):** Displays the updated Schedule Type weekly hours higher than 50. For example, if the New Average Weekly Hours was 75, the New Average Weekly Hours (Above Full Time) would be 25. This is due to the subsidy calculation, which is designated to calculate amounts for 0-35 hours a week, and again for 50-75 hours a week.

Select *Submit* when all the authorization corrections are completed.



Authorization Correction List-Correction

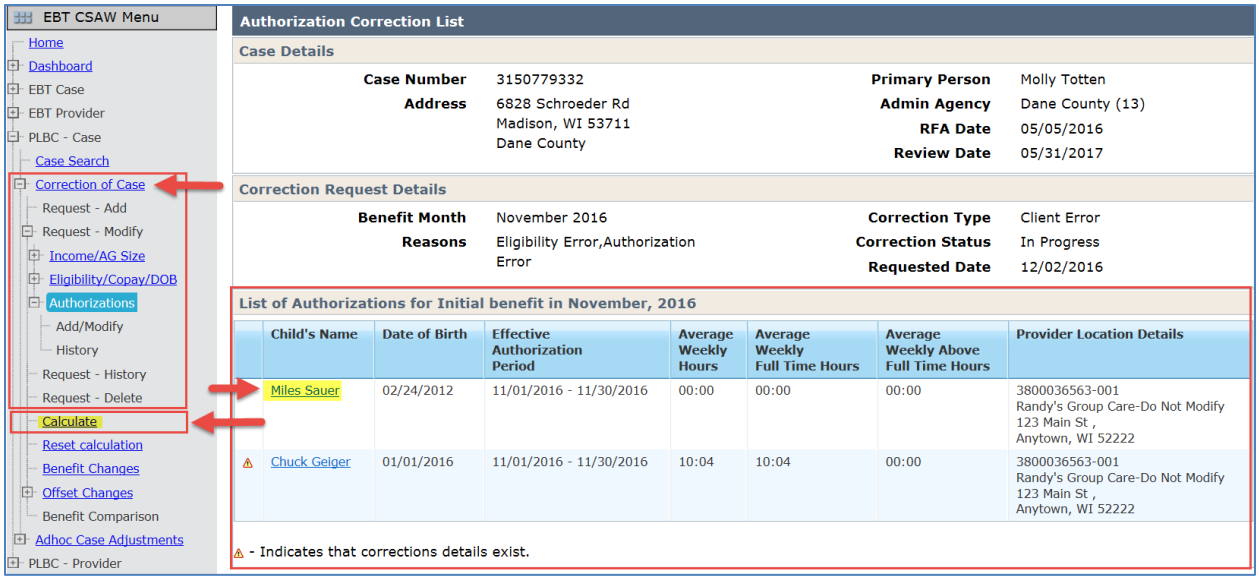
After an authorization correction has been made for a child, a yellow triangle with an exclamation point will appear next to their name.

The following options are then available:

- Make Authorization corrections to other applicable children on the case by selecting the child's name link. For example, Miles Sauer's information could be corrected if need be.

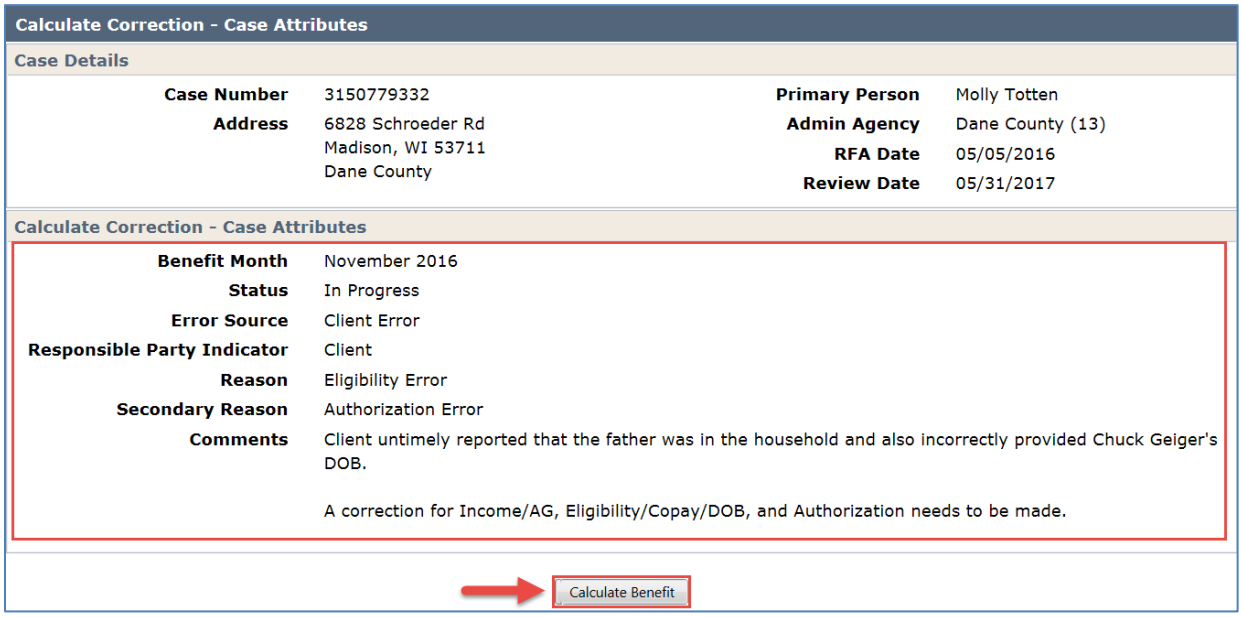
  OR
- Select another correction type link in the EBT CSAW Navigation Menu to add or modify.

  OR
- Select *Calculate* link in the EBT CSAW Menu if no other corrections need to be made for the PLBC adjustment request.



Calculate Correction-Case Attributes

Review information and select *Calculate Benefit*.

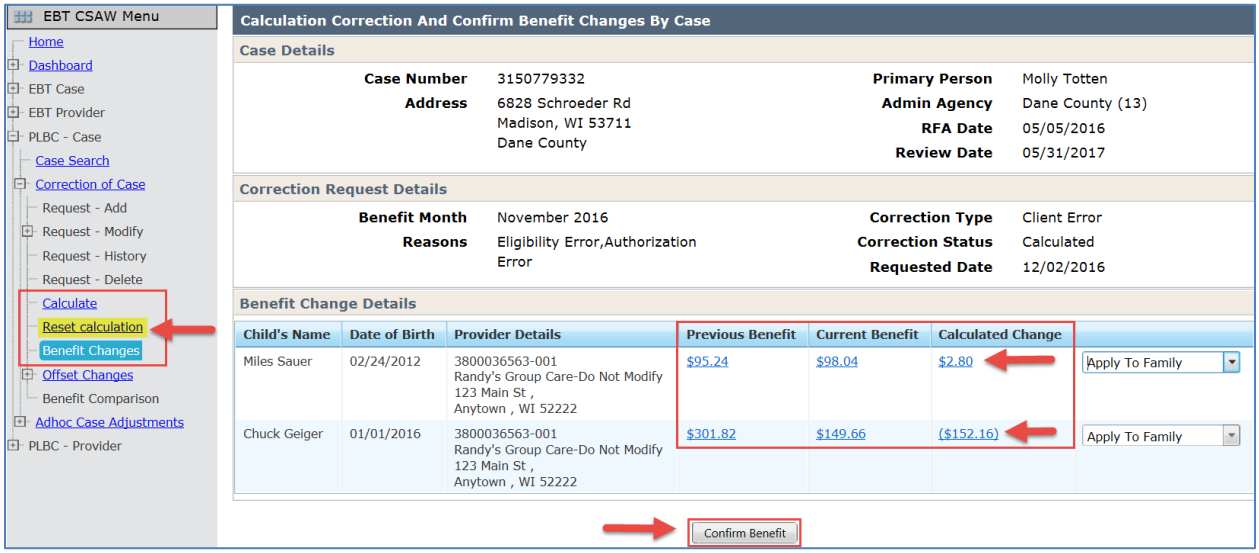


Calculation Correction and Confirm Benefit Changes By Case

After a PLBC correction has been calculated for a child, the following options are available:

- Review calculations for Previous Benefit, Current Benefit, or Calculated Change information by selecting amount links. For example, by selecting $2.80 for Miles Sauer, it will show the calculations for how the Calculated Change was done.
    - NOTE: Negative adjustment calculations are in parenthesis.
- Select *Reset Calculation* to modify corrections for the PLBC request.

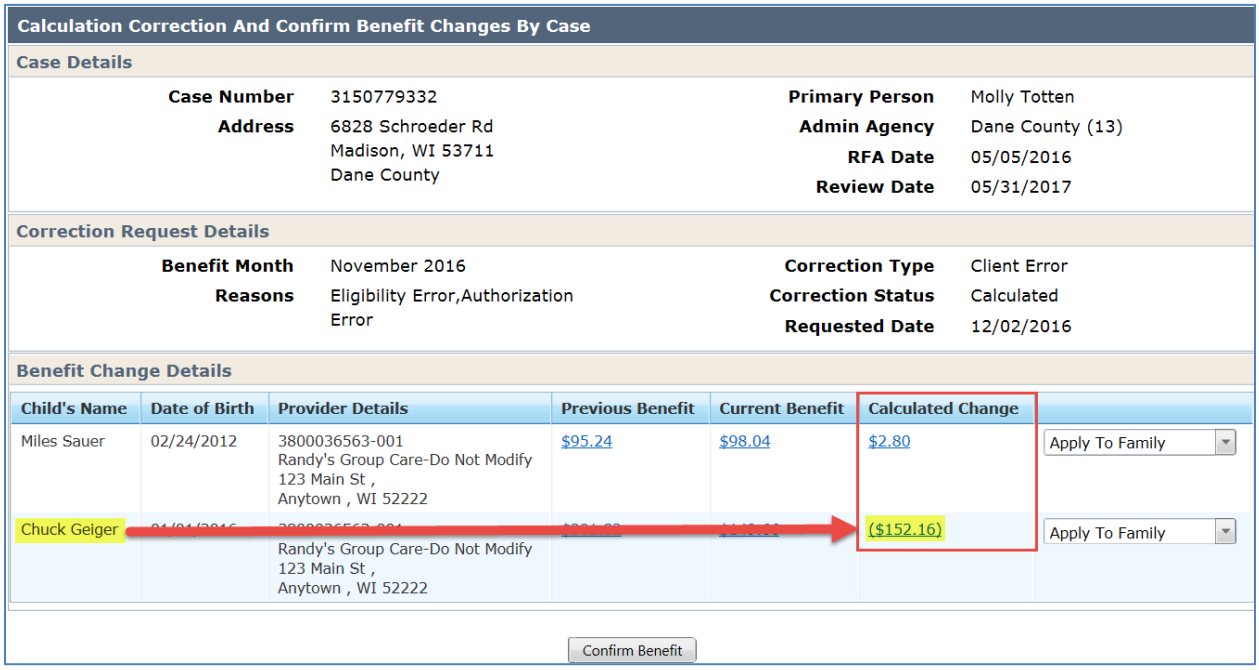
- Select *Confirm Benefit* to apply the positive amounts to the Parent's MyWIChildCare account or select Confirm to acknowledge negative amounts will be entered into the Benefit Recovery (BV), and a BRITS referral created, if applicable.



NOTE: 'Apply To' functionality reflects if the correction is towards the client or family. This is automated based on Client Reason Code used and if the adjustment request results in a positive or negative amount.

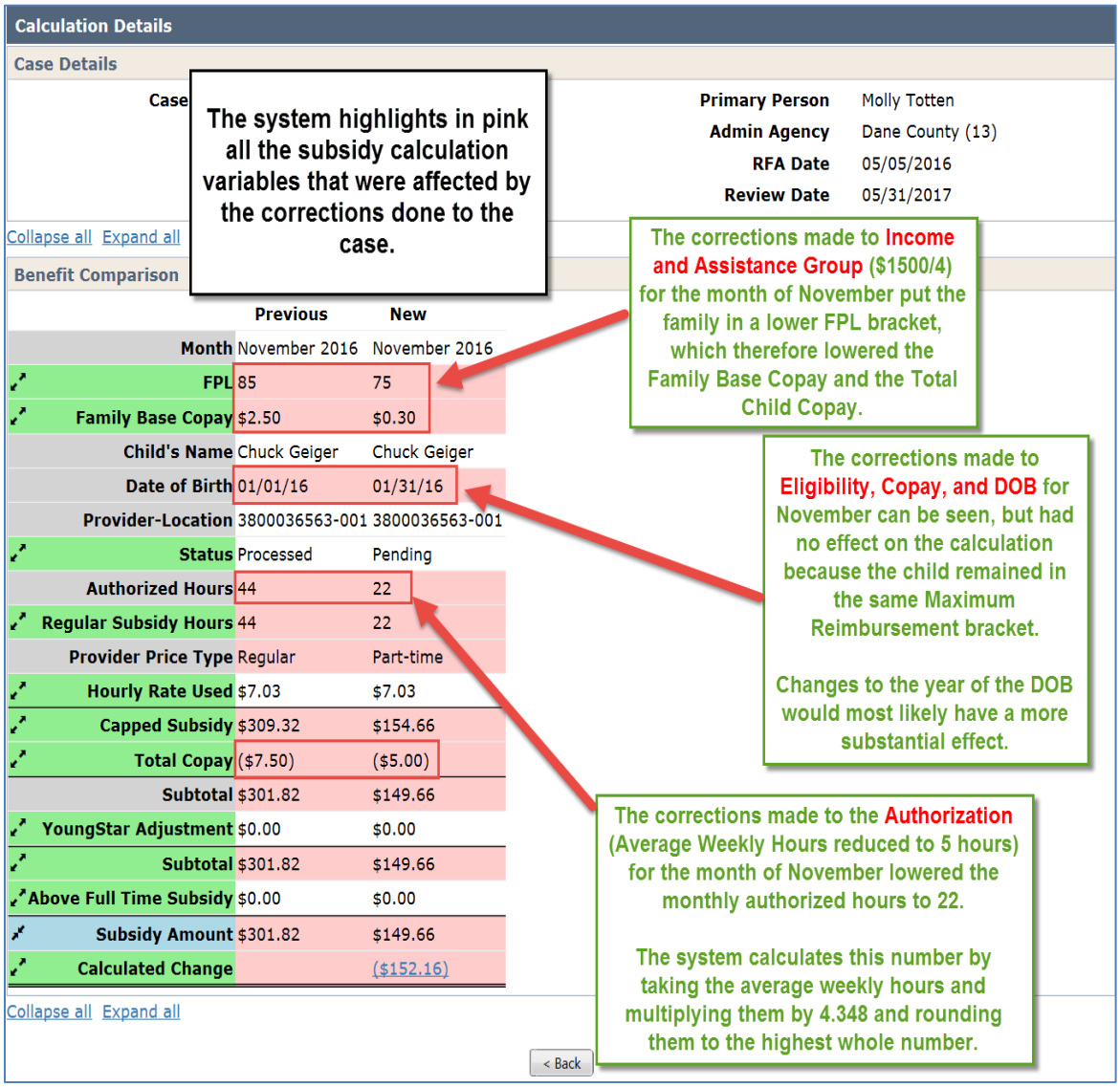
Calculation Details for Calculated Change Link

To view calculations done for *Calculation Change*, select the *Calculated Change Amount* link for the applicable child.



Calculation Details for Calculate Change Link

The screenshot below shows the calculated change for Chuck Geiger below. Two columns appear when selecting the *Calculated Change*. The 'Previous' column displays the variables that were used for the initial calculation and the "New" column displays the variables that were used for the new calculation. The system highlights the variables that were changed as shown in the screenshot below.



	Previous	New
Month	November 2016	November 2016
FPL	85	75
Family Base Copay	$2.50	$0.30
Child's Name	Chuck Geiger	Chuck Geiger
Date of Birth	01/01/16	01/31/16
Provider-Location	3800036563-001	3800036563-001
Status	Processed	Pending
Authorized Hours	44	22
Regular Subsidy Hours	44	22
Provider Price Type	Regular	Part-time
Hourly Rate Used	$7.03	$7.03
Capped Subsidy	$309.32	$154.66
Total Copay	($7.50)	($5.00)
Subtotal	$301.82	$149.66
YoungStar Adjustment	$0.00	$0.00
Subtotal	$301.82	$149.66
Above Full Time Subsidy	$0.00	$0.00
Subsidy Amount	$301.82	$149.66
Calculated Change		($152.16)

To see further calculation details for the previous and new columns, select *Expand all* or the individual green fields (see screenshots below).

Calculation Details

Case Details

Case Number	3150779332
Primary Person	Molly Totten
Address	6828 Schroeder Rd Madison, WI 53711 Dane County

Collapse all Expand all

Benefit Comparison

	Previous	New
Month	November 2016	November 2016
FPL	85	75
Family Base Copay	$2.50	$0.30
Child's Name	Chuck Geiger	Chuck Geiger
Date of Birth	01/01/16	01/31/16
Provider-Location	3800036563-001	3800036563-001
Status	Processed	Pending
Authorized Hours	44	22
Regular Subsidy Hours	44	22
Provider Price Type	Regular	Part-time
Hourly Rate Used	$7.03	$7.03
Capped Subsidy	$309.32	$154.66
Total Copay	($7.50)	($5.00)
Subtotal	$301.82	$149.66
YoungStar Adjustment	$0.00	$0.00
Subtotal	$301.82	$149.66
Above Full Time Subsidy	$0.00	$0.00
Subsidy Amount	$301.82	$149.66
Calculated Change		($152.16)

Collapse all Expand all

To view how the corrections made to Income and Assistance Size affected previous and new benefit calculations, click on the green *Total Copay* field and then the green *Child Copay* field.

Collapse all Expand all

Benefit Comparison

	Previous	New
Month	November 2016	November 2016
FPL	85	75
Family Base Copay	$2.50	$0.30
Child's Name	Chuck Geiger	Chuck Geiger
Date of Birth	01/01/16	01/31/16
Provider-Location	3800036563-001	3800036563-001
Status	Processed	Pending
Authorized Hours	44	22
Regular Subsidy Hours	44	22
Provider Price Type	Regular	Part-time
Hourly Rate Used	$7.03	$7.03
Capped Subsidy	$309.32	$154.66
Copay Type	Non Court Ordered Kinship	Non Court Ordered Kinship
Base Copay	$0.00	$0.00
Child Copay Distribution	Reduced copay, special copay type	Reduced copay, special copay type
Full Time Copay	$25.00	$25.00
Total Child Copay Hours	44	22
Percent of Full Time Copay	30%	20%
Total Child Level Copay	$7.50	$5.00
Child Copay Hours @ This Location	44	22
Percent Applied to Benefit	100%	100%
Child Copay	($7.50)	($5.00)
Total Copay	($7.50)	($5.00)
Subtotal	$301.82	$149.66
YoungStar Adjustment	$0.00	$0.00
Subtotal	$301.82	$149.66
Above Full Time Subsidy	$0.00	$0.00
Subsidy Amount	$301.82	$149.66
Calculated Change		($152.16)

Collapse all Expand all

The corrections made to **Income and AG size** lowered the Family Base Copay.

This will typically lower per child base copays, however it did not impact Chuck Geiger's because the child already had a $0.00 per child base copay since the child has a Non Court Ordered Kinship Copay Type.

	From Monthly Hours	To Monthly Hours	% Copay
The Per Child Copayment amount is further adjusted based on the monthly hours for the individual child.	0	15	10
	16	30	20
	31	45	30
	46	60	40
	61	75	50
	76	90	60
	91	105	70
	106	120	80
	121	135	90
	136	999	100

The monthly Total Child Copay hours reduced from 44 to 22, therefore changing the percentage of the Full Time copay from 30 to 20 (see the chart above and screenshot below). The New-Total Child Level Copay of $5.00 is the result of 20% multiplied by $25

Collapse all Expand all

Benefit Comparison

	Previous	New
Month	November 2016	November 2016
FPL	85	75
Family Base Copay	$2.50	$0.30
Child's Name	Chuck Geiger	Chuck Geiger
Date of Birth	01/01/16	01/31/16
Provider-Location	3800036563-001	3800036563-001
Status	Processed	Pending
Authorized Hours	44	22
Regular Subsidy Hours	44	22
Provider Price Type	Regular	Part-time
Hourly Rate Used	$7.03	$7.03
Capped Subsidy	$309.32	$154.66
Copay Type	Non Court Ordered Kinship	Non Court Ordered Kinship
Base Copay	$0.00	$0.00
Child Copay Distribution	Reduced copay, special copay type	Reduced copay, special copay type
Full Time Copay	$25.00	$25.00
Total Child Copay Hours	44	22
Percent of Full Time Copay	30%	20%
Total Child Level Copay	$7.50	$5.00
Child Copay Hours @ This Location	44	22

The Monthly Total Child Copay Hours reduced therefore reducing the "Percent of the Full Time child Copay".

To view how the corrections made to Provider Price and Capped Subsidy affected previous and new benefit calculations, click on the green *Capped Subsidy* field.

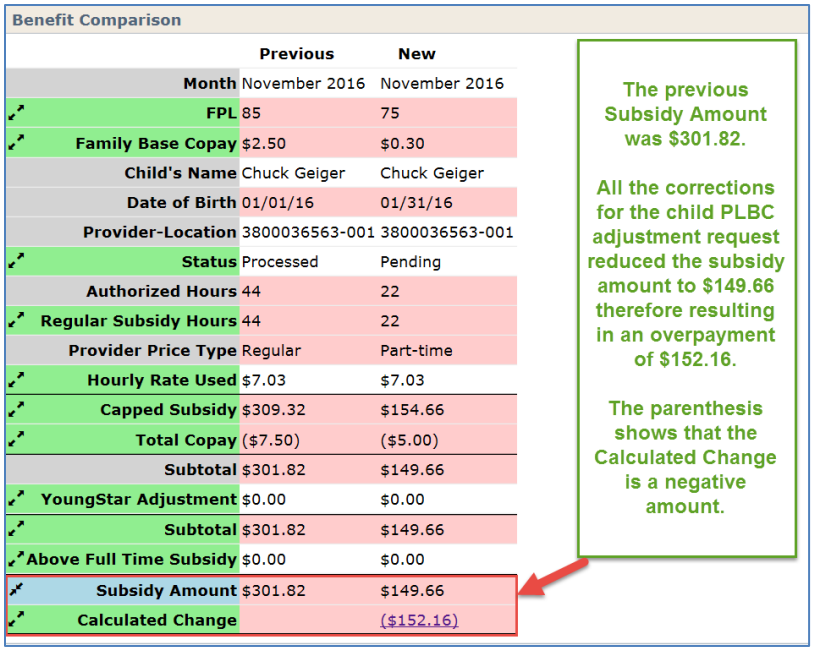
Benefit Comparison

	Previous	New
Month	November 2016	November 2016
FPL	85	75
Family Base Copay	$2.50	$0.30
Child's Name	Chuck Geiger	Chuck Geiger
Date of Birth	01/01/16	01/31/16
Provider-Location	3800036563-001	3800036563-001
Status	Processed	Pending
Authorized Hours	44	22
Regular Subsidy Hours	44	22
Provider Price Type	Regular	Part-time
Hourly Rate Used	$7.03	$7.03
Initial Amount	$309.32	$154.66
Provider Price	$869.63	$652.22
Agency Ceiling	$1,069.64	$1,069.64
Capped Subsidy	$309.32	$154.66
Total Copay	($7.50)	($5.00)
Subtotal	$301.82	$149.66
YoungStar Adjustment	$0.00	$0.00
Subtotal	$301.82	$149.66
Above Full Time Subsidy	$0.00	$0.00
Subsidy Amount	$301.82	$149.66
Calculated Change		($152.16)

Reducing the authorized hours changed the Provider Price Type used and the Initial Amount.

The Regular (Full Time) price was used in the original benefit calculation and the Part-Time was used for new calculation.

Collapse all Expand all



Benefit Comparison

	Previous	New
Month	November 2016	November 2016
FPL	85	75
Family Base Copay	$2.50	$0.30
Child's Name	Chuck Geiger	Chuck Geiger
Date of Birth	01/01/16	01/31/16
Provider-Location	3800036563-001	3800036563-001
Status	Processed	Pending
Authorized Hours	44	22
Regular Subsidy Hours	44	22
Provider Price Type	Regular	Part-time
Hourly Rate Used	$7.03	$7.03
Capped Subsidy	$309.32	$154.66
Total Copay	($7.50)	($5.00)
Subtotal	$301.82	$149.66
YoungStar Adjustment	$0.00	$0.00
Subtotal	$301.82	$149.66
Above Full Time Subsidy	$0.00	$0.00
Subsidy Amount	$301.82	$149.66
Calculated Change		($152.16)

The previous Subsidy Amount was $301.82.

All the corrections for the child PLBC adjustment request reduced the subsidy amount to $149.66 therefore resulting in an overpayment of $152.16.

The parenthesis shows that the Calculated Change is a negative amount.

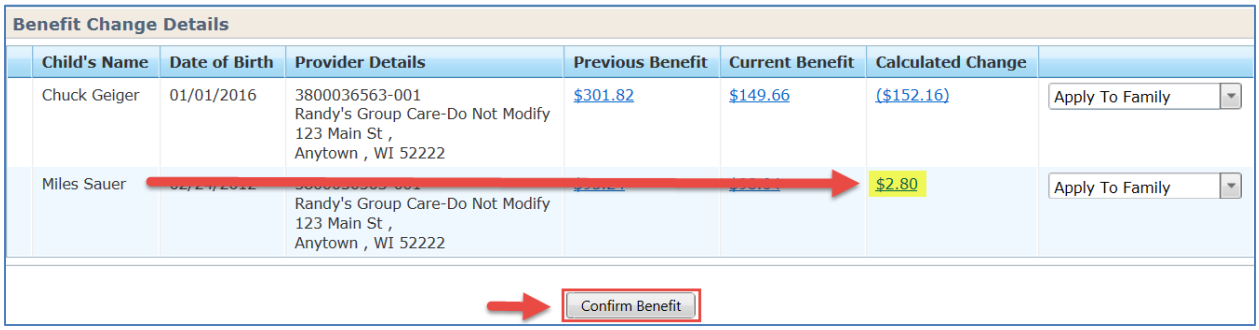
Offset

Corrections made to one child or one authorization on a case with multiple children or authorizations can result in subsidy amount changes for all authorized children because of the family copayment distribution. This can result in a smaller positive amount for one child and a larger negative amount for the other. This also may occur with changes to AG/Income, which affects the Federal Poverty Level (FPL), and therefore affects family base, child base, and per child copayments.

This occurred with the PLBC case correction with Molly Totten for the month of December. Miles Sauer had a small positive adjustment amount of $2.80. The other child on the case (Chuck Geiger) had a much larger negative adjustment amount of ($152.16). These amounts can be “Offset” against each other, so the parent has a smaller overpayment entered into the Benefit Recovery System.

Offset: Benefit Change Details

To initiate an offset, benefit amounts must first be confirmed.



Benefit Change Details

Child's Name	Date of Birth	Provider Details	Previous Benefit	Current Benefit	Calculated Change	
Chuck Geiger	01/01/2016	3800036563-001 Randy's Group Care-Do Not Modify 123 Main St , Anytown , WI 52222	$301.82	$149.66	($152.16)	Apply To Family
Miles Sauer	[illegible]	[illegible] Randy's Group Care-Do Not Modify 123 Main St , Anytown , WI 52222	[illegible]	[illegible]	$2.80	Apply To Family

Confirm Benefit

After benefit confirmation, the PLBC system driver will display the *Calculation Correction and Offset Changes by Case* page.

Click *Distribute* to offset amount.

Offset Details

Child Name	Miles Sauer	**Change in Benefit**	$2.80
Date of Birth	02/24/2012	**Offset Amount**	$0.00
Provider Details	3800036563-001 Randy's Group Care-Do Not Modify 123 Main St Anytown, WI 52222	**Balance**	$2.80 Distribute

Amounts From Current Month

Child's Name	Date of Birth	Provider Details	Month	Status	Overpayment	Offset Amount	Net Remaining balance
Chuck Geiger	01/01/2016	3800036563-001 Randy's Group Care-Do Not Modify 123 Main St , Anytown , WI 52222	December 2016	Confirmed By Worker	($152.16)	0	($152.16)

This will auto populate the positive amount in the *Offset Amount* field. This field can also be entered/altered manually by a worker. Then select *Apply*.

Offset Details

Child Name	Miles Sauer	**Change in Benefit**	$2.80
Date of Birth	02/24/2012	**Offset Amount**	($2.80)
Provider Details	3800036563-001 Randy's Group Care-Do Not Modify 123 Main St Anytown, WI 52222	**Balance**	$0.00 Distribute

Amounts From Current Month

Child's Name	Date of Birth	Provider Details	Month	Status	Overpayment	Offset Amount	Net Remaining balance
Chuck Geiger	01/01/2016	3800036563-001 Randy's Group Care-Do Not Modify 123 Main St , Anytown , WI 52222	December 2016	Confirmed By Worker	($152.16)	2.80	($152.16)

Apply

After applied, the offset amount will show on the *Calculation Correction and Offset Changes by Case* page.

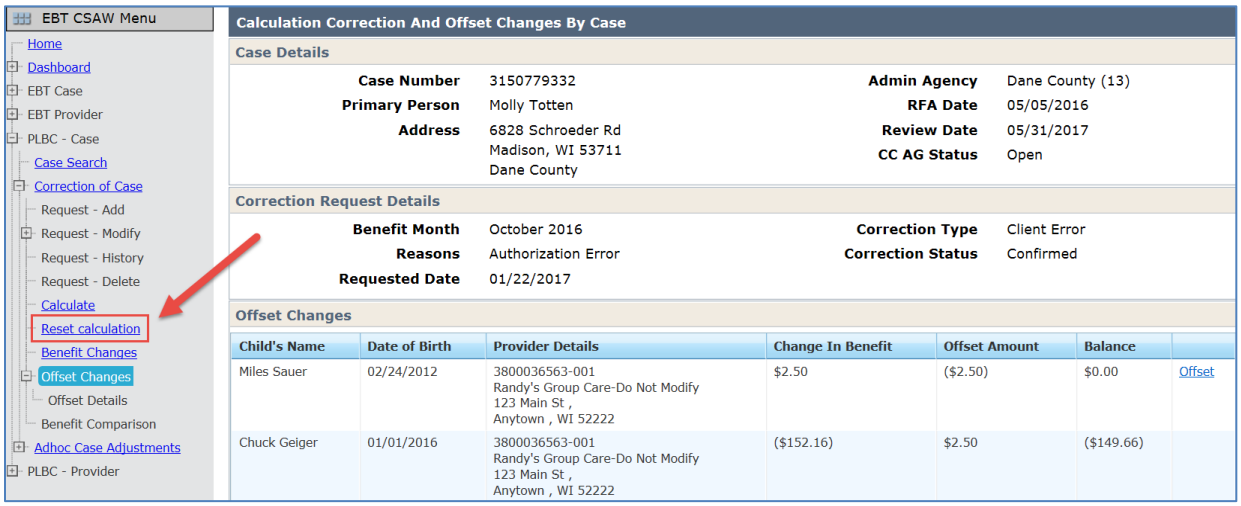
Offset Changes

Child's Name	Date of Birth	Provider Details	Change In Benefit	Offset Amount	Balance	
Miles Sauer	02/24/2012	3800036563-001 Randy's Group Care-Do Not Modify 123 Main St , Anytown , WI 52222	$2.80	($2.80)	$0.00	Offset
Chuck Geiger	01/01/2016	3800036563-001 Randy's Group Care-Do Not Modify 123 Main St , Anytown , WI 52222	($152.16)	$2.80	($149.36)	

Back

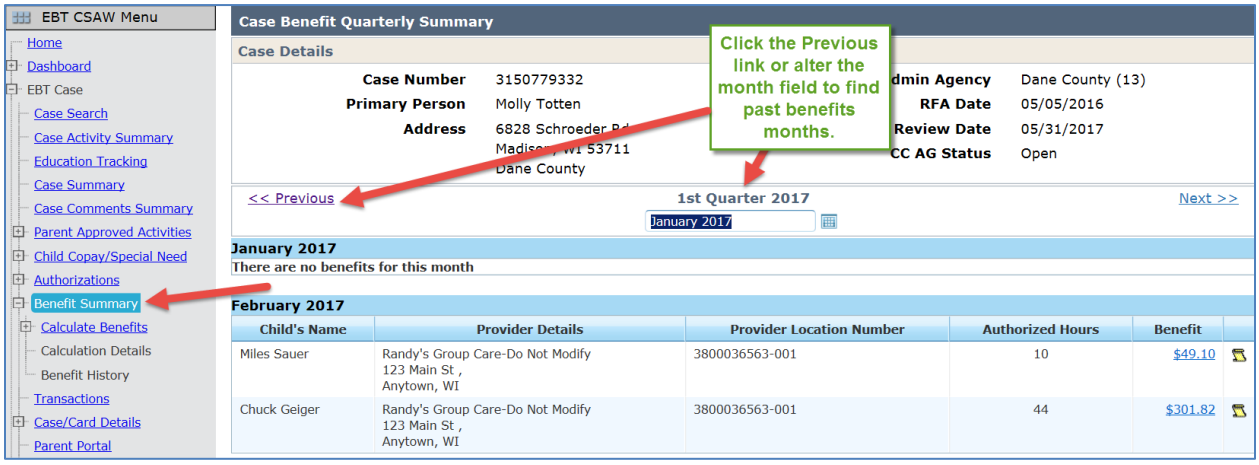
Offset Deletion

Agencies can undo an offset if needed by clicking on the *Reset calculation* link in EBT CSAW Menu. This also will undo the calculations of the PLBC adjustment request.



Offset - Case Benefit Quarterly Summary

Confirmed PLBC Adjustment amounts and offsets will be processed the following day and can be seen in the *Case Benefit Quarterly Summary* screens found by clicking the *Benefit Summary* link in the EBT CSAW navigation menu.



Click the *Benefit* link amount to see the calculation details.

<< Previous | 4th Quarter 2016 (return to 2017 Q1) | Next >>

October 2016

October 2016

Child's Name	Provider Details	Provider Location Number	Authorized Hours	Benefit
Miles Sauer	Randy's Group Care-Do Not Modify 123 Main St , Anytown, WI	3800036563-001	9	$43.64
Chuck Geiger	Randy's Group Care-Do Not Modify 123 Main St , Anytown, WI	3800036563-001	44	$301.82

November 2016

Child's Name	Provider Details	Provider Location Number	Authorized Hours	Benefit
Miles Sauer	Randy's Group Care-Do Not Modify 123 Main St , Anytown, WI	3800036563-001	19	$95.24
Chuck Geiger	Randy's Group Care-Do Not Modify 123 Main St , Anytown, WI	3800036563-001	44	$301.82

December 2016

Child's Name	Provider Details	Provider Location Number	Authorized Hours	Benefit
Miles Sauer	Randy's Group Care-Do Not Modify 123 Main St , Anytown, WI	3800036563-001	19	$98.04
Chuck Geiger	Randy's Group Care-Do Not Modify 123 Main St , Anytown, WI	3800036563-001	22	$149.66

Then double-click the *Net Subsidy Change* green field to expand. This will display the PLBC adjustment amount and offset amount.

Collapse all Expand all

Case Subsidy Calculation Details

Child's Name	Chuck Geiger	Miles Sauer
Date of Birth	01/31/16	02/24/12
Provider-Location	3800036563-001	3800036563-001
Status	Processed	Processed
Authorized Hours	22	9
Regular Subsidy Hours	22	19
Provider Price Type	Part-time	Part-time
Hourly Rate Used	$7.03	$5.46
Capped Subsidy	$154.66	$103.74
Total Copay	($5.00)	($5.70)
Subtotal	$149.66	$98.04
YoungStar Adjustment	$0.00	$0.00
Subtotal	$149.66	$98.04
Above Full Time Subsidy	$0.00	$0.00
Subsidy Amount	$149.66	$98.04
Previous Applied Amount	$301.82	$95.24
Subsidy Change	($152.16)	$2.80
OffSet Amount	$2.80	($2.80)
Subsidy Applied Mode	Apply to family	Apply to family
Net Subsidy Change	($149.36)	$0.00

PLBC-Updated Parent Notices

Unlike the former PIES system, PLBC will send updated Parent Quarterly Notices to participants for case corrections made to current or past months. Corrections need to be confirmed and then processed prior to parent updated notices being sent. Adjustment type and apply to programming logic will dictate updated parent notice language. Providers will not be sent any updated information. See below chart for more information and screen shots.

Client Reason Codes	Adjustment Type (+/-)	"Apply To" Programming Logic	Parent Notice Language
Authorization Error, Eligibility Error, Correction to a Subsidy PLBC	Positive Amount	Apply to Family	Added Subsidy Amount to MyWIChildCare Card
Authorization Error, Eligibility Error, Correction to a Subsidy PLBC	Negative Amount	Apply to Family	Overpayments will not be recovered from your MyWIChildCare card subsidy amounts. You will get a repayment agreement in the mail that will give you an overview of how to pay the amount back.

This information will appear closer to the bottom of the notice. It's intended to explain why and what changes occurred to the parent's case.

Monthly Subsidy Amount Change Information

There has been a change in your child or children's authorized subsidy amount for a previous month due a change you reported or that was discovered.

This will display for additional benefits loaded to the EBT Card initiated by PLBC or for Retro-Authorizations written in EBT CSAW.

Added Subsidy Amount to MyWIChildCare Card

Month	Child	Provider Name Provider/Location Num	Amount Added to Card	Reason

This will display for any negative adjustments calculated in PLBC.

Overpayment
Overpayments will not be recouped from your MyWIChildCare card subsidy amounts. You will get a repayment agreement in the mail that will give you an overview of how to pay the amount back.

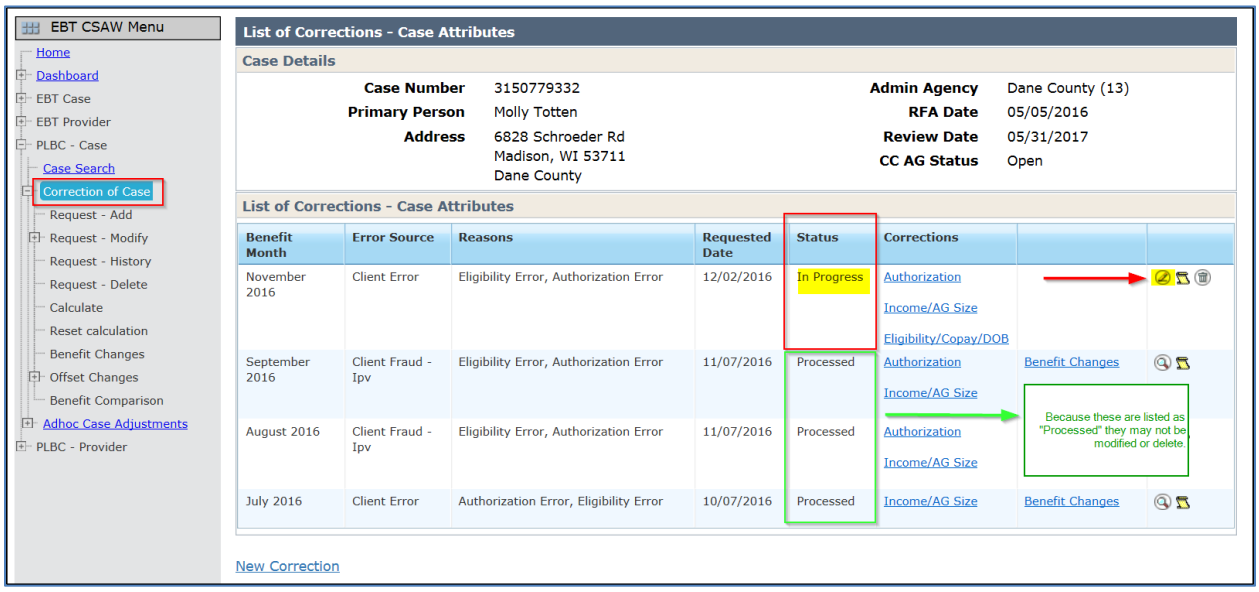
Month	Child	Provider Name Provider/Location Num	Overpayment Amount	Reason

Modifications to a PLBC Correction

Any PLBC corrections that are listed as Pending, In-progress, Calculated, or Confirmed on the *List of Correction - Case Attributes* page may be modified.

To modify a previously made PLBC Correction, select the pencil icon for the Correction that you would like to update.

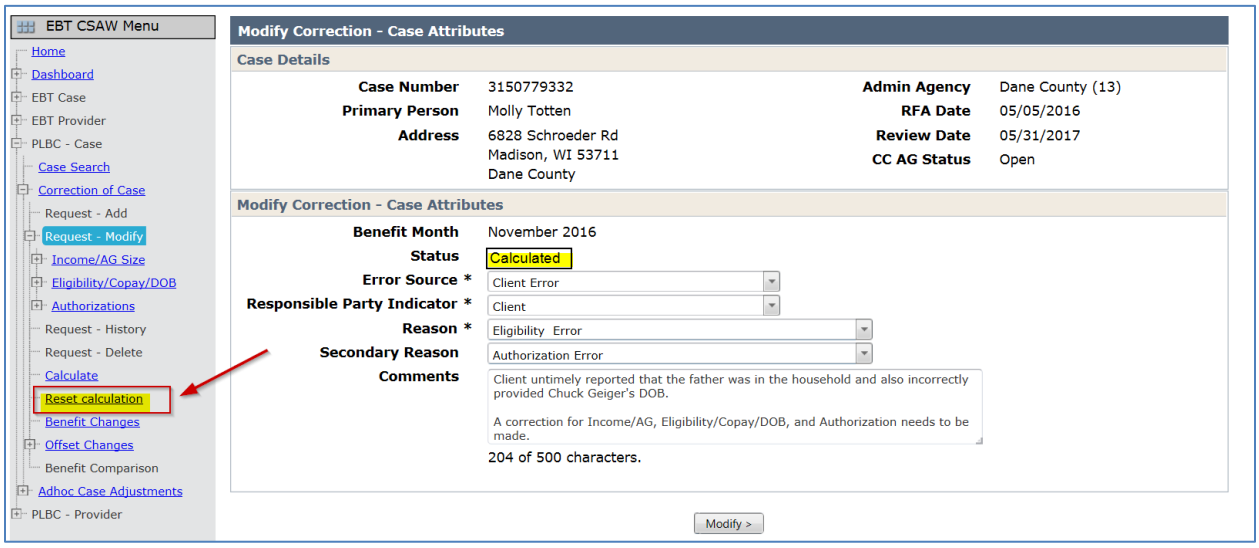
If the PLBC Correction you would like to edit is in Calculated or Confirmed Status, you can reset the calculation and add your corrections. Confirmed Status corrections can only be reset (and then modified), if completed on the same day the request was created.



Calculated Status – Modification

To modify a case in calculated status, you will need to reset the calculation. To do this, select the pencil icon next to the correction.

On the Navigation Menu, select the *Reset Calculation* link.

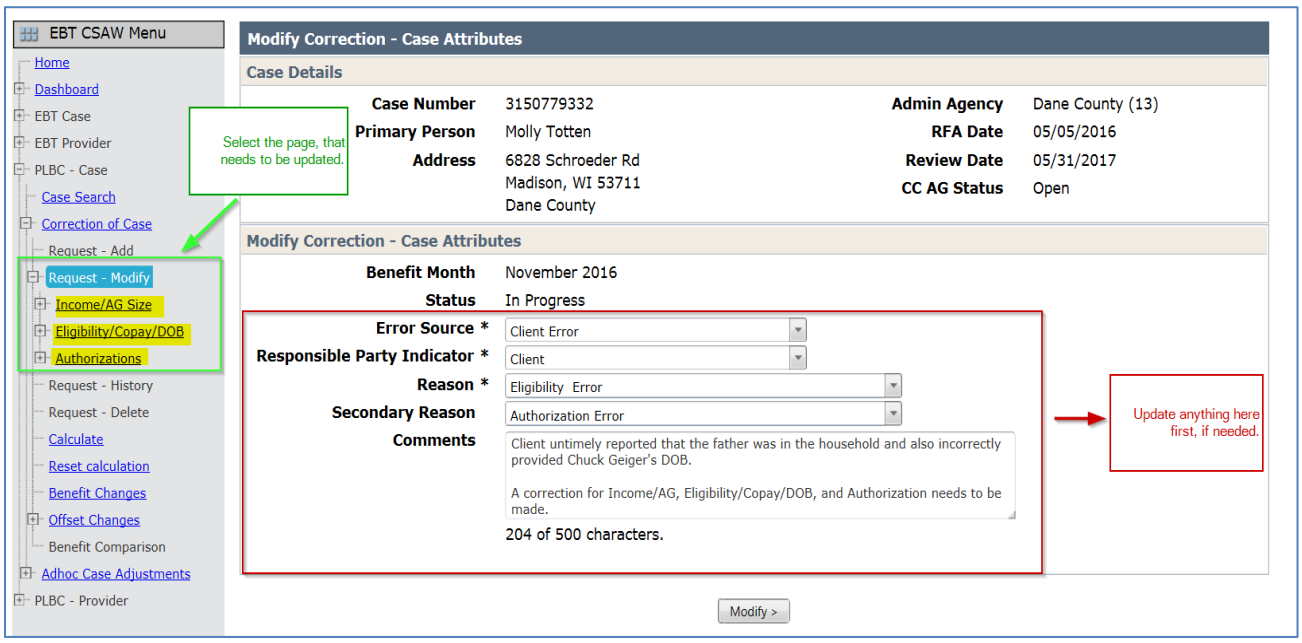


Modify Correction – Case Attributes

Selecting the pencil icon will bring you to the *Modify Correction – Case Attributes* page. The information displayed on this page will be the same as that entered on the *New Correction – Case Attributes* page when the correction was first created.

Update information on this page, if applicable.

Next, on the Navigation Menu, select the page(s) that need to be updated.



Income/AG Size Modification

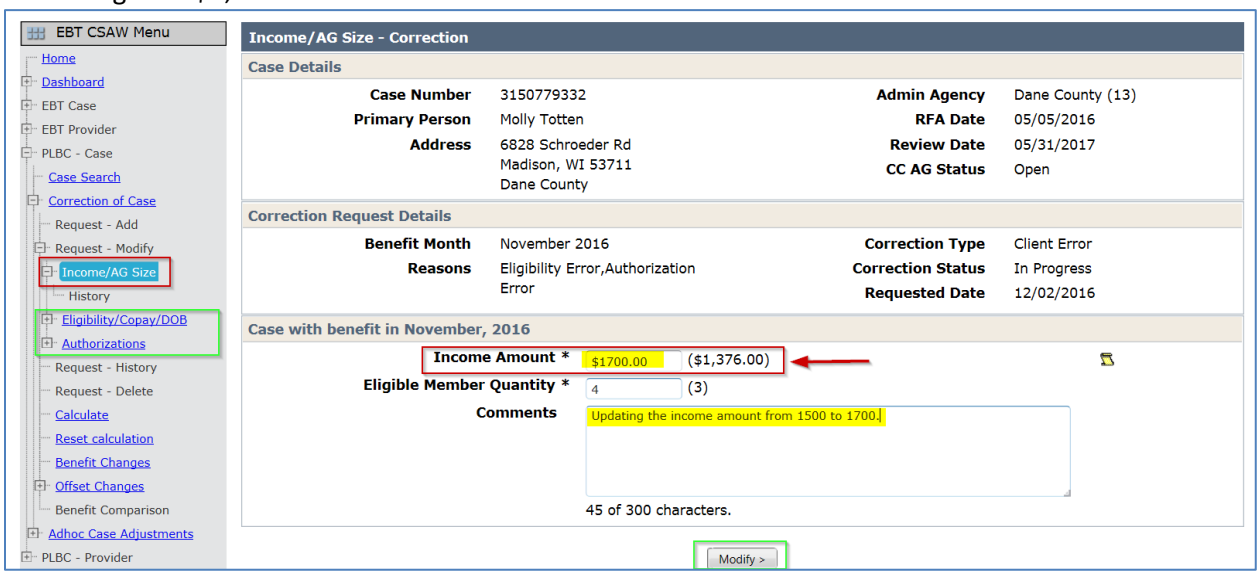
Update the Income Amount, Eligible Member Quantity, or add comments to modify this page. After completed, you can:

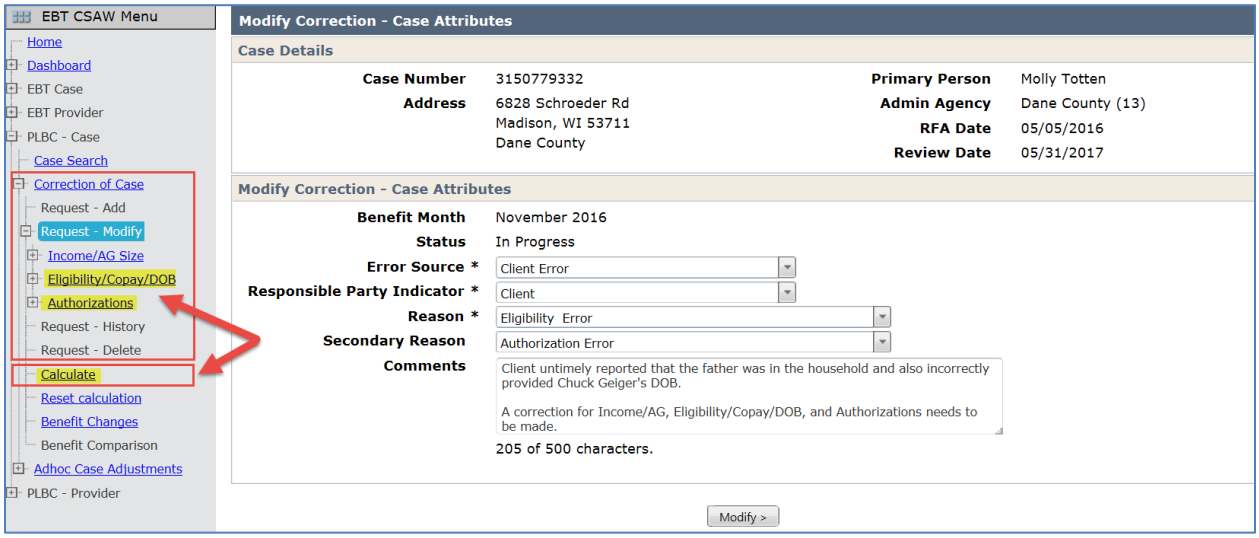
- Add another Correction to the Case (located on the Navigation menu)

  OR

- If no other corrections need to be made, the correction can be calculated by selecting the *Calculate* link.

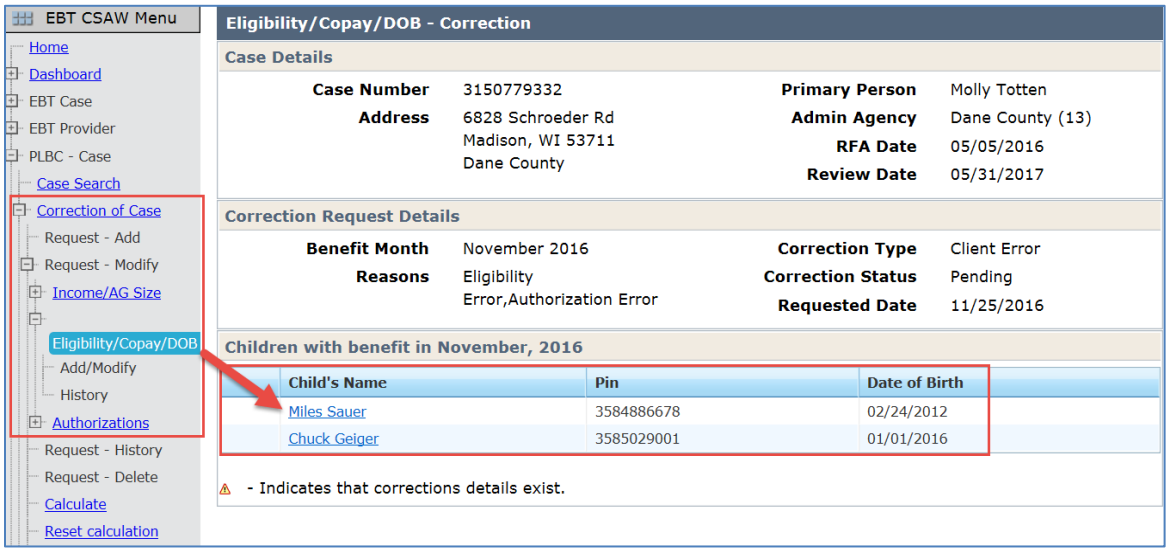
For this example, the income entered for the correction was $1,500. For the modification, the income was changed to $1,700.



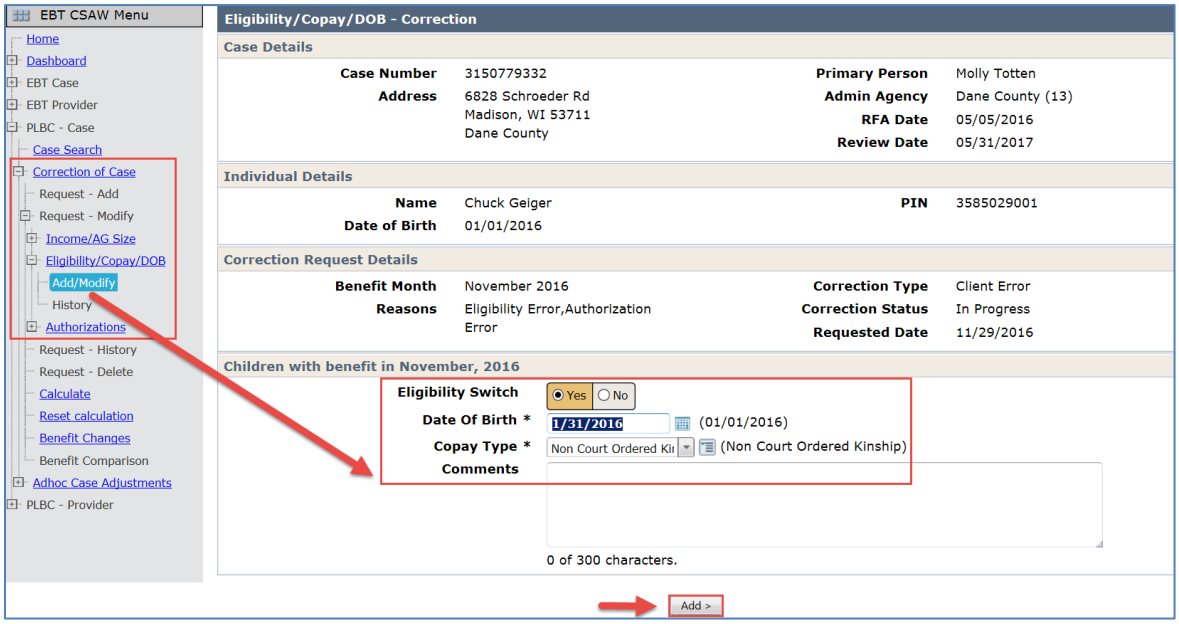


Eligibility/Copay/DOB Modification

Select the child link in which a correction to eligibility, copay, or date of birth needs to be made.



Update the eligibility switch, date of birth, copay type, and/or comment for the child selected, and then select *Add.*



At this point the following options are available:

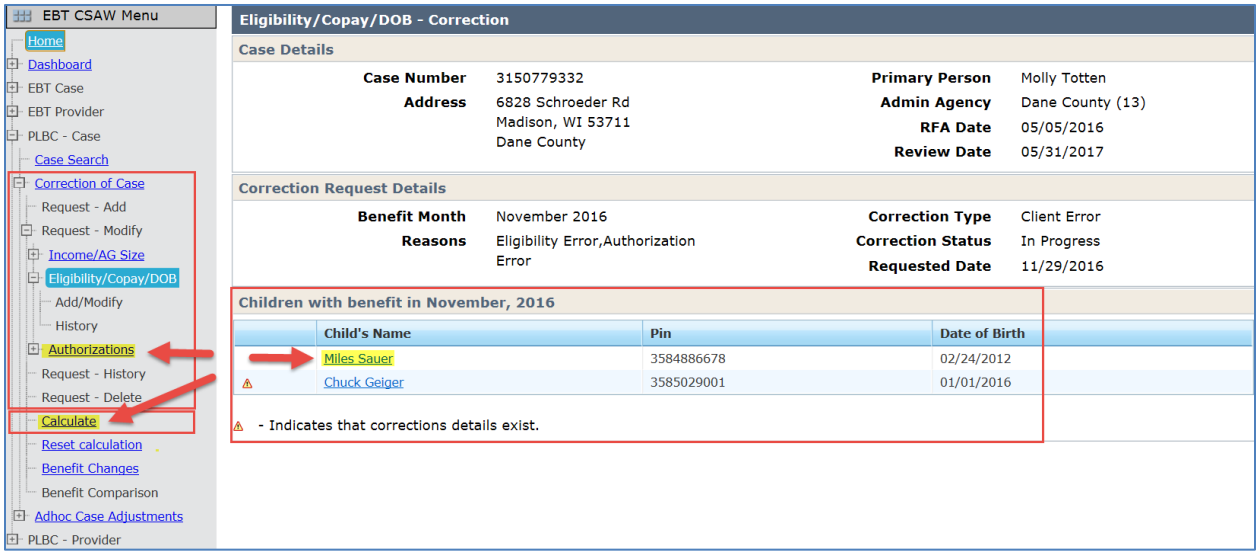
- Make Eligibility/Copay/DOB corrections to other applicable children on the case by selecting the child's name link. For example, Miles Sauer's information could be corrected if needed.

  OR

- Select another correction type link in the EBT CSAW Navigation Menu to add or modify.

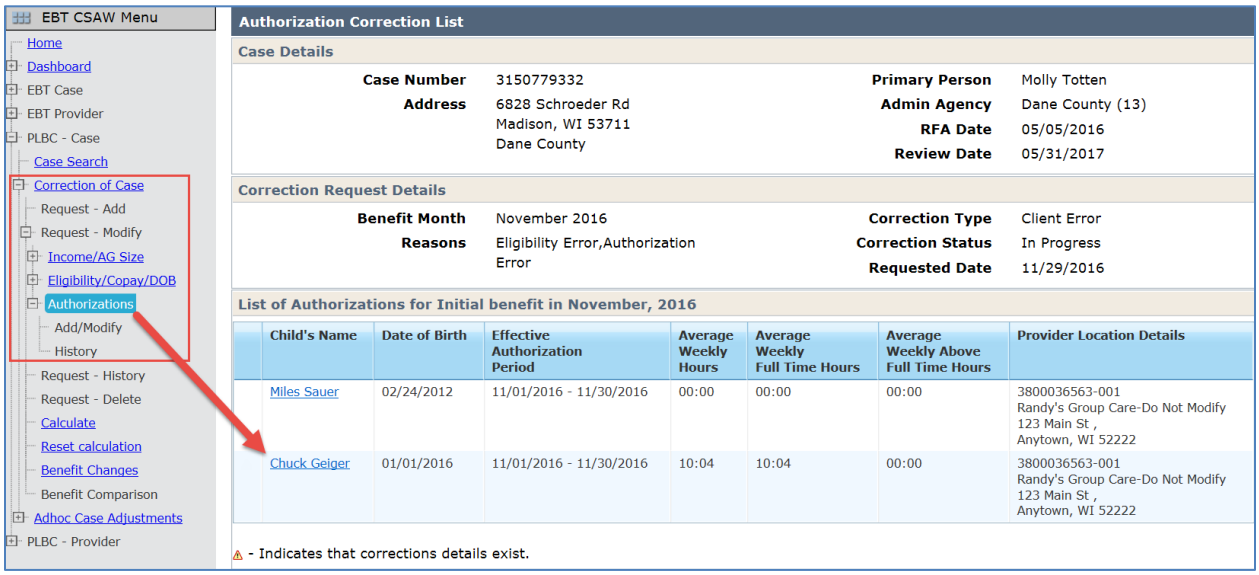
  OR

- Select *Calculate* link in the EBT CSAW Menu if no other corrections are needed for the PLBC adjustment request.



Authorizations – Modification

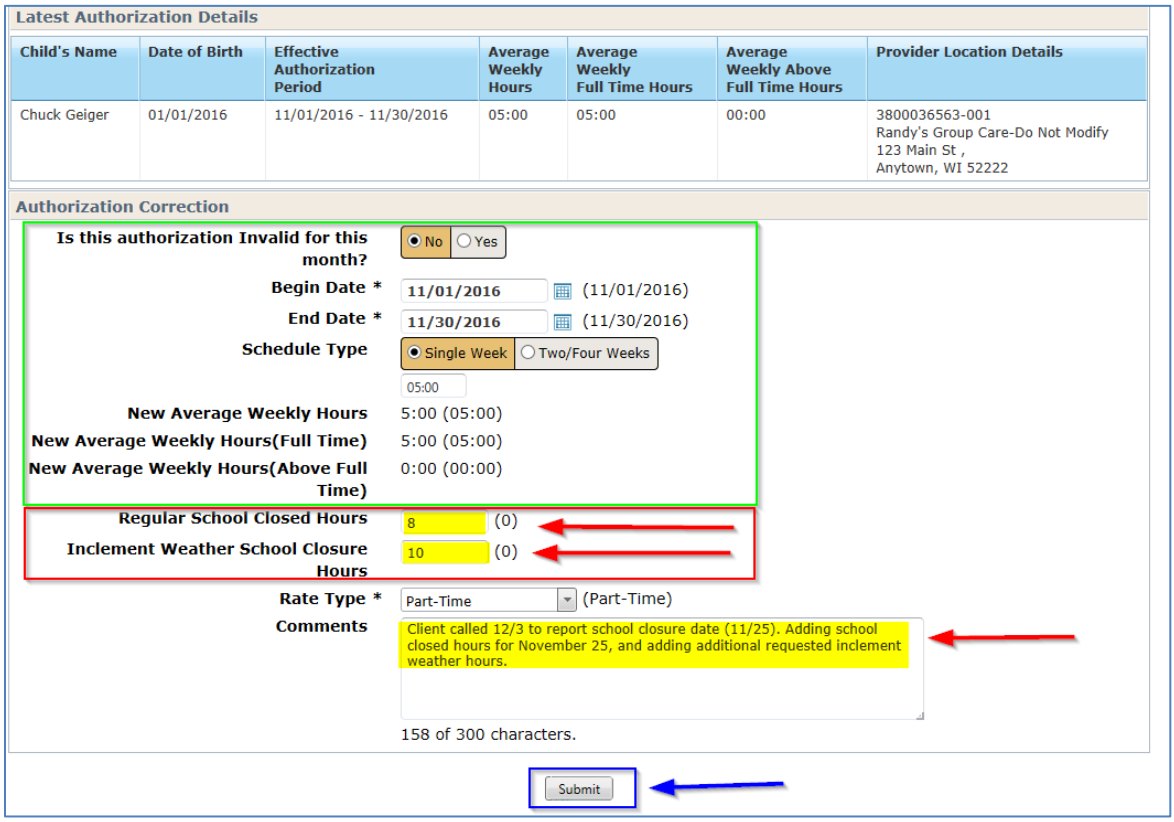
Select the child link in which a correction to an authorization needs to be modified.



This will bring you to the *Authorization Correction* page. Make any corrections to the authorization as necessary, and then select *Modify*.

> Example: Originally the parent reported they did not have a school closed need for their school-age child. Therefore, the worker chose 'No' in EBT CSAW Authorization flow for the School Closed Need, not giving any hours for Scheduled School Closure or Inclement Weather. Let's consider that today is December 3. Molly Totten calls and timely reports that Miles' school was closed on November 25 for Thanksgiving, and that she requires additional hours for care. Because this is a timely report and it is now December, we are going to add 8 Regular School Closed Hours. She also requests inclement weather hours for the winter at this point as well. 10 Inclement Weather Hours must also be added using PLBC.

Add the hours and a comment, and then select Modify.



Authorization Correction List-Correction

After an authorization correction has been made for a child, a yellow triangle with an exclamation point will appear next to their name.

The following options are then available:

- Make Authorization corrections to other applicable children on the case by selecting the child's name link. For example, Miles Sauer's information could be corrected if needed.

  OR
- Select another correction type link in the EBT CSAW Navigation Menu to add or modify.

  OR
- Select the *Calculate* link in the EBT CSAW Menu if no other corrections are needed for the PLBC adjustment request.

EBT CSAW Menu
- Home
- Dashboard
- EBT Case
- EBT Provider
- PLBC - Case
  - Case Search
  - Correction of Case
    - Request - Add
    - Request - Modify
      - Income/AG Size
      - Eligibility/Copay/DOB
      - Authorizations
        - Add/Modify
        - History
    - Request - History
    - Request - Delete
  - Calculate
  - Reset calculation
  - Benefit Changes
  - Offset Changes
  - Benefit Comparison
- Adhoc Case Adjustments
- PLBC - Provider

Authorization Correction List

Case Details

Case Number	3150779332	**Primary Person**	Molly Totten
Address	6828 Schroeder Rd Madison, WI 53711 Dane County	**Admin Agency**	Dane County (13)
		RFA Date	05/05/2016
		Review Date	05/31/2017

Correction Request Details

Benefit Month	November 2016	**Correction Type**	Client Error
Reasons	Eligibility Error,Authorization Error	**Correction Status**	In Progress
		Requested Date	12/02/2016

List of Authorizations for Initial benefit in November, 2016

Child's Name	Date of Birth	Effective Authorization Period	Average Weekly Hours	Average Weekly Full Time Hours	Average Weekly Above Full Time Hours	Provider Location Details
Miles Sauer	02/24/2012	11/01/2016 - 11/30/2016	00:00	00:00	00:00	3800036563-001 Randy's Group Care-Do Not Modify 123 Main St , Anytown, WI 52222
⚠ Chuck Geiger	01/01/2016	11/01/2016 - 11/30/2016	10:04	10:04	00:00	3800036563-001 Randy's Group Care-Do Not Modify 123 Main St , Anytown, WI 52222

⚠ - Indicates that corrections details exist.

Calculate Modification-Case Attributes

Review information for accuracy and then select *Calculate Benefit*.

Calculate Correction - Case Attributes

Case Details

Case Number	3150779332	**Primary Person**	Molly Totten
Address	6828 Schroeder Rd Madison, WI 53711 Dane County	**Admin Agency**	Dane County (13)
		RFA Date	05/05/2016
		Review Date	05/31/2017

Calculate Correction - Case Attributes

Benefit Month	November 2016
Status	In Progress
Error Source	Client Error
Responsible Party Indicator	Client
Reason	Eligibility Error
Secondary Reason	Authorization Error
Comments	Client untimely reported that the father was in the household and also incorrectly provided Chuck Geiger's DOB. A correction for Income/AG, Eligibility/Copay/DOB, and Authorization needs to be made.

Calculate Benefit

Calculation Modification and Confirm Benefit Changes by Case

After a PLBC correction has been calculated for a child, the following options are available:

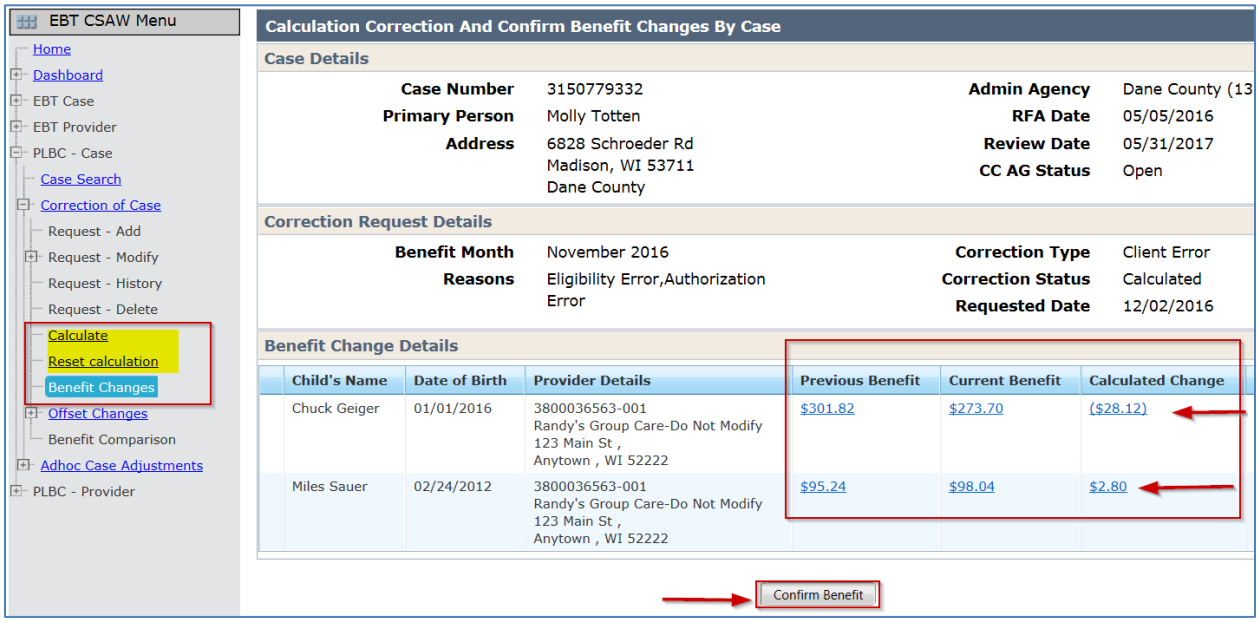
- Review calculations for Previous Benefit, Current Benefit, or Calculated Change information by selecting amount links. For example, by selecting $2.80 for Miles Sauer, it will show the calculations for how the Calculated Change was done.
  - NOTE: Negative adjustment calculations are in parenthesis.

OR

- Select *Reset Calculation* to be able to modify corrections for the PLBC request.

  OR

- Select *Confirm Benefit* to apply positive amounts to the Parent's MyWIChildCare account.



For review of the Benefit Changes based on the modification, see section *Calculation Details for Calculate Change Link.*

Deleting a PLBC Correction

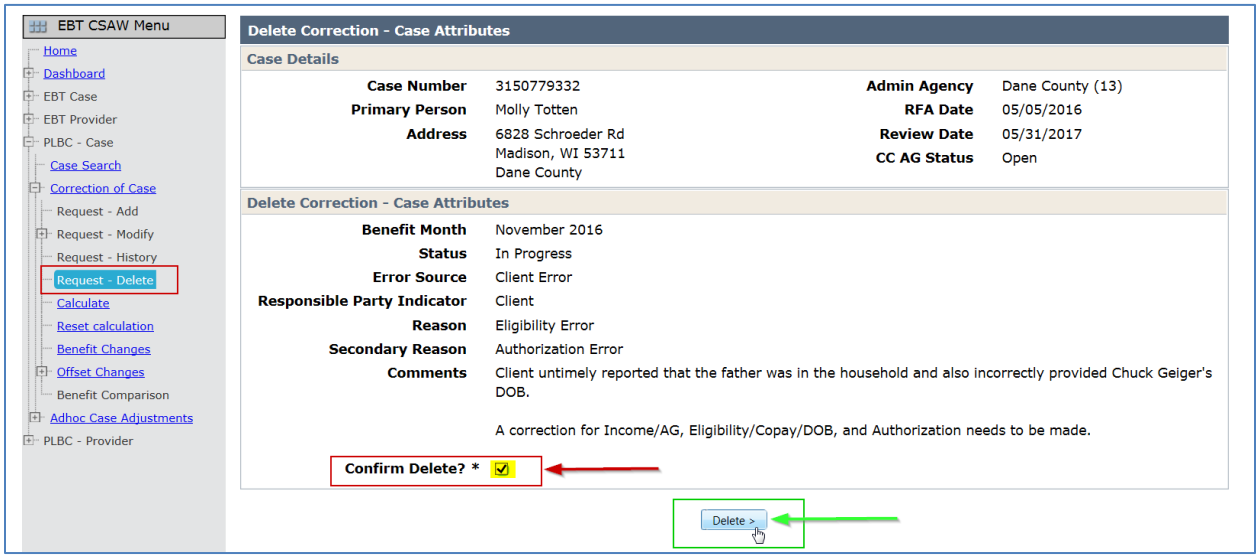
Any PLBC corrections that are listed as Pending, In-progress, Calculated, or Confirmed on the *List of Correction - Case Attributes* page may be deleted. If the correction is in Calculated status, you will need to reset the calculation to delete the correction.

To delete a previously made PLBC Correction, select the trash can icon for the correction that you would like to delete.

If the PLBC Correction you would like to delete is in Calculated or Confirmed Status, you can reset the calculation and then delete the correction request. Confirmed Status corrections can only be reset (and then deleted) if completed on the same day the request was created.

Delete Correction – Case Attributes

Selecting the trash can icon on the *List of Corrections - Case Attributes* screen will bring you to the *Delete Correction – Case Attributes* page. If you would like to delete the correction, select the *Confirm Delete check* box, and then the *Delete* button.



After "Delete" is selected, you will be returned to the *List of Corrections – Case Attributes.* The deleted correction will no longer display.

Summary of Modification and Deletion Actions

PLBC Status	Explanation	How to Modify/Delete	How to Proceed
Pending	Pending status occurs when you only submit Case/ Provider Attributes for a New Correction.	Use pencil icon to modify. Use the garbage icon to delete the correction on the *List of Corrections-Attributes* page.	When this is in the Case Attributes, select the type of Case correction request and enter information to proceed to an "In-progress" status.
In-Progress	In-progress status occurs when Case/Provider Attributes and Correction Information is submitted.	To Modify: 1. Select the pencil icon from the *List of Corrections* page, and then the correct change screen from the Navigation Menu. 2. Or click on "Authorization Link" in the "List of Corrections-Case Attributes" page to modify information. To Delete: Use the trash can icon in the *List of Corrections* page to delete Case Attributes and Correction information.	Click on the "Calculate" link in the EBT CSAW Navigation Menu.
Calculated	Calculation occurs when you hit the "Calculate Benefit" button.	Select the "Reset Calculation" button to go back to the "In-progress" status. Follow the In-Progress status steps above.	Confirm Benefits
Confirmed	Confirming Benefits occurs when the "Confirm Benefits" button is selected.	Select the "Reset Calculation" button to go back to the "In-progress" status. This can only occur when you do it in the same day.	Wait until the next day for the Correction to be Processed.

Processed	Processed status occurs the day following the Confirmation of the correction.	May not be deleted or modified. You will need to do another PLBC Correction request to modify.	N/A

Client Correction History

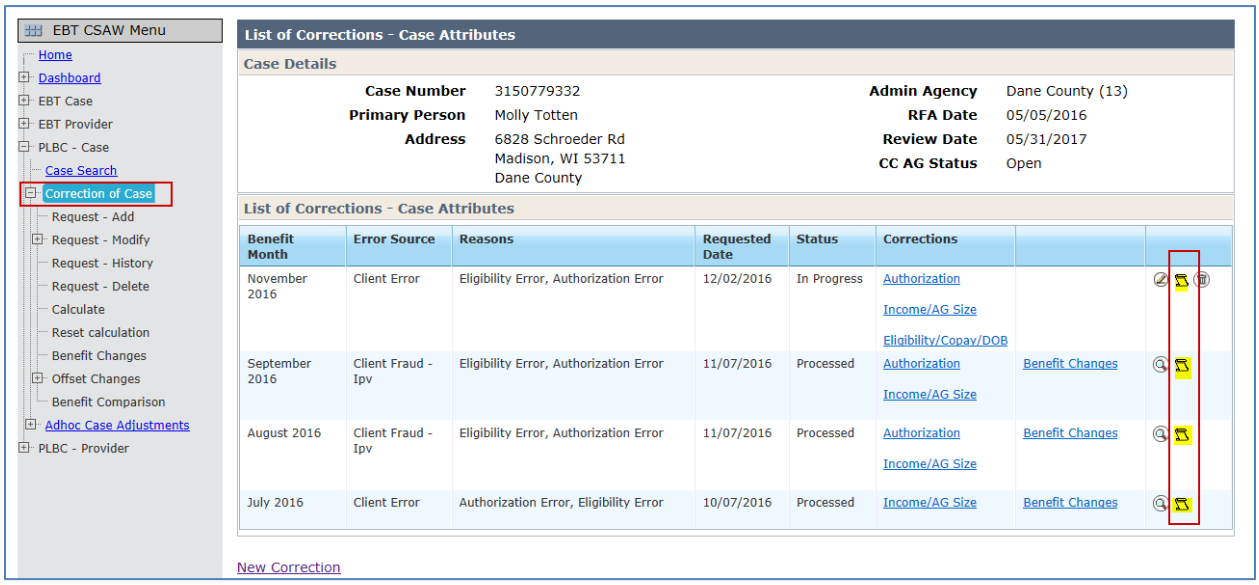
PLBC stores details of each correction made. Workers may view the history of corrections any time they see a yellow scroll icon.

Yellow scroll icons can be found on the following pages for clients:

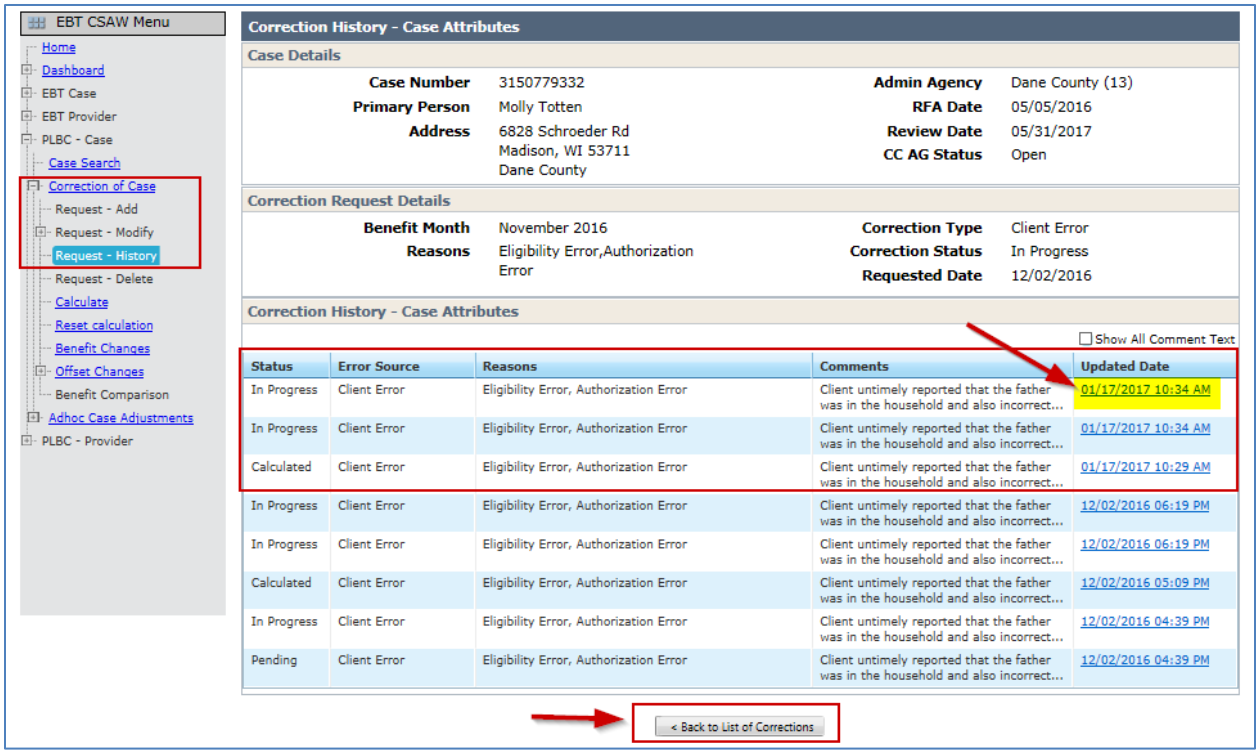
- List of Corrections – Case Attributes
- Income/AG Size
- Eligibility/Copay/DOB
- Authorizations

List of Correction – Client Attributes

On the *List of Corrections- Case Attributes* page, there are yellow scroll icons located next to each correction. If you would like to know more about the correction, select the yellow scroll icon.



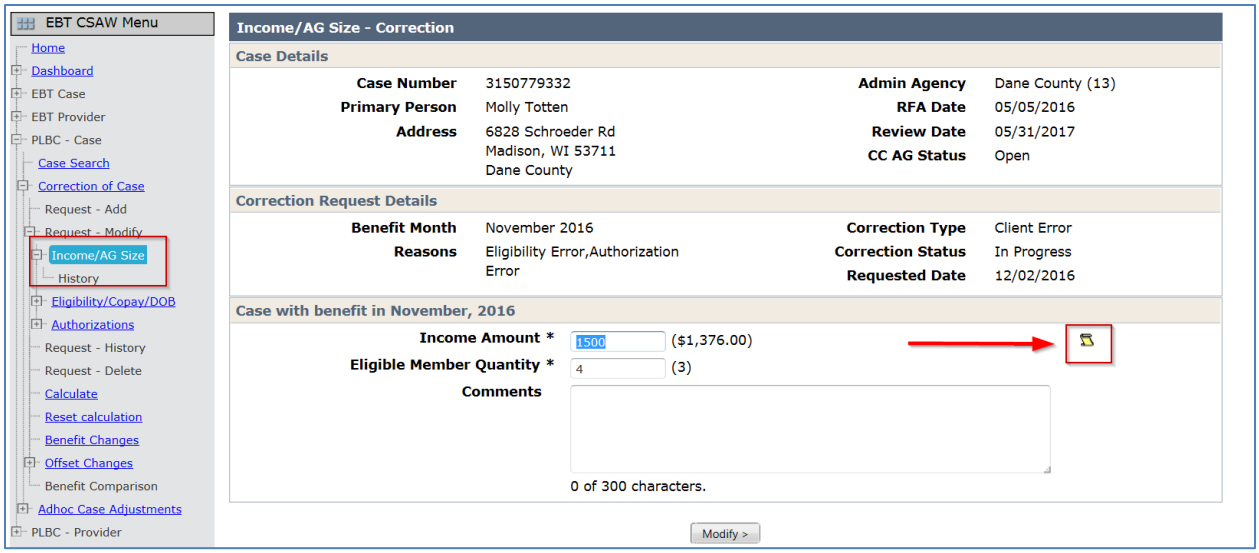
Selecting the yellow scroll icon will bring you to the *Correction History- Case Attributes* screen. This page displays the Case Details information, Correction Request Details for the request (including benefit month, the reasons, the correction type, the status, and the requested date). If a case has had more than one PLBC adjustment made, the page will list the most current corrections first.



If a modification request was submitted, the worker may click the *Updated Date* link to see information about the worker who created the change.

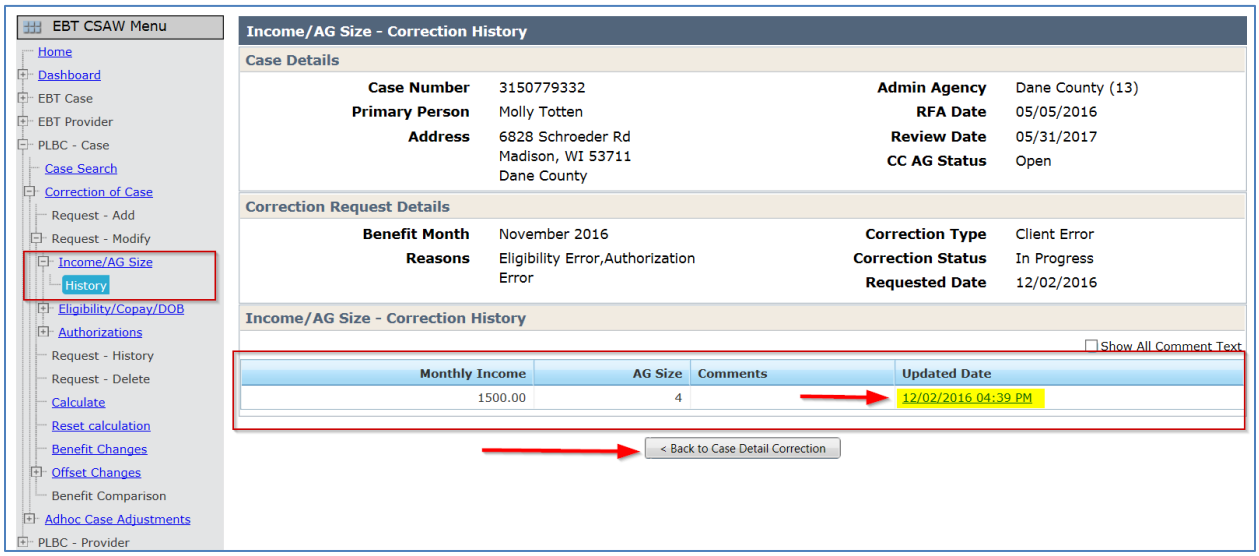
Correction History- Income/AG Size Correction

Workers can also review correction detail history for any correction no matter the status. To do so, go to the page they would like additional information on and select the yellow scroll icon.



This will bring you to the *Income/AG Size – Correction History* page. Here you can review the history of the correction.

Select *Back to Case Detail Correction* or the *Updated Date* link for additional information.

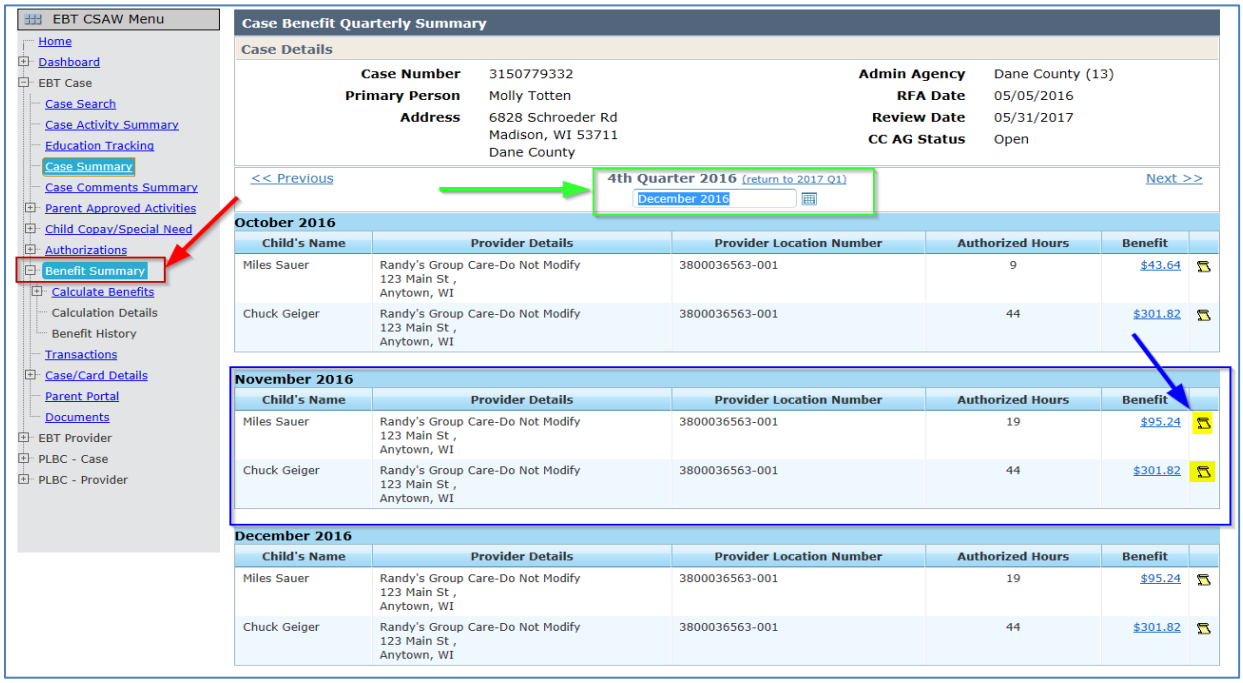


This same process can be utilized anytime a worker would like to view Correction History for client changes on the following pages:

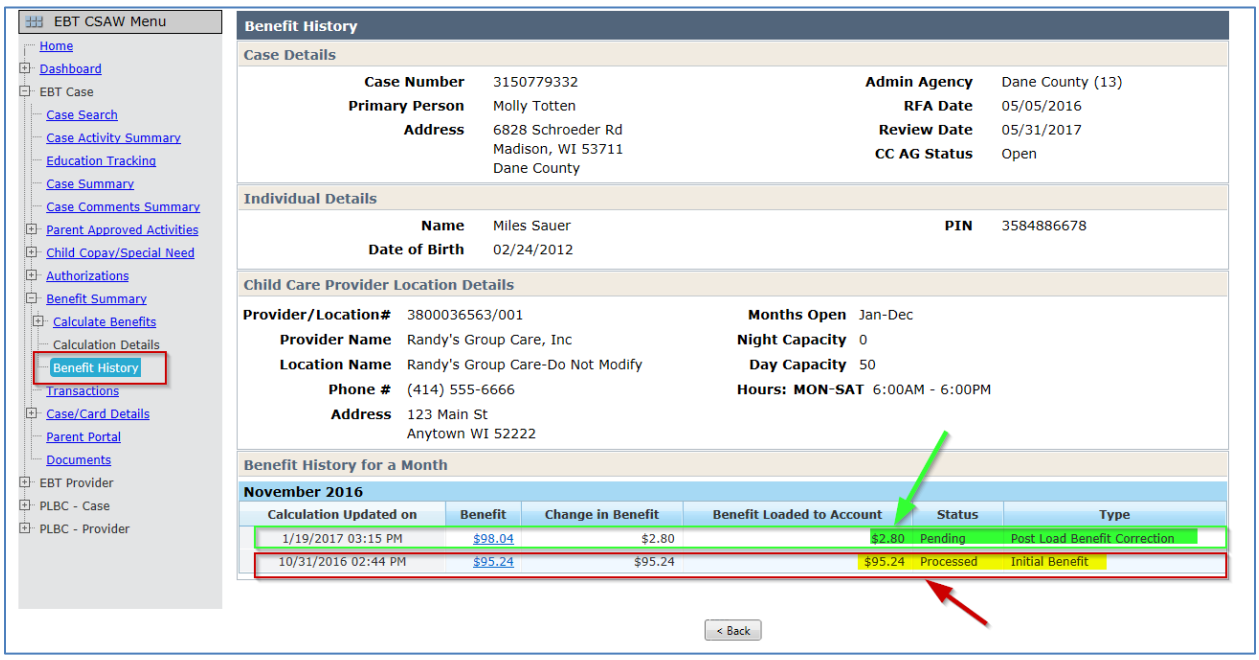
- Income/ AG Size
- Eligibility/ Copay/ DOB
- Authorizations

Correction History- Benefit Calculation

All PLBC Corrections also can be viewed in EBT CSAW under *Benefit Summary*. To view a correction, select the *Benefit Summary* link on the Navigation Menu. Then select the appropriate month to review. Next, locate the authorization for the month of interest and select the yellow scroll icon.



This will display the initial amount loaded for the month, as well as any PLBC Corrections that were made to the case for the authorization for the identified month.



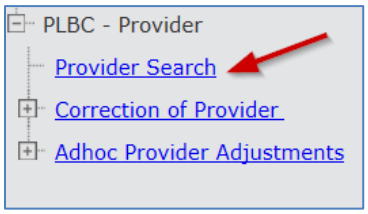
Provider PLBC Correction

Corrections can also be made to providers. The search functions are the same for the PLBC Provider Module as the Client Module.

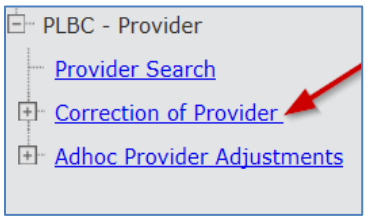
Left-Side Navigation Menu-PLBC

The *Case Search* functionality can be used to search for a provider other than the provider that was entered initially.

In this instance, we will search for a provider.



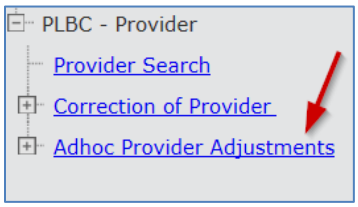
The *Correction of Provider* can be used to initiate the PLBC adjustment request for a provider.



Currently the Provider *Ad Hoc Provider Adjustments* is not available. The Department has not identified many situations where this functionality will be used. Ad Hoc functionality can be used when PLBC is unable to calculate a positive adjustment or negative adjustment. In the Ad Hoc functionality, a worker will have to enter the adjustment amount they calculated manually.

For example, Provider Ad Hoc Adjustments will be used for:

- Overcapacity overpayments for providers participating in the MyWIChildCare program (overcapacity overpayments before the roll-out of MyWIChildCare, should continue to be entered in CSAW).

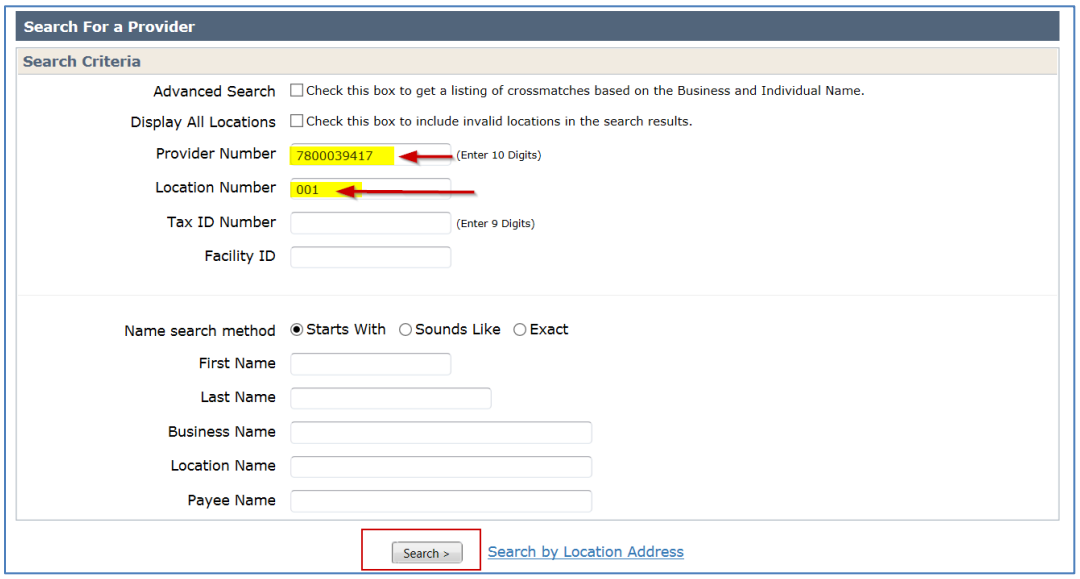


Search for a Provider

Search for the provider that requires a correction by entering any of the following information, and then select *Search*:

- Provider Number
- Location Number
- Tax ID Number
- Facility ID
- First Name (of the Provider)
- Name
- Last Name (of the Provider)
- Business Name
- Location Name
- Payee

For this example, we know the provider's number and location.



List of Corrections - Provider Attributes

This page displays any initiated PLBC corrections requests. This includes information on the Benefit Month, Error Source, Reasons, Requested Date, Status, Correction, and Benefits Changes.

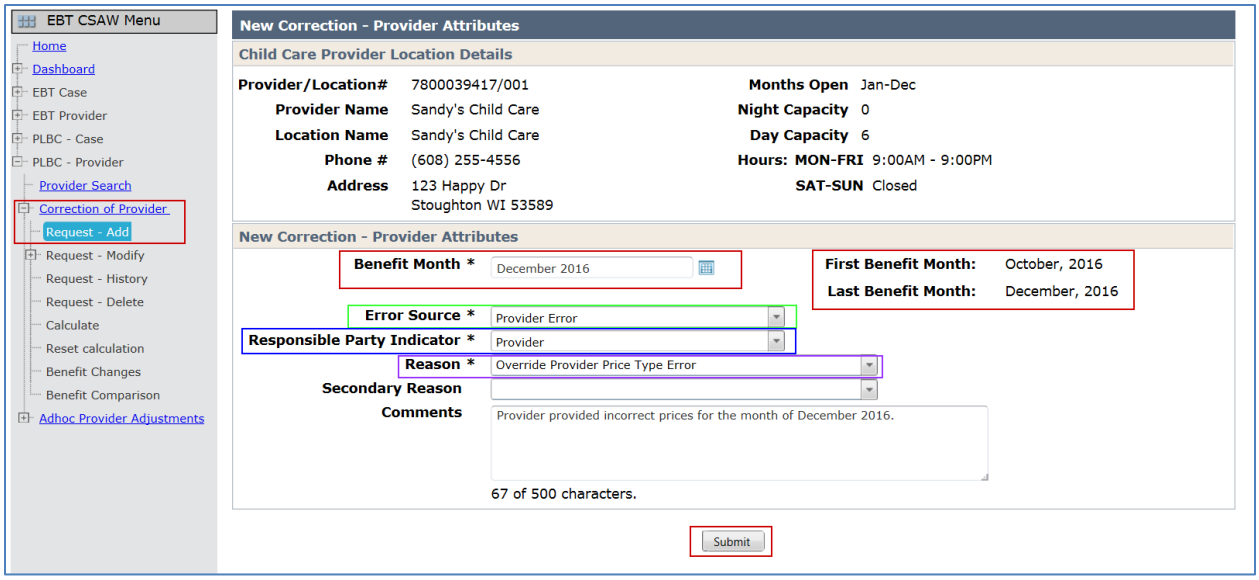
Select the *New Correction* link to initiate a new correction request.

New Correction- Provider Attributes

All of the fields for this screen are the same as those found in the client corrections. Please see the *New Correction – Case Attributes* section for details on how to complete each field.

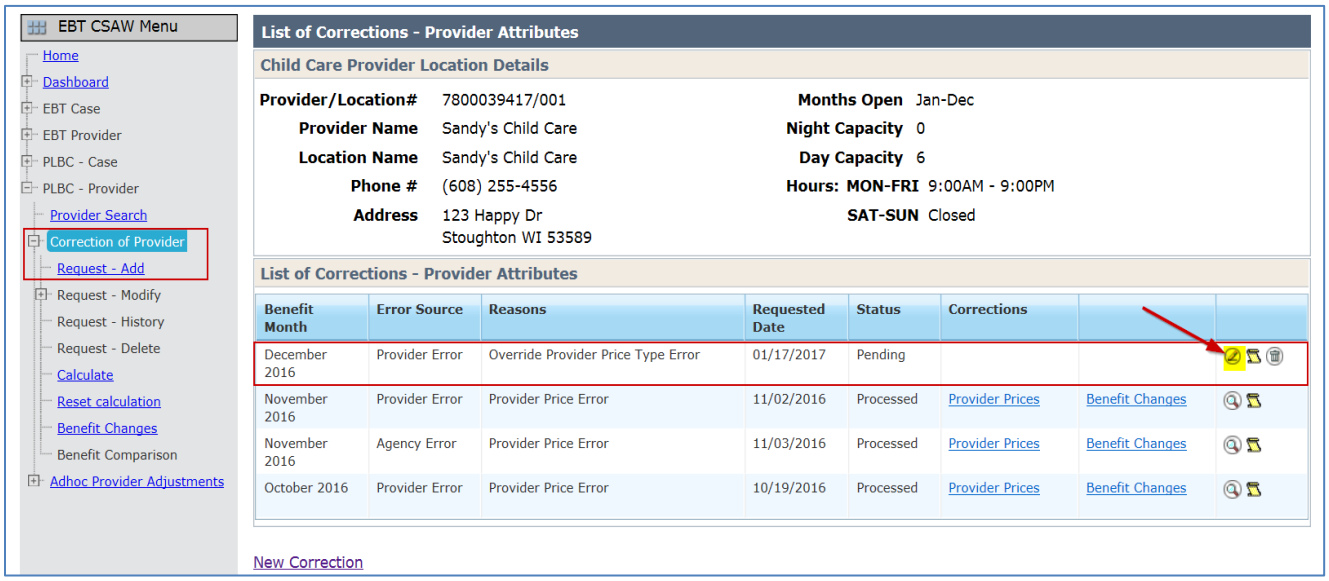
Enter information for all fields with an asterisk, and then select *Submit*.

For this correction, Sandy's Child Care submitted incorrect provider prices for the month of December 2016.



List of Corrections - Provider Attributes

After Provider Attributes are submitted, the *List of Corrections* shows the PLBC Provider adjustment request status as *Pending*. Now additional "Correction" information needs to be added. To add "Correction" information, select the pencil icon.



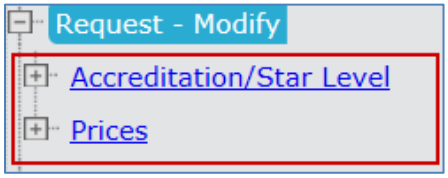
Modify Correction – Provider Attributes

Select the appropriate Correction Link in the EBT CSAW Navigation Menu based on the descriptions below. Multiple corrections can be added for the PLBC Provider adjustment request month. Multiple provider corrections can be made for the same month.

- **Accreditation/Star Level:** Utilized when an out-of-state provider's accreditation information or any provider's YoungStar Star Level Rating needs to be corrected for the current and/or past

month. This functionality is only accessible by Department staff. If you have to make an accreditation or Star Level change, please contact the Department for assistance.

- **Prices:** Utilized when a provider's prices need to be updated for the current and/or past month.



Prices Correction

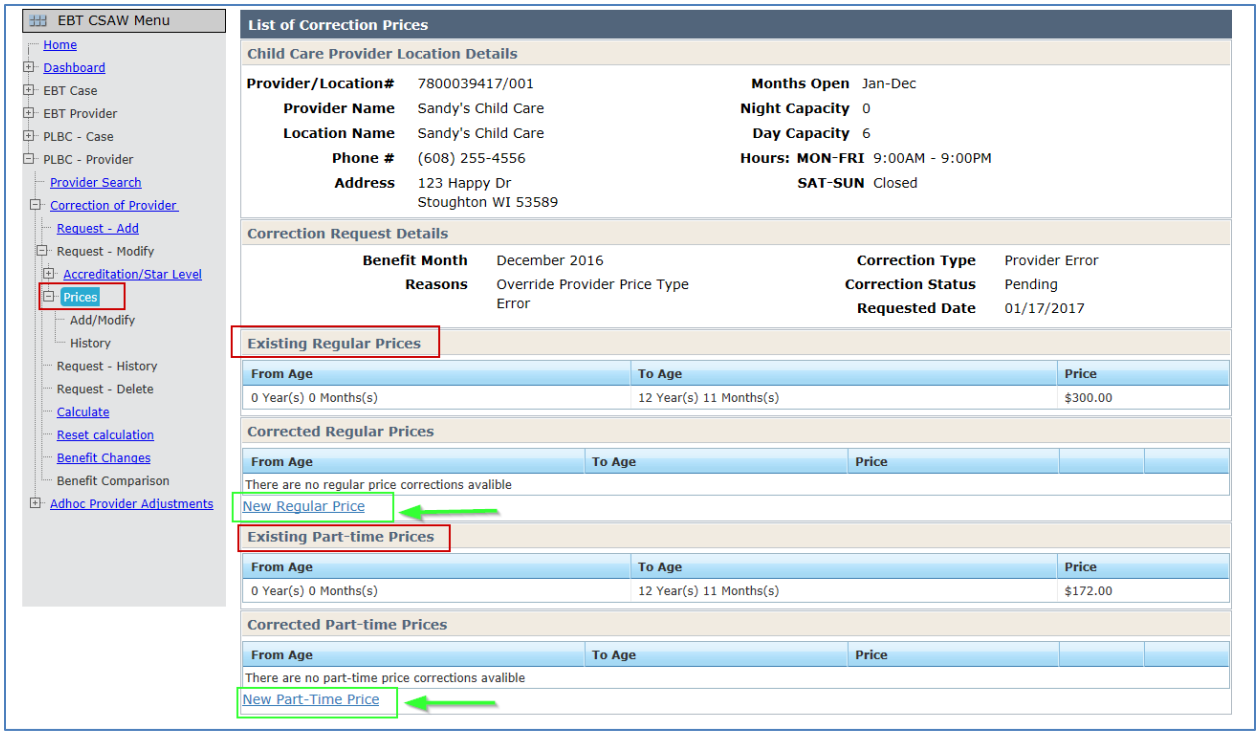
Please review Chapter 2 and Chapter 4 policy prior to initiating a provider price correction. PLBC must be used for this correction when agencies delay on updating provider prices timely. If this results in a positive amount these should be applied to the parent's EBT card. Negative amounts should not be applied to a parent's EBT card, but towards the provider.

The screen will display the provider prices for the correction month for both full and part-time rates, for each age group.

It will also display any price corrections already made for the benefit month to both full and part-time rates.

To make a price correction, select the appropriate link:

- **New Regular Price:** Utilized when the provider's price for full-time care (21+ hours a week) needs to be updated.
- **New Part-Time Price:** Utilized when the provider's price for part-time care (<21 hours a week) needs to be updated.

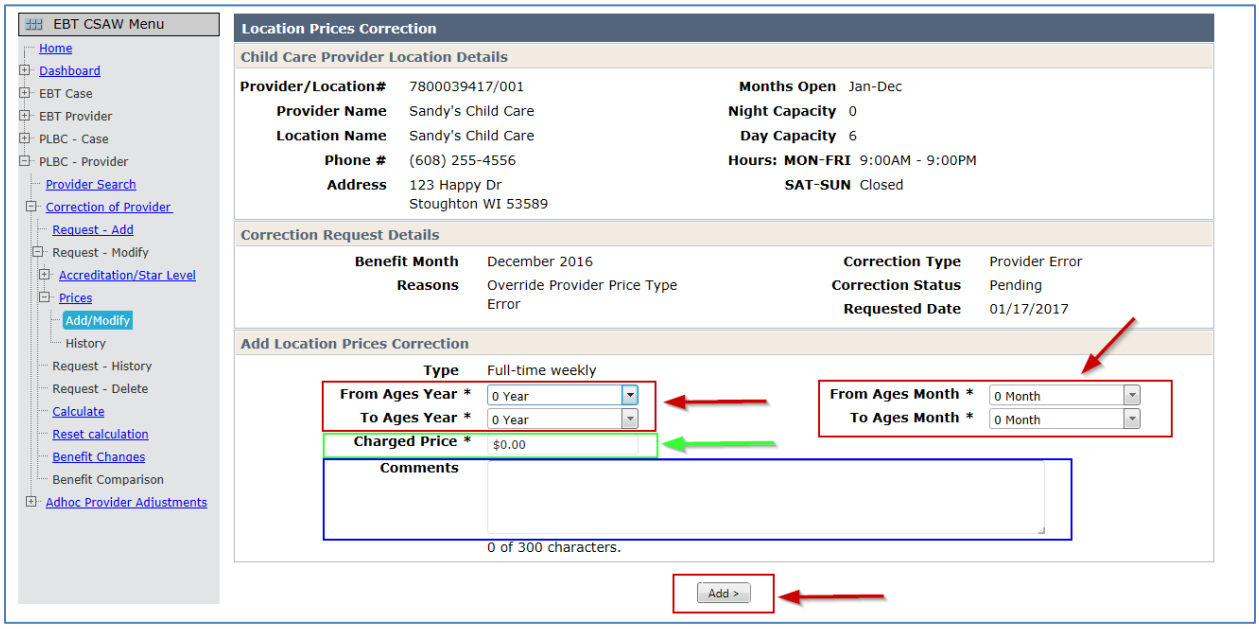


Prices Correction – Full- Time Weekly

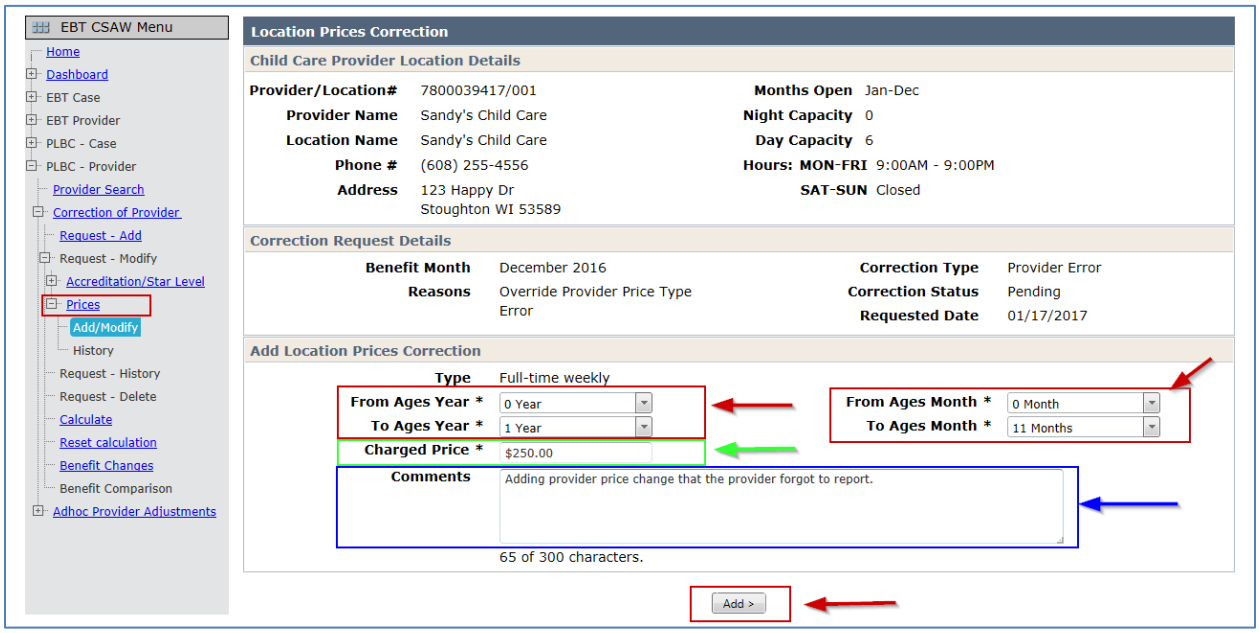
Add all relevant information for the new provider price.

Define the age group by Years and Month, and the new price.

Select *Add* when the price is complete.



In this example, the provider's new full time price for ages 0-1 year and 11 months is $250.



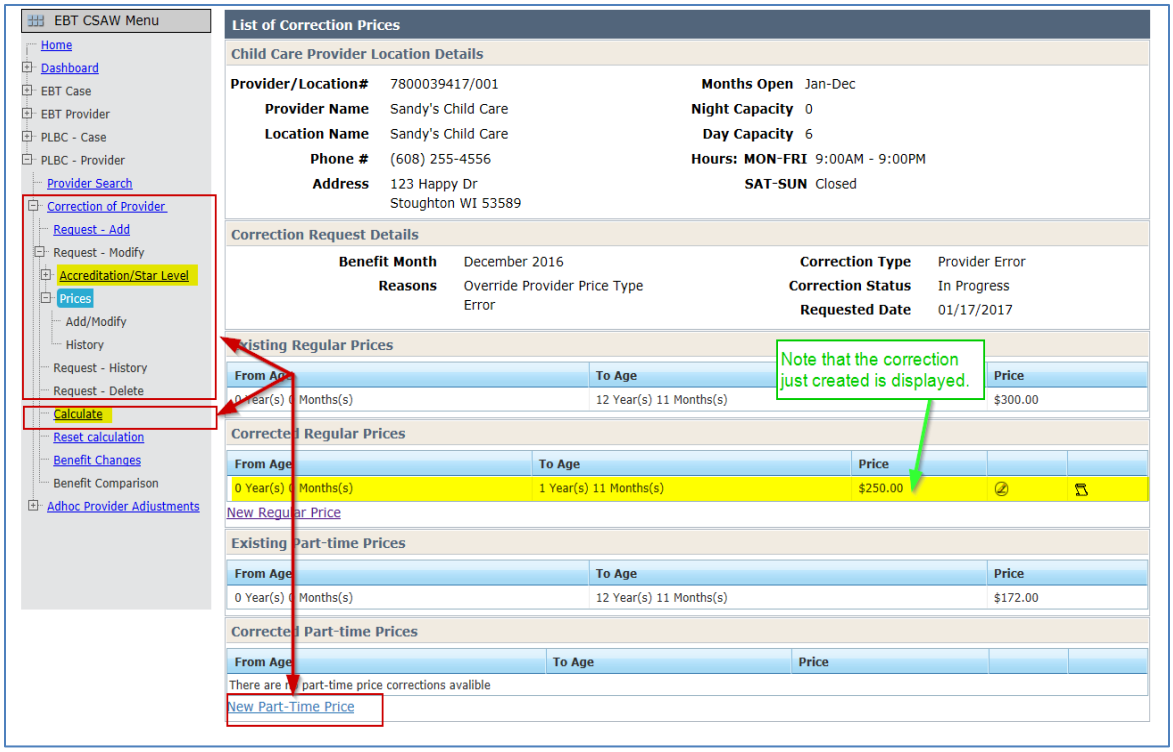
List of Correction Prices

At this point, you can either:

- Make an additional price correction for the current benefit month

  OR

- If no other corrections need to be made, the correction can be calculated by selecting the 'Calculate' link.

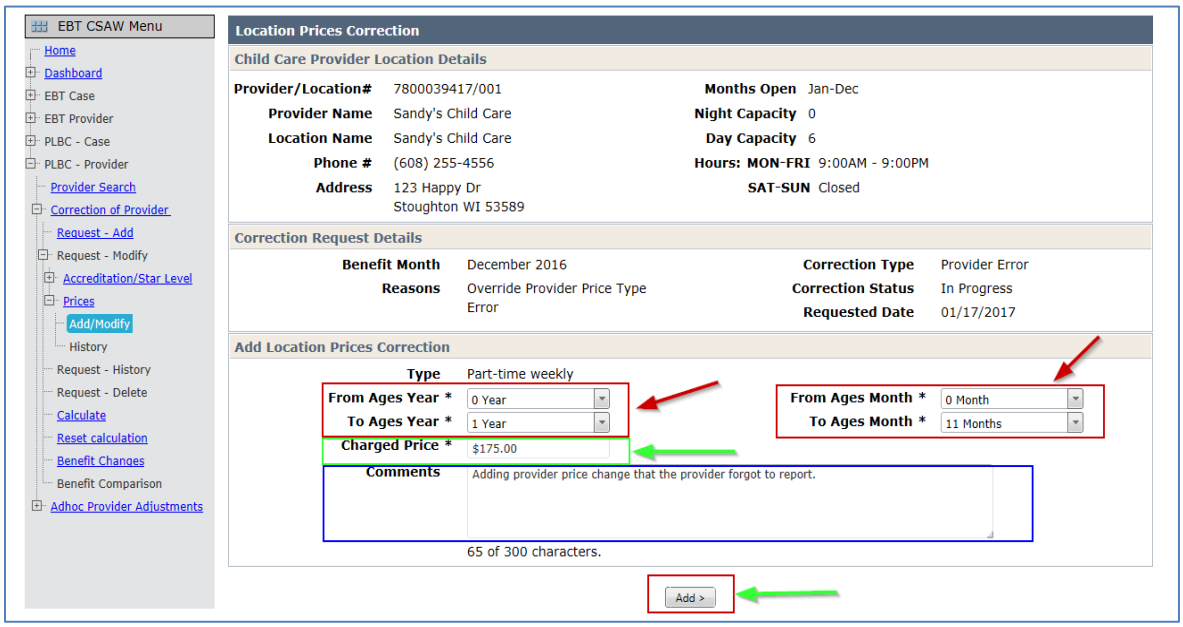


Prices Correction – Part-Time Weekly

Add all relevant information for the new part-time provider price.

Define the age group by Years and Month, and the new price.

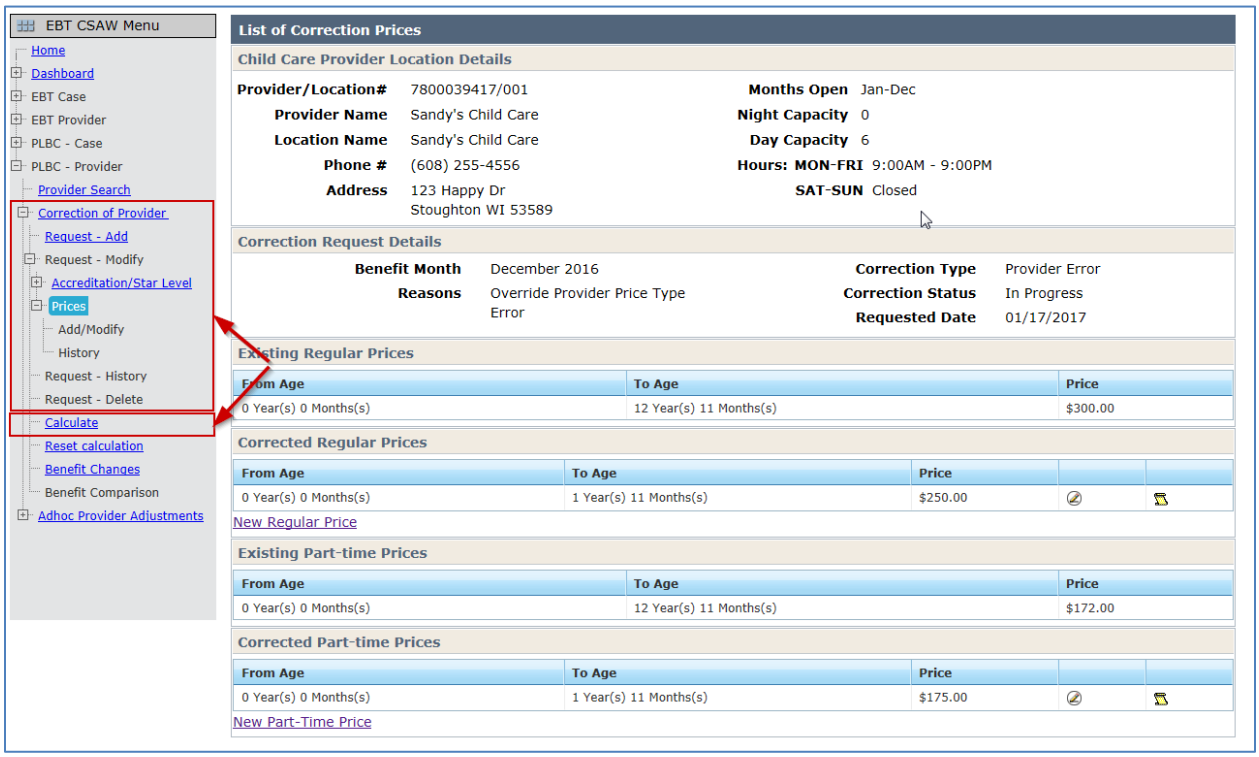
Select *Add* when the price is complete.



List of Correction Prices

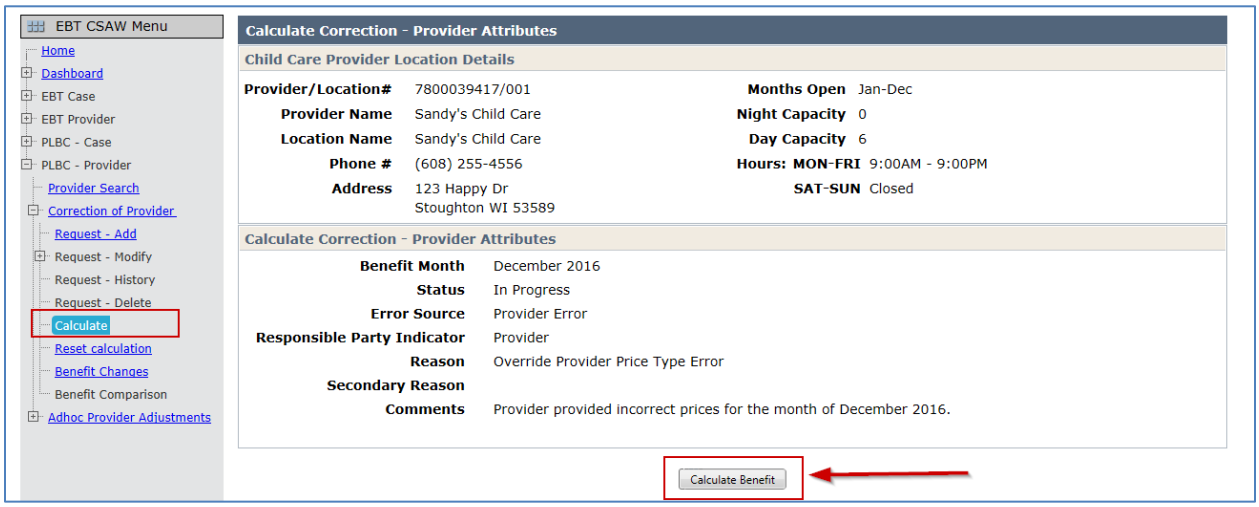
If no other corrections need to be made, the correction can be calculated by selecting the *Calculate* link.

For this example, there are no additional changes so select *Calculate*.



Calculate Correction – Provider Attributes

Review Information and select *Calculate Benefit*.



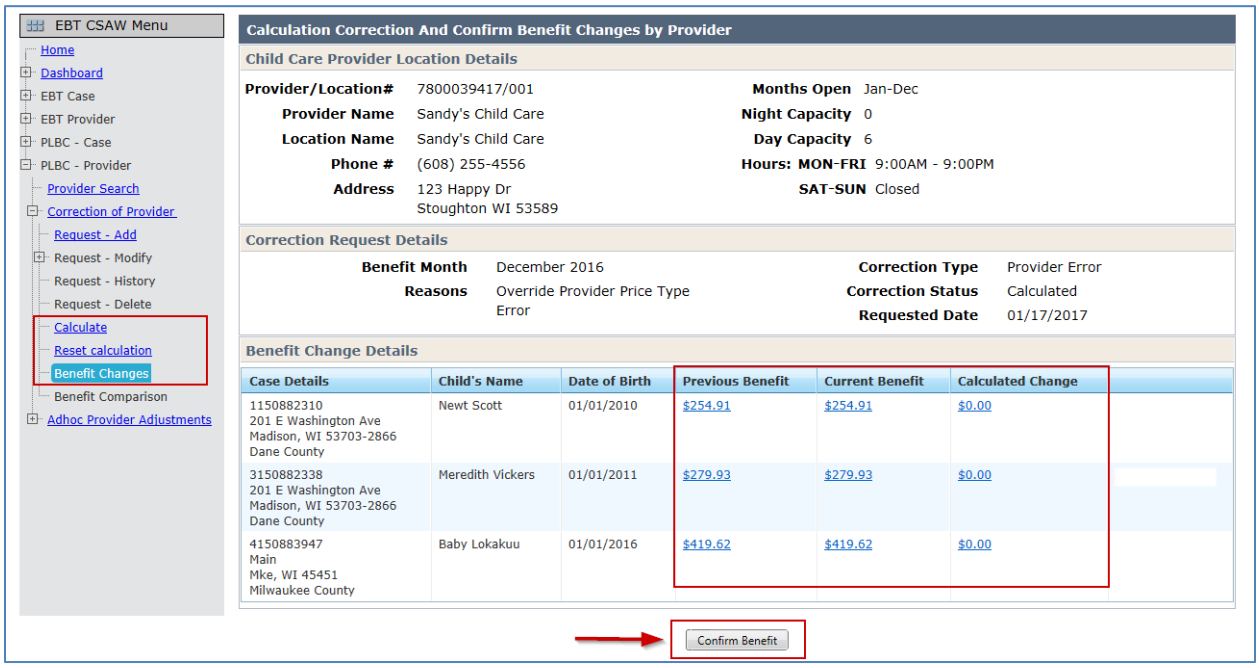
Calculation Correction and Confirm Benefit Changes by Provider

This page will list all of the children who are impacted by the price changes, what their previous benefit was, what the current benefit is (the calculated amount based off of the changes entered in the correction), and the Calculated Change (what the difference is between the two amounts).

After a PLBC correction has been calculated for the provider, the following options are available:

- Review calculations for Previous Benefit, Current Benefit, or Calculated Change information by selecting amount links. For example, by selecting $0.00 for Meredith Vickers, it will show the calculations for how the Calculated Change was done.
    - NOTE: Negative calculations are in parenthesis.
- Select *Reset Calculation* to be able to modify corrections for the PLBC request.
- Select *Confirm Benefit* to apply the positive amounts to the Parent's MyWIChildCare account or select Confirm to acknowledge negative amounts will be entered into the Benefit Recovery (BV), and a BRITS referral created, if applicable.

For information on how to read the Calculation Details for each case, see the Calculation Details for Calculate Change Link in the client section.



Modifying a Provider Correction

The process for modifying a provider correction is the same as the client case modifications.

Deleting a Provider Correction

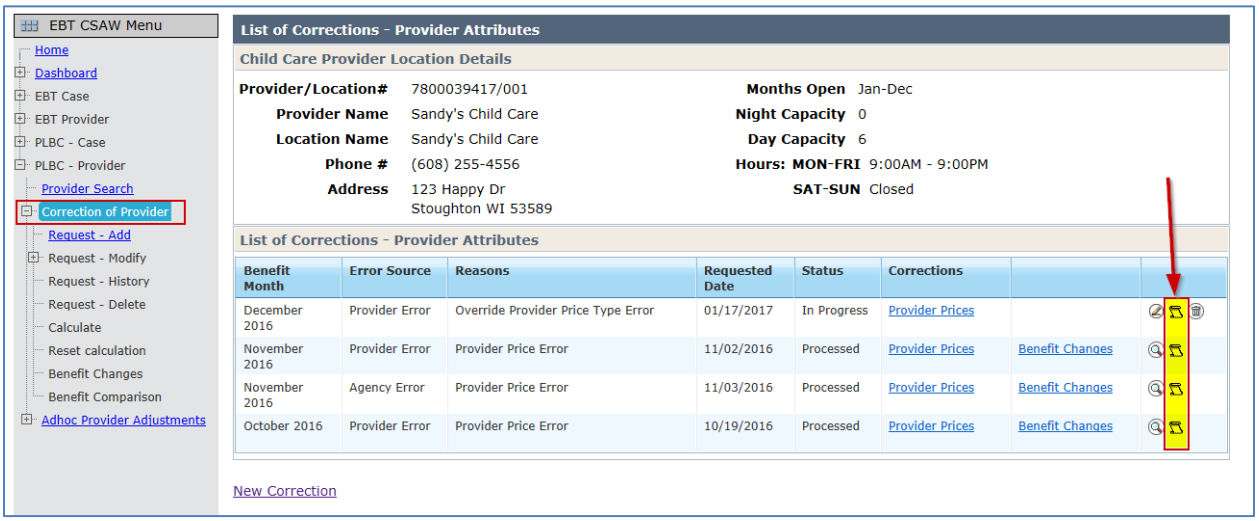
The process for deleting a provider correction is the same as the client deletion process.

Correction History – Provider

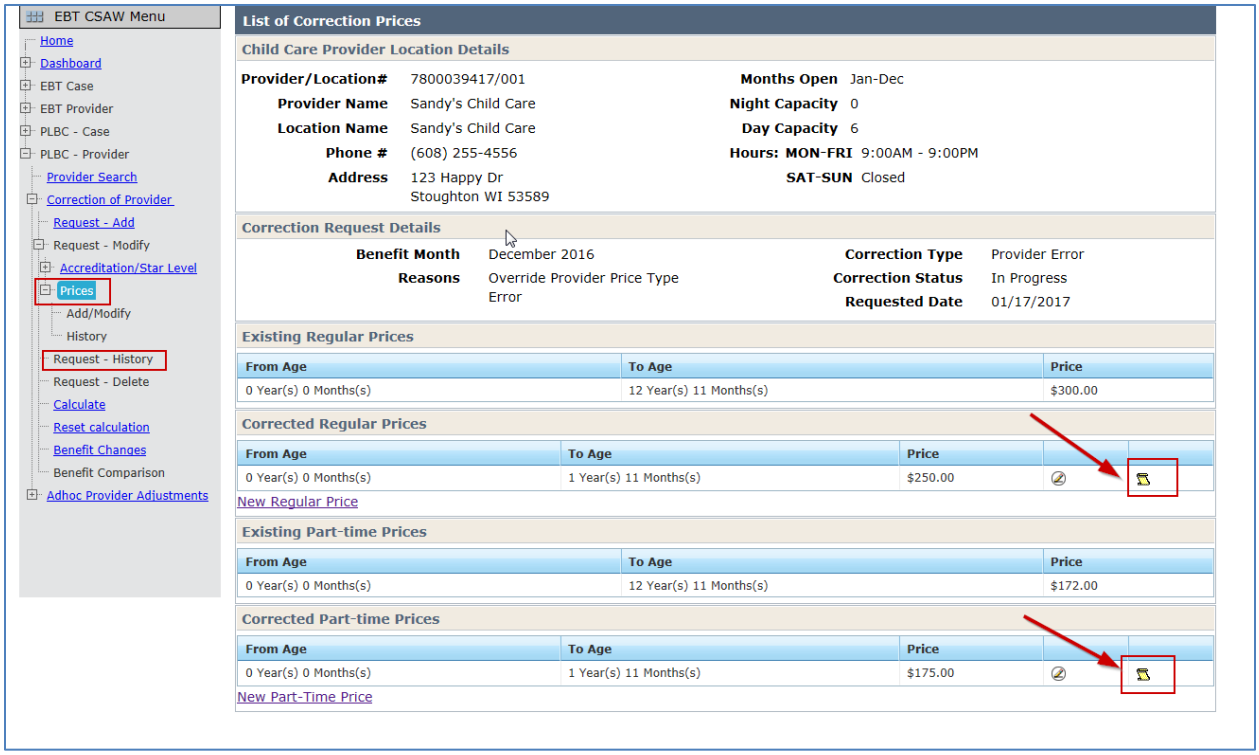
PLBC stores details of each correction made. Workers may view the history of corrections anytime they see a yellow scroll icon.

Yellow scroll icons can be found on the following screens (for providers):

- *List of Correction – Provider Attributes*



- *List of Correction Prices* (Next to any correction requests)



Ad Hoc Module: Client Adjustments

The purpose of this module is to manage ad hoc benefit changes in the CSAW EBT module. The Ad hoc module is used for cases that cannot be adjusted using the Post Load Benefit Change (PLBC) module. The payment adjustment amounts are manually calculated and entered into the Ad hoc module. This should be rare instances and agencies are expected to use PLBC in most cases.

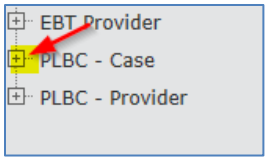
This module allows for positive adjustments to be added to the clients' cards, even during periods when no eligibility existed. Negative adjustments may also be entered. However, these amounts are not deducted from the card. These are manually referred to the Benefit Recovery System.
The Ad Hoc module can only be used for cases that have had at least one processed payment in EBT CSAW.

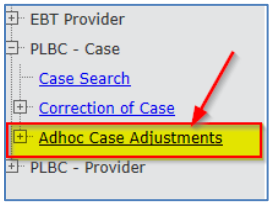
Ad Hoc Module adjustments can only be initiated and completed by EBT CSAW users with the Coordinator Security Profile. Workers with "G" profile privilege will have view only.

Search for a Case

Begin by searching for a case in EBT CSAW. On the *Case Summary* screen, click on the plus (+) sign next to the *PLBC - Case* link.

Choose *Ad hoc Case Adjustments* link in the Navigation Menu.



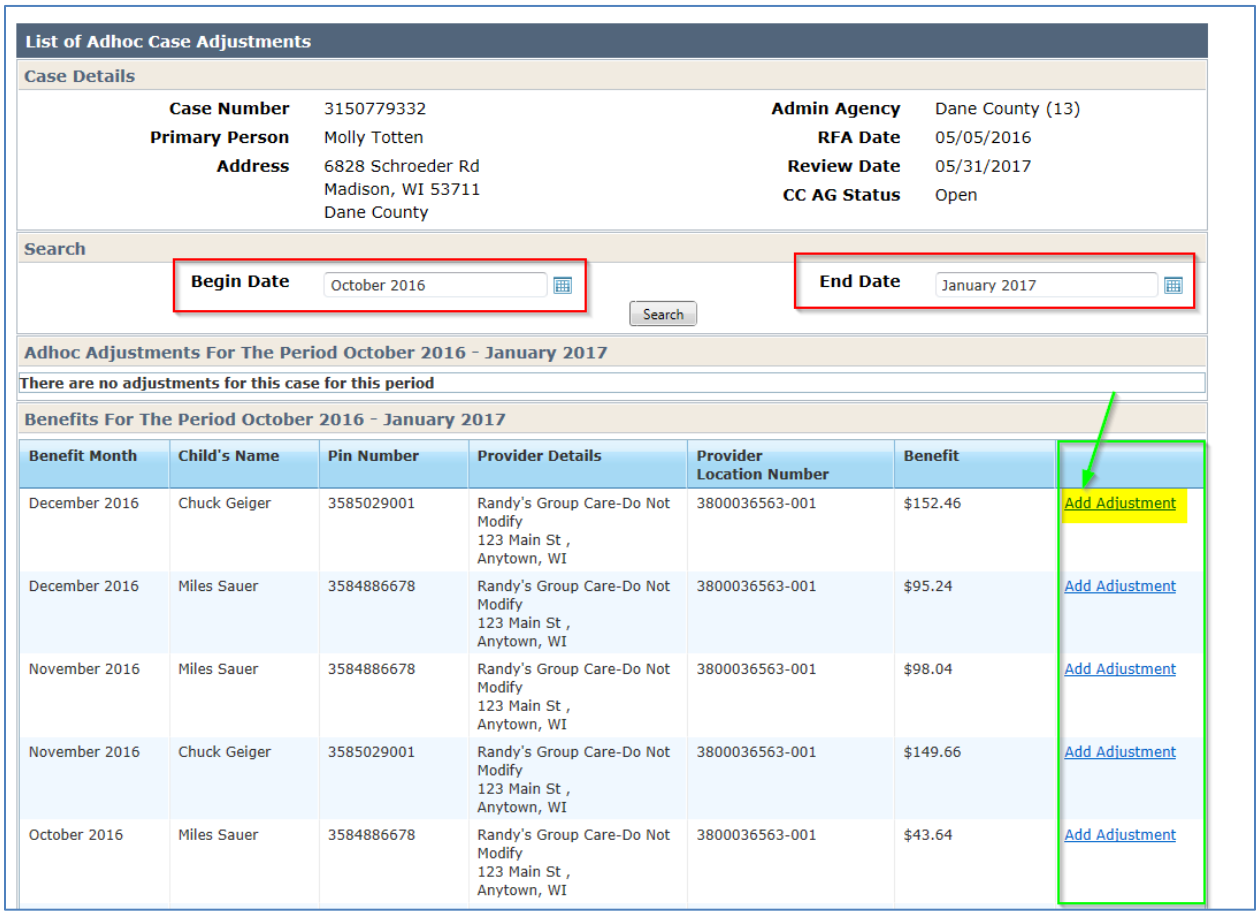


List of Ad hoc Case Adjustments

This will bring you to the *List of Ad hoc Case Adjustments* Screen.

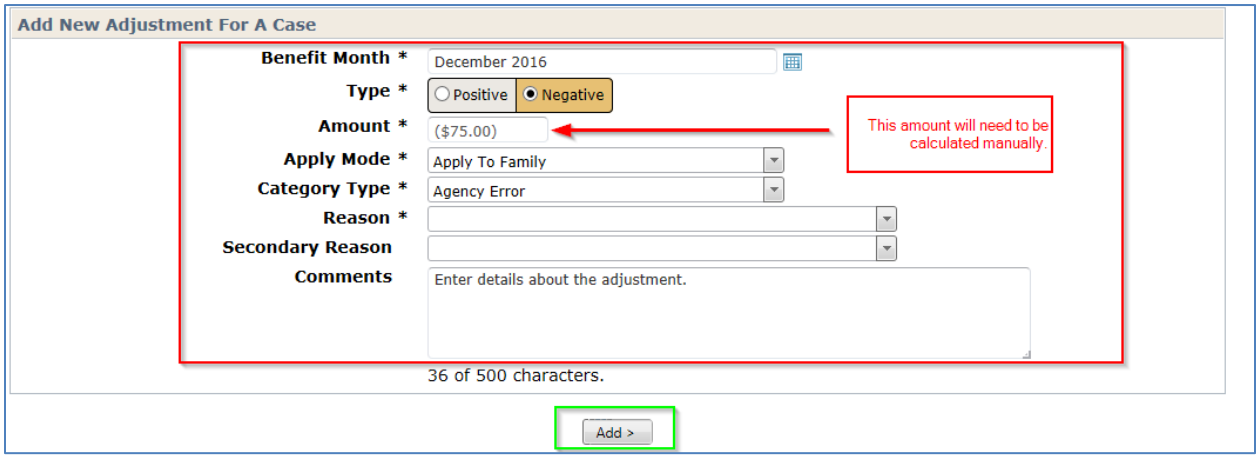
If the case has processed payments within the current quarter, those will be displayed. If an adjustment needs to be done for a past quarter, change the *Begin Date* field to the correct month.

If processed payments exist for the case for the selected time frame, those will be displayed. Click on the *Add Adjustment* link to create a new adjustment.



Add New Adjustment- Case Screen

Add the required details. A description for each field is found in the table below.

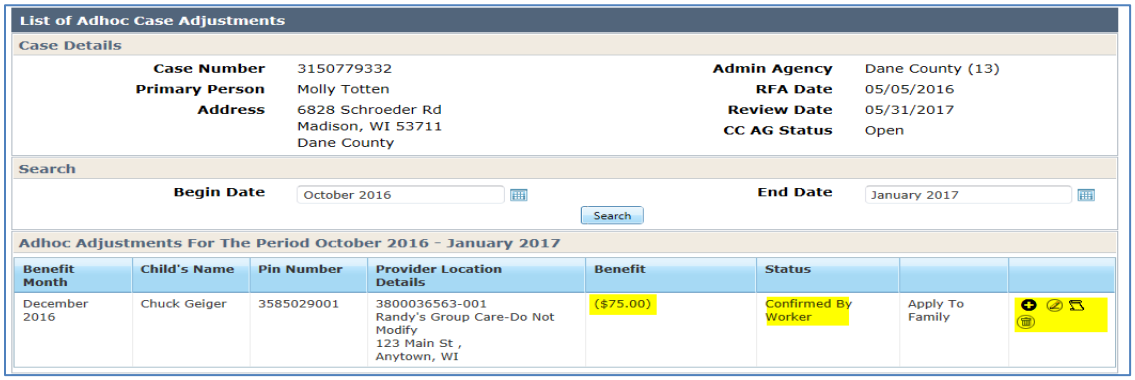


Field	Description
Benefit Month	Choose the month the adjustment is for. The ad hoc month does not have to be the same as the benefit month.
Type	Choose Positive or Negative as the type. If the adjustment is positive, the amount will be loaded onto the card overnight. Negative amounts are not reduced from the amounts on the card, but added to an overpayment table so they can eventually be referred to the Benefit Recovery System.
Amount	Enter the adjustment amount. This amount will need to be manually calculated. If the amount is negative, you will have to enter the amount with a – sign before it (e.g "-75.00").
Apply Mode	Apply to Family: If the adjustment is positive, the funds are added to the card.
Category Type	1. Agency Error: Used when an agency incorrectly processed eligibility or an authorization 1. Provider Error: Used when an error is directly linked to provider misconduct. 2. Client Error: Used when an error was caused by the client. Examples may include: Authorizations needing to be changed mid-month due to change in approved activity, adding school closed hours to current or past month, etc. 3. System Error: Used when the error was the result of a system problem. 4. Client Fraud - IPV: Used when a client has purposely and deliberately violated the program rules. Prior to selection, this must be approved by BPI. 5. Provider Fraud - IPV: Used when a provider has purposely and deliberately violated the program rules. Prior to selection, this must be approved by BPI. 6. Collusion: Used when there was an agreement between people to deceive, mislead, or defraud others which results in their gain or

	benefit. Must be approved by BPI prior to entry.
Reason	1. Authorization Error: Used when the authorization information needs to be changed (school closed hours, etc). 2. Correction to PLBC Subsidy Adjustment: Used to correct a previously applied payment adjustment that is in processed status made in error. 3. Eligibility Error: Used when eligibility information needs to be updated (income, etc). 4. Out-of-State Provider Accreditation Error: Used when accreditation needs to be updated. 5. Override Provider Price Type Error: Used to correct a benefit that used an override price instead of provider's private price or vice versa. 6. Override to System-Derived Authorized Hours Error: Used when the number of authorized hours needs to be corrected. 7. Provider Price Error: Used when the benefit amount needs to be corrected due to a change in provider's private prices. 8. Violation Due to Overcapacity: Used when a provider was overcapacity during MyWIChildCare. 9. Violation Due to Provider Authorizing Payments Directly to Themselves: Used when a Provider was found to have been authorized and making payments to their own center. 10. YoungStar Negative Adjustment Due to Rating Error: This should not be used by agencies and it will be removed. The department can initiate any YS Negative Adjustments through PLBC. Please contact the department for more information. 11. YoungStar Retroactive Positive Adjustment Due to Rating Error: This should not be used by agencies and it will be removed. The department can initiate any YS Negative Adjustments through PLBC. Please contact the department for more information.

List of Ad hoc Case Adjustments

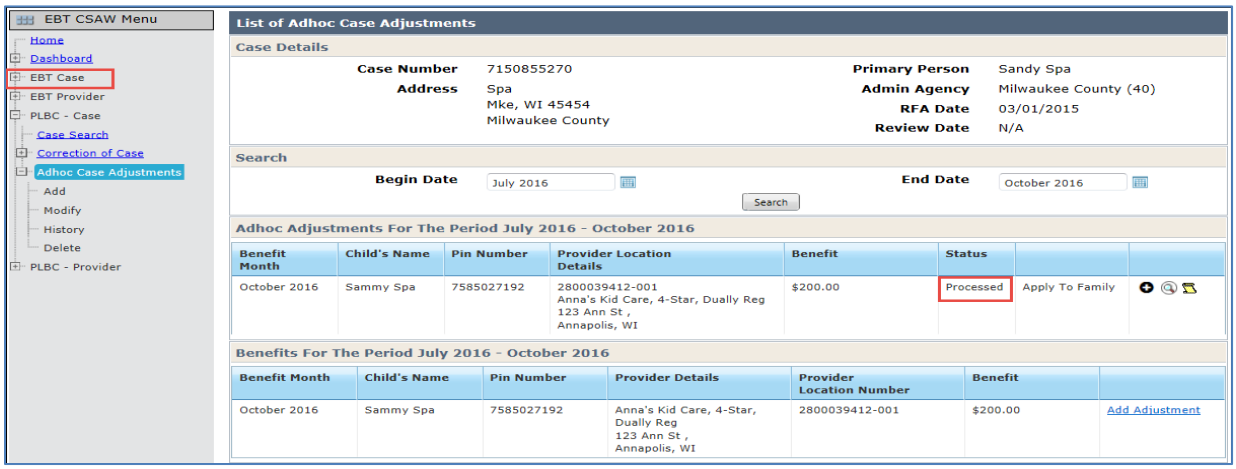
After the adjustment has been added, the *List of Ad Hoc Case Adjustments* will display the record in *Confirmed by Worker* status.



While in *Confirmed by Worker* status, the adjustment can be modified (by selecting the pencil icon) or deleted (by selecting the trash can icon). After the record is in *Processed* status, it cannot be changed.

To add an additional Ad Hoc Adjustment for that benefit month, select the + symbol.

The adjustment will be processed during the night and funds loaded onto the card (for a positive adjustment). If it is a negative adjustment, the client overpayment must be entered in BV, and a referral created in BRITS.



Case Benefit Quarterly Screen

After the adjustment has been processed, the adjustment can be viewed at *Case Benefit Quarterly Summary* screen in EBT CSAW.

If a negative adjustment is created for a case, the adjustment is displayed on the *Case Quarterly Summary* screen so there is a record of the adjustment. The amount is not deducted from the benefit loads on the card, and must be entered in the Benefit Recovery System for Clients.

Parent Portal

The amount can also be viewed in the Parent Portal *My Account* page.