**Discrepancies**

**Prisoner Discrepancies:**

* These are generated for individuals who have been incarcerated for more than 30 days and have no scheduled release date. These matches are not verified on receipt and **require that the worker verify the incarceration before taking negative action.**
* The discrepancy will show the prisoner’s name, SSN/PIN/DOB, facility name and confinement date.
* The following **resources** can be used to determine the prisoner’s current incarceration status:
  1. Phone contact with the prison or jail listed within the discrepancy.
  2. Rock County Jail Roster available on the County Intranet.
  3. Online resources such as **WI DOC Offender** or any other local or state online resource found (*see the Data Exchanges desk aid)*
* Research and determine if the prisoner is still incarcerated. Update the individual living arrangement and facility information, if applicable, and resolve and comment within the discrepancy.
* Per OPS Memo 20-24, individuals that are incarcerated will have their MA suspended during their incarceration. MA programs will show OPEN for these members, but their NON-FINANCIAL SUMMARY page will show that they are SUSPENDED under reason code 794- SUSPENDED DUE TO INCARCERATION.
* **If you are unable to confirm incarceration for FS, follow PH 44.4.2.3 as it relates to the 10-day refutation period.**

**Comment Examples**

*Resolved No Impact-* *Prisoner Discrepancy received showing Richard was incarcerated at Rock County with a confinement date of 10/14/15. Per check of the Rock County jail roster, Richard is no longer incarcerated. No changes made to case.*

*Resolved Elig Issue- Prisoner Discrepancy received showing Richard was incarcerated at Rock County with a confinement date of 10/14/15. Per check of the Rock County jail roster, Richard is currently incarcerated with a PENDING status. Since Richard has no release privileges under this status, updated his living arrangement to 26-Incarcerated. FS will close (date). MAGS will move to a suspended status effective (date).*

*Resolved Bracelet- Prisoner Discrepancy received showing Richard was incarcerated at Rock County with a confinement date of 10/14/15. Per check of the Rock County jail roster, Richard is currently in the Diversion Bracelet program. No changes to case as Richard remains in the home.*

**TNUC- Internet Unemployment Compensation**

* The Internet (Interstate) Unemployment Compensation (UC) match is a process comparing all CARES adult participants against a national database of people receiving unemployment compensation benefits from other states. When the monthly match occurs, an alert (342 – “INTERNET UCB DATA/SEE DXIU”) will display in HOD and the worker will be required to complete the disposition screen, DXRU.
* Process:
  1. Access the match in DXRL using the PIN number. When DXRL opens, enter a selection number and enter.
  2. Review the case record to determine if the indicated discrepancy is already known to CARES or is inconsequential to the case.
  3. If unreported UC payments have occurred, add a UI screen in CWW for this income and pend for verification. To request verification from the state’s Unemployment, follow the instructions in process help Appendix D.
  4. PF14—Update the disposition appropriately.

**Unemployment Discrepancies**

* These are generated when the information listed in the UIB database does not match what is entered in CWW. The worker should query the UIB data base to verify income and update information on the unearned income page manually.
* There are three types of UIB Discrepancies:
  1. More than one payment missing from UIB
  2. Working part time and collecting UIB
  3. Child Support intercept from UIB

**Resolution**

|  |  |  |  |
| --- | --- | --- | --- |
| **Discrepancy** | **Findings** | **Update** | **Resolution** |
| **More than 1 payment missing** | UIB data exchange shows one missed payment but current and ongoing payments. | Review current entries on the UI screen and update as needed. | **Resolved- Elig Issue** (if changes you made impact benefits)  **Resolved- No Impact** (if there were no changes made or if changes did not impact benefits) |
| UIB data exchange shows coverage as *“exhausted or past bye”,* UIB LEFT balance shows $0 or no payments in last 30 days. | Update current UIB entry in CWW to reflect current month as begin and end month. This income should no longer be counted. | **Resolved- Elig Issue** because changes made to the case would impact benefits. |
| UIB data exchange shows current filing with $0 payment as claims are *“Held/Disputed”* | Review current UI screen and update begin month to current month and benefit amount to $0. **Do not end the UI screen** | **Resolved- Elig Issue** because changes made to the case would impact benefits. |
| **Working part time** | UIB data exchange shows a reduced weekly benefit because the individual is working part time. | Review the part time employer in the UIB data exchange. Review any EI entered on the case. If this employment is not yet reported, add and ?. Review UI screen and ? for verification. UI can be averaged from DE once EI verification is received. | **Waiting Customer Info** because we need more information from the customer with regards to the part time employment. |
| **Child Support Intercept** | UIB data exchange shows CS withheld from weekly UIB payments. | Update UI scree to reflect total gross UIB payment (weekly payment + CS intercept). Add or update CS expense screen with current expense (compare this to KIDS) | **Resolved- Elig Issue** (if changes you made impact benefits)  **Resolved- No Impact** (if there were no changes made or if changes did not impact benefits) |

**Comment Example**

*Resolved Eligibility Issue- UIB discrepancy received for Richard stating that more than one payment was missing. Per check of UIB data exchange 4/10/18, Richard’s unemployment benefits ended with a final payment 3/12/18 as he has exhausted his benefits. Updated unearned income to reflect this income ended. FS to increase effective (date). MAGS remains open.*

**Social Security Discrepancies:**

* SOLQ-I is initiated during intake, review, person add and SMRF. The worker will be notified if there are discrepancies with the SSN provided, Social Security, Medicare or SSI. The worker must act as soon as possible before running eligibility and confirming benefits.

|  |  |  |
| --- | --- | --- |
| **Discrepancy** | **Discrepancy Info** | **Resolution** |
| SSN ver not found/last name mismatch | SSA cannot verify an SSN because the last name doesn’t match. | Workers must follow up with the applicant/member to resolve the discrepancy and obtain verification of the SSN and DOB (check BQ, check KIDS, check ECF, call customer, etc). |
| New SSN from SSA check DX and update | SSA verifies the SSN, but the SSN and/or DOB is off by one digit. | Workers must check SOLQI to obtain the correct SSN and update the HH members page with the corrected information. |
| New DOB from SSA check DX and update | SSA found the person and returned an SSN verification, but the SSA DOB and the DOB in CWW do not match. | Workers must use SOLWI and other resources to determine the correct DOB (check BQ, check KIDS, check ECF, call customer, etc). |
| Dual/Trip entitle update SS and Medicare | The SOLQI process cannot update income for individuals with dual or triple claim numbers. | Workers must check SOLQI with the individual’s SSN and manually update the income on the Unearned income screens. |
| Federal SSI- Update State SSI(SISS) | SOLQ-I can only update federal payment information. | Workers must verify the State SSI payment in Forward Health and update the information manually on the Unearned Income page. Verify that the Benefits Received and Disability screens are updated appropriately. |
| Railroad Retirement update Medicare | The SOLQ-I process cannot update income or Medicare as some, or all benefits may be received through Railroad Retirement. | Workers must verify income or Medicare in SOLQI and update the appropriate pages in CWW. |
| Gross/net SS discrep enter OT income | The auto-update process totals the net SS income, the amount of the Medicare premiums, and any SS recoupments to see if the total matches the gross SSA income amount on SOLQ-I. | If the totals match, CARES updates the net income on the Unearned Income page and the Medicare information updated on the Medicare page. If the totals don’t match (Medicare Part D premium taken out, etc.), CARES sets a discrepancy. Workers must contact SSA to gather more information on the deduction and add an “other income” UI screen and a medical coverage screen as appropriate. |

**Comment Example**

*Resolved No Impact- Received Dual/Trip entitle discrepancy for Richard. A review of the SOLQI data exchange 4/10/18 revealed that Richard receives a SSRE payment of $1331 monthly gross with $134 withheld for Medicare Part B premiums for a net amount of $1197. CWW shows SSWW of $682 + SSRE of $515= $1197 monthly benefit. SS income is budgeted correctly for this case.*

*Resolved Elig Issue- New SSN from SSA check DX and update discrepancy received. Review of SOLQI shows that the SSN for Richard ends in 49 not 48 as entered in CWW. Updated HH members page to correct the SSN to match the SOLQI result. MAGS and FS remain open.*

**References**

OPS 15-J2 PH 44.4 FS 7.3.1 & 7.3.2 MA Policy 12.1 BC 28 CC 1.15.0