

Incorrect Provider/Changing Authorizations During the Current Month CC Manual 17.3

When an authorization has been established for a full month, parents may receive an authorization to a different provider **ONLY** if:

- An agency or parent error occurred in which funds were loaded to the EBT card for the incorrect provider;
- The child has not attended the provider during the current month, **AND** the parent has not spent any of the current month's subsidy funds; **or**
- The situation meets the Hardship policy in [Section 17.3.1](#). Refer to Hardship Procedure.

If it is not one of these reasons, then the parent has to wait until the 1st of the following month for a new authorization, regardless if the old provider is willing to return the subsidy.

If the parent is eligible for an authorization to a different provider in a month, the agency worker must end the current authorization at the end of the current month and write a new authorization to the new provider.

Worker Actions When Funds Have Been Loaded to an Incorrect Provider

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

STEP 2: Send an email to Jessie Miller/Patty Porto-Sanchez (Dane County), or your own CC Coordinator (Partner Counties) to complete a Post Load Benefit Correction (PLBC) and Retraction for the incorrect authorization. Write **“Incorrect Provider PLBC/Retraction”** in the subject line of the email. Include the following information in the email request:

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

STEP 3: Write a new authorization to the new/correct provider for the time period that you need and calculate benefits for that authorization.

STEP 4: If the two authorization total hours are above 75 hours, then the system will give you an Error Message. Leave the new authorization in Pending Status and send email including the number of hours for the new authorization to your CC Coordinator to confirm. If there are multiple children, enter all of the pending authorization into CSAW before you send the email.

Note-If the parent has made a payment to the incorrect provider, then the CC Coordinator will reach out to the provider to return the funds with a Voluntary Repayment Agreement (VPA) form.