



# QUALITY CONTROL NEWSLETTER

## ADDRESSING THE INTEGRITY OF QUALITY ASSURANCE & SPECIALIZING IN TEAM CORRECTIVE ACTIONS

Summer 2022


We hope you have all found time to enjoy the warmth of our beautiful Wisconsin summer. We are excited to share information within this newsletter in order to best serve our Member's and collaborate with each other. Thank you for the work that you do and be well!

### **Avoid counting income in the month it was received as assets**

Occasionally, the entire balance of the bank statement is incorrectly entered in CWW, including income received. Income received should be deducted from the ending balance on the bank statement, as the income should not count as an asset in the month it was received.

*Reference: Medicaid Eligibility Handbook 16.1, Examples 1 & 2*

Example 1:	Example 2:
Mr. Johnson has \$2,600.00 in his checking account for the month of March. This includes his Social Security check of \$700.00 that was deposited into the account on March 10. His countable asset amount for March is \$1,900.00.	Mrs. Jones has \$2,400.00 in her checking account for the month of March. She receives Social Security of \$1,000.00 each month. She cashed her Social Security check and used the cash to pay her bills. Because her income is not included in the checking account balance, the income should not be deducted from the checking account balance.

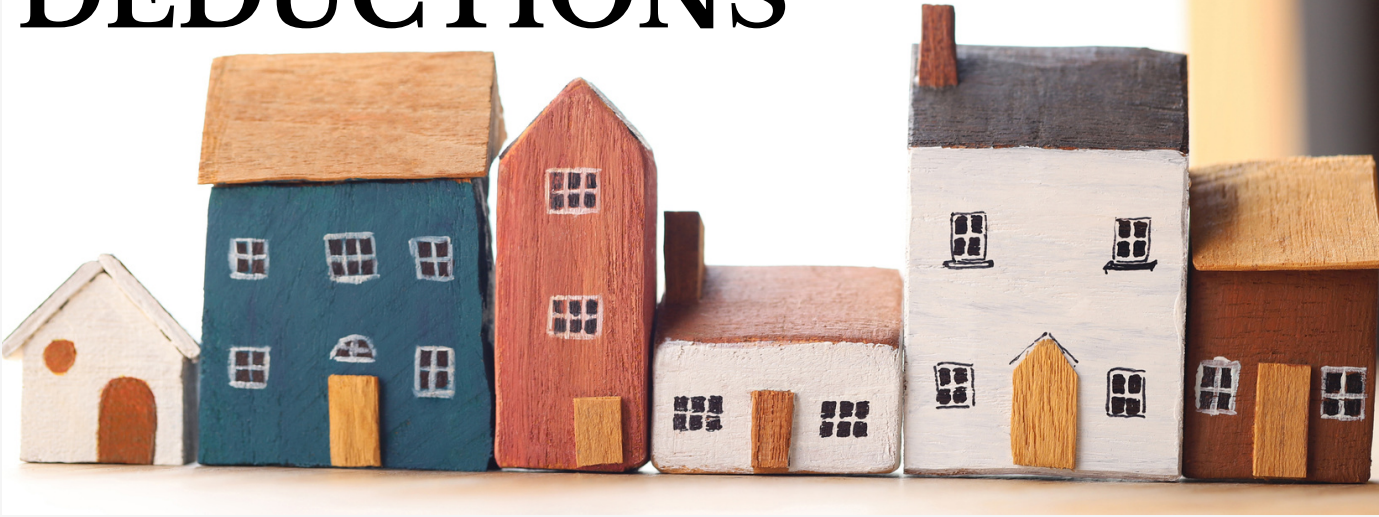


### Cornerstone Training Resources

1. [Changes to ABAWD Policy and the FoodShare Clock](#)
2. [The Script Details page and its Corresponding Notice](#)
3. [Demographic Details Microlearning Video](#)
4. [Reasonable Compatibility 20% Threshold Microlearning video](#)

# SHELTER DEDUCTIONS

entering the obligated amount



Enter the actual obligated amount.

Avoid entering \$1

- The shelter deduction is determined by the food unit's **reported monthly expense obligation** for the current place they are living.
  - Sometimes a relative or friend who is not a food unit member will pay for the food unit's shelter directly to the provider or landlord on behalf of the food unit. The IM worker should determine if the payment is a loan.

	Income	Shelter
Loan	Excluded	Allowed
Not a Loan Directo Vendor Payment	Excluded	Not Allowed

- FoodShare uses the Obligated Amount entries and requires a valid verification code in order to have the expense budgeted. Shelter expenses do not need to be verified unless the member's statement is questionable.

## NOTE

Homeless FS households with shelter expenses(s) have a choice between receiving the Standard Homeless Shelter Deduction or the excess shelter/utility costs deduction. CWW is programmed to give the deduction that results in the larger monthly benefit allotment.

“  
QUALITY IS  
NOT AN  
ACT; IT IS A  
HABIT”  
Aristotle

# Health Care Quality Control

## Top 4 technical errors to be aware of

### **Estimates for Relevance Determination**

Answer to the Estimates for Relevance question do not match and the information on the TFI page.

### **US Citizenship MA Verification**

Verification codes used do not match what is in the ECF or data exchange; and some cases have no verification at all.

### **Identity MA & US Citizenship MA Verifications**

Verification codes used to do not match what is in ECF or data exchange; and some cases have no verification on file.

### **Summary**

Summaries are not generated after applications or renewals once all verifications have been received and cases confirmed (there are some exceptions to this policy - Reference: Process Help 1.6.1.8).

## Quality improvement tips



### **Change Reporting During the PHE**

Members are still subject to their change reporting requirements during the emergency period. Workers should update the member's case with the reported changes but cannot terminate or reduce health care benefits based on a change. The only exceptions are death, moving out of state, or de-requesting health care.

### **HC Request vs FPOS Request**

When processing a health care application or renewal, be sure to check the type of request the applicant/member is apply or renewing. For example, if they are asking for HC and do not specifically request FPOS, do not enter a Y for the FPOS request. These mistakes can also effect our error rates with the federally mandated health care reviews of PERM and MEQC.

### **Case Comments**

Case comments are an integral part of the case file. For any action taken on a case, continue to document and make detailed case comments. Case comments should explain what occurred and why the action was taken. Proper case comments help in reducing errors.





# At a glance: food share quality control (FSQC)

The current state reported FSQC error rate for FFY 2022 is 4.87%. We are currently below the 6% federal tolerance level,. The chart below the error rate has increased each month.

## **ERROR RATE REPORT FOR ACTIVE CASES (1)**

<b>SAMPLE MONTH</b>	<b>UNDERISSUANCE ERROR RATE BY MONTH</b>	<b>OVERPAYMENT ERROR RATE BY MONTH</b>	<b>COMBINED ERROR RATE BY MONTH</b>	<b>YEAR TO DATE COMBINED ERROR RATE</b>
October	0.00 %	1.22 %	1.22 %	1.22 %
November	0.50 %	3.19 %	3.69 %	2.57 %
December	1.26 %	3.82 %	5.07 %	3.48 %
January	1.03 %	4.71 %	5.74 %	4.03 %
February	1.52 %	7.12 %	8.64 %	4.87 %

## **ERROR ELEMENT RANKING BY ERROR COST**

<b>Total Benefits:</b>	\$99,293	<b>Total Cases:</b>	386
<b>Dollars in Error:</b>	\$4,836	<b>Cases in Error:</b>	28
<b>Reported Payment Error Rate:</b>	4.87 %	<b>Case Error Rate:</b>	7.25 %

<b>Error Elements</b>	<b>Error Dollars</b>	<b>Percent By Total</b>	<b>Error Cases</b>	<b>Percent By Total</b>
311 - Wages and Salaries	\$3,459	71.53 %	16	57.14 %
363 - Shelter Deduction	\$401	8.29 %	4	14.29 %
364 - Standard Utility Allowance	\$400	8.27 %	4	14.29 %
111 - Student Status	\$209	4.32 %	1	3.57 %
312 - Self-Employment	\$206	4.26 %	1	3.57 %
365 - Medical Deductions	\$92	1.90 %	1	3.57 %
346 - Other Unearned Income	\$69	1.43 %	1	3.57 %
<b>Totals</b>	<b>\$4,836</b>	<b>100.00 %</b>	<b>28</b>	<b>100.00 %</b>

As show in the chart above, the top error element continues to be wages and salaries. Wages and salaries accounted for 71.53% of the total dollars found in error and 57.14% of the total cases found in error. Many of these errors are due to the client not reporting accurately, keep in mind, a client error impacts the error rate the same way as an agency error. It is important to educate the clients on their reporting requirements at the time of the interview.

**A CLIENT ERROR,  
IMPACTS THE  
SAME AS AN  
AGENCY ERROR**





## **Thank you for your time!**

To provide feedback, questions and/or  
content for future newsletters, please email  
Allan Goetsch at  
[DHSEligibilityQualityControl@dhs.wisconsin.gov](mailto:DHSEligibilityQualityControl@dhs.wisconsin.gov)