SWICA Discrepancy desk aid

SWICA Discrepancies occur when the income reported by the customer and budgeted in CWW is different than the wages reported by the employer to DWD.

Homework Tips Checklist for Parents

# Processing at a glance

* The state allows 45 days to process and update **ongoing eligibility.** The goal of correcting ongoing eligibility within 45 days is to reduce the number of future SWICAs.
* Overpayments and fraud determinations do NOT have to be made within the 45 days. Resolving the SWICA is not to be held up while determining a potential Overpayment

# SWICA Resolution Status

* **Pending for Ongoing Eligibility:** To be used when pending the case for updated ongoing income as the result of a SWICA.
* **Resolved- No Impact:** To be used when the worker has resolved the discrepancy and has found that there has been no change to ongoing eligibility.
* **Resolved- Eligibility Issue:** To be used when a worker has resolved the discrepancy and has determined a change to ongoing benefits.
* **Overpayment/Fraud Investigation Needed:** Currently, the only overpayments that can be processed are those where there is a potential IPV.

# DISCREPANCy Resolution Process

* **Review the discrepancy details**
  + Review the wage details and FPL details listed on the SWICA Discrepancy Details page.
  + Determine if the change was required to be reported (BCPH 27, MEH 12, FSH 6)
* **Research known information**
  + Research current program eligibility and member reporting requirements
  + Compare the SWICA wage information to the Employment pages in CWW
  + Examine verification available in ECF (was proper verification provided)
  + Check Employment Queries in CWW (potential for new or unreported income)
  + Review past and current case comments
  + Consider special income considerations (Bonus, tips, OT, etc.)
* **Reach out to the member by phone and request verification**
  + Ask clarifying questions to determine what circumstances changed- *update case accordingly and request verification.* If the information provided by the member reflects information that was required to be reported or changes currently entered income, it must be updated and verified.
  + If you are unable to reach the customer by phone, add any potential employment located via Employment Queries or from the SWICA Discrepancy if it is reasonable to assume they are currently employed. Question for ongoing verification. Enter a detailed case comment indicating this attempt and the result.
* **Resolve the discrepancy for ongoing benefits**
  + Process any received verification as needed to correct ongoing eligibility.
  + Update the resolution status to with RESOLVED- ELIGIBITY IMPACT or RESOLVED- NO ELIGIBILITY IMPACT.
  + If a worker determines that benefits may have been issued in error due to the customer potentially committing fraud, the worker should review the case to determine if there is clear intent.
  + If the worker determines that there is clear intent (see criteria listed below), follow the BRITS process.
* **BRITS Process:**
* Create a claim referral for any SWICA cases that appear to have clear intent to obtain FS benefits they would not have received otherwise. Keep in mind that under the current PHE rules, unless their benefit would have reduced to $0, there would not be an overpayment.
* In the Comments section, explain:
* WHY you believe there is intent
* What did the client do or say that would indicate an intentional act?
* Was there a renewal/application/SMRF or client contact?