

## Wisconsin Shares Handbook Section Change Crosswalk

Effective December 1, 2022

New Section:	Previous Section:
<b>Chapter 1 Wisconsin Shares Child Care Subsidy Program</b>	
<b>1.1</b> Program Purpose	<b>1.1.1</b> Program Purpose
<b>1.2</b> Statutory Authority	<b>1.1.2</b> Statutory Authority
<b>1.3</b> Parent's Rights	<b>None</b>
<b>Chapter 2 Local Agency Requirements</b>	
<b>2.1</b> Local Agency Requirements	<b>1.1.2.1</b> Agency Procedures  <b>1.1.3</b> Local Program Administration  <b>4.2.3</b> Local Agency Fraud Plans
<b>2.2</b> Quality Assurance Reviews	<b>4.3.5</b> Federal Improper Payment Review  <b>4.3.6</b> Targeted Case Review
<b>2.3</b> Confidentiality	<b>1.1.4</b> Confidentiality  <b>4.13</b> Confidentiality and Routine Disclosure
<b>Chapter 3 Applications and Renewals</b>	
<b>3.1</b> Application Process	<b>1.2.1</b> Application Process
<b>3.2</b> Request for Assistance (RFA)	<b>1.2.2</b> Request for Assistance (RFA)  <b>1.7.4</b> Request for Assistance (RFA) via Child Welfare Agency
<b>3.2.1</b> Setting the Filing Date	<b>1.2.2</b> Request for Assistance (RFA)
<b>None</b>	<b>1.2.3</b> Program Add
<b>3.3</b> Interview	<b>1.2.4</b> Interactive Interview
<b>3.4</b> Signature Requirements	<b>1.2.5</b> Signature Requirements
<b>3.5</b> Initial Eligibility Determination	<b>1.2.6</b> Initial Eligibility Determination
<b>3.6</b> Front-End Verification	<b>4.2.1</b> Front-End Verification

<b>New Section:</b>	<b>Previous Section:</b>
<b>3.7</b> Reapplying	<b>1.2.7</b> Child Care Eligibility Closed for a Calendar Month or Longer
<b>3.8</b> Annual Renewals	<b>1.8.3</b> Annual Renewals
<b>3.8.1</b> Early Renewals	<b>1.8.3.1</b> Early Renewals
<b>Chapter 4 Nonfinancial Eligibility Requirements</b>	
<b>4.1</b> Assistance Groups	<b>1.3.1</b> Assistance Groups (AG)
<b>4.1.1</b> Incarceration	<b>1.3.1.1</b> Incarceration
<b>4.1.2</b> Shared Placement	<b>1.3.1.2</b> Shared Placement of Children
<b>4.2</b> Applicant Age	<b>1.3.2</b> Applicant Age
<b>4.3</b> Ages of Eligible Children	<b>1.3.3</b> Ages of Eligible Children
<b>4.4</b> Wisconsin Residency	<b>1.3.4</b> Wisconsin Residency
<b>4.5</b> U.S Citizen or Qualified Immigrant	<b>1.3.5</b> U.S Citizen or Qualified Immigrant
<b>4.6</b> Social Security Numbers (SSNs)	<b>1.3.6</b> Social Security Numbers (SSN)
<b>4.7</b> Child Support Cooperation	<b>1.3.7</b> Child Support Cooperation
<b>4.7.1</b> Exemptions to Child Support Cooperation	<b>1.3.7.2</b> Exemptions to Cooperating with the Child Support Agency  <b>1.7.2</b> Exemption from Cooperation with Child Support
<b>4.7.2</b> Child Support Noncooperation	<b>1.3.7.1</b> Failure to Cooperate with the Child Support Agency
<b>4.7.3</b> Good Cause Notice	<b>1.3.7.3</b> Good Cause Notice
<b>4.7.4</b> Good Cause Claim	<b>1.3.7.5</b> Good Cause Claim
<b>4.7.4.1</b> Good Cause Criteria	<b>1.3.7.4</b> Good Cause Criteria
<b>4.7.4.2</b> Good Cause Claim Documentation	<b>1.3.7.6</b> Good Cause Claim Documentation and Supporting Evidence
<b>4.7.4.3</b> Good Cause Claim Investigation	<b>1.3.7.7</b> Good Cause Claim Investigation

<b>New Section:</b>	<b>Previous Section:</b>
<b>4.7.4.4</b> Good Cause Determination	<b>1.3.7.8</b> Good Cause Determination
<b>4.7.4.4.1</b> Good Cause Denial	<b>1.3.7.9</b> Determination that Good Cause Does Not Exist
<b>4.7.4.4.2</b> Good Cause Approval	<b>1.3.7.10</b> Determination that Good Cause Exists
<b>4.7.4.5</b> Good Cause Disputes	<b>1.3.7.11</b> Good Cause Disputes
<b>4.7.4.6</b> Reviewing Good Cause	<b>1.3.7.12</b> Ongoing Agency Review of Good Cause Determinations
<b>4.8</b> Participation in Approved Activities	<b>1.3.8</b> Participation in Approved Activities
<b>Chapter 5 Approved Activities</b>	
<b>5.1</b> Approved Activities	<b>1.3.8</b> Participation in Approved Activities
<b>5.1.1</b> Employment	<b>1.3.8.2</b> Employment
<b>None</b>	<b>1.3.8.2.1</b> Employed by a Child Care Provider
<b>5.1.1.1</b> Self-Employment	<b>1.3.8.2.2</b> Self-Employment
<b>5.1.2</b> Education	<b>1.3.8.6</b> Education
<b>5.1.2.1</b> High School	<b>1.3.8.6.1</b> High School
<b>5.1.2.2</b> Basic Education	<b>1.3.8.6.2</b> Basic Education
<b>5.1.2.3</b> Postsecondary Education	<b>1.3.8.6.3</b> Technical College or Course of Study Leading to Employment
<b>5.1.2.4</b> Online Education	<b>1.3.8.6.4</b> Online Education
<b>5.1.2.5</b> Education Tracking	<b>1.3.8.6.5</b> Education Tracking
<b>5.1.3</b> Wisconsin Works (W-2) Participation	<b>1.3.8.4</b> Participation in a W-2 Placement
<b>5.1.4</b> Tribal TANF Participation	<b>1.3.8.3</b> Participation in a Tribal TANF Program
<b>5.1.5</b> FoodShare Employment and Training (FSET) Participation	<b>1.3.8.5</b> FoodShare Employment and Training Program (FSET)
<b>5.1.6</b> Learnfare	<b>1.3.8.1</b> Learnfare

<b>New Section:</b>	<b>Previous Section:</b>
<b>5.2</b> Parents with Medical Exemptions	<b>1.3.9.1</b> Parents with Limitations
<b>5.3</b> Activity Break Periods	<b>1.3.9.2</b> Activity Break Periods
<b>5.3.1</b> Activity Break Period Eligibility	<b>1.3.9.2.1</b> Eligibility for an Activity Break Period
<b>5.3.1.1</b> Activity Break Period Eligibility at Renewal	<b>1.3.9.2.1</b> Eligibility for an Activity Break Period
<b>5.3.2</b> Activity Break Period Dates	<b>1.3.9.2.2</b> Starting an Activity Break Period
<b>5.3.3</b> Activity Break Period Placement	<b>1.3.9.2.1</b> Eligibility for an Activity Break Period
<b>5.3.4</b> Number of Activity Break Periods	<b>1.3.9.2.1</b> Eligibility for an Activity Break Period
<b>5.3.5</b> Nonconsecutive Activity Break Periods	<b>1.3.9.2.1</b> Eligibility for an Activity Break Period
<b>5.3.6</b> Ending an Activity Break Period Early	<b>1.3.9.2.3</b> Ending an Activity Break Period
<b>5.3.7</b> Eligibility Ending During an Activity Break Period	<b>1.3.9.2.3</b> Ending an Activity Break Period
<b>5.3.8</b> Activity Break Period Verification	<b>1.3.9.2</b> Activity Break Periods
<b>Chapter 6 Financial Eligibility Requirements</b>	
<b>6.1</b> Gross Income	<b>1.4.1</b> Gross Income
<b>6.1.1</b> Application Income Limit	<b>1.4.1.1</b> Maximum Gross Income for Initial Eligibility
<b>6.1.2</b> Ongoing Eligibility Income Limit	<b>1.4.1.2</b> Maximum Gross Income for Ongoing Cases
<b>6.2</b> Counted Income	<b>1.4.2</b> Income that is Included in the Financial Eligibility Test
<b>6.3</b> Disregarded Income	<b>1.4.3</b> Income that is Not Included in the Financial Eligibility Test  <b>1.4.4</b> Limited Income Exceptions from the Financial Eligibility Test
<b>6.4</b> Monthly Income Calculations	<b>1.4.5</b> Monthly Income Calculations
<b>6.4.1</b> Contractual Salaried Income	<b>1.4.5.1</b> Contractual Income
<b>6.4.2</b> Fluctuating Income	<b>1.4.5.2</b> Fluctuating Income

<b>New Section:</b>	<b>Previous Section:</b>
<b>6.4.3</b> Non-Recurring Income	<b>1.4.5.3</b> Non-Recurring Income
<b>6.4.4</b> Self-Employment Income	<b>1.4.5.4</b> Self-Employment Income
<b>6.5</b> Liquid Asset Limit	<b>1.4.6</b> Asset Testing
<b>Chapter 7 Verification Requirements</b>	
<b>7.1</b> Verification Requirements	<b>1.5.3</b> Responsibility for Providing Verification  <b>1.5.4</b> Required Agency Assistance  <b>1.5.5</b> Notice of Verification Required  <b>1.5.9</b> Required Verification
<b>7.1.1</b> Verify Only Once	<b>1.5.10.2</b> Verify Only Once
<b>7.2</b> Documentation	<b>1.5.1</b> Documentation
<b>7.2.1</b> Vital Record Documentation	<b>1.5.10.1</b> Vital Record Documentation
<b>7.3</b> Authority to Request Information	<b>1.5.2</b> Authority to Request Information  <b>4.10.1.2</b> Requesting Information
<b>7.4</b> Verification Due Date	<b>1.5.6</b> Verification Due Date
<b>7.5</b> Refusal to Produce Verification	<b>1.5.7</b> Applicant Refusal to Produce Verification  <b>1.8.2</b> Person Add
<b>7.6</b> Conflicting or Questionable Information	<b>1.5.8</b> Contradictory or Questionable Information
<b>7.7</b> Nonfinancial Eligibility Verification	<b>1.5.10</b> Non-Financial Eligibility Verification
<b>7.8</b> Approved Activity Verification	<b>1.5.11</b> Approved Activity Verification
<b>7.8.1</b> Self-Declaration of New Employment	<b>1.5.11.1</b> Self-Declaration of New Employment
<b>7.8.2</b> Ongoing Approved Activity Verification	<b>1.5.11.2</b> Ongoing Approved Activity Verification

<b>New Section:</b>	<b>Previous Section:</b>
<b>7.9</b> Financial Eligibility Verification	<b>1.5.12</b> Financial Eligibility Verification
<b>7.9.1</b> Self-Employment Income Verification	<b>1.5.12.1</b> Self-Employment Financial Eligibility Verification
<b>7.9.2</b> Ongoing Financial Verification	<b>1.5.12.2</b> Ongoing Financial Verification
<b>None</b>	<b>1.5.12.3</b> Verifying Income from Employment that Ended Prior to Application Date
<b>7.9.3</b> SWICA Discrepancies	<b>1.5.12.4</b> Verifying Employment Income for a SWICA Discrepancy
<b>Chapter 8 Migrant Farmworkers</b>	
<b>8.1</b> Migrant Child Care Eligibility	<b>1.6.1</b> Child Care Applications for Migrant Farmworker Families
<b>8.1.1</b> Financial Eligibility	<b>1.6.2</b> Eligibility through the Migrant Child Care Contract (MCC)
<b>8.1.2</b> Nonfinancial Eligibility	<b>1.6.2</b> Eligibility through the Migrant Child Care Contract (MCC)
<b>8.1.3</b> Documentation Requirements	<b>1.6.2</b> Eligibility through the Migrant Child Care Contract (MCC)
<b>Chapter 9 Out-of-Home Placement Eligibility</b>	
<b>9.1</b> Children in Out-of-Home Care	<b>1.7</b> Foster Care, Subsidized Guardianship, Interim Caretaker, and Relatives with Court-Ordered Placement who Receive the Kinship Care Payment  <b>1.7.2</b> Exemption from Cooperation with Child Support
<b>9.2</b> Financial Eligibility	<b>1.7.1</b> Financial Eligibility
<b>None</b>	<b>1.7.3</b> Exemption from Providing Verification within 7 Business Days
<b>Chapter 10 Reporting Requirements</b>	
<b>10.1</b> Reporting Requirements	<b>1.8.1</b> Reporting Requirements

<b>New Section:</b>	<b>Previous Section:</b>
<b>Chapter 11 Ending Eligibility</b>	
<b>11.1</b> Ending Eligibility	<b>1.8.4</b> Ending Eligibility
<b>11.2</b> Ending Eligibility After Adverse Action	<b>1.8.4.1</b> Running Eligibility with Dates to End Eligibility
<b>Chapter 12 Case Comments</b>	
<b>12.1</b> Eligibility Comments	<b>1.9</b> Eligibility Comments
<b>12.2</b> Authorization Comments	<b>2.4.1</b> Authorization Comments
<b>Chapter 13 Parental Choice</b>	
<b>13.1</b> Residing with a Child Care Provider	<b>2.3.1</b> Parental Choice  <b>2.3.2</b> Authorizations for Children Whose Parent is a Child Care Provider  <b>2.3.3</b> Authorizations for Children Who Live with a Child Care Provider
<b>13.2</b> Waivers	<b>4.2.2</b> Children Who Reside in the Household of a Child Care Provider
<b>13.3</b> In-Home Child Care	<b>2.3.4</b> In-Home Child Care
<b>Chapter 14 Provider Requirements</b>	
<b>14.1</b> Child Care Provider Regulation	<b>2.1.1</b> Child Care Provider Regulation
<b>None</b>	<b>2.1.1.1</b> Licensed Child Care Providers  <b>2.1.1.2</b> Certified Child Care Providers  <b>2.1.1.2.1</b> In-Home Certified Child Care Providers  <b>2.1.1.3</b> Public School Programs
<b>14.2</b> Out-of-State Child Care Providers	<b>2.1.1.4</b> Child Care Provider Regulation Outside of the State
<b>14.2.1</b> Out-of-State Provider License Renewal	<b>None</b>

<b>New Section:</b>	<b>Previous Section:</b>
<b>14.3</b> Mandatory Contracts	<b>2.1.2</b> Mandatory Contracts for Wisconsin Shares
<b>14.3.1</b> YoungStar Participation or Wisconsin Shares Participation Contract	<b>2.1.2.1</b> YoungStar Participation and Contract  <b>2.1.2.2</b> Wisconsin Shares Participation Contract
<b>14.3.1.1</b> Contract Renewal and Grace Period	<b>2.1.2.3</b> YoungStar or Wisconsin Shares Contract Renewal and Grace Period
<b>14.3.2</b> Fidelity National Information Services (FIS) Contract	<b>2.1.2.4</b> Fidelity National Information Services (FIS) Contract  <b>2.1.2.5</b> Tax Reporting
<b>14.4</b> Child Care Provider Prices	<b>2.2</b> Child Care Provider Prices
<b>14.4.1</b> Licensed Provider Prices	<b>2.2.1</b> Calculating a Full-Time Provider Price  <b>2.2.2</b> Calculating a Weekly Part-Time Provider Price
<b>14.4.2</b> Certified Provider Prices	<b>2.2.3</b> Certified Child Care Provider Prices
<b>14.5</b> Written Payment Agreement	<b>4.8.2</b> Written Payment Agreement
<b>14.6</b> Prohibited Actions	<b>4.8.3</b> Prohibited Actions by a Provider
<b>14.7</b> Provider Record Keeping	<b>4.8.5</b> Provider Record Keeping System and Attendance Documentation Method
<b>14.8</b> Provider Reporting Requirements	<b>2.4.11</b> Excessive Unexplained Absences  <b>4.8.4</b> Requirement for Providers to Notify the Local Agency



New Section:	Previous Section:
<b>Chapter 15 Authorization Periods</b>	
<b>15.1</b> Authorization Begin Dates at Application and Renewal	<b>2.3.6</b> Authorization Begin Dates at Application and Renewal  <b>2.3.6.1</b> Authorizations at Initial Eligibility for Relatives with Court-Ordered Placement and Kinship Payment
<b>15.2</b> Authorization Begin Dates During Ongoing Eligibility	<b>2.3.7</b> Authorization Begin Dates during Ongoing Eligibility
<b>15.3</b> Authorization End Dates	<b>2.3.8</b> Authorization End Dates  <b>2.4.2</b> Length of Authorization
<b>15.4</b> Consecutive Authorization Periods	<b>2.3.9</b> Consecutive Authorization Periods
<b>None</b>	<b>2.3.10</b> Short-Term Authorizations  <b>2.3.11</b> Backdated Authorizations
<b>Chapter 16 Authorization Assessments</b>	
<b>16.1</b> Authorization Assessments	<b>2.3.5</b> Two-Day Time Frame to Issue Authorization  <b>2.4</b> Authorization Assessment
<b>16.1.1</b> Approved Activity Schedules	<b>2.4.3</b> Approved Activity Schedules  <b>2.4.3.3</b> New Employment with a Varying Schedule / On-Call Employment
<b>16.1.1.1</b> Approved Activity Verification and Schedule	<b>2.4.3.1</b> Correlation Between Approved Activity Verification and Schedule
<b>16.1.1.2</b> Sleep Hours	<b>2.4.3.9</b> Sleep Hours for Third Shift Employment
<b>16.1.2</b> Child Care Need Schedule	<b>2.4.4</b> Child Care Need Schedule  <b>2.4.4.1</b> Shared Placement Authorizations

<b>New Section:</b>	<b>Previous Section:</b>
<b>16.1.2.1</b> Co-located Head Start and 4K School Programs	<b>2.4.4.2</b> Co-located Head Start and 4K School Programs
<b>16.1.2.2</b> School-Age Children Authorizations	<b>2.4.4.3</b> Authorizations for Children in Grades K through 12
<b>16.1.2.2.1</b> Zero-Hour Authorizations	<b>2.4.4.4</b> Zero-Hour Authorizations
<b>16.1.2.2.2</b> School Closed Hours	<b>2.4.4.4.1</b> School Closed hours
<b>16.1.3</b> Gaps Between Approved Activities	<b>2.4.3.2</b> Authorizing for Gaps Between Approved Activities
<b>16.1.4</b> Travel Time	<b>2.4.3.10</b> Travel Time
<b>16.1.5</b> Maximum Hours Per Day	<b>2.4.8</b> Maximum Hours Per Day
<b>16.2</b> Self-Employment Authorizations	<b>None</b>
<b>16.2.1</b> New Self-Employment Authorizations	<b>2.4.3.5</b> Authorizations for New Self-Employment
<b>16.2.2</b> Ongoing Self-Employment Authorizations	<b>2.4.3.6</b> Authorizations for Ongoing Self-Employment
<b>16.2.3</b> Self-Employed Out-of-Home Care Placement Parents	<b>2.4.3.7</b> Self-Employed Foster Parents
<b>16.3</b> Two-Parent and Three-Generation Families	<b>2.4.3.8</b> Two-Parent and Three-Generation Families with a Teen Parent
<b>16.4</b> Provider Price Type	<b>2.4.6</b> Provider Price Type
<b>None</b>	<b>2.4.7</b> Override Provider Price
<b>16.4.1</b> Inclusion Rate	<b>2.4.7.1</b> Inclusion Rate for Children with Disabilities
<b>16.4.2</b> Provider Discounts	<b>2.4.7.2</b> Provider Discounts
<b>16.4.3</b> In-Home Care for 15 or More Hours Per Week	<b>2.4.7.3</b> In-Home Care for 15 or More Hours Per Week
<b>16.5</b> Refusal to Authorize a Provider	<b>4.8.1</b> Local Agency Refusal to Authorize to a Child Care Provider
<b>Chapter 17 Authorization Changes</b>	
<b>17.1</b> Authorization Changes	<b>None</b>

<b>New Section:</b>	<b>Previous Section:</b>
<b>17.1.1</b> Assessment Results Authorizations	<b>2.4.2.1</b> Authorizations Based on Assessment Results  <b>2.4.3.4.1</b> Authorization Assessments During an Activity Break Period
<b>17.1.2</b> Continuity of Care Authorizations	<b>2.4.2.2</b> Authorizations Based on Continuity of Care
<b>17.1.3</b> Authorization Assessments Following Activity Break Periods	<b>2.4.3.4.4</b> Ending Authorizations During or Following an Activity Break Period
<b>17.2</b> Activity Break Period Authorizations	<b>2.4.3.4</b> Authorizations During an Activity Break Period
<b>17.2.1</b> Activity Break Period Authorization Hours	<b>2.4.3.4.2</b> No Increased Hours During an Activity Break Period
<b>17.2.2</b> Children Not Previously Authorized	<b>2.4.3.4.3</b> No New Authorizations During an Activity Break Period for Children Not Previously Authorized
<b>17.2.3</b> Ending Activity Break Period Authorizations	<b>2.4.3.4.4</b> Ending Authorizations During or Following an Activity Break Period
<b>17.3</b> Changing Authorizations During a Month	<b>2.4.9</b> Changing and Ending an Authorization During a Month
<b>17.3.1</b> Hardships	<b>2.4.9.1</b> Authorizations in Situations of Hardship
<b>None</b>	<b>2.4.10</b> Provider Closure Policy
<b>17.4</b> Excessive Unexplained Absences	<b>2.4.11</b> Excessive Unexplained Absences
<b>None</b>	<b>2.4.12</b> Authorizations and Case Transfers
<b>Chapter 18 Subsidy</b>	
<b>18.1</b> Subsidy	<b>2.5</b> Subsidy Payments
<b>18.2</b> Copayments	<b>2.5.1</b> Copayments
<b>18.2.1</b> Exit Period Copayments	<b>2.5.1.1</b> Calculating the Copayment in the Exit Copayment Period
<b>18.2.2</b> Copayment Equals or Exceeds Subsidy Amount	<b>2.5.1.2</b> Assuming the Full Cost of Care

<b>New Section:</b>	<b>Previous Section:</b>
<b>18.3</b> Copayment Types	<b>2.5.2</b> Copayment Types
<b>18.4</b> Copayment Periods	<b>2.5.3</b> Copayment Periods
<b>18.4.1</b> Copayment Stabilization	<b>2.5.3.1</b> Copayment Stabilization
<b>18.4.2</b> Gradual Phase Out (GPO)	<b>2.5.3.2</b> Gradual Phase Out (GPO)
<b>18.4.3</b> Exit	<b>2.5.3.3</b> Exit
<b>18.4.4</b> Moving Between Copayment Periods	<b>2.5.3.4</b> Moving Between Copayment Periods
<b>18.5</b> Subsidy Calculation	<b>2.5.4</b> Subsidy Calculation
<b>None</b>	<b>2.5.4.1</b> YoungStar Quality Adjustments
<b>18.5.1</b> Subsidy Maximum Rates	<b>2.4.5</b> Subsidy Maximum Rates
<b>18.6</b> Changes Impacting Subsidy	<b>2.5.5</b> Changes in Subsidy Amounts During the Eligibility Period
<b>18.6.1</b> Eligibility Changes	<b>2.5.5</b> Changes in Subsidy Amounts During the Eligibility Period
<b>18.6.2</b> Authorization Changes	<b>2.5.5</b> Changes in Subsidy Amounts During the Eligibility Period
<b>18.6.3</b> Provider Changes	<b>2.5.5</b> Changes in Subsidy Amounts During the Eligibility Period
<b>18.6.4</b> Departmental Mass Changes	<b>2.5.5</b> Changes in Subsidy Amounts During the Eligibility Period
<b>18.7</b> Subsidy Availability	<b>2.5.6</b> Subsidy Availability
<b>18.8</b> Parent Share	<b>2.6</b> Parent Share
<b>Chapter 19 Authorization Correspondence</b>	
<b>19.1</b> Parent Authorization Notices	<b>2.7.1</b> Parent Authorization Notices
<b>19.2</b> Provider Letters	<b>2.7.2</b> Authorization Information for Child Care Providers
<b>Chapter 20 Fair Hearings</b>	
<b>20.1</b> Parent Appeals	<b>4.5.6</b> Appeal Process

<b>New Section:</b>	<b>Previous Section:</b>
<b>20.1.1</b> Parent Overpayment Appeals	<b>4.5.6.2</b> Overpayment Appeal Process
<b>20.1.2</b> Parent IPV Appeals	<b>4.5.6.3</b> IPV Appeal Process
<b>Chapter 21 Collections</b>	
<b>21.1</b> Parent Overpayment Recovery	<b>4.6.1</b> Client Overpayment Recovery Process
<b>21.1.1</b> Parent Repayment Agreement	<b>4.6.1.5</b> Client Repayment Agreement
<b>21.2</b> Provider Overpayment Recovery	<b>4.12.1</b> Recovery of Provider Overpayments
<b>21.2.1</b> Provider Repayment Agreements	<b>4.12.2.2</b> BVPP—Provider Repayment Agreement (RPA)
<b>21.3</b> Dunning Notices	<b>4.6.1.6</b> Dunning Notices  <b>4.12.2.3</b> Dunning Notices
<b>21.4</b> Delinquency Collections Appeals Process	<b>4.12.3.2</b> Delinquency Collections Appeal Process
<b>21.5</b> Local Agency Retention of Records	<b>4.12.4</b> Local Agency Retention of Records
<b>Appendices</b>	
<b>Appendix I</b> Statutes and Administrative Rules	Scattered references
<b>Appendix II</b> COVID-19 Guidance	Scattered references
<b>Appendix III</b> Benefit Calculation Examples	Scattered references
<b>Appendix IV</b> Local Agency Program Integrity Management	<b>4.2.3</b> Local Agency Fraud Plans  <b>4.3.2</b> Data Exchanges  <b>4.4.3</b> Data Tracking Requirements
<b>Appendix V</b> Error Prone Profile and Front-End Verification	<b>4.2.1</b> Front-End Verification  <b>4.2.1.1</b> FEV Error-Prone Profile

<b>New Section:</b>	<b>Previous Section:</b>
<b>Appendix VI</b> Red Flag Reports and Referrals	<b>4.3</b> Detection  <b>4.3.1</b> Referrals  <b>4.3.3</b> Client Red Flag Reports  <b>4.9</b> Detection  <b>4.9.1</b> Referrals  <b>4.9.4.1</b> Provider Red Flag Reports
<b>Appendix VII</b> Client Investigations	<b>4.4</b> Client Investigations
<b>Appendix VIII</b> Client Sanctions	<b>4.5</b> Sanctions  <b>4.5.2</b> Overpayments  <b>4.5.4.3</b> Intentional Program Violations (IPVs)  <b>4.5.5</b> Criminal Prosecution
<b>Appendix IX</b> Returning Funds	<b>4.5.1</b> Retractions  <b>4.12.1.1</b> Voluntary Repayment Agreement (VPA)
<b>Appendix X</b> Provider Program Integrity	<b>4.10</b> Provider Investigations  <b>4.11</b> Sanctions  <b>4.11.1</b> Overpayments  <b>4.11.2</b> Stipulations

<b>New Section:</b>	<b>Previous Section:</b>
	<p data-bbox="824 268 971 331"><b>4.11.3</b> Forfeitures</p> <p data-bbox="824 373 1133 436"><b>4.11.4</b> Permanent Suspension</p> <p data-bbox="824 478 1149 541"><b>4.11.5</b> Provider Appeal Process</p>