SWICA PROCESSING

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CAPITAL TRACKING MECHANISM

All discrepancies are in the "Not Started" status. While the State training includes the "Pending for Ongoing Eligibility" status, we are only going to be changing the status to "complete" by using these two statuses:

RESOLVED – NO IMPACT

RESOLVED – ELIGIBILITY ISSUE

How are the discrepancies being tracked for follow up?

PENDING FOR ONGOING ELIGIBILITY- WORKER PENDS FOR EMPLOYMENT VERIFICATION TO CORRECT FUTURE BENEFIT . FOLLOW THE NORMAL 20 DAY WORK ITEM ALERT TO CHECK FOR VERIFICATION OR TO NV IF NONE IS RECEIVED

POTENTIAL FRAUD OR OP – IF ONCE THE WORKER FIXES CURRENT ELIGIBILITY GOING FORWARD AND THERE'S POTENTIAL FOR FRAUD OR OP, THE WORKER SHOULD SEND THE BRITS REFERRAL AND THE FRAUD AND OP UNIT WILL TRACK THE CASE OUTSIDE OF CARES

DON'T CHECK THESE BOXES

WHEN ARE SWICAS GENERATED?

When the earned income listed on the CWW employment screen is different than the wages that were reported to DWD from the employer

Quarterly match

When an AG goes over the reporting requirement FPL for all 3 months in the quarter for MA, CC, and CTS cases

Wrong SSN? Complete the Wage Correction Worksheet

SWICA

Creation Date	Discrepancy Type	Individual
02/13/2022	SWICA Wage match discrepancy - SWICA	

Program Area	Status	Follow up Actions
IM	[blue dropdown] ✓	☐ Overpayment/Fraud Investigation Needed

Comment	[text box] ^ ˅	Last Updated By: Last Updated Date: 🔍

Click on Discrepancies on the top menu bar, then click the magnifying glass to view the SWICA details

▦ SWICA Discrepancy Details

Individual Information

PIN:		Name:		Updated Date:	02/13/2022

Case: Discrepancy on other Case: NO

Status: **Not Started**

SWICA Wage Details

Report Quarter: **Fourth Quarter of 2021**

Quarter Begin: **October 2021**   Quarter End: **December 2021**

Total FS CARES Wages this quarter: **$**

SWICA Employer Information

SWICA Employer ID	SWICA Employer Name	Quarterly SWICA Amount
391450047	RZ & CO INC	$5,879.25

FPL Details (Assistance Group Level)

⊟

AG	Seq	Benefit Month	Monthly SWICA Amount	CWW Employment Wage	Employment Difference (SWICA – CWW)	CWW Budgeted Income	CWW Budgeted Income FPL	CWW Budgeted Income + Employment Difference	CWW Budgeted Income + Employment Difference FPL	Income + Employment Difference FPL	FPL Amount	FPL Test
FS	01	10/2021	$1,944.67	$0.00	$1,944.67	$1,591.00	109.54%	$3,535.67		243.45%	$1,888.00	Fail
FS	01	11/2021	$1,944.67	$0.00	$1,944.67	$0.00	0.0%	$1,944.67		133.9%	$1,888.00	Fail
FS	01	12/2021	$1,944.67	$0.00	$1,944.67	$0.00	0.0%	$1,944.67		133.9%	$1,888.00	Fail

Match Date [MM /DD / YYYY] [Go] [◀]

[Close]

SWICA

Review the discrepancy:

✓ Access the SWICA Discrepancy Details page

✓ View the Wage Details, and the FPL Details

✓ Determine if the change was required to be reported:

BCPH 27

MEH 12   FSH 6
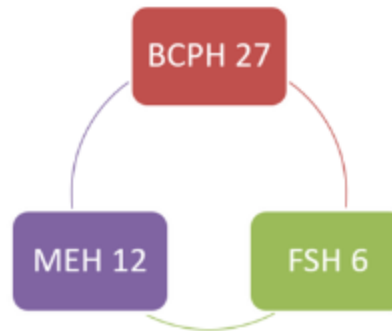
SWICA

Apply change reporting requirements to see if an OP exists. Remember that if income increased above their reporting threshold in month 1, the client has until the 10th of month 2 to report this change and the benefits will be impacted starting in month 3.

Example: Income increase over 130% FPL in July. Client must report this change by August 10. Benefits change based on this new income starting September 1

SWICA PROCESSING TIPS

No need to pend for EI verification if the job has ended

If a BRITS referral is created and verification is **needed, Fraud/OP** will request the verification of the previous employment

Make sure that you are using current dates at the top of the EI screen when making changes

Make sure the case is updated so that ongoing income is budgeted correctly. This helps prevent multiple SWICAs for the same case. **You need to also make sure a FEIN number is entered for the employer**

Timeline for processing SWICAs is 45 *calendar* days

Try to process 3-5 SWICAs per day, during your protected time/case processing

You can sort by case number to complete cases with multiples first

EMPLOYMENT END DATES

In this example, employment ended in July but was not reported until September.

Use the current month as the begin month.

SWICA & FS UNCLEAR

FoodShare SWICA discrepancies no longer exist. If a SWICA discrepancy is received for other programs on the case, the worker must evaluate the discrepancy for clear/unclear information.

Most SWICA discrepancies will be reporting information that is older than two calendar months old and will not meet the two-month requirement for FoodShare Unclear Information (step 4 of the Processing Reported Changes Flowchart)

Policies regarding FDSH have not changed. To use FDSH wages for FoodShare, the member must agree to the wages. The member statement is the verification required to make the FDSH reported change clear.

Override MA Gross Amount:	$ 0 .	Verification: Q? - QUESTIONABLE NOT YET VERIFIED
Monthly BC+ Pre-Tax Deductions Amount:	$.	
Monthly BC+ Taxable Amount:	$.	
Override BC+ Taxable Amount:	$ 0 .	Verification: Q? - QUESTIONABLE NOT YET VERIFIED
Monthly Converted Amount:	$.	
Override Converted Amount:	$ 0 .	Verification: Q? - QUESTIONABLE NOT YET VERIFIED
Monthly Total Hours:	0	
Monthly Override Hours:	0	
Subsidized Emplo Subsidy:		
Comment:		

▼ FS Held Items

☐ (SELECT ALL)
☐ Employment Type   ☐ Begin Date   ☐ Employment End Date   ☐ Strike Begin Date
☐ Strike End Date   ☑ Override Converted Amount   ☑ Detailed Wage Information

BEST PRACTICE: VERIFICATION Q? VS ?

ES Staff Meeting Agenda
March 6, 2025

Reminder

- Follow the FS unclear rules

- Q? vs ? Not Yet Verified- Process Help: 50.1

- Essentially, no one should be using Q? exclusively as it results in over-verification. To assist in avoiding over-verification, ESS should start with a ? and check the VCL. If something that was ? did not show up on the VCL and the ESS has identified the item is questionable, it should be changed to Q?

- As a reminder, the terms Q? and ? Not Yet Verified refer to different levels of verification required.

BEST PRACTICE: VERIFICATION Q? VS ?

? Not Yet Verified should be used for mandatory verifications. Ie. EI, SEI, ID

- Ex. Combined FS/HC app. ESS worker uses Q? for items like ID or residency. These items are mandatory verifications for FS apps, but not HC apps. The result is both FS/HC pending when ID/residency are otherwise not questionable. This is over-verification. Using a ? will ensure only the proper items pend for verification

Q? should be used when ESS identifies a non-mandatory item as questionable, therefore needing further clarification/verification. Ex. Rent, BC+ deductions

- Ex. A client reports a rent of $2000 a month, but gross income is only $1000. This would be a Q? for verification. It is not mandatory but clarification is needed. If not received, it will not close the case but will not give a deduction for rent.

There will be situations where the Q? still need to be used to get a case to pend correctly, however, as best practice we will start with a ? and move to Q? if needed.

References

FSH: 1.2.6.1 and 1.2.6.2: Required verification/Verify only if questionable

BCPH: 9.9 and 9.10: Mandatory/Questionable items

MEH: 20.3 and 20.4: Mandatory/Questionable items

SWICA IMPORTANT REMINDERS

- When clearing the SWICA, you will need to add text to the automatic case comments

- Review the information to determine if there is a possibility of an error

- Contact the household or collateral contacts to verify the discrepancy

- Check the notices for reporting requirements

RESOLVE IT

Resolved – Elig Issue
Resolved – No Impact

Creation Date	Discrepancy Type		Individual
02/13/2022	SWICA Wage match discrepancy - SWICA		
Program Area	Status		Follow up Actions
IM		∨	☐ Overpayment/Fraud Investigation Needed
Comment			Last Updated By:
			Last Updated Date:

Reset   Update

RESOLVED!

Choose the appropriate discrepancy status:

Resolved – Eligibility Issue	• Use this when you have created a BRITS referral, or pended the case for ongoing eligibility
Resolved – No impact	• Use this when you have NOT created a BRITS referral

Both of these codes will remove the SWICA work item completely off the dashboard
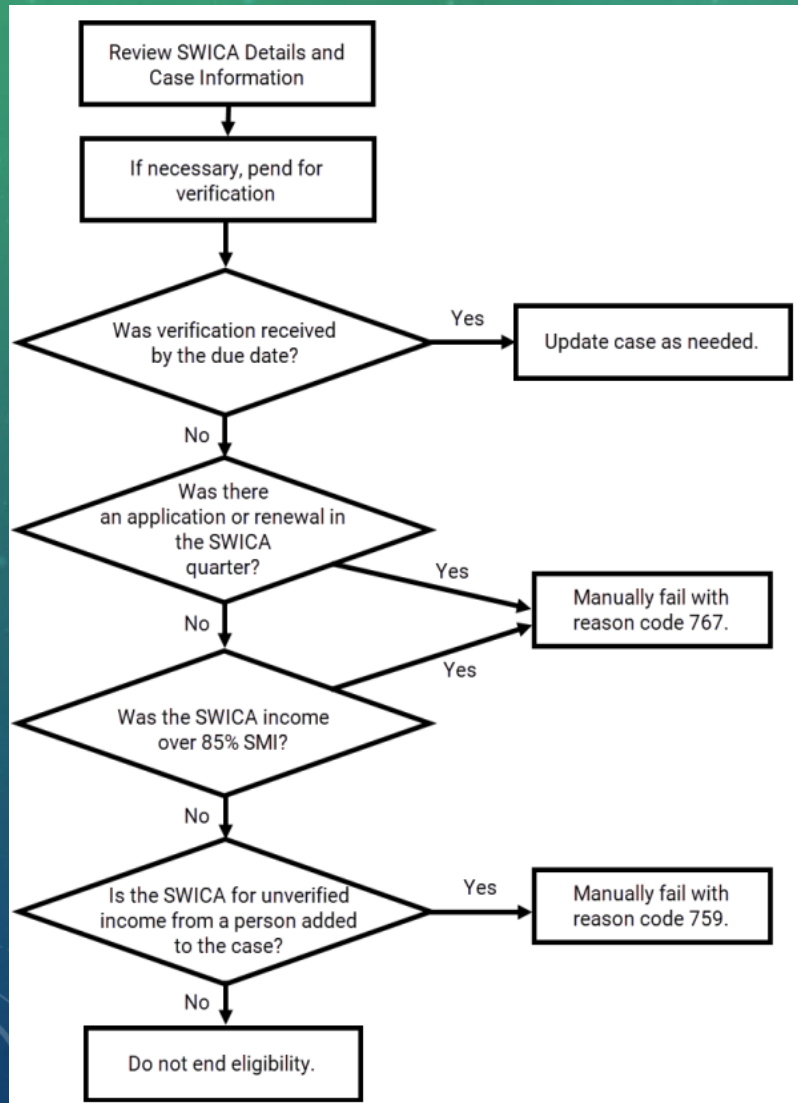
RESOLVED!

In order to mark a SWICA discrepancy as resolved, worker(s) must:

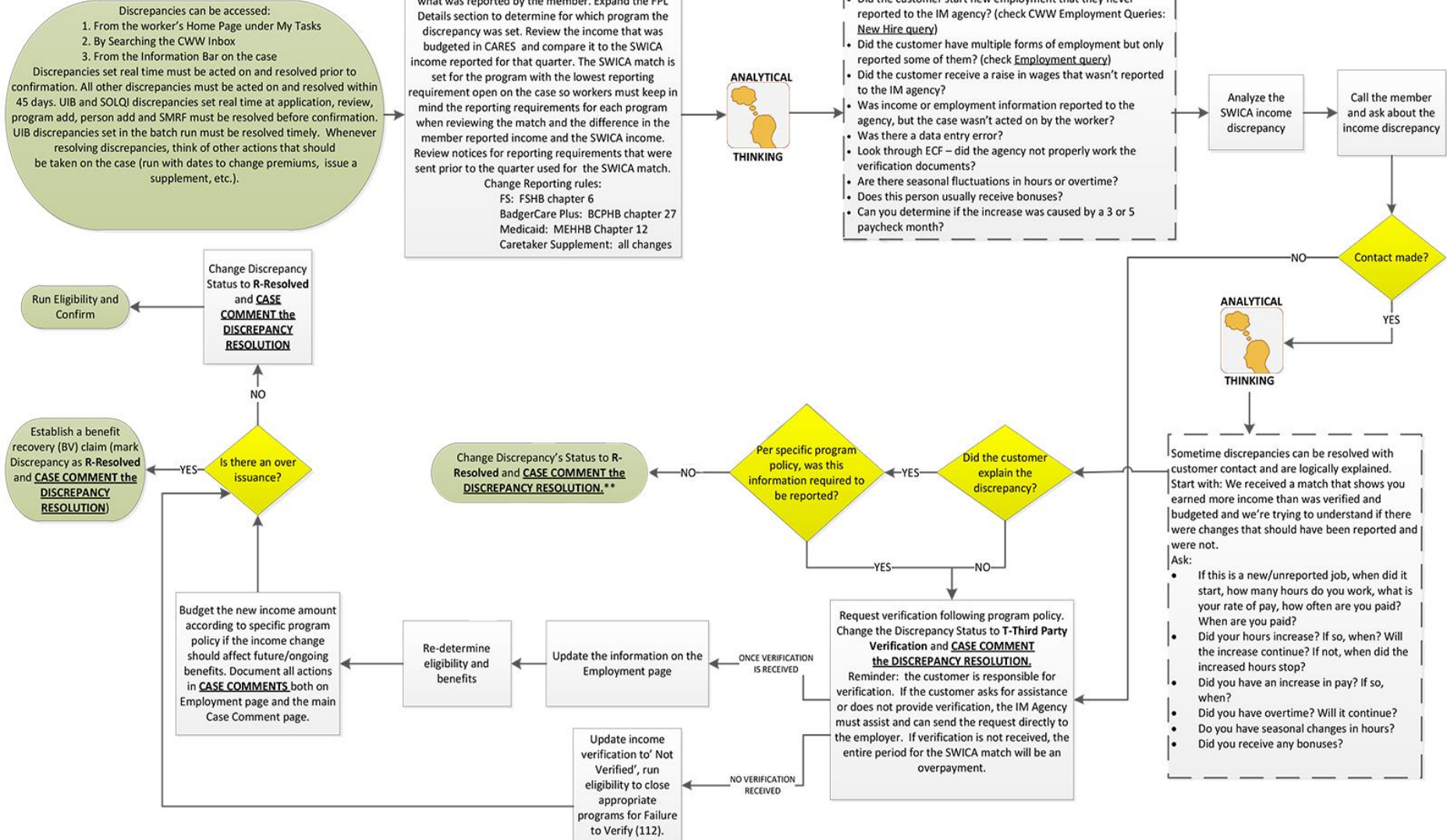| Review the information to determine if there is a possibility of an error | Contact the household or collateral contacts to verify the discrepancy, and/or | A BRITS referral should be created if there's a possibility of an overpayment. |

CHILD CARE FLOW CHART

[SWICA Desk Aid for CC](#)

PROCESS HELP 44.7.3 SWICA FLOW CHART

SWICA Discrepancy Flow
Last Updated: 6/25/2014

Discrepancies can be accessed:
1. From the worker's Home Page under My Tasks
2. By Searching the CWW Inbox
3. From the Information Bar on the case

Discrepancies set real time must be acted on and resolved prior to confirmation. All other discrepancies must be acted on and resolved within 45 days. UIB and SOLQI discrepancies set real time at application, review, program add, person add and SMRF must be resolved before confirmation. UIB discrepancies set in the batch run must be resolved timely. Whenever resolving discrepancies, think of other actions that should be taken on the case (run with dates to change premiums, issue a supplement, etc.).

Look at the quarterly wages and compare them to what was reported by the member. Expand the FPL Details section to determine for which program the discrepancy was set. Review the income that was budgeted in CARES and compare it to the SWICA income reported for that quarter. The SWICA match is set for the program with the lowest reporting requirement open on the case so workers must keep in mind the reporting requirements for each program when reviewing the match and the difference in the member reported income and the SWICA income. Review notices for reporting requirements that were sent prior to the quarter used for the SWICA match.

Change Reporting rules:
FS: FSHB chapter 6
BadgerCare Plus: BCPHB chapter 27
Medicaid: MEHHB Chapter 12
Caretaker Supplement: all changes

ANALYTICAL THINKING

- Did the customer start new employment that they never reported to the IM agency? (check CWW Employment Queries: New Hire query)
- Did the customer have multiple forms of employment but only reported some of them? (check Employment query)
- Did the customer receive a raise in wages that wasn't reported to the IM agency?
- Was income or employment information reported to the agency, but the case wasn't acted on by the worker?
- Was there a data entry error?
- Look through ECF – did the agency not properly work the verification documents?
- Are there seasonal fluctuations in hours or overtime?
- Does this person usually receive bonuses?
- Can you determine if the increase was caused by a 3 or 5 paycheck month?

Analyze the SWICA income discrepancy

Call the member and ask about the income discrepancy

Contact made?
NO / YES

ANALYTICAL THINKING

Run Eligibility and Confirm

Change Discrepancy Status to **R-Resolved** and **CASE COMMENT the DISCREPANCY RESOLUTION**

NO

Establish a benefit recovery (BV) claim (mark Discrepancy as **R-Resolved** and **CASE COMMENT the DISCREPANCY RESOLUTION**)

Is there an over issuance?
YES

Change Discrepancy's Status to **R-Resolved** and **CASE COMMENT the DISCREPANCY RESOLUTION.** **

NO

Per specific program policy, was this information required to be reported?
YES

Did the customer explain the discrepancy?

YES / NO

Sometime discrepancies can be resolved with customer contact and are logically explained. Start with: We received a match that shows you earned more income than was verified and budgeted and we're trying to understand if there were changes that should have been reported and were not.

Ask:
- If this is a new/unreported job, when did it start, how many hours do you work, what is your rate of pay, how often are you paid? When are you paid?
- Did your hours increase? If so, when? Will the increase continue? If not, when did the increased hours stop?
- Did you have an increase in pay? If so, when?
- Did you have overtime? Will it continue?
- Do you have seasonal changes in hours?
- Did you receive any bonuses?

Budget the new income amount according to specific program policy if the income change should affect future/ongoing benefits. Document all actions in **CASE COMMENTS** both on Employment page and the main Case Comment page.

Re-determine eligibility and benefits

Update the information on the Employment page

ONCE VERIFICATION IS RECEIVED

Request verification following program policy. Change the Discrepancy Status to **T-Third Party Verification** and **CASE COMMENT the DISCREPANCY RESOLUTION.**
Reminder: the customer is responsible for verification. If the customer asks for assistance or does not provide verification, the IM Agency must assist and can send the request directly to the employer. If verification is not received, the entire period for the SWICA match will be an overpayment.

Update income verification to' Not Verified', run eligibility to close appropriate programs for Failure to Verify (112).

NO VERIFICATION RECEIVED

WHEN TO CREATE A BRITS REFERRAL

- CC benefits (Chapter 22)

    - Refer if the parent failed to report an increase in income above 85%

    - Untimely report of an approved activity ending

    - Client and agency errors are subject to recovery

- FS benefits (see FS policy 7.3.1.3)

    - Refer client and agency error with overpayments that are equal to/greater than $500

    - FS unclear/clear flow chart followed results in EI pending (not held)

        - $500 threshold applies

    - Fraud suspected

    - Potential IPV (Not reporting wages at SMRF/review/application)

- CTS benefits (see CTS policy 4.3)

    - Refer for changes resulting in a loss of eligibility

    - Client and agency errors are subject to recovery

WHEN TO REFER FOR MAGI OR EBD MA ONLY

We cannot process overpayment on HC benefits under the current policy but…

A referral may still be warranted. Follow your local agency process for potential egregious HC fraud.

BRITS PROCESS

The County of Residence and the program office should be the same.

County of Residence	13 - DANE COUNTY

Program Gatekeeper Office

Program	Office
FS	5013 - DANE CO HSD

"Claim Investigation" should be used when processing SWICAs or unreported EI is found on the case that was required to be reported at SMRF, review or was >130% FPL.

Referral Type	Claim Investigation

Fraud Investigation should be used when the customer provides misleading information, forging of documents, household comp issues, unreported SEI, unreported UI, duplicate issuance, etc.

Referral Type	Fraud Investigation

Do not select "Agency Error" as the referral type. Instead use the Claim Investigation and comment in BRITS why it is potentially an agency error.

Referral Type	Agency Error

Try to avoid multiple referrals. Instead, add comments to any existing open referral or investigation in BRITS. BRITS will alert you to an open referral on a case.

EXAMPLE OF A SWICA REFERRAL IN BRITS

TAKE THE TIME TO CHECK THE BENEFIT QUERY BEFORE MAKING A BRITS REFERRAL

AG	Seq	Benefit Month	Monthly SWICA Amount	CWW Employment Wage	Employment Difference (SWICA - CWW)	CWW Budgeted Income	CWW Budgeted Income FPL	CWW Budgeted Income + Employment Difference	Income + Employment Difference FPL	FPL Amount
MAGS	01	10/2024	$1,886.88	$0.00	$1,886.88	$0.00	0.0%	$1,886.88	150.34%	$1,255.00
MAGS	01	11/2024	$1,886.87	$0.00	$1,886.87	$0.00	0.0%	$1,886.87	150.34%	$1,255.00
MAGS	01	12/2024	$1,886.87	$0.00	$1,886.87	$0.00	0.0%	$1,886.87	150.34%	$1,255.00

Benefit Begin Date	Benefit End Date	Date Confirmed	Eligibility Status- Non Financial	Eligibility Status- Asset	Eligibility Status- Income	Benefit Amount
09/01/2025		08/18/2025	PASS	PASS	PASS	$292.00
08/01/2025	08/31/2025	07/31/2025	PASS	PASS	PASS	$292.00
05/01/2025	07/31/2025	04/17/2025	PASS	PASS	PASS	$292.00
04/01/2025	04/30/2025	03/18/2025	PASS	PASS	PASS	$292.00
03/01/2025	03/31/2025	02/17/2025	PASS	PASS	PASS	$292.00
02/17/2025	02/28/2025	02/17/2025	PASS	PASS	PASS	$125.00
01/01/2025	01/31/2025	01/30/2025	FAIL	PASS	PASS	$292.00
12/31/2024	12/31/2024	01/30/2025	FAIL	PASS	FAIL	$0.00
11/01/2024	11/30/2024	11/18/2024	FAIL	PASS	FAIL	$292.00
10/01/2024	10/31/2024	09/07/2024	PASS	PASS	PASS	$292.00
06/01/2024	09/30/2024	05/08/2024	PASS	PASS	PASS	$291.00

Open for FS does not mean open for FS at the time of the SWICA alert

For FS, the recovery must exceed the $500 threshold

Example: A single person, currently getting FS, exceeds 130% threshold, income was unclear and pended. After reviewing eligibility for that time period, an overpayment has not occurred.