



**DEPARTMENT OF CHILDREN
AND FAMILIES**
Secretary Eloise Anderson
201 East Washington Avenue, Room G200
P.O. Box 8916
Madison, WI 53708-8916
Telephone: 608-266-8684
Fax: 608-261-6972
www.dcf.wisconsin.gov

State of Wisconsin
Governor Scott Walker

DEPARTMENT OF HEALTH SERVICES
Secretary Kitty Rhoades
1 West Wilson Street
P.O. Box 7850
Madison, WI 53707-7850
Telephone: (608) 266-9622
FAX: (608) 266-7882
www.dhs.wisconsin.gov

**TO: Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff
W-2 Agencies
Workforce Development Boards
Job Center Leads and Managers
Training Staff
Child Care Coordinators**

FROM: Shawn Smith, Bureau Director
Bureau of Enrollment Policy & Systems
Division of Health Care Access and Accountability

Katherine McGurk, Director
Bureau of Early Learning and Policy
Division of Early Care and Education
Department of Children and Families

Margaret McMahan, Director
Bureau of Working Families
Division of Family and Economic Security
Department of Children and Families

**SUBJECT: Enhancements to Discrepancy Panel and Workload Dashboard
Functionality in CARES Worker Web (CWW)**

CROSS REFERENCE: Process Help Handbook, 44.4, 53
Wisconsin Works Manual, 4.1.5

EFFECTIVE DATE: March 23, 2015

PURPOSE:

The purpose of this memo is to announce changes being made to CWW to create separate discrepancy assignments for State Wage Information Collection Agency (SWICA), Prisoner, State On-Line Query Internet (SOLQ-I), and Unemployment Insurance Benefits (UIB) matches for Income Maintenance (IM), Wisconsin Works (W-2), and Child Care (CC) program areas.

JOINT OPERATIONS MEMO					
No: 15-J2					
Date: 3/16/2015					
FS	<input checked="" type="checkbox"/>	MA	<input checked="" type="checkbox"/>	BC+	<input checked="" type="checkbox"/>
SC	<input type="checkbox"/>	CTS	<input checked="" type="checkbox"/>	FSET	<input 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"/>	JC	<input type="checkbox"/>
RAP	<input type="checkbox"/>	WIA	<input type="checkbox"/>	Other	<input type="checkbox"/> *
EP	<input type="checkbox"/>				

BACKGROUND:

A recent audit of discrepancy processing by the Legislative Audit Bureau discovered cases in CWW with the following issues:

- Inadequate resolution of data discrepancies.
- Cases with no discrepancy resolution documentation.
- Discrepancies not resolved timely or not resolved at all.

Currently, only the primary worker on a case is assigned the discrepancy. In cases involving more than one program area (i.e., IM, W-2, CC), there is no option in CWW for each worker to document and track work done by multiple workers. This makes it difficult to find and manage outstanding discrepancies. Changes are being implemented to the assignment of discrepancies to support the multiple worker model in cases involving more than one program area. This will allow workers to independently resolve and document the action taken for discrepancies for these cases.

CWW only allows SOLQ-I, UIB and Prisoner discrepancies to be updated while the case is open and SWICA discrepancies to be updated as long as the case is open or if a case is closed for 90 days past the SWICA creation date. Enhancements will be implemented to allow all workers to update the discrepancy resolution status at any time, regardless of case status or closure. This functionality will be added to the Dashboard to make it easier for consortia with different case processing models and W-2 agencies to find and resolve discrepancies.

These changes will improve timely action, increase documentation of worker actions and resolution of discrepancies, and assist workers with tracking activity on the case. The discrepancy creation, resolution and tracking will be moved from the Caseload Management Search to the Workload Dashboard. There are no changes being made to how and when discrepancies are set.

CARES/POLICY:

A discrepancy occurs when information from a data exchange is either not updated or contains discrepant information on the case that has to be researched and resolved. Currently, there are four different types of discrepancies:

- UIB
- Prisoner
- SOLQ-I
- SWICA

For IM programs, when UIB, SOLQ-I, and Prisoner discrepancies are created, the worker must take action to correct the issue before running eligibility and confirming benefits; this ensures that the eligibility determination is accurate and prevents overpayments.

Because the SWICA process occurs retroactively (comparing income in CWW to wages reported for a past period of time), the IM worker has 45 days to resolve the discrepancy.

For the W-2 program, when UIB, SOLQ-I, Prisoner or SWICA discrepancies are created, the Financial Employment Planner (FEP) must take action to correct the issue within 45 days. FEPs are encouraged to take action as soon as possible to reduce the possibility of overpayments.

CARES CHANGES:

SUMMARY OF CARES CHANGES

Functionality	Current Functionality	New Functionality
<p>How the “unworked” discrepancies are found</p>	<p>Workers find discrepancies through:</p> <ul style="list-style-type: none"> • CARES Worker Web Home page: Discrepancy numbers only show for the primary worker on the case. • Alerts: Some discrepancies create alerts which are always assigned to the primary worker on the case and are sometimes assigned to the FEP. • Caseload Management tool: Workers can search for cases that have discrepancies, filtering by caseload, primary worker, FEP, etc. 	<p>Workers will find discrepancies through:</p> <ul style="list-style-type: none"> • Dashboard counts on the CARES Worker Web Home page: These will show for the primary worker on the case, the FEP, and CC worker (if there is a different CC worker on the Child Care Activity Status page). • Workload Dashboard: Dashboard counts can be displayed for teams, counties, consortia, W-2 geographical areas, and the state as a whole. • Work Item Search: Discrepancy work items can be searched using a variety of search criteria, such as creation date, due date, status, caseload, team, etc.
<p>How the discrepancies are assigned</p>	<p>CARES does not assign discrepancies to specific workers, and workers cannot reassign the discrepancies to another worker. In addition, the same discrepancy cannot be independently “worked” by more than one worker or program area.</p>	<p>Discrepancies will be assigned to the program areas that are potentially affected by the discrepancy on a case (IM, CC, W-2). For each affected program area, CARES will assign a corresponding Dashboard Work Item to the relevant worker on the case (IM worker, CC eligibility worker, or FEP worker). Each program area can independently find and “work” the discrepancy according to its program’s policy and process. In addition, discrepancy work items will be able to be reassigned just like application work items can be reassigned today.</p>

<p>How the discrepancies are processed and documented</p>	<p>Workers use the Discrepancy panel on the case to process discrepancies. If a discrepancy may affect more than one program area on the same case, the agencies must work together to ensure that proper action has been taken for all areas. Only one final resolution can be documented for all program areas. Case comments must be manually added by workers as they process discrepancies. Sometimes case comments are not entered or are difficult to find later.</p>	<p>Workers will continue to use the Discrepancy panel on the case to process discrepancies. However, the Discrepancy panel will show which program area(s) must “work” each discrepancy and will allow each program area to have its own status and final resolution.</p> <p>In addition, comments will be integrated, required, and automatically populated to the Case Comments Page.</p>
<p>What statuses and final resolutions are supported for discrepancies</p>	<p>Today, supported statuses include:</p> <ul style="list-style-type: none"> • Waiting for Client Information • Third Party Verification • Fraud <p>And, final statuses include:</p> <ul style="list-style-type: none"> • Resolved • No Impact • Withdrawn • Duplicate • Huber or Bracelet (for Prisoner discrepancies only) 	<p>Supported statuses will include:</p> <ul style="list-style-type: none"> • Waiting for Customer Info • Waiting for 3rd Party Ver • Potential Fraud <p>And, final statuses will include:</p> <ul style="list-style-type: none"> • Resolved – Elig Issue • Resolved – No Impact • Huber or Bracelet (for Prisoner discrepancies only)
<p>What discrepancies can be “worked”</p>	<p>Today, discrepancies can only be “worked” if they are:</p> <ul style="list-style-type: none"> • On an open or pending case, or • On a closed case, and the discrepancy was created less than 90 days ago (for SWICA discrepancies only). 	<p>The new functionality will permit discrepancies to be worked regardless of the case status and regardless of how old the discrepancy is. This will also apply to discrepancies created prior to these changes.</p>
<p>Restrictions on who can be deleted from the case</p>	<p>Today, workers can delete a household member from the case even if an unworked discrepancy exists for that household member on that case.</p>	<p>Workers will not be able to delete a household member from the case until the discrepancy is resolved for that household member on that case.</p>

DETAILS OF CARES CHANGES

CWW HOME PAGE

Discrepancies and their counts will no longer display under the My Tasks section. This information will be available on the worker's dashboard.

CASELOAD MANAGEMENT SEARCH CRITERIA PAGE

The option to search for discrepancies from the **Caseload Management Search Criteria** page will be removed and will be located on the **Work Item Search** page.

CARES Worker Web User ID: XCTP33 User Name: M KHUSHANI Quick Select: CASE/RFA Go Help Logout 3,501/22/2015

Caseload Management Search Criteria

Caseload Search [Reset] [Restore to Default Search Criteria] [Save Search Criteria]

Caseload Search Criteria

- County / Tribe: 40 - MILWAUKEE COUNTY
- Office: 1575 1581
- IM Consortium:
- W-2 Geographical Area:

Additional Search Criteria

- Worker:
- Caseload:
- FEP ID:
- Language: - Any Language
- First Letter of PP's Last Name: A to Z
- Case Status: Pending Closed less than or equal to a calendar month Closed more than a calendar month Open Denied less than or equal to 30 days Denied more than 30 days
- Case Mode: Intake Ongoing Closed Review Simulation Asset Assessment
- Filing / Request Date:
- Review Month:
- Verification Due Date:
- Confidential: Yes No

Action Items

Online Submissions	Alerts
<input type="checkbox"/> Application Linked - Ready for Intake	<input type="checkbox"/> Overdue Eligibility Determination
<input type="checkbox"/> Intake Initiated - Eligibility not Initiated	<input type="checkbox"/> Eligibility
<input type="checkbox"/> Change Report/Online Renewal/SMRF Received - Ready for Processing	<input type="checkbox"/> Benefit Issuance
<input type="checkbox"/> Change Report/Online Renewal/SMRF Processing Initiated - Eligibility not Initiated	<input type="checkbox"/> Information
	<input type="checkbox"/> Waiting on DDB Decision
	<input type="checkbox"/> Outstanding Verifications Past Due
	<input type="checkbox"/> Outstanding Verifications Approaching
	<input type="checkbox"/> Documents Received
	<input type="checkbox"/> Documents Waiting
	<input type="checkbox"/> Initiate Eligibility and Confirm

What would you like to do?

- View to select cases meeting the above criteria
- View counts of cases meeting the above criteria

Go

Callout Box: This header is changing from "Alerts/Discrepancies" to "Alerts". The option to select UIB, SOLQ-I, SWICA and Prisoner discrepancies will be removed. All unresolved discrepancies will be displayed on the Dashboard.

INTEGRATION WITH WORKLOAD DASHBOARD AND DISCREPANCY ASSIGNMENT

The process by which discrepancies are created will not be changing (see Process Help Chapter 44.4). Separate discrepancy work items will be created for IM workers, FEPs, and CC eligibility workers (if the CC worker listed on the **Child Care Activity Status** page is different from the IM worker). The worker assigned to the discrepancy will access the discrepancy from the work item or the case information bar. The worker must resolve the discrepancy to complete the work item.

The Workload Dashboard will be enhanced to include the number of discrepancies organized by due date and discrepancy type. IM discrepancy work items will be automatically reassigned with the case when transferring cases between counties/consortia. If the primary worker, FEP, or CC eligibility worker changes, all discrepancy work items assigned to that worker will be automatically reassigned to the new worker.

- **Reminder:** Workers must make every effort to review and resolve discrepancies before transferring cases out of their agency or consortia.

IM workers will only see the discrepancy work item type for their specific programs unless they are viewing the State Workload Dashboard. IM workers will only see IM discrepancy work item types (IM Prisoner, IM SOLQ-I, IM SWICA, and IM UIB). They will not see any of the W-2 or CC work item types unless they are the primary worker for those programs.

Workers can view the discrepancies on the Workload Dashboard but will not be able to record the resolution of the discrepancy anywhere other than the Discrepancy panel.

A new category, "Discrepancies," will be added to all dashboards (My Dashboard, Team/W-2 Geographical Area Dashboard, County/Tribe Dashboard, IM Consortium Dashboard, and State Dashboard), along with the count of unresolved and pending discrepancy work items.

The worker will be able to filter and search for work items on the **Work Items Search** page using "Discrepancies" as the category under the Additional Search Criteria section. Additionally, the worker will be able to use the Type field to indicate additional criteria to narrow the search based on program area and type of discrepancy. The "Discrepancies" category will list the count of discrepancy work items by their status ("Not Started," "Third Party Ver," "Waiting for Customer Info," "Potential Fraud"). Under each of these statuses, the type of the discrepancy (IM Prisoner, IM SOLQ-I, IM SWICA, IM UIB, CC Prisoner, CC SOLQ-I, CC SWICA, CC UIB, W-2 Prisoner, W-2 SOLQ-I, W-2 SWICA, or W-2 UIB) will be listed.

- **Reminder:** CC discrepancy work item types will only be displayed when the CC worker listed on the **Child Care Activity Status** page is different from the IM worker. When the CC worker and IM worker are the same person, the CC discrepancies will be included as IM discrepancies.

The corresponding count will be calculated and displayed based on different due dates determined by the program area and type of discrepancy.

- **Reminder:** For an IM or CC SWICA discrepancy, the due date will be set to 45 days from the date of creation of the discrepancy. For an IM or CC non-SWICA discrepancy, the due date will be 10 days from the date of creation. For any W-2 discrepancy (SWICA or non-SWICA), the due date will be 45 days from the date of creation.

IM WORKER VIEW

My Dashboard		View Workload Dashboard				
Work Items		Days Left to Complete				
Category	Total	<1	1-7	8-14	15-30	>30
+ Applications	2684	2649	16	6	13	
SMRFs	0					
+ Potential Errors	26	26				
- Discrepancies	195	172		1	7	15
+ Not Started	185	164		1	5	15
- Waiting for Customer Info	4	4				
--- IM SOLQ-I	1	1				
--- IM SWICA	1	1				
--- IM UIB	1	1				
--- CC Prisoner	1	1				
+ Waiting for 3rd Party Ver	2	1			1	
+ Potential Fraud	4	3			1	

W-2 FEP VIEW

My Dashboard		View Workload Dashboard				
Work Items		Days Left to Complete				
Category	Total	<1	1-7	8-14	15-30	>30
+ Applications	17	17				
SMRFs	0					
Potential Errors	0					
- Discrepancies	93	14	7	21	38	13
+ Not Started	89	14	7	21	34	13
- Waiting for Customer Info	2				2	
--- W-2 Prisoner	1				1	
--- W-2 UIB	1				1	
+ Waiting for 3rd Party Ver	2				2	

Upon clicking the link of the count on the dashboard, the worker will navigate to the **Work Item Search** page, and the results will be displayed based on the appropriate criteria.

The screenshot displays the 'Work Item Search' page in the CARES Worker Web application. The interface includes a navigation menu on the left and a search criteria form on the right. The search criteria are organized into sections: 'Criteria', 'Work Item Owner', and 'Additional Search Criteria'. The 'Criteria' section allows users to select search methods such as 'By IM Consortium, County/Tribe, IM or W-2 Team', 'By Work Item Owner', 'By Primary Worker or Caseload', and 'By Case, RFA or ACCESS Tracking Number'. The 'Work Item Owner' section includes a field for 'Assigned Worker ID(s)' with a search icon and instructions to separate IDs by a new line, comma, semicolon, or space. The 'Additional Search Criteria' section includes fields for 'Category' (set to 'Discrepancy'), 'Status' (with options like 'SELECT ALL', 'Not Started', 'Waiting for Customer Info', 'Potential Fraud', 'Waiting for 3rd Party Ver'), 'Type' (with options like 'W-2 Prisoner', 'W-2 SWICA', 'CC SWICA', 'W-2 SOLQH', 'W-2 UIB', 'CC Prisoner'), 'Due Date', 'Received Date', 'Completion Status', 'Work Item Flag' (with options like 'No Flag', 'Escalated Flag', 'Reviewed Flag', 'Withdraw Requested Flag'), and 'Has related documents? (Only applies to cases)'. The page also features a 'Reset' button and a 'What would you like to do?' prompt at the bottom.

“Discrepancy” will be added as a work items category. The worker will be able to filter and search for work items using the category “Discrepancy” under the Additional Search Criteria section. Additionally, the worker will be able to use the Type field to indicate additional criteria to narrow the search based on program area and type of discrepancy.

If “Discrepancy” is selected as a category, then the Status field will be dynamically updated to show “Not Started,” “Waiting for Customer Info,” “Waiting for 3rd Party Ver,” and “Potential Fraud” as possible search options, along with “SELECT ALL.”

In addition to displaying “SELECT ALL,” the Type field will also be dynamically updated to display the following values:

IM	CC	W-2
IM Prisoner	CC Prisoner	W-2 Prisoner
IM SOLQ-I	CC SOLQ-I	W-2 SOLQ-I
IM SWICA	CC SWICA	W-2 SWICA
IM UIB	CC UIB	W-2 UIB

WORK ITEM SEARCH PAGE

The **Work Item Search** page will display the discrepancy results the worker has selected.

Work Item Search

▶ Criteria

▼ Results

APP/RFA/Case	Flag	Primary Worker	Category	Work Item Owner	Received Date	Type	Status	Due Date	
Case - ██████████		XCTP10	Discrepancy	XCTA3T	02/14/2015	CC UIB	Waiting for Customer Info	02/26/2015	⊕
Case - ██████████		XCTP10	Discrepancy	XCTA3T	02/14/2015	CC UIB	Waiting for 3rd Party Ver	02/26/2015	⊕
Case - ██████████	Escalated	XCTP10	Discrepancy	XCTP10	02/14/2015	IM UIB	Potential Fraud	02/26/2015	⊕
Case - ██████████		XCTP10	Discrepancy	XCTP10	02/14/2015	IM UIB	Potential Fraud	02/26/2015	⊕
Case - ██████████		XCTP10	Discrepancy	XCTV59	02/14/2015	W-2 UIB	Not Started	04/02/2015	⊕

WORK ITEM DETAILS PAGE:

The enhanced **Work Item Details** page will display additional information about the work item. Discrepancy work items are assigned to the workers currently assigned to the case from the program areas affected by the discrepancy (IM, CC and/or W2). If the IM worker and the CC worker are the same person, only one discrepancy work item will be assigned to the primary IM worker as an IM program area discrepancy. IM workers and CC workers cannot reassign W-2 related work items to themselves or any other IM or CC worker. Likewise, FEPs cannot reassign IM or CC related work items to themselves or any other FEP.

- **Note:** Only users with a security level of 99 can withdraw a discrepancy work item.

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 - TCLA Administration
 - Client Scheduling
 - Worker Tasks
 - Workload Dashboard
 - Work Item Search
 - Employer Verification
 - Past Due
 - Pending Six Month

Work Item Details

Work Item ID: [REDACTED] Associated with: [REDACTED]

Category: Discrepancy

Work Item History

3. Discrepancy Updated on 04/25/2015 at 4:07 PM by XCTA61

APP/RFA/Case	Flag	Caseload Owner	Work Item Owner	County	IM Consortium
Case - [REDACTED]		XCTA61	XCTA61	DANE COUNTY	CAPITAL CONSORTIUM

Type	Status	Due Date	Begin Date	End Date	End Reason
IM SWICA	Resolved	05/15/2015	04/01/2015	04/25/2014	

2. Discrepancy Updated on 04/22/2015 at 4:07 PM by XCTA61

Type	Status	Due Date	Begin Date	End Date	End Reason
IM SWICA	Waiting for Client Info	05/10/2015	04/01/2015		

1. Discrepancy Created on 04/01/2015 at 4:07 PM by XCTA61

APP/RFA/Case	Flag	Caseload Owner	Work Item Owner	County	IM Consortium
Case - [REDACTED]		XCTA61	XCTA61	DANE COUNTY	CAPITAL CONSORTIUM

Type	Status	Due Date	Begin Date	End Date	End Reason
IM SWICA	Not Started	05/15/2015	04/01/2015		

Return

DISCREPANCY PANEL:

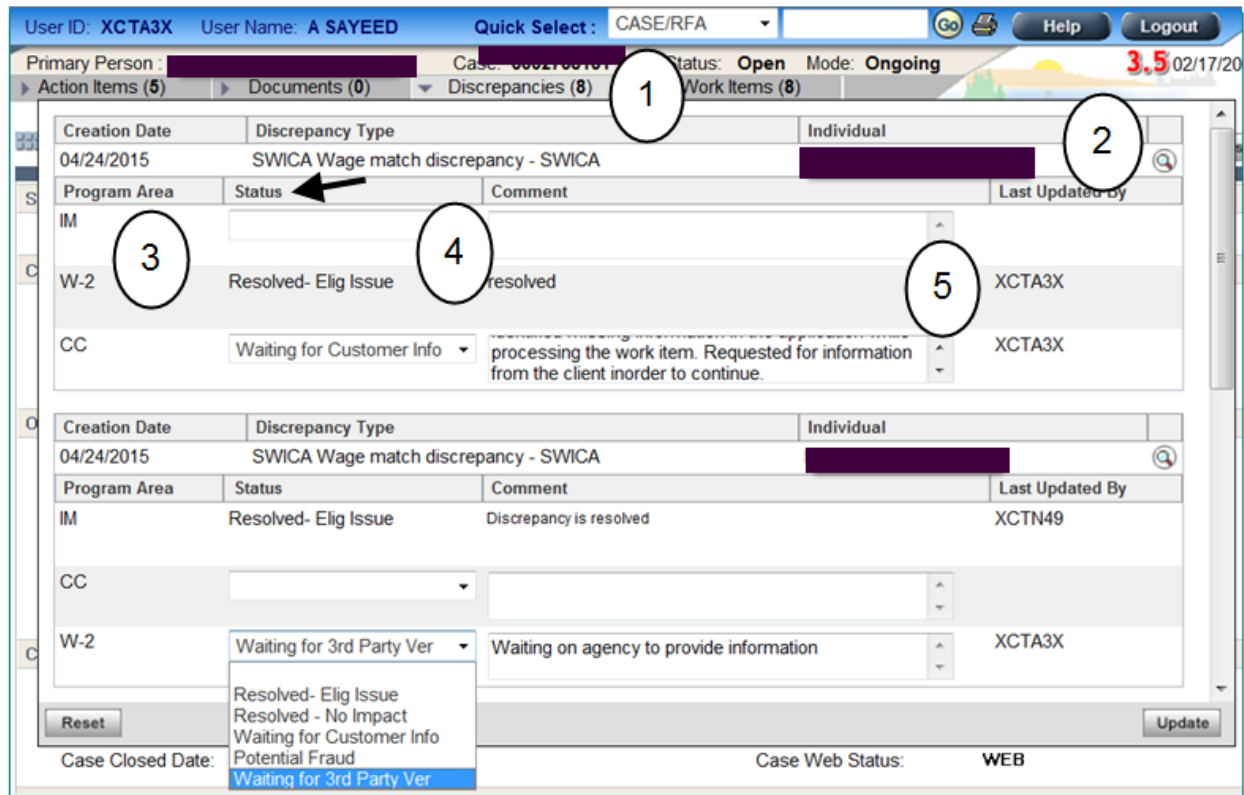
The Discrepancy panel is the only location that discrepancy documentation can be entered. Once a discrepancy is set, it can be accessed from the **Case Summary** page (Discrepancy panel on the information bar) or the worker's Workload Dashboard. However, the discrepancy can only be worked on from the Discrepancy panel.

The discrepancy count (displayed in parenthesis on the information bar) will reflect only the count of those unresolved discrepancy assignments that are assigned to the logged-in worker's program area(s).

User ID: PWRLM1 User Name: A COLLINS Quick Select: CASE/RFA

Primary Person: Case Status: Open Mode: Intake

Action Items (3) Documents (0) **Discrepancies (2)** Work Items (1)



The Discrepancy panel provides an overview of all unresolved discrepancies associated with a particular case. It also allows all workers to resolve and complete their discrepancy assignments and add comments to document their discrepancy resolution details.

The original status of a discrepancy is “Not Started.”

The discrepancy is considered “Pending” when the worker indicates one of the following statuses:

- Waiting for Customer Info
- Potential Fraud
- Waiting for 3rd Party Ver

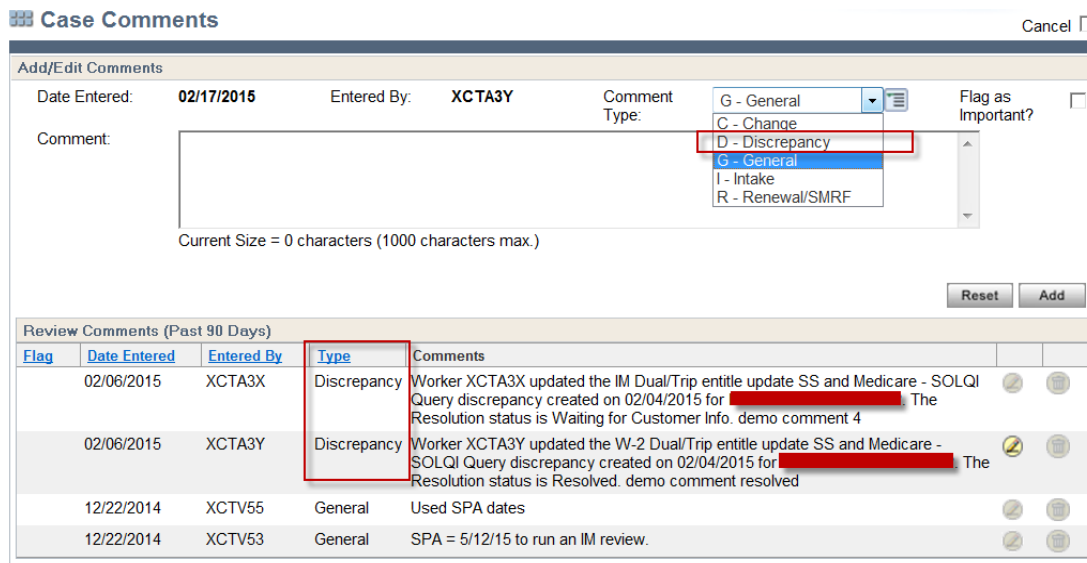
A discrepancy status of “Pending” requires more information before the discrepancy can be completed.

The discrepancy is considered “Complete” when the worker has received the additional information to finish the discrepancy. He or she must change the status to one of the following:

- Resolved-Elig Issue (this means there was an impact to benefits)
- Resolved - No Impact (this means there was **no** impact to benefits)
- Duplicate or Huber or Bracelet (this is for Prisoner discrepancies only)

Field Specific Details on the Discrepancy Panel Screenshot (Page 11)

1. Discrepancies: The discrepancy count (displayed in parentheses in the information bar) will only reflect the count of unresolved discrepancy assignments that are assigned to the logged-in worker’s program area(s).
2. Magnifying glass: The worker will click this to access the discrepancy details.
3. Program Area: This is the program area for which the discrepancy assignment was created. This will be IM, W-2, or CC.
 - **Reminder:** A separate discrepancy will only be assigned to the CC worker if the assigned CC worker on the **ChildCare Activity Status** page is different from the primary worker on the case.
4. Status: This is the status of the discrepancy (i.e., “Not Started,” “Pending” or “Complete”). If the worker still needs more information to resolve the discrepancy, he or she can select one of the following statuses (which will put the discrepancy assignment into a “Pending” status):
 - Waiting for Customer Info
 - Fraud
 - Waiting for 3rd Party Ver
5. Comment: Workers must enter comments in the Comment field when a discrepancy status is changed and when completing the discrepancy assignment. Comments entered here will be saved to Case Comments with “Discrepancy” indicated as the Comment Type. A maximum of 750 characters is allowed. Workers must select “Update” to save the comments entered.

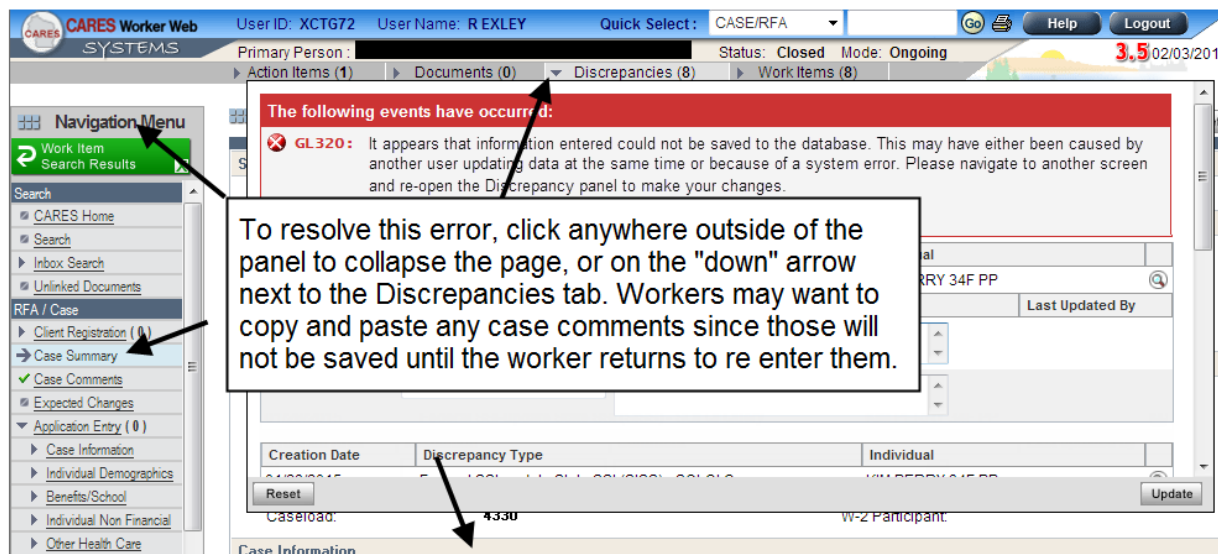


“Withdrawn” and “Duplicate” will no longer be valid status options.

In rare situations, different workers may be updating the Discrepancy panel at the same time. If this occurs, the worker will receive the following error message:

GL320: It appears that information entered could not be saved to the database. This may have either been caused by another user updating data at the same time or because of a system error. Please navigate to another screen and re-open the Discrepancy panel to make your changes.

When this happens, the worker will need to collapse the panel and re enter the information. To do this, the worker can click anywhere outside of the panel or on the “down” arrow next to the Discrepancies tab.



Since CWW tracks the discrepancy assignments of all program areas, it is possible that an IM worker and a FEP will both have the same type of discrepancy, but each will have a different discrepancy assignment. The IM worker and the FEP each have to resolve the discrepancy for his or her own program area.

All discrepancies are created for an individual, and each discrepancy is also associated with a case:

- SWICA and Prisoner discrepancies are displayed at a case level; they will only appear on the original case for which they were created and can only be updated through the Discrepancy panel for that case.
- SOLQ-I and UIB discrepancies are displayed at the PIN (personal identification number) level; they will display and can be updated through the Discrepancy panel for any case in which the individual is listed.

IM and FEP workers must complete their separate discrepancy assignments. The exception is for SOLQ-I discrepancy assignments. When an SOLQ-I discrepancy assignment is resolved, all “Not Started” discrepancy assignments associated with that discrepancy will be automatically resolved with the same resolution status. A case comment will be entered (e.g., “Processed by other Worker”), and “System” will be selected in the Last Updated By field.

Example 1: John has a Prisoner discrepancy and a SWICA discrepancy on his BadgerCare Plus (BC+) case; he is included in FoodShare on a companion case. His SWICA discrepancy will not appear on the companion case but the Prisoner discrepancy will.

Example 2: Susan had an SOLQ-I discrepancy, which was a Social Security number mismatch. A discrepancy assignment was created for both BC+ and W-2. The IM worker completed the discrepancy; that action will systematically complete the FEP's discrepancy assignment.

Workers will not be able to remove or delete an individual from a case if the member has unresolved Prisoner or SWICA discrepancies on the case.

Security will be added to prevent FEPs from updating IM or CC discrepancies, and vice versa.

There may be situations where one worker is satisfied with the other worker's resolution of a discrepancy. In such a situation, the worker can select the same resolution status as was selected by the other worker and add appropriate comments noting that the worker was satisfied with the other worker's action.

Example 3: A Prisoner discrepancy was created for a case, which resulted in a Prisoner discrepancy assignment for the IM program area and the W-2 program area. The FEP resolves the discrepancy assignment created for the W-2 program area and selects "Huber or Bracelet" as the resolution status. If the IM worker is satisfied with the FEP's resolution of the discrepancy assignment, then he or she would also select the "Huber or Bracelet" resolution status, and add appropriate notes indicating that he or she was satisfied with the FEP's follow-up. If the IM worker does not agree with the FEP's resolution status, he or she may select another resolution status and enter comments.

When a worker is ready to complete a discrepancy assignment, he or she must change the status to: "Resolved," "No Impact," or "Huber or Bracelet" (for Prisoner discrepancies only). A discrepancy and all of the workers assigned to it will be displayed in the Discrepancy panel until all assignments associated with the discrepancy have been resolved; however, the count in the information bar will only show the discrepancies for which the logged in worker is responsible.

Example 4: A UIB discrepancy assignment was created for an IM worker and the FEP. The IM worker completes his or her work item, but the discrepancy assignment still remains for the FEP. The information bar will display "0" as the discrepancy count for the IM worker. The Discrepancy panel will display the resolution for the IM worker, as well as the outstanding W-2 discrepancy. For the logged in W-2 worker, the information bar will display "1" as the discrepancy count, and the Discrepancy panel will display the resolution for the IM worker, as well as the outstanding W-2 discrepancy that can only be updated by the FEP.

DISCREPANCY HISTORY RESULTS

Workers will continue to access an individual’s discrepancy history for UIB, SOLQI, Prisoner and SWICA matches by clicking on the “View Individual DX Discrepancy History” radio button on the **Individual Summary** page.

Individual Summary Reset

Individual

Name: _____ PIN: _____

Associated PIN(s): _____

Alias(es): _____

SSN: _____ MCI ID/MAID: _____

Gender: **MALE** Birth Date: **10/06/1939**

Language: **ENGLISH** Cleared: **YES**

Where? **RFA/Case**

Query

View Individual Eligibility History

View Individual Participation History

View Individual DX Discrepancy History

Send Information

Resend Eligibility Information to MMIS

FSET Participation

View FSET Participant Summary

View FSET Referrals

CARES Worker Web User ID: XCTJ18 User Name: A PALANVEL Quick Select: CASE/RFA Help Logout 3.5 04/24/2012

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 - Initiate Eligibility Determination
 - Eligibility
 - Post Eligibility
 - Confirmation Access
 - Query
 - Benefit Issuance
- Worker Tools
 - SSI-MA Administration
 - TCLA Administration
 - Worker Tasks
 - Case Management
 - Client Correspondence
 - Data Exchange
 - Reference Tools
 - System Tools
 - Agency Administration
 - Fiscal Services
 - HMO Search
 - Check Mr. Ranoff Worker

Discrepancy History Results

Resolved	Case	Pin	Details	DX Type	Program Area	Creation Date	Resolved By	Resolved Date	View Details
Withdrawn			Working part time	UIB	IM	05/31/2011	XCTH06	03/15/2012	
Resolved			Federal SSI-update State SSI (SISS)	SLQ	CC	10/28/2011	XWAP08	03/15/2012	
No Impact			SWICA Wage match discrepancy	SWC	CC	01/27/2012	XWAP08	04/17/2012	
Resolved			Prisoner Discrepancy	PRS	W-2	04/19/2012	XIMA12	04/20/2012	

Discrepancy: **UIB** Resolved Date:

ERROR PRONE PROFILE

Multiple discrepancy assignments originating from the same discrepancy will count as one unique discrepancy for the Error Prone Profile (EPP) detection process. W-2 is not included in the EPP Detection process and therefore, discrepancy assignments created for W-2 will not be counted in the EPP detection process.

ALERTS

The following alerts will be discontinued:

- 468: Discrepancy not resolved
- 469: UI Discrepancy-Fix if needed
- 472: SSN/Income Discrepancy

CONVERSION

For any discrepancies created before March 23, 2015, a discrepancy work item assignment will be created for primary workers. This may result in many overdue discrepancy work items on dashboards at conversion. Agencies are encouraged to resolve as many of these overdue discrepancies as possible prior to implementation. Any discrepancy assignments created on or after March 23, 2015, will follow the new process outlined in this memo.

- **Note:** The primary worker is generally the IM worker unless W-2 was open with no other IM programs. In that case, the primary worker is the FEP.

On April 26, 2015, a conversion for W-2 discrepancy work items will be created for FEPs for any discrepancies created before March 23, 2015, that has not yet been resolved. This may result in additional discrepancy work items that are overdue on the Workload Dashboard after April 26, 2015. A report has been provided to agencies to assist in identifying the W-2 discrepancies that will be converted if they are not completed prior to the conversion date.

CONTACTS:

BEPS CARES Information & Problem Resolution Center

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 – FS – FoodShare, MA – Medicaid, BC+ – BadgerCare Plus, SC – SeniorCare, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – FoodShare Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DHS/DHCAA/BEPS/LT
DCF/DFES/BWF/JK