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

FROM: Amy Mendel-Clemens
Technical Assistance, Training & Education
Section
Bureau of Eligibility Management
Division of Health Care Financing

BEM/DWS OPERATIONS MEMO					
No:	06-49				
DATE:	11/22/2006				
FS	<input checked="" type="checkbox"/>	MA	<input type="checkbox"/>	SC	<input type="checkbox"/>
CTS	<input type="checkbox"/>	CC	<input 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"/>	Other	EP	<input type="checkbox"/>	★
PRIORITY: Medium					

SUBJECT: **Payment Accuracy Consultants and Quality Assurance Reviews**

EFFECTIVE DATE: Immediately

PURPOSE

This memo serves as an overview of Payment Accuracy Consultants (PAC) and their current work throughout the state.

BACKGROUND

Payment Accuracy Consultants (PAC) work in cooperation with the Wisconsin Department of Health and Family Services (DHFS) and other University of Wisconsin-Oshkosh Center for Career Development, Education and Training (CCDET) staff under agreement with DHFS to independently complete reviews of Wisconsin FoodShare cases. The reviews are done to determine whether eligibility and benefits were correctly determined according to policy guidelines. There are two PACs located in Milwaukee that focus their activities on case reviews exclusively in that project area. In most situations, the remaining staff on the PAC team will focus on local agencies other than Milwaukee County.

POLICY

The PAC conduct special quality assurance reviews (e.g., targeted reviews of self-employment cases), monitor local agency compliance of the second party review process and evaluate the ACCESS online application process, as well as other processes for timeliness, accuracy and efficiency of implementation. Targeted reviews focus on error prone areas such as earned income, household composition, expenses and assets for EBD MA.

When a case record is requested, agencies will send the requested file, as soon as possible or within 10 days, to PACs for review. Cases should be scanned into ECF if possible. As with all case reviews, agencies are expected to complete the corrective action within 30 days including processing overpayment claims or issuing supplements. Local agencies should correct errors as soon as possible.

PACs have CARES update access. When reviewing cases associated with these monitoring and evaluation efforts and to assist in the corrective action process, they will correct cases they have reviewed when appropriate. There are two reasons for PACs to update cases:

1. To ensure the error is corrected as quickly as possible.
2. To reduce workload at the local level.

In many situations, the fixes will result in a correct case. However, in some cases only the error in question will be corrected. PACs will notify agencies of their findings via email. The worker, his/her supervisor and the QC coordinator/contact will be notified. After the local agency is notified, the case should be reviewed to ensure that benefits have been accurately determined. In other case reviews, (e.g. if additional information is needed from the customer) the PACs will send the case back to the local agency to make the correction.

Any case changes made by PAC staff are the responsibility of DHFS. In the event that the case is selected for a Quality Control review, case actions are associated with the staff person making those changes. If the local agency does not agree with decisions made in a case, the appropriate PAC staff person should be contacted regarding changes made to the case. If a clear understanding and agreement of the action taken on the case is not reached, then the project manager, John Haine, should be contacted either by telephone: (608) 261-7790 or by email hainejj@dhfs.state.wi.us

If the customer files for a fair hearing related to the case action, the staff who took the case action (local agency or State staff) will prepare for and appear at the fair hearing to defend or explain the action taken.

CONTACTS

BEM CARES Information & Problem Resolution Center

★Program Categories – FS – FoodShare, 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, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DHFS/DHCF/BEM/JH