

## MyWICChildCare: EBT Authorizations to an Incorrect Provider Ops Memo 17-13

**Authorization Assessment:** During the authorization assessment and EBT CSAW entry of authorizations, agency workers must ask parents to provide the child care provider address when selecting their provider to verify the information is correct. Workers should also confirm with the parent that the provider is available to provide care for their child before the authorization is “completed”. Parents must confirm that the provider has a space available and has agreed to care for the child at that provider location before the authorization is completed

Agency workers must verify with the parent that the address of the child care provider they have selected is the same address as the provider location selected in EBT CSAW.

**NOTE: We can not enter another authorization to a different provider for the same month once benefits have been loaded on the EBT card unless it is determined that an Agency Error had occurred or if the parent was granted a “Hardship” for the month, regardless if benefits had been paid or not.**

### **Worker Actions When Funds Have Been Loaded to an Incorrect Provider (With NO Payment to the Incorrect Provider)**

**STEP 1:** End current authorization to the wrong provider for the end of the month.

**STEP 2:** Complete a Post Load Benefit Correction (PLBC). The Case Correction must be completed and confirmed using the “Authorized to Wrong Provider” reason.

Comments must include the following information:

- Date of contact with the agency notifying of the error
- Individual contacting the agency (Client or Provider)
- Who the correct provider is and location

At the “*List of Corrections - Case Attributes*” page, select the pencil icon for the benefit month that needs to be corrected. This will bring you to the “*Modify Correction – Case Attributes*” page.

Select the “Authorization” link from the navigation menu on the left side of the page.

Select the applicable child’s name that corresponds to the authorization.

Select the “Yes” radio button –“ Is this Authorization Invalid For this Month?” at the top of the page and click the “Submit” button.

Review the entries and click the “Calculate Benefit” button.

Select the “Confirm Benefit” button on the “*Calculation Correction and Confirm Benefit Changes By Case*” page.

**STEP 3:** Inform the parent that a notice will be sent to them that can be disregarded. There will be no overpayment as stated in the notice. This notice will be corrected later this spring.

**STEP 4:** Write a new authorization to the correct provider for the same dates as the originally created authorization and calculate benefits for that authorization. A new authorization must not be completed until Step 1 has been completed (the PLBC correction needs to be in confirmed status); this ensures that the copayment calculation will be correct on the new authorization.

**NOTE:** If the two authorization total hours are above 75 hours then the system will give you an Error Message that it is above 75 hours. Leave the new authorization in Pending Status and send email to Child Care Coordinator Jessie Miller and Roxana Vega to confirm the pending authorization.

**STEP 5:** Contact the Bureau of Program Integrity Technical Assistance mailbox at [ChildCare@wisconsin.gov](mailto:ChildCare@wisconsin.gov) to request removal of funds from the EBT card. An enhancement is planned for later this year to automate this process through PLBC Correction Requests.

Include the following information in your request:

- Case Number
- Child/Children
- Removal Amounts for each child
- Incorrect provider and location number
- Benefit Month

## **Worker Actions When Funds Have Been Paid to the Incorrect Provider and the Provider has Agreed to Return the Funds:**

**STEP 1:** End the current authorization at the wrong provider for the end of the month. Enter a new child care authorization for the following month at the correct provider. Do not enter the authorization for the current month.

**STEP 2:** Send an email to Jessie Miller, Put "Incorrect Provider Paid" in the subject line of the email and put the following information:

- Case Number
- Child/Children
- Incorrect provider and location number
- Benefit Month
- Brief description of the reason for the error

**NOTE: Child Care Coordinator will complete Steps 3 to 7.**

**STEP 3:** Contact the child care provider that was incorrectly paid and discuss the error. Ask the child care provider if they are willing to voluntarily return the funds. Explain that if they agree, the funds will be withdrawn from their bank account that is on file with FIS. If the provider agrees, the local agency must complete the Voluntary Repayment Agreement (VPA) Form.

**STEP 4:** After the provider agrees to return the funds, complete a PLBC Case Correction. Follow the same instructions provided above, do not select Confirm Benefit

**STEP 5:** Contact the Bureau of Program Integrity Technical Assistance mailbox at [ChildCare@wisconsin.gov](mailto:ChildCare@wisconsin.gov) and include the following information in your request:

- Case
- Child/Children
- Removal Amounts for each child that have been paid to the incorrect provider
- Incorrect provider and location number
- Benefit Month
- Signed VPA Form
- Brief description of the reason for the VPA

**STEP 6:** BPI staff will submit the information to the EBT vendor for fund removal. If the debit function is unable to recover the funds, ( the provider has no funds in their bank account to take back) then the parent will be held liable for the amount paid to the incorrect provider. A claim must be entered in BV for the parent. For these scenarios, the PLBC generated notice would be correct. BPI staff will "Confirm Benefit" and this action will initiate the correct updated parent notice to be sent.

**STEP 7:** BPI will contact the local agency Child Care Coordinator to create a new EBT CSAW Authorization for the current month. BPI will notify the agency when the debit has processed or if has not processed, and when the retraction has processed.