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**TO: Income Maintenance Supervisors
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Income Maintenance Staff
W-2 Agencies
Training Staff
Child Care Coordinators**

FROM: Shawn Smith, Bureau Director
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Division of Health Care Access and Accountability

Robert Williams, Director
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Division of Early Care and Education
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**BEPS/BPI/BWF OPERATIONS
MEMO**

No: 14-J4

DATE: MAY 1, 2014

FS	<input checked="" type="checkbox"/>	MA	<input checked="" type="checkbox"/>	BC+	<input checked="" type="checkbox"/>
SC	<input checked="" type="checkbox"/>	CTS	<input type="checkbox"/>	FSET	<input type="checkbox"/>
BC+ Basic	<input type="checkbox"/>	BC+ CORE	<input checked="" type="checkbox"/>		
CC	<input checked="" type="checkbox"/>	W-2	<input checked="" type="checkbox"/>	EA	<input type="checkbox"/>
CF	<input type="checkbox"/>	JAL	<input type="checkbox"/>	RAP	<input type="checkbox"/>
Other EP		<input type="checkbox"/>	*		

SUBJECT: Benefit Recovery Overpayment Notice Changes

CROSS REFERENCE: CWW Process Help Chapter 31.3
CARES Guide Chapter 9
FoodShare Handbook Chapter 7.3
DCF 101.23(2)(b) and (c) Overpayment Determination and Notice;
DCF 201.04(5)(a) Parent Overpayments;
Child Care Manual Chapter 2A- section 2.1.5.2; 2.1.5.3 and 2.1.6.3;
Ops Memo 02-16 W-2 and Child Care Overpayment Dispute Resolution

EFFECTIVE DATE: May 5, 2014

PURPOSE

The purpose of this Operations Memo is to announce the following changes in Benefit Recovery Overpayment Notices:

1. The text and format of the Overpayment Notices have been modified to create consistency across programs;
2. The location for viewing Overpayment Notices has moved from the CARES mainframe to CARES Worker Web (CWW);
3. The overpayment reason codes have been enhanced for the Child Care (CC), Wisconsin Works (W-2), FoodShare (FS), Medicaid (MA), Senior Care (SC), BadgerCare (BC) and BadgerCare Plus (BC+) programs;
4. Specific changes to the MA, BC, BC+ Overpayment Notice; and
5. Additional Overpayment Notice processing changes.

BACKGROUND

The Benefit Recovery Overpayment Notice changes are being done in conjunction with a multi-phase redesign of benefit recovery functionality from the CARES mainframe to a web based system.

In addition, Federal Regulations require that the reason for an overpayment is accurately reflected on all Overpayment Notices to members.

CARES CHANGES**REFORMATTING AND RELOCATION OF OVERPAYMENT NOTICES**

The Benefit Recovery overpayment notices have been redesigned and converted to a new format generated from CWW and will be stored in the Electronic Case File (ECF). Prior to this change, the Benefit Recovery Overpayment Notices were generated from the CARES mainframe and viewable on CNHS.

The newly formatted Overpayment notices for CC, W2, MA, BC, BC+, FS and SC have been moved to CWW and the Electronic Case file (ECF). Copies of the Notices and worksheets will be accessed using the 'Client Correspondence' functionality in CWW. All other types of benefit recovery notices such as Repayment Agreements, Dunning Notices and Repayment Summaries will continue to be generated from the CARES mainframe and viewable from CNHS. Manual worksheets and processes are not affected by these changes.

Both the Child Care Provider Overpayment Notices and Job Access Loan Notices were previously moved to CWW.

OVERPAYMENT REASON CODE CHANGES

The existing Overpayment Reason Codes have been enhanced with the addition of new codes which are listed below. The Overpayment Reason code 'OTR- OTHER' has been removed as a valid reason for an overpayment.

EXISTING OVERPAYMENT REASON CODES (WITH MODIFICATIONS)

FBE AGENCY FAILED TO BUDGET EARNED INCOME
FBH AGENCY FAILED TO BUDGET ACCURATE HOUSEHOLD MEMBERS
FBU AGENCY FAILED TO BUDGET UNEARNED INCOME
FHM FAILURE TO REPORT ACCURATE HOUSEHOLD MEMBERS
REI MISREPRESENTATION OF OR FAILURE TO REPORT EARNED INCOME
RVI MISREPRESENTATION OF OR FAILURE TO REPORT UNEARNED INCOME

NEW OVERPAYMENT REASON CODES

ANP AGENCY FAILED TO BUDGET NON-PARTICIPATION HOURS
AME AGENCY FAILED TO BUDGET MEDICAL EXPENSE DEDUCTION
ACS AGENCY FAILED TO BUDGET CHILD SUPPORT DEDUCTION
AST AGENCY FAILED TO BUDGET ASSETS
ASE AGENCY FAILED TO BUDGET ACCURATE SHELTER EXPENSES
SYE SYSTEM ERROR
FRC FAILURE TO REPORT MOVE OUT OF STATE/CHANGE OF RESIDENCE
FRA FAILURE TO REPORT ASSETS
FCP FAILURE TO REPORT CORRECT CHILD PLACEMENT
FHC FAILURE TO REPORT HEALTH INSURANCE COVERAGE
FAS FAILURE TO REPORT ACCURATE SHELTER EXPENSES
FFF FAILURE TO REPORT FLEEING FELON STATUS
FPV FAILURE TO REPORT PROBATION/PAROLE VIOLATIONS
FIN FAILURE TO REPORT INCARCERATION
FCS FAILURE TO REPORT CHILD/SPOUSAL SUPPORT INCOME
FCI FAILURE TO REPORT CHANGE IN INSURANCE PREMIUM EXPENSE
CPE CMC PLACEMENT ERROR
DFS DUPLICATE FS ISSUANCE WITH ANOTHER STATE
UCC UTILIZED CHILD CARE WHILE NOT IN AN APPROVED ACTIVITY
TFF TRAFFICKING MISUSE
TMD TRAFFICKING MISUSE—DRUG RELATED
TMF TRAFFICKING MISUSE—FIREARM RELATED
FAI FAILURE TO PROVIDE ACCURATE INFORMATION FOR BENEFITS
FHI FAILURE TO REPORT HOUSEHOLD INCOME EXCEEDING PROGRAM LIMITS
NQE NON-QUALIFIED EMPLOYER FOR CHILD CARE ASSISTANCE
PPR PROVIDER/PARENT RESIDING TOGETHER
FSE FAILURE TO REPORT ACCURATE SELF-EMPLOYMENT INCOME/EXPENSES
FAE FAILURE TO REPORT CHANGE IN ALLOWABLE EXPENSES
FDI PROVIDED FALSE DOCUMENTATION OR IDENTIFICATION
CPC COLLUSION BETWEEN THE PARENT AND CHILD CARE PROVIDER
WFD W-2 CHECK FORGERY DENIAL

MA, BC, BC+ OVERPAYMENT NOTICE CHANGES

The Overpayment Notice and Repayment Agreement for Medicaid and BC+ programs was one combined notice. To streamline the collection processes for all programs, this notice has been split into two separate notices. The Repayment Agreement will continue to be generated from the CARES mainframe and viewable in CNHS. The Overpayment Notice will be generated from CWW and viewable from the Correspondence History Search Results page.

Workers must continue to mail the manual notice (F-10093) and calculations for MA and BC+ overpayments.

ADDITIONAL OVERPAYMENT NOTICE PROCESSING CHANGES

1. A system generated Overpayment Notice will automatically be sent to the liable individual(s) and the 'Generate Notice' field will be protected on BVCL. The ability to suppress the notice in CWW using the "Suppression Search" exists; however, the Overpayment Notice should not be suppressed. An Overpayment Notice is required for the overpayment claim to be valid.

Prior to this change, the 'Generate Notice' field on BVCL defaulted to 'Y' for YES when an overpayment claim is established. This field indicates that the Overpayment Notice has been generated. The ability to suppress an Overpayment Notice by entering 'N' for NO has been removed.

2. Functionality has been added to the system to automatically generate an Overpayment Notice to any manually added liable individual so that the worker will no longer be required to mail a manual notice. Please note: A Child Care Client Overpayment Notice (DCF-F-DWSW11250-E) and Child Care Overpayment Worksheet (DCF-F-452-E) are still required to be sent to all liable individuals whether manually added or not.

Previously, if an individual was manually added as liable to an overpayment claim a manual Overpayment Notice was required to be sent to that individual. In some cases it was found proper notice was not given to the additional liable individual.

3. Overpayment Notices will be generated in Hmong based on the language indicator on the case. Previously, Overpayment Notices were only generated in English and Spanish.
4. The ability to create a referral (BVRF) and subsequent overpayment claim for the Aid to Families with Dependent Children (AFDC) program has been removed.
5. The ability to enter free-format text to the Overpayment Notice using CNIN has been removed. This functionality is not available in the new notice format.

CONTACTS

BEPS CARES Information & Problem Resolution Center

For Child Care policy questions outside of Milwaukee County: Bureau of Regional Operations (BRO), Child Care Coordinators at
http://dcf.wisconsin.gov/regional_operations/pdf/contact_list.pdf

For Child Care CARES/CWW, CSAW and CCPI IT systems processing questions statewide and policy questions in Milwaukee County: Child Care Help Desk at childcare@wisconsin.gov or (608) 264-1657.

For W-2 Policy Questions in the Balance of State: Bureau of Regional Operations, W-2 Regional Coordinators

For W-2 Policy Questions in Milwaukee: Milwaukee Operations Section Regional Administrators

For W-2 CARES Processing Questions: W-2 Help Desk

*Program Categories – FoodShare (FS), Medicaid (MA), BadgerCare Plus (BC+), Senior Care (SC), Caretaker Supplement (CTS), Child Care (CC), Wisconsin Works (W-2), FoodShare Employment and Training (FSET), , BadgerCare Plus Basic (BC+ Basic), BadgerCare Plus Core (BC+ Core), Children First (CF), Emergency Assistance (EA), Job Access Loan (JAL), Refugee Assistance Program (RAP), Other Employment Programs (Other EP).

DCF/DMS/BOF/JB