

DEPARTMENT OF WORKFORCE
DEVELOPMENT
Secretary Roberta Gassman
201 East Washington Avenue
P.O. Box 7946
Madison, WI 53707-7946
Telephone: (608) 266-7552
FAX: (608) 266-1784
www.dwd.state.wi.us



State of Wisconsin
Governor Jim Doyle

DEPARTMENT OF HEALTH AND
FAMILY SERVICES
Secretary Helene Nelson
1 West Wilson Street
P.O. Box 7850
Madison, WI 53707-7850
Telephone: (608) 266-9622
FAX: (608) 266-7882
www.dhfs.wisconsin.gov

TO: **Economic Support Supervisors
Economic Support Lead Workers
Training Staff
Child Care Coordinators
W-2 Agencies
Workforce Development Boards
Job Center Leads and Managers**

FROM: Amy Mendel-Clemens
Communications Section
Bureau of Health Care Eligibility
Division of Health Care Financing

BHCE/BWP OPERATIONS MEMO

No: 04-46

DATE: 09/24/2004

FS	<input type="checkbox"/>	MA	<input type="checkbox"/>	SC	<input type="checkbox"/>
CTS	<input type="checkbox"/>	CC	<input checked="" type="checkbox"/>	W-2	<input type="checkbox"/>
FSET	<input type="checkbox"/>	EA	<input type="checkbox"/>	CF	<input type="checkbox"/>
JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>	RAP	<input type="checkbox"/>
WIA	<input type="checkbox"/>	WtW	<input type="checkbox"/>		
Other EP	<input type="checkbox"/>	★			

PRIORITY: HIGH

SUBJECT: **Child Care Authorization Screens Move to the Child Care Statewide
Administration on the Web (CSAW)**

CROSS REFERENCE: Day Care Manual, Chapter 3, Sections 2.4.2, 2.4.2.1, and 2.4.2.2

EFFECTIVE DATE: OCTOBER 11, 2004

PURPOSE

The purpose of this memo is to describe:

- The authorization process on the web, including the use of new rate types.
- The new authorization notice cycle and format.

BACKGROUND

For several years, providers have observed that they receive too many notices due, in part, to the fact that authorizations split repeatedly. They have difficulty keeping track of authorization periods and amounts. Providers and local agency staff have also observed that Wisconsin Shares pays at a higher rate for before and after school care than some providers charge to private pay parents. In response to these concerns raised by providers, changes have been made to the calculation of authorizations and the issuance of authorization notices. These

changes will result in more accurate payment to providers for before and after school care and fewer, more readable, authorization notices.

The Department of Workforce Development Child Care Section is pleased to continue the migration of child care from mainframe to web automation.

MAINFRAME CHANGES

AUTHORIZATION SCREENS

Provider demographic screens moved from CARES/CCPS to CSAW effective August 30, 2004. The authorization screens that are currently in CARES/CCPS will move to CSAW effective October 11, 2004. The following screens will not be accessible from CARES/CCPS after that date:

- *CCAC – Assign Provider
- *CAAH – Authorization History
- *CCQR – Query Provider Payment Rate Calculation
- *CCQZ – Query Provider Payment Rate Calculation
- *CCBH – Identify School Age Child
- *CCRH – Re-banking of School Hours
- CCDN – Online Notices for Child Care
- CCQC – Child Care Case Summary
- CCSQ – Authorization Split Query
- *CCAF – Display Authorization Form

The * indicates that the CCPS screen will be in CSAW effective October 11, 2004. The screens without the * will no longer exist – either in CCPS or CSAW.

When you attempt to tran to one of these screens in CARES/CCPS, you will get the error message: BIF – REQUESTED TRANSATION DOES NOT EXIST IN REFERENCE TABLE TTCD 04,04. There is not a problem with CARES/CCPS or security; the error message indicates that the screen can no longer be accessed.

ATTENDANCE ENTRY

Update access is already available via CCPI. The CCPI Home page and the CCPI Attendance Entry page are both accessible from links in CSAW. There is also a link to CSAW from CCPI. **Effective October 11, 2004 the attendance screens will no longer be accessible from CARES/CCPS.** This includes screens:

- CCAR – Record Provider Attendance
- CCHA – Child Care History Attendance
- CCOA – Override Attendance Record

SCREENS REMAINING ON CARES/CCPS

Several screens pertaining to issuance, registration fee payments, provider adjustments, provider collection, and utilization will remain on CARES/CCPS. Workers will have to log into CARES in order to view these screens. It is not possible to put a link from CSAW to CARES/CCPS. There are plans to move these remaining screens to CSAW. A date has not been set for this effort. The remaining screens are:

CCSP – Record Special Payment
 CCAP – Record Payment Adjustment
 CCAD – Adjustment Details
 CCPR – Return Provider Issuance
 CCRD – Child Care Provider Return/Recovery History
 CCRQ – Provider Return/Recovery
 CCUC – Case-Query Child Care Utilization
 CCQU – Provider-Query Utilization
 CCQS – Case Payment History
 CCPS – Provider Stop Payment Request
 CCFR – Provider Full Return
 CCRF – Reprint Attendance Form
 CCRR – Child Care Provider Return Reversal
 CCRE – Provider Refund
 CCQA – Provider Issuance History – Address
 CCQH – Provider Issuance History – Disposition History
 CCPI – Release/Re-Issue Provider Issuance

AUTHORIZATIONS

CURRENT RATE TYPES

Two different rate types can now be entered on the Rates and Ages Served page in CSAW for licensed, certified school age, and public school providers. The Regular rate type is the fulltime price a provider charges for an age group. The Before/After School rate type is the weekly rate a provider charges for before and after school care for school age group.

Example:

A provider submits the following weekly rates for children 6-12 years:

6-12 years – Fulltime \$120
 6-12 years – Before School Only \$40
 6-12 years – After School Only \$50
 6-12 years – Before and After School \$80

The Regular rate entered on the Rates and Ages Served page is \$120. This Regular rate is the fulltime price for the age group. The Before/After School rate entered on the Rates and Ages Served page is \$80. The Before/After School rate is the rate the provider charges for both before and after school care. The provider rate for both before and after school care is \$80.

If a provider has an hourly rate for before and after school care, calculate a weekly rate by multiplying the hourly rate by 20 hours.

NEW RATE TYPES

Effective October 11, 2004, three authorization rate types will exist. The rate types are Regular, Before/After School, and Certified. All authorizations to licensed providers will be converted to show the Regular rate type. All authorizations to certified providers will be converted to show the Certified rate type.

Workers must select a rate type when entering authorizations. The rate type options are:

Category	Rate Type	Conditions
Licensed	<ul style="list-style-type: none"> Regular Before/After School 	<ul style="list-style-type: none"> Rates must exist for the selected rate type. Regular rate type must be selected in order to enter zero hour authorizations. The hours authorized must be less than the divisor in order to use the Before/After School rate type or the worker will receive an error message.
Certified	<ul style="list-style-type: none"> Certified 	<ul style="list-style-type: none"> Certified rate type must be selected for certified providers.
Both Licensed and Certified	<ul style="list-style-type: none"> Regular Before/After School Certified 	<ul style="list-style-type: none"> Select either the Regular or Before/After School rate type – whichever is most appropriate. If a rate does not exist for the license, you will receive an error message to select the Certified rate type.

Please enter all available provider Before/After School rates by December 31, 2004. Your agency should have collected provider rates for the annual survey. Use those rate sheets to enter the Before/After School rates.

Once the Before/After School rates are entered, authorizations for before and after school care can be entered using the Before/After School rate type. Please enter authorizations using the Before/After School rate type, as appropriate, the next time authorizations for the case are touched.

Using the Before/After School rates for authorizations, when appropriate, will provide cost-savings to the Wisconsin Shares program. We would like agencies to begin entering and using the Before/After School rates as soon as possible.

SCHOOL AGE IDENTIFICATION AND ATTENDANCE REPORTING

The process of identifying school age children for use of school bank hours (CCBH) has been automated for most children. The system will mark a child as school age automatically when:

- The child is 5 years of age as of the authorization begin date, **and**
- Either a zero hour authorization is entered or the Before/After School rate type is selected.

Children under the age of 5 years (as of the authorization begin date) will need to manually be marked as school age in order to enter zero hour authorizations or an authorization using the Before/After School rate type.

Attendance for authorizations using either the Regular or Before/After School rate types will be entered in the Regular attendance fields. Hours needed for day care because school is closed are reported on the School Closed attendance fields. Hours reported for zero hour authorizations are reported in the School Closed fields as well.

NOTE ➤ If a provider only has a Before/After School rate, no payment will be made for hours entered in the School Closed attendance fields. Payment will only be made for School Closed reported hours when a Regular rate exists. The School Closed

attendance fields will not be blocked from entry. The payment will be based on the Regular hours of attendance.

WEEKEND BATCH CYCLES

SATURDAY AUTHORIZATION CALCULATION CYCLE

In an effort to stop authorization periods from splitting due to a rate change, the following modifications have been made:

- The authorization period will no longer split when the authorized rate changes.
- When a rate changes for an authorization period, a new rate and effective dates will display. One authorization can now have several rates with effective dates. The new rate will display after Saturday batch.
- The authorization period will only change if the worker, or the system, deletes the authorization or changes the authorization's end date to an earlier date.
- Authorizations will continue to calculate on-line when they are entered. **Existing authorizations will no longer re-calculate on-line when authorizations are deleted or ended. Existing authorizations will be recalculated in the Saturday Authorization Calculation Cycle.**

The Saturday Authorization Calculation Cycle will run each weekend and will:

1. Re-calculate the authorizations for a case where an authorization that spans the next day's date has been added, ended or deleted during that week. The authorizations that span the next days date (Sunday) will be recalculated with an effective date of that date.
2. Re-calculate all authorizations which spans the next Sunday with next Sunday as an effective date. This will consider all changes which may affect the authorization such as:
 - Difference in rate due to change in child's date of birth
 - Provider accreditation status
 - Provider serving relative only status
 - Provider rates
 - Family gross income
 - Copay
3. Re-validate authorizations based on the following changes. Authorizations may end/delete or be re-assigned to a new provider category. The changes include:
 - Provider category changes
 - Age restrictions
 - Child turns 13 years (or 19 years for special needs children)

Example

The Saturday Authorization Calculation Cycle that runs on September 18th will:

1. Recalculate existing authorizations for a case that spans September 19th and where an authorization that spans the September 19th date has been added, ended, or deleted during the week of September 13th-17th for that case. The new rate (if changed) effective begin date will be September 19th.
2. Recalculate existing authorizations for a case that spans September 26th. The new rate (if changed) effective begin date will be September 26th.

AUTHORIZATION NOTICE CYCLE

There are some changes to the authorization notices including when they are sent and the format. **The biggest change is that authorization notices will be sent weekly instead of daily effective October 11, 2004.** The chart below describes the changes.

Current	Effective October 11, 2004
Notices are mailed daily to the families and providers. When an authorization is entered, deleted, or ended early; the authorization is sent the following business day.	Notices will be mailed weekly to families and providers. Authorization notices will be mailed to families and providers the Monday following each Saturday authorization calculation cycle.
The authorization notice sent to the provider is a separate notice for each case. The authorization notices for multiple cases roll-up into one envelope. For each family, the notice is divided into one of four categories: new, invalid, ending, or changed authorizations.	The authorization notice sent to the provider will be divided into four categories: new, invalid, ending, or changed rate. All families with new authorization information will be listed under the appropriate category.
Each new authorization rate is displayed with the new authorization period.	A new rate for an ongoing authorization will be displayed with its rate effective date. The authorization period is also displayed.
Notices are sent for all authorizations that are ending.	Notices will only be sent for authorizations that are ending and have no contiguous authorization.

TEN-DAY NOTICES

The **system** will no longer issue a 10-day notice under the following general circumstances:

- The authorization has been recalculated to a lower rate.
- The authorization period is ending.
- The case is transferred to another county.

However, the notice showing the authorization has ended, will be mailed the previous Monday. Two exceptions to this is when the system ends the authorization due to two consecutive zero hour attendance periods and when a provider category has been ended. In these situations the authorization is ended during the Saturday cycle, with the notice mailed out the following Monday.

NOTE ➤ Workers **must** continue to give a 10-day notice when:

- Ending an authorization when a child will no longer be attending the provider.
- Eligibility is ending for a family. The system will end the authorization at the end of the eligibility period. Workers must continue to give 10-day notice to end the authorization prior to the eligibility end date when the parent is no longer in an approved activity.

Continue to follow the policy as described in the Day Care Manual, chapter 3, sections 2.4.2, 2.4.2.1, and 2.4.2.2.

If the worker ends an authorization, the notice will be sent out as follows:

- The worker ends the authorization in the past; the authorization notice is sent the following Monday.
- The worker ends the authorization as of the upcoming Saturday or the following Saturday; the authorization notice is sent the following Monday.
- The worker ends the authorization more than two Saturdays in the future; the authorization notice is sent the Monday one week prior to the authorization end date.

ALERTS

Two alerts will no longer be sent. Those alerts are:

257 – Provider accredited status changed.

258 – Provider serving relatives changed.

The alerts were sent in the past so that the worker would know to end the current authorizations to the provider and enter new authorizations. The new authorizations would be calculated using different rates. These changes will now be automatically calculated by the system in the Saturday authorization calculation cycle.

The following alerts will continue to be sent:

251 – Income decreased by \$100

252 – Income increased by \$250

These alerts will be discontinued in the future. Effective October 11, 2004 the alerts can be ignored and deleted. The system will automatically recalculate authorizations when a change in income occurs in the Saturday Authorizations Calculation Cycle.

PROVIDER CHECK STUFFER

Providers will be informed of the changes described in this memo through check stuffers that will be mailed in checks and EFT remittances the weeks of October 4, 11, and 18. The check stuffer describes the following:

- When the authorization notices will be mailed.
- The new authorization notice format.
- The changes to the 10-day notice policy.
- Use of the before and after school rate.
- Impact on school closed hours of attendance.
- Reason for the changes.

The check stuffer is an attachment to this operations memo.

SECURITY

All current CSAW users who have update and query access to the authorization screens in CARES/CCPS will be granted the same update/query access to the authorization pages in CSAW. This will be done without the need for local agencies to submit any security-related information.

Any new CSAW users will need to complete the Child Care Web Applications Access Request form at: http://www.dwd.state.wi.us/dwd/forms/dws/DWSW_13358.htm

TRAINING

Hands on training will not be available for the Authorization Module in CSAW. However, there will be a PowerPoint to show the navigation of the authorization screens as well as highlight the new processes for authorization entry, recalculation, and notice. The PowerPoint will be available on the CSAW web site on October 4, 2004. The CSAW web site is: <http://www.dwd.state.wi.us/dws/programs/childcare/wishares/CSAW/default.htm>

There will be a link to the PowerPoint from the Help Screen in CSAW as well.

The PowerPoint will be reduced in size in order that all agencies will be able to download it without difficulty.

HELP SCREENS

Help screens will be added to CSAW for the authorization related pages.

CHILD CARE PROVIDER INFORMATION (CCPI)

The authorization related pages and reports in CCPI have been modified to reflect the new rate type and rate change information.

ATTACHMENT

Attachment 1 – New notice sample and provider check stuffer.

CONTACTS

BHCE CARES Information & Problem Resolution Center

★Program Categories – FS – Food Stamps, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WtW – Welfare to Work, WIA – Workforce Investment Act, Other EP – Other Employment Programs.