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Sent: Friday, July 9, 2021 3:07 PM
To: DCF DL DFES BWF W-2 Agency CARES Coordinators <DCFDLW-2AgencyCARESCoordinators@wisconsin.gov>; DCF DL DFES BWF W-2 Agency Directors <DCFDLDFESBFW2AgencyDirectors@wisconsin.gov>
Cc: DCF DL DFES BWF W-2 REGIONAL STAFF <DCFDLDFESBFW-2REGIONALSTAFF@wisconsin.gov>
Subject: Best Information Available Policy and SWICA

Good Afternoon.

The following email is to inform W-2 agencies of changes to the current temporary C9-COVID-19 Best Information Available Information as Verification Policy and the upcoming SWICA Discrepancy drop.

Changes to the temporary C9-COVID-19 Best Available Information as Verification Policy - effective 07/19/2021

Currently FEPs are entering the “C9 – COVID-19” verification code in place of pending for verification where appropriate per Operations Memo 20-07. Effective 07/19/2021 FEPs must start pending for verification for mandatory or questionable verification items when appropriate. If verification is not received by the due date the FEP must enter NV/QV and close/deny the case for not verifying.

If an applicant or participant contacts the agency and states they are unable to obtain the requested verification, FEPs must discuss the reason the verification cannot be obtained. If the applicant or participant is unable to obtain the verification due to a COVID-19 related reason, the FEP must make an attempt in obtaining verification. If the FEP is also unable to obtain verification the FEP must then use the C9 verification code to indicate when the applicant or participant-reported information has been used as best available information and re-determine eligibility. FEPs must leave detailed case comments stating that both they and the applicant/participant were unable to obtain verification and are opening the case under the temporary COVID-19 best information available policy.

If the applicant or participant is unable to obtain the verification for any other reason not related to COVID-19, the FEP must review and apply the existing best available information policy found in [W-2 Policy Manual 4.1.3](#).

Note: Agencies are not expected to search for cases and pend for verification that currently have a C9 code entered. FEPs must only take action as they come across these cases and pend for verification at that time (at review, reported change, SWICA discrepancy etc.).

SWICA Discrepancies

SWICA discrepancies have not been created during the Federal Public Health Emergency (PHE). A decision was made to start creating SWICA discrepancies again with Quarter 2 of 2021 going forward. The first drop will be 08/16/2021. If a SWICA discrepancy is created for W-2 the worker will need to take the appropriate action on the case to resolve the discrepancy as they normally would have prior to the PHE following the discrepancy resolution process outlined in [W-2 Policy Manual 4.1.5](#).

If you have any questions, please reach out to your Regional Administrator or Regional Coordinator.

Thanks and have a wonderful weekend.

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