

# PLBC for Addition Hours

(NOT Related to Off/Closed School)

\*\*\*\* IMPORTANT \*\*\* This incorporates the work around announced in the e-mail from DCF when correcting authorized hours that are NOT for an entire mon

## Step 1: Locate page – LIST OF CORRECTIONS – CASE ATTRIBUTES

How? Find Case in EBT CSAW Case Search

In the Left Navigation Menu select: + PLBC-Case - then + Correction of Case

Click **NEW CORRECTION** to start. (If this was started previously - use the Pencil icon to resume)

The screenshot shows the EBT CSAW web application interface. The left navigation menu is expanded to show 'PLBC - Case' and 'Correction of Case'. Under 'Correction of Case', 'New Correction' is highlighted in yellow. An arrow points from this link to the text 'To start NEW correction'. The main content area displays 'List of Corrections - Case Attributes' with case details for Calumet County (8), including RFA Date (04/06/2016) and Review Date (03/31/2017). Below the details is a table with columns for Benefit Month, Error Source, Reasons, Requested Date, Status, and Corrections, which currently shows 'No records to display.'

## Step 2: enter details on page – NEW CORRECTION – CASE ATTRIBUTES

Enter all required details\* - YOU manually determine how many additional hours are needed to be paid. Enter THOROUGH comments with specific date(s) and specific times of care needed for each date(s). Hint - COPY your comments – they will be useful on future page. Click **SUBMIT** when page is completed.

The screenshot shows the 'New Correction - Case Attributes' page. The form includes the following fields and values: Case Number (redacted), Admin Agency (Calumet County (8)), RFA Date (11/18/2015), Review Date (06/30/2017), CC AG Status (Open), Benefit Month (February 2017), First Benefit Month (February, 2017), Last Benefit Month (February, 2017), Error Source (Client Error), Responsible Party Indicator (Client), Reason (Authorization Error), and Secondary Reason (redacted). The Comments field contains the text: 'At time of Initial Auth for PSE hours only - PP did not know the specific "internship" hours. She reported 2/12 that the internship started 2/16 and would be every Thurs 1:00 - 5:00 in New Holstein. There would be GAP approved hours between 10:50 when "class ends" and driving from Appleton to NH for the 1:00 start time. Additional 6 hours to be paid for last 6 weeks of Feb. 379 of 500 characters.' A yellow box highlights the 'Submit' button, with an arrow pointing to it and the text 'Click Submit to return to list of corrections'.

**Step 3: You return to – LIST of CORRECTIONS – CASE ATTRIBUTES**

Click on the **PENCIL** icon

**Case Details**

<b>Case Number</b>	[REDACTED]	<b>Admin Agency</b>	Calumet County (8)
<b>Primary Person</b>	[REDACTED]	<b>RFA Date</b>	11/18/2015
<b>Address</b>	[REDACTED] Calumet County	<b>Review Date</b>	06/30/2017
		<b>CC AG Status</b>	Open

**List of Corrections - Case Attributes**

Benefit Month	Error Source	Reasons	Requested Date	Status	Corrections
February 2017	Client Error	Authorization Error	02/23/2017	Pending	[Pencil Icon]

**Step 4: from the – MODIFY CORRECTION – CASE ATTRIBUTES**

You will do NOTHING on this page except navigate to the authorization list page.

In the left Navigation Menu – select **Authorizations** to get you to the list of authorizations on the case that can have additional hours entered.

**Case Details**

<b>Case Number</b>	[REDACTED]	<b>Admin Agency</b>	Calumet County (8)
<b>Primary Person</b>	[REDACTED]	<b>RFA Date</b>	11/18/2015
<b>Address</b>	[REDACTED] Calumet County	<b>Review Date</b>	06/30/2017
		<b>CC AG Status</b>	Open

**Modify Correction - Case Attributes**

**Benefit Month** February 2017

**Status** Pending

**Error Source \*** Client Error

**Responsible Party Indicator \*** Client

**Reason \*** Authorization Error

**Secondary Reason**

**Comments**  
At time of initial Auth for PSE hours only - PP did not know the specific "Internship" hours. She reported 2/12 that the Internship started 2/16 and would be every Thurs 1:00 - 5:00 in New Holstein. There would be GAP approved hours between 10:50 when "class ends" and driving from Appleton to NH for the 1:00 start time. Additional 6 hours to be paid for last 2 weeks of Feb. 379 of 500 characters.

~~Modify~~

**Step 5: from the – AUTHORIZATION CORRECTIONS LIST**

Select the child's name that needs additional benefits.

**EBT CSAW Menu**

- Home
- EBT Case
- EBT Provider
- PLBC - Case
- Case Search
- Correction of Case
  - Request - Add
  - Request - Modify
  - Income/AG Size
  - Eligibility/Conay/DOB
  - Authorizations
    - Add/Modify
    - History
    - Request - History
    - Request - Delete
  - Calculate
  - Reset calculation
  - Benefit Changes
  - Offset Changes
  - Benefit Comparison
  - Adhoc Case Adjustments

**Authorization Correction List**

**Case Details**

<b>Case Number</b>	<del>XXXXXXXXXX</del>	<b>Admin Agency</b>	Calumet County (8)
<b>Primary Person</b>	<del>XXXXXXXXXX</del>	<b>RFA Date</b>	11/18/2015
<b>Address</b>	<del>XXXXXXXXXX</del> Calumet County	<b>Review Date</b>	06/30/2017
		<b>CC AG Status</b>	Open

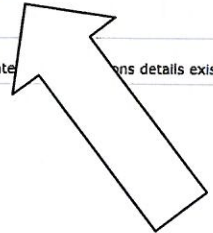
**Correction Request Details**

<b>Benefit Month</b>	February 2017	<b>Correction Type</b>	Client Error
<b>Reasons</b>	Authorization Error	<b>Correction Status</b>	Pending
<b>Requested Date</b>	02/23/2017		

**List of Authorizations for Initial benefit in February, 2017**

Child's Name	Date of Birth	Effective Authorization Period	Average Weekly Hours	Average Weekly Full Time Hours	Average Weekly Above Full Time Hours	Provider Location Details
Landon	01/08/2016	02/05/2017 - 02/28/2017	22:40	22:40	00:00	6000586996-001 Inspire Dreams Learning Center Llc 238 E Main St, Chilton, WI 53014-1293

▲ - Indicate [redacted] details exist.



**Step 6: on the - AUTHORIZATION CORRECTION**

Enter all required details\* - YOU manually determine how many additional hours are needed to be paid.  
 Hours should be **ROUNDED UP**  
 Enter THOROUGH comments with specific date(s) and specific times of care needed for each date(s).  
 Hint - PASTE your comments if you copied them from step 4 😊  
 Click **SUBMIT** when completed

**Case Details**

Case Number	[REDACTED]	Admin Agency	Calumet County (B)
Primary Person	[REDACTED]	RFA Date	11/18/2015
Address	[REDACTED]	Review Date	06/30/2017
	Calumet County	CC AG Status	Open

**Correction Request Details**

Benefit Month	February 2017	Correction Type	Client Error
Reasons	Authorization Error	Correction Status	In Progress
Requested Date	02/23/2017		

**Latest Authorization Details**

Child's Name	Date of Birth	Effective Authorization Period	Average Weekly Hours	Average Weekly Full Time Hours	Average Weekly Above Full Time Hours	Provider Location Details
London [REDACTED]	01/08/2016	02/05/2017 - 02/28/2017	22:40	22:40	00:00	6000586996-001 Inspire Dreams Learning Center Llc 238 E Main St, Chilton, WI 53014-1293

**Authorization Correction**

Is this authorization invalid for this month?  No  Yes

Begin Date \* 02/05/2017 (02/05/2017)

End Date \* 02/28/2017 (02/28/2017)

Schedule Type  Single Week  Two/Four Weeks

22:40 28:40 28:40 28:40

New Average Weekly Hours 27:10 (22:40)

New Average Weekly Hours(Full Time) 27:10 (22:40)

New Average Weekly Hours(Above Full Time) 0:00 (00:00)

Regular School Closed Hours 0 (0)

Inclement Weather School Closure Hours 0 (0)

Rate Type \* Regular (Regular)

Comments She reported 2/12 that the internship started 2/16 and would be every Thurs 1:00 - 5:00 in New Holstein. There would be GAP approved hours between 10:50 when "class ends". Per e-mail work around - 2/16 is considered WEEK 2. Additional 6 hours to be paid each week.

268 of 300 characters.

Modify >

PLBK Work around when hours are not for ENTIRE MONTH. YOU have to calculate the additional hours for EACH week and add it to the hours already authorized.

\*\*\* This case was already authorized for 22:40 hours per week. The additional 6 hours results in NEW amounts as 28:40 per week. E-mail from state indicated the week of 2/12 was week TWO. The e-mail had the following disclaimer:

NOTE: This temporary solution is not going to be a completely accurate reflection but BITS has stated that it will be very close.

**Step 7: on the – AUTHORIZATION CORRECTION LIST**

When you return to this list page – the child you added hours will be identified with a triangle/!.  
 IF you have additional child(ren) to add hours – select the child’s name and repeat step 6 for each child.  
 After ALL children who need hours/benefits added are complete – select **CALCULATE** from the left Navigation Menu. This will take you to the page where you calculate the additional payment(s).

**Authorization Correction List**

**Case Details**

<b>Case Number</b>	[REDACTED]	<b>Admin Agency</b>	Calumet County (8)
<b>Primary Person</b>	[REDACTED]	<b>RFA Date</b>	11/18/2015
<b>Address</b>	[REDACTED] New Holstein, WI 53061-9748 Calumet County	<b>Review Date</b>	06/30/2017
		<b>CC AG Status</b>	Open

**Correction Request Details**

<b>Benefit Month</b>	February 2017	<b>Correction Type</b>	Client Error
<b>Reasons</b>	Authorization Error	<b>Correction Status</b>	In Progress
<b>Requested Date</b>	02/23/2017		

**List of Authorizations for Initial benefit in February, 2017**

Child's Name	Date of Birth	Effective Authorization Period	Average Weekly Hours	Average Weekly Full Time Hours	Average Weekly Above Full Time Hours	Provider Location Details
▲ Lander [REDACTED]	01/08/2016	02/05/2017 - 02/28/2017	22:40	22:40	00:00	6000566996-001 Inspire Dreams Learning Center LLC 238 E Main St, Chilton, WI 53014-1293

▲ - Indicates that corrections details exist.

**Step 8: on the – CALCULATE CORRECTION – CASE ATTRIBUTES**

Click the **Calculate Benefit** button. This will then take you to the page which will show the additional benefits to be added.

**Calculate Correction - Case Attributes**

**Case Details**

<b>Case Number</b>	[REDACTED]	<b>Admin Agency</b>	Calumet County (8)
<b>Primary Person</b>	[REDACTED]	<b>RFA Date</b>	11/18/2015
<b>Address</b>	[REDACTED] Calumet County	<b>Review Date</b>	06/30/2017
		<b>CC AG Status</b>	Open

**Calculate Correction - Case Attributes**

<b>Benefit Month</b>	February 2017
<b>Status</b>	In Progress
<b>Error Source</b>	Client Error
<b>Responsible Party Indicator</b>	Client
<b>Reason</b>	Authorization Error
<b>Secondary Reason</b>	
<b>Comments</b>	At time of initial Auth for PSE hours only - PP did not know the specific "internship" hours. She reported 2/12 that the internship started 2/16 and would be every Thurs 1:00 - 5:00 in New Holstein. There would be GAP approved hours between 10:50 when "class ends" and driving from Appleton to NH for the 1:00 start time. Additional 6 hours to be paid for last 2 weeks of Feb.

**Calculate Benefit**

**Step 9: on the – CALCULATION CORRECTION and CONFIRM BENEFIT CHANGES by CASE**

Review the calculation(s).

Tip: You may want to make note of the amounts of the additional payments and enter this in CWW comments. If calculation appears to be correct/accurate click the **Confirm Benefit** button.

The screenshot shows the 'Calculation Correction And Confirm Benefit Changes By Case' interface. On the left is the 'EBT CSAW Menu' with options like 'Home', 'EBT Case', 'EBT Provider', 'PLBC - Case', 'Case Search', 'Correction of Case', 'Request - Add', 'Request - Modify', 'Request - History', 'Request - Delete', 'Calculate', 'Reset calculation', 'Benefit Changes', 'Offset Changes', 'Benefit Comparison', 'Adhoc Case Adjustments', and 'PLBC - Provider'. The main content area is divided into three sections: 'Case Details', 'Correction Request Details', and 'Benefit Change Details'.  
**Case Details:**  
 Case Number: [Redacted]  
 Primary Person: [Redacted]  
 Address: [Redacted]  
 Admin Agency: Calumet County (8)  
 RFA Date: 11/18/2015  
 Review Date: 06/30/2017  
 CC AG Status: Open  
**Correction Request Details:**  
 Benefit Month: February 2017  
 Reasons: Authorization Error  
 Requested Date: 02/23/2017  
 Correction Type: Client Error  
 Correction Status: Calculated  
**Benefit Change Details:**  

Child's Name	Date of Birth	Provider Details	Previous Benefit	Current Benefit	Calculated Change	Apply To Family
Landon [Redacted]	01/08/2016	6000586995-001 Inspire Dreams Learning Center Llc 238 E Main , Chilton , WI 53014-1293	\$427.00	\$512.90	\$85.90	<input type="checkbox"/>

 A yellow box highlights the 'Confirm Benefit' button at the bottom center, with a white arrow pointing to it from the right.

**Step 10: on the – LIST of CORRECTIONS – CASE ATTRIBUTES**

The status will change from In-Progress to **CONFIRMED**. This is the benefit that will be loaded on the card that night. This benefit can STILL be deleted before end of day if incorrect.

The screenshot shows the 'List of Corrections - Case Attributes' interface. The left sidebar is the same as in Step 9. The main content area shows 'Case Details' and a table of corrections.  
**Case Details:**  
 Case Number: [Redacted]  
 Primary Person: [Redacted]  
 Address: [Redacted]  
 Admin Agency: Calumet County (8)  
 RFA Date: 11/18/2015  
 Review Date: 06/30/2017  
 CC AG Status: Open  
**List of Corrections - Case Attributes:**  

Benefit Month	Error Source	Reasons	Requested Date	Status	Actions
February 2017	Client Error	Authorization Error	02/23/2017	Confirmed	Authorization   Benefit Changes   [Icons]

 A white arrow points from the right to the 'Confirmed' status cell in the table. Below the table is a 'New Correction' link.

Once the benefit is loaded on the card the status will change to **PROCESSED**. The benefit can not be removed from card – if incorrect may need to establish claim in BRITS and Mainframe Benefit Recovery.

The screenshot shows the 'List of Corrections - Case Attributes' interface. The left sidebar is the same as in Step 9. The main content area shows 'Case Details' and a table of corrections.  
**Case Details:**  
 Case Number: [Redacted]  
 Primary Person: [Redacted]  
 Address: [Redacted]  
 Admin Agency: Calumet County (8)  
 RFA Date: 11/18/2009  
 Review Date: 06/30/2017  
 CC AG Status: Open  
**List of Corrections - Case Attributes:**  

Benefit Month	Error Source	Reasons	Requested Date	Status	Actions
February 2017	Client Error	Authorization Error	02/23/2017	Processed	Authorization   Benefit Changes   [Icons]

 A white arrow points from the right to the 'Processed' status cell in the table. Below the table is a 'New Correction' link.