

## **CalWIN ISS | Case Review Report and Guide**

### **Guide #6: Update Suspended Claims**

**CRG Date: 07/06/2022**

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This guide provides detailed actions that end-users will be required to take to manually update their pending issuance trigger in the conversion process.

# Background

In CalWIN, claims created in batch do not have a valid discrepancy reason assigned to them and are placed into suspended status when authorized. Workers must review these claims and apply a discrepancy reason to these claims before any recovery activities can begin. As these claims are converted into the new system, they must have a valid discrepancy reason associated with them so they can be converted properly.

Figure 1 - CalWIN screenshot of Main Navigation window with Display Benefit Discrepancy (all data masked to protect PII)

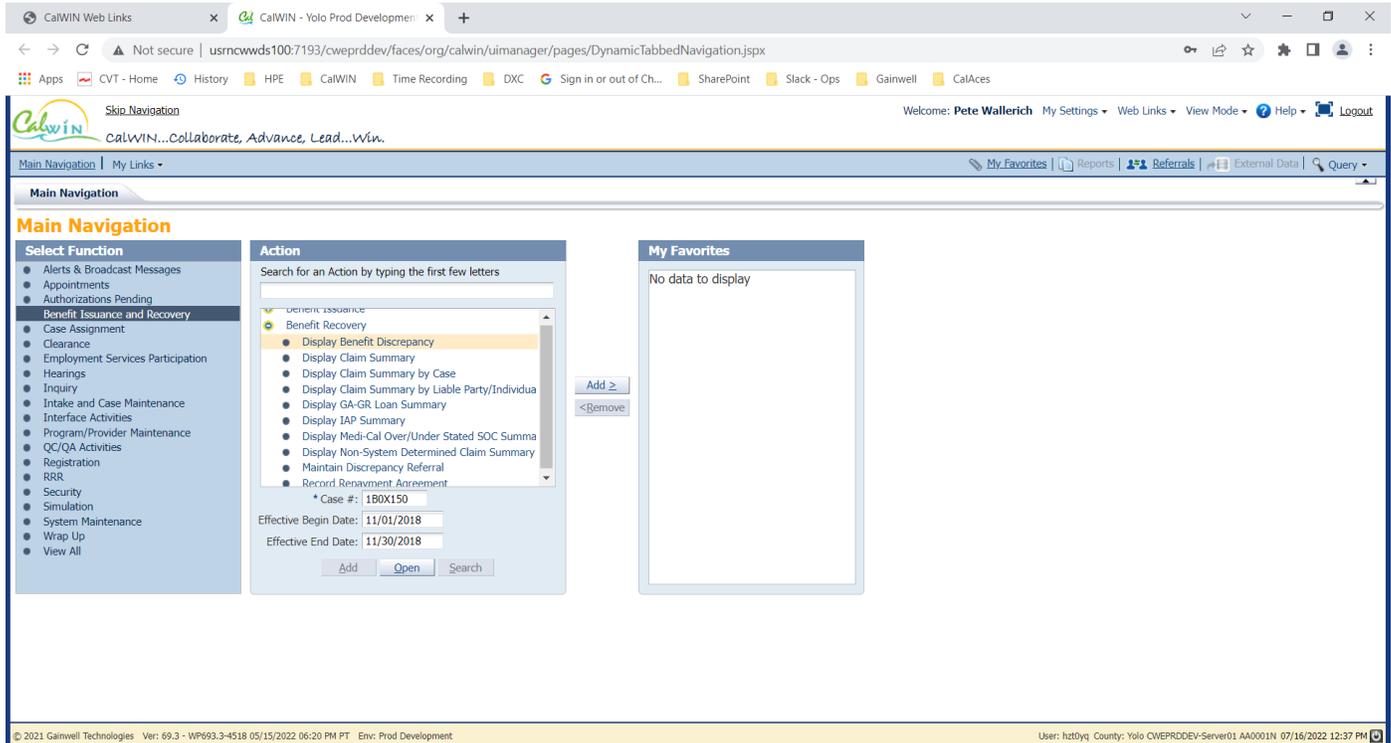


Figure 2 - CalWIN screenshot of Display Benefit Discrepancy (all data masked to protect PII)

The screenshot shows the 'Display Benefit Discrepancy' page in CalWIN. The case number is 180KN21, and the name is Gilmore, Leon. The status is Open, and the status date is 01/30/2021. The page displays a table with 12 rows of data, showing discrepancies between issued and correct benefits, work credits, error types, child support, and offset amounts. The table includes columns for Discrepancy Period From, Discrepancy Period To, Program, Discovery Date, Benefit Issued, Correct Benefit, Work Credit, Error Type, Child Support, Benefit Usage, Offset Amount, O/P, U/P, and Discrepancy Indicator.

| Discr. Period From | Discr. Period To | Program    | Discovery Date | Benefit Issued | Correct Benefit | Work Credit | Error Type | Child Support | Benefit Usage | Offset Amount | O/P        | U/P      | Discr. Indicator |
|--------------------|------------------|------------|----------------|----------------|-----------------|-------------|------------|---------------|---------------|---------------|------------|----------|------------------|
| 02/01/2021         | 02/28/2021       | CalWORKs   | 01/30/2021     | \$834.00       | \$834.00        |             | Admin E    |               | \$834.00      |               |            |          | N                |
| 02/01/2021         | 02/28/2021       | Food Starr | 02/19/2021     | \$531.00       | \$782.00        | \$0.00      | Admin E    | \$0.00        | \$531.00      | \$0.00        | \$0.00     | \$251.00 | Y                |
| 03/01/2021         | 03/31/2021       | CalWORKs   | 03/03/2021     | \$834.00       | \$834.00        |             | Admin E    |               | \$834.00      |               |            |          | N                |
| 05/01/2021         | 05/31/2021       | Food Starr | 05/07/2021     | \$782.00       | \$782.00        |             | Admin E    |               | \$782.00      |               |            |          | N                |
| 05/01/2021         | 05/31/2021       | Medi-Cal   | 06/08/2021     |                | \$0.00          |             | Non-Wil    |               | \$0.00        |               |            |          | N                |
| 06/01/2021         | 06/30/2021       | Food Starr | 06/07/2021     | \$782.00       | \$782.00        |             | Admin E    |               | \$782.00      |               |            |          | N                |
| 06/01/2021         | 06/30/2021       | Medi-Cal   | 06/08/2021     |                | \$0.00          |             | Non-Wil    |               | \$0.00        |               |            |          | N                |
| 08/01/2021         | 08/31/2021       | CalWORKs   | 07/24/2021     | \$834.00       | \$834.00        |             | Admin E    |               | \$834.00      |               |            |          | N                |
| 09/01/2021         | 09/30/2021       | CalWORKs   | 08/25/2021     | \$834.00       | \$834.00        |             | Admin E    |               | \$834.00      |               |            |          | N                |
| 09/01/2021         | 09/30/2021       | Food Starr | 08/25/2021     | \$619.00       | \$619.00        |             | Admin E    |               | \$619.00      |               |            |          | N                |
| 02/01/2022         | 03/31/2022       | CalWORKs   | 02/26/2022     | \$1,392.00     | \$0.00          | \$0.00      | Admin E    | \$0.00        | \$1,392.00    | \$0.00        | \$1,392.00 | \$0.00   | Y                |
| 03/01/2022         | 03/31/2022       | Food Starr | 02/25/2022     | \$658.00       | \$0.00          | \$0.00      | Admin E    | \$0.00        | \$658.00      | \$0.00        | \$658.00   | \$0.00   | Y                |

Figure 3 - CalWIN screenshot of Capture Reason for Change (all data masked to protect PII)

The screenshot shows the 'Capture Reason for Change' page in CalWIN. The page displays a message: "A claim was authorized in batch without CC, please select". Below the message, there is a note: "Reason for Change: A claim was authorized in batch without CC, please select appropriate CC reasons in Capture Reason for Change window".

Figure 4 - CalWIN screenshot of View Monthly Discrepancy Detail (all data masked to protect PII)

**View Monthly Discrepancy Detail**

Case Number: 180KN21 | Name: Gilmore, Leoni | Case Retained [Y/N]: Yes  
 Status: Open | Status Date: 01/30/2021 | Pending Alerts: 3

| Start Date | End Date   | Program     | Benefit Issued | Corrected Benefit | Work Credits | Error Type | Child Support | Benefit Usage | O/P      | U/P | Payment Type |
|------------|------------|-------------|----------------|-------------------|--------------|------------|---------------|---------------|----------|-----|--------------|
| 03/01/2022 | 03/31/2022 | Food Stamps | \$658.00       | \$0.00            |              | Admin Er   |               | \$658.00      | \$658.00 |     |              |

1 Displayed Rows.

Figure 5 - CalWIN screenshot of Display Claim Detail (all data masked to protect PII)

**Display Claim Detail**

Claim Number: 341144 | Date: 02/25/2022

Claim Detail | **Liable Individual** | Liable Party

| Start Date | End Date   | Program    | Benefit Issued | Corrected Benefit | Work Credits | Child Support | Benefit Usage | O/P        | U/P | Payment Type |
|------------|------------|------------|----------------|-------------------|--------------|---------------|---------------|------------|-----|--------------|
| 03/01/2022 | 03/31/2022 | Food Stamp | \$658.00       | \$0.00            |              |               | \$658.00      | \$658.00   |     |              |
|            |            |            |                |                   |              |               |               | Total O/P: | 658 |              |

1 Displayed Rows.

Figure 6 - CalWIN screenshot of Main Navigation window with Display Claim Summary by Case selected (all data masked to protect PII)

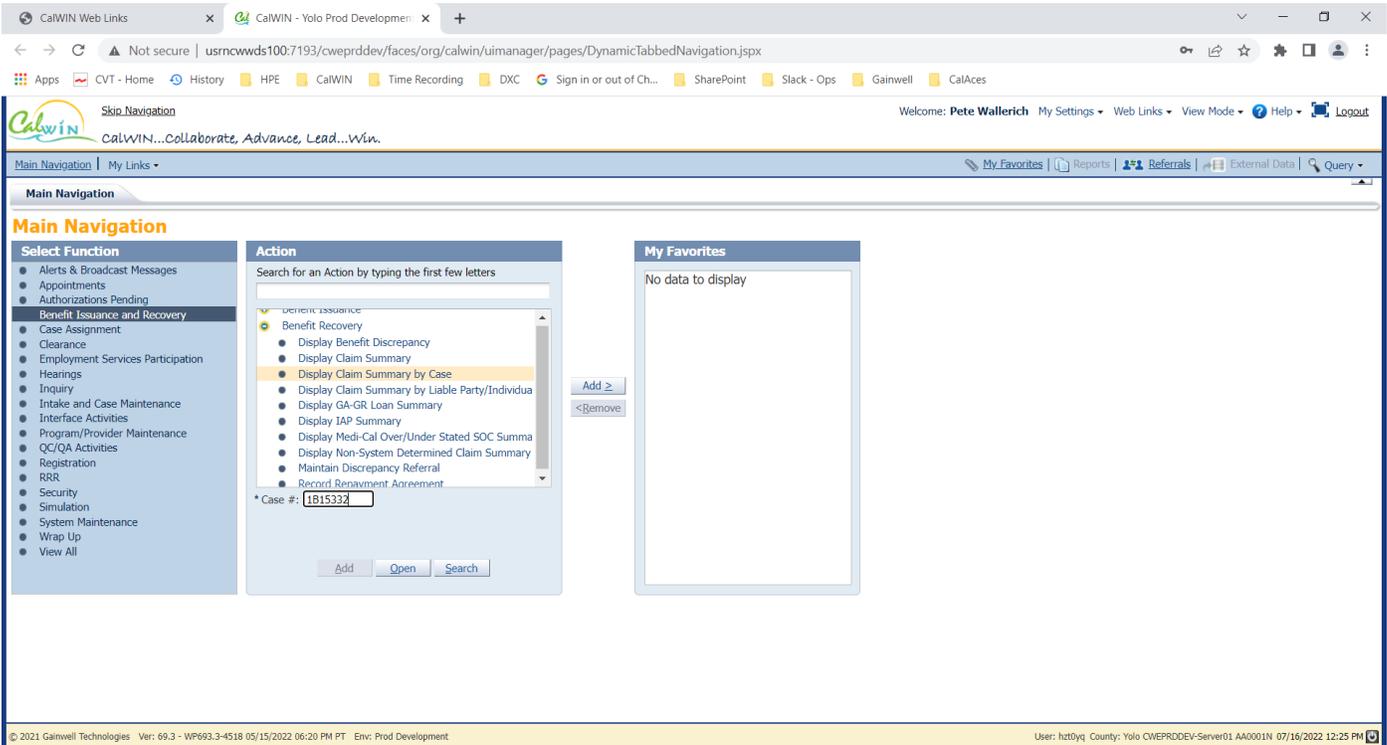


Figure 7 - CalWIN screenshot of Display Claim Summary by Case (all data masked to protect PII)

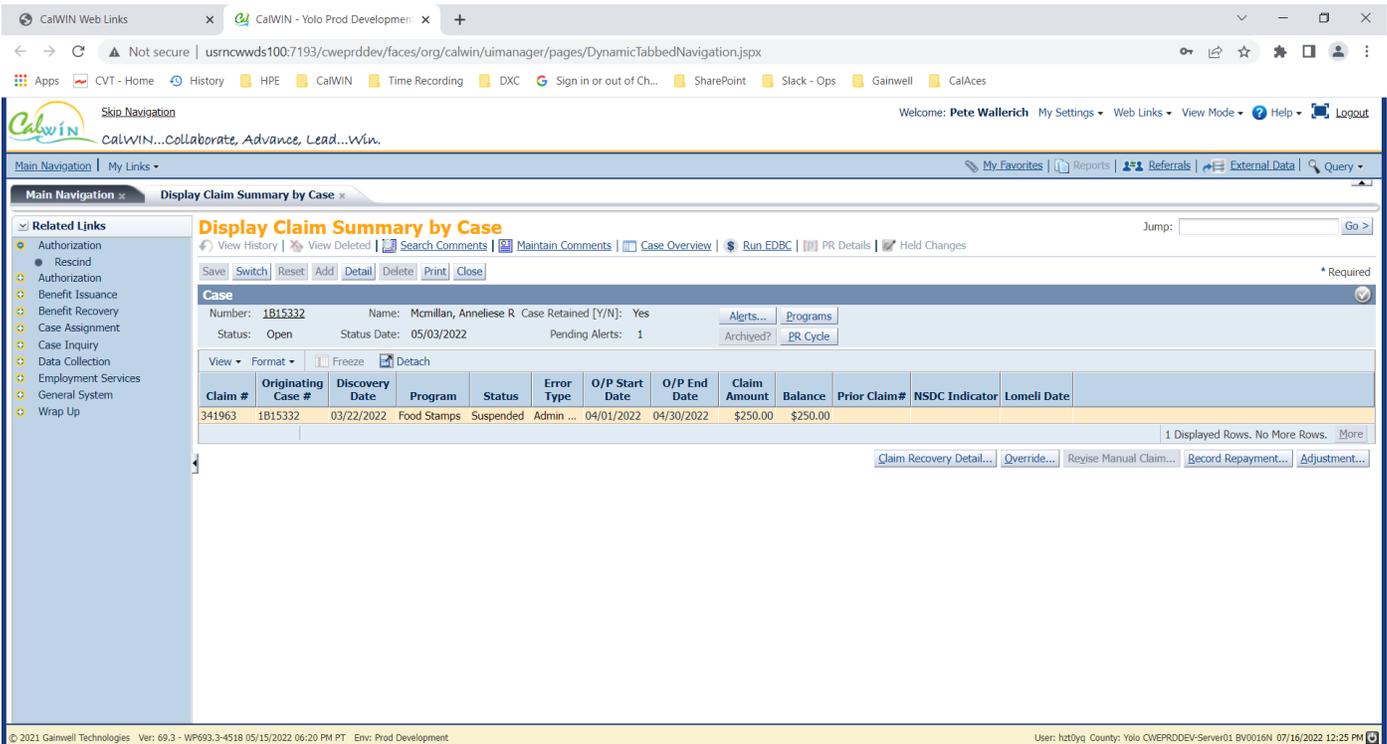


Figure 8 - CalWIN screenshot of *Liabe Individual* tab on *Display Claim Recovery Detail* (all data masked to protect PII)

The screenshot shows the CalWIN interface with the 'Liabe Individual' tab selected. The main content area displays the following information:

- Claim Number:** 341963
- Date:** 03/22/2022
- Individual Name:** Mcmillan, Anneliese R
- Individual Collection Status:** Active
- Reason for Status Change:** (Field is empty)

Navigation tabs include: Liabe Individual, Claim Recovery, Claim Status, Claim Reasons, Lomeli Detail, and Potential Fraud. A table at the bottom shows 1 displayed row.

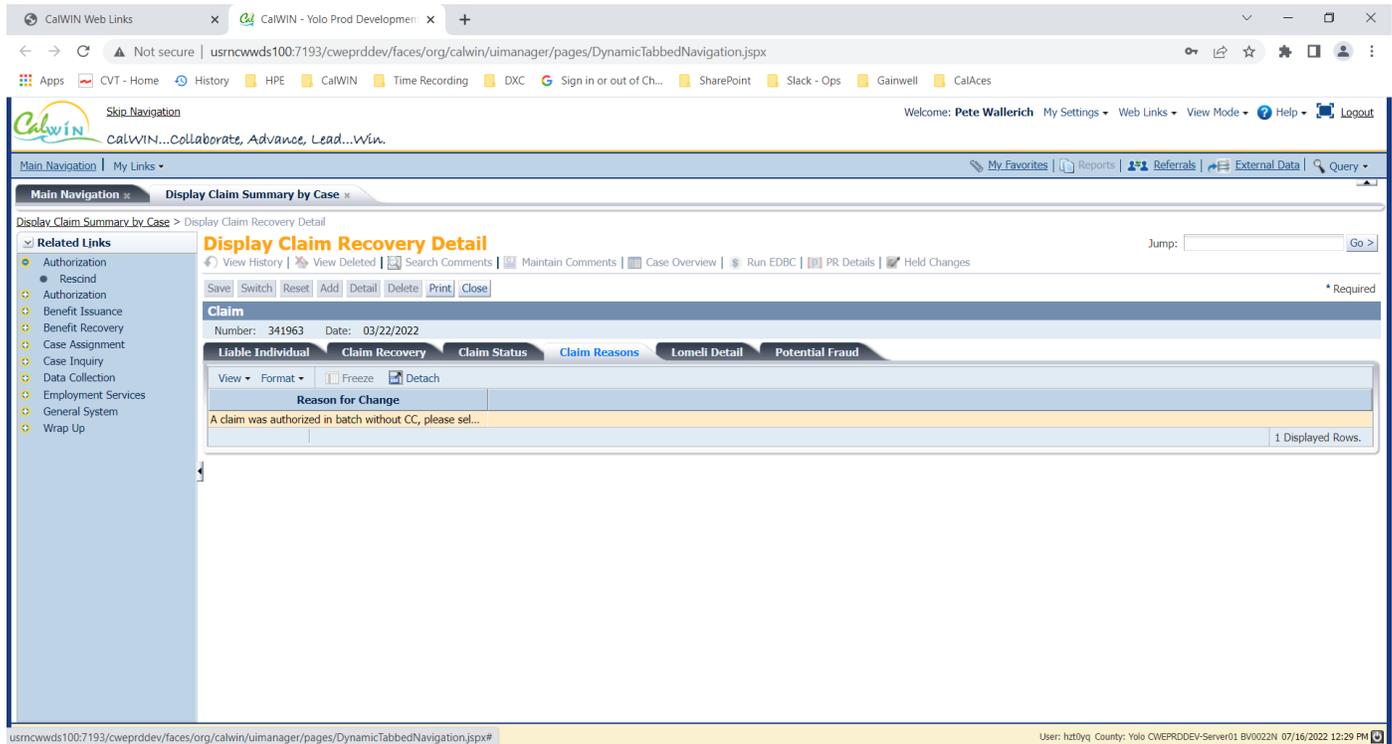
Figure 9 - CalWIN screenshot of *Claim Status* tab on *Display Claim Recovery Detail* (all data masked to protect PII)

The screenshot shows the CalWIN interface with the 'Claim Status' tab selected. The main content area displays the following information:

- Claim #: 341963**
- Status:** Suspended
- Status Date:** 03/22/2022
- \* Status Change Reason:** Claim Authorized in Batch

Navigation tabs include: Liabe Individual, Claim Recovery, Claim Status, Claim Reasons, Lomeli Detail, and Potential Fraud.

Figure 10 - CalWIN screenshot of Claim Reasons tab on Display Claim Recovery Detail (all data masked to protect PII)



## Impact Analysis

This Case Review Guide is for suspended claims that have been authorized in batch and the county has not applied a valid discrepancy reason to them. Claims that fall under this scenario have not had demand notices or repayment agreements sent to the clients. Failure to work these claims could result in worker confusion, as these claims would be converted as activated claims in CalSAWS.

## Clean-up Instructions

This Case Review Report identifies the list of claims authorized in batch that do not have a valid discrepancy reason associated with them to be reviewed by the county. For each claim in the list, the county should determine if the claim is legitimate and assign a valid discrepancy reason code for the claim. If the claim should not exist, then the claim should have its status changed to Cancelled or Terminated based on their definitions below:

- **Cancelled** - this status will zero out a claim and close it. If cancelled status is used, then the system will NEVER create any open claim for that overpayment timeframe again, no matter what information has changed on the case. If the claim has been recouped, any monies collected will be applied to the next available claim. If no other claims are available, the system will reissue the monies to the client as an NSDI for excess repayment return. This NSDI must be manually authorized by the user or it will not go out to the client.
- **Terminated** – this status will zero out a claim and close it. If terminated status is used, any monies recouped will NOT be sent back to the client. This status should be used when it's determined that the claim is no longer collectable, but any monies collected should remain in the county's possession. With terminated status, if the overpayment period is later reevaluated, the system will create a new claim based on changed data. Any transactions applied to the terminated claim will be moved to the newly regrouped claim.

The reports generated for this CRG are available for counties via 3 methods:

1. Delivered monthly to county SFTP Server. The file name is XX\_SUSPN\_CLM\_LIST\_yyyy-mm-dd.txt. Note, XX will be county code, for example Placer will be 31, San Francisco will be 38)
2. Available in Data Cleansing Tool, where data is refreshed monthly and source CalWIN data is the same as was sent to County SFTP Server. List files will be in the Suspended Claims folder of the Benefit Issuance/Recovery library.
3. A BI catalog report is available for Counties to execute and retrieve this data from CalWIN on demand. The report, DCT Pre-Migration BV Suspended Claims, will be in the Consortium Scheduled Reports\Miscellaneous subfolder within each County's Shared Catalog Folder.

## Instructions

Following are instructions on how to navigate to the windows/tabs mentioned above.

| Review discrepancy and add valid discrepancy reason |  |
|---|--|
| Step  | Action   |
| 1.  | Use <b>Case Review Report #x</b> to select case id, discrepancy begin and end dates associated with the claim.   |
| 2.  | In the <b>Select Function</b> section on the CalWIN <b>Main Navigation</b> screen, click <b>Benefit Issuance and Recovery</b> .  |
| 3.  | In the <b>Action</b> section of the Main Navigation page, expand <b>Benefit Recovery</b> .   |
| 4.  | Highlight the choice for <b>Display Benefit Discrepancy</b> (figure 1), enter the case id, Effective Begin Date (Discrepancy Begin Date) and Effective End Date (Discrepancy End Date), and then click <b>Open</b> .<br><br><i>Note: Effective Begin and End Dates are not required but are advised. Failure to enter the dates will result in additional time needed on Display Benefit Discrepancy, as the user will need to review all overpayments in order to leave the window.</i> |
| 5.  | On <b>Display Benefit Discrepancy</b> (figure 1), find the discrepancy range you wish to add a discrepancy reason for and highlight it.  |
| 6.  | If review is needed on the discrepancy, the user can click one of the following buttons: <ul style="list-style-type: none"> <li>• Monthly Detail... to be taken to <b>View Monthly Discrepancy Detail</b> (figure 4)</li> <li>• Claim Detail... to be taken to <b>Display Claim Details</b> (figure 5)</li> </ul>  |
| 7.  | To add a valid Discrepancy Reason, click the Reasons... button to be taken to the window Capture Reason for Change (figure 3).   |
| 8.  | Click the Add toolbar button and a row will appear for entry.  |
| 9.  | Select a row from the dropdown list associated with the reason for the discrepancy.  |
| 10.   | Click the Save button. This will change the status of the claim to 'Open' from 'Suspended'.  |
| 11.   | Process is complete and the window can be closed.  |

| Update Claim Status to Cancelled or Terminated |   |
|--|---|
| Step   | Action  |
| 1.   | Use <b>Case Review Report #x</b> to select case id claim is associated with   |
| 2.   | In the <b>Select Function</b> section on the CalWIN <b>Main Navigation</b> screen, click <b>Benefit Issuance and Recovery</b> ,   |
| 3.   | In the <b>Action</b> section of the Main Navigation page, expand <b>Benefit Recovery</b> .  |
| 4.   | Highlight the choice for <b>Display Claim Summary by Case</b> (figure 6), enter the case id and then click <b>Open</b> .  |
| 5.   | On <b>Display Claim Summary by Case</b> (figure 7), find the claim you wish to change the status for and highlight it.  |
| 6.   | Click the Claim Recover Detail... button to be taken to the <b>Display Claim Recovery Detail</b> window (figure 8)  |
| 7.   | Click on the Claim Status tab to view this tab (figure 9).  |
| 8.   | As appropriate, change the column Status to either Cancelled or Terminated as appropriate: <ul style="list-style-type: none"> <li>• <b>Cancelled</b> - this status will zero out a claim and close it. If cancelled status is used, then the system will NEVER create any open claim for that overpayment timeframe again, no matter what information has changed on the case. If the claim has been recouped, any monies collected will be applied to the next available claim. If no other claims are available, the system will reissue the monies to the client as an NSDI for excess repayment return. This NSDI must be manually authorized by the user, or it will not go out to the client.</li> <li>• <b>Terminated</b> – this status will zero out a claim and close it. If terminated status is used, any monies recouped will NOT be sent back to the client. This status should be used when it's determined that the claim is no longer collectable, but any monies collected should remain in the county's possession. With terminated status, if the overpayment period is later reevaluated, the system will create a new claim based on changed data. Any transactions applied to the terminated claim will be moved to the newly regrouped claim.</li> </ul> |
| 9.   | As Appropriate, change the column Status Change Reason to reflect the reason for the status change.   |
| 10.  | Click the Save button. This will change the status of the claim to the selected status.   |
| 11.  | Process is complete and the window can be closed.   |