

A new WebI report called "**POP Report 19: Claims Requiring Immediate Agency Action**" has been published to the DCF/WISDOM/Employment Programs/Wisconsin Works/W-2 Performance Outcome folder.

**Background:** This report was created upon request from the W-2 agencies to create a tool that will help their staff better manage claims that could enter, or have entered, the Claims Appeal Process.

**Purpose:** The purpose of this report is to identify claims that require timely action by either the Agency or DCF staff. The focus is on claims that are recommended for denial and could be appealed, or claims that are already in the appeals process. Status, potential actions, and deadlines are presented for each claim so that staff can react in a timely manner with minimal overhead and no missed deadlines. This report also provides a consistency by allowing Agency staff and DCF staff to use the same report for their unique roles in the appeal process. Additionally, this report brings in some minimal data on all claims so users can get an overall picture of their claims, while keeping the appeal process in focus.

Included in this report are the WPOV comments so that the agencies can quickly prepare for the research that may be required to satisfy adjudication requirements. This report should not be the sole data source when researching a claim recommended for denial, nor is it intended to provide "everything that might be needed" to satisfy adjudication requirements.

**Description of Report:** This report contains four tabs: Claims requiring immediate Agency action, Claims requiring immediate State action, Summary Charts, and All Claims.

1. The first tab lists all claims that require an Agency.
2. The second tab lists all claims that the State needs to respond to.
3. The third tab contains a bar chart showing the number of claims for each claim type and status. It also includes a table showing the same data.
4. The final tab lists minimal data on all claims that have been submitted for the budget year, allowing staff to identify the status of a claim they think should have been on one of the first two tabs.

**How to Use the Report:** This report can be used to quickly determine if there are any claims for a specific budget year that require time imperative Agency or State actions. It can also be used to track claims that are in the appeal process. This is a tool that can be used in conjunction with CARES and CWW to resolve questions on a POP claim's status. Additionally, the summary charts will allow Agency or State staff to quickly determine the number of outstanding claim adjudications, and quickly estimate percentage of claims denied or validated. The inclusion of all claims and their statuses on a separate tab will assist to determining the status of a claim that users think should have been on one of the first two tabs.