

March 2026

# SWICA PROCESSING

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## CAPITAL TRACKING MECHANISM

All discrepancies are in the “Not Started” status. While the State training includes the “Pending for Ongoing Eligibility” status, we are only going to be changing the status to “complete” by using these two statuses:

**RESOLVED – NO IMPACT**

**RESOLVED – ELIGIBILITY ISSUE**

**How are the discrepancies being tracked for follow up?**

***PENDING FOR ONGOING ELIGIBILITY-*** WORKER PENDING FOR EMPLOYMENT VERIFICATION TO CORRECT FUTURE BENEFIT . FOLLOW THE NORMAL 20 DAY WORK ITEM ALERT TO CHECK FOR VERIFICATION OR TO NV IF NONE IS RECEIVED

***POTENTIAL FRAUD OR OP –*** IF ONCE THE WORKER FIXES CURRENT ELIGIBILITY GOING FORWARD AND THERE'S POTENTIAL FOR FRAUD OR OP, THE WORKER SHOULD SEND THE BRITS REFERRAL AND THE FRAUD AND OP UNIT WILL TRACK THE CASE OUTSIDE OF CARES

# DON'T CHECK THESE BOXES

The screenshot shows the CARES Worker Web interface. At the top, there is a navigation bar with 'User ID', 'User Name', and 'Quick Select: CASE/RFA'. Below this, there are tabs for 'Primary Person', 'Case', 'Status: Open', and 'Mode: Ongoing'. A secondary navigation bar shows 'Action Items (0)', 'Documents (0)', 'Discrepancies (2)', and 'Work Items (3)'. On the left, a 'Navigation Menu' includes options like 'CARES Home', 'Search', 'Inbox Search', 'Unlinked Documents', and 'RFA / Case'. The main content area displays two discrepancy records. Each record has a 'Status' dropdown menu. The first record has 'Resolved - Eligibility Impact' selected, and the second has 'Resolved - No Eligibility Impact'. Both records have a 'Follow up Actions' section with a checked box for 'Overpayment/Equal Investigation Needed'. This section is crossed out with a red X. A blue callout box at the bottom states: 'The follow-up action is enabled when the discrepancy status is either 'Resolved - Eligibility Impact' or 'Resolved - No eligibility Impact'.' The interface also includes 'Reset' and 'Update' buttons at the bottom.

**The follow-up action is enabled when the discrepancy status is either 'Resolved - Eligibility Impact' or 'Resolved - No eligibility Impact'.**

# WHEN ARE SWICAS GENERATED?

When the earned income listed on the CWW employment screen is different than the wages that were reported to DWD from the employer

Quarterly match

When an AG goes over the reporting requirement FPL for all 3 months in the quarter for MA, CC, and CTS cases

Wrong SSN? Complete the Wage Correction Worksheet

# SWICA

|               |                                      |  |
|---------------|--------------------------------------|--|
| Creation Date | Discrepancy Type                     | Individual   |
| 02/13/2022    | SWICA Wage match discrepancy - SWICA |  |
| Program Area  | Status                               | Follow up Actions  |
| IM            | <input type="text" value=""/>        | <input type="checkbox"/> Overpayment/Fraud Investigation Needed                                    |
| Comment       | <input type="text" value=""/>        | Last Updated By: <input type="text" value=""/><br>Last Updated Date: <input type="text" value=""/> |

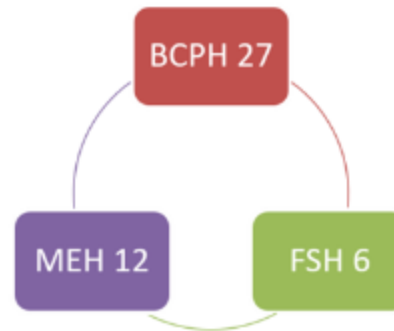
Click on Discrepancies on the top menu bar, then click the magnifying glass to view the SWICA details

| SWICA Discrepancy Details  |     |               |                            |                     |                                     |                     |                          |   |                                    |               |          |  |
|--|-----|---------------|----------------------------|---------------------|-------------------------------------|---------------------|--------------------------|---|------------------------------------|---------------|----------|--|
| <b>Individual Information</b>  |     |               |                            |                     |                                     |                     |                          |   |                                    |               |          |  |
| PIN:   |     |               | Name:                      |                     |                                     |                     | Updated Date: 02/13/2022 |   |                                    |               |          |  |
| Case:  |     |               | Discrepancy on other Case: |                     |                                     |                     | NO                       |   |                                    |               |          |  |
| Status: Not Started  |     |               |                            |                     |                                     |                     |                          |   |                                    |               |          |  |
| <b>SWICA Wage Details</b>  |     |               |                            |                     |                                     |                     |                          |   |                                    |               |          |  |
| Report Quarter:  |     |               | Fourth Quarter of 2021     |                     |                                     |                     |                          |   |                                    |               |          |  |
| Quarter Begin:   |     |               | October 2021               |                     |                                     |                     | Quarter End:             |   |                                    | December 2021 |          |  |
| Total FS CARES Wages this quarter: \$  |     |               |                            |                     |                                     |                     |                          |   |                                    |               |          |  |
| <b>SWICA Employer Information</b>  |     |               |                            |                     |                                     |                     |                          |   |                                    |               |          |  |
| SWICA Employer ID  |     |               | SWICA Employer Name        |                     |                                     |                     | Quarterly SWICA Amount   |   |                                    |               |          |  |
| 391450047  |     |               | RZ & CO INC                |                     |                                     |                     | \$5,879.25               |   |                                    |               |          |  |
| <b>FPL Details (Assistance Group Level)</b>  |     |               |                            |                     |                                     |                     |                          |   |                                    |               |          |  |
| AG   | Seq | Benefit Month | Monthly SWICA Amount       | CWW Employment Wage | Employment Difference (SWICA - CWW) | CWW Budgeted Income | CWW Budgeted Income FPL  | CWW Budgeted Income + Employment Difference | Income + Employment Difference FPL | FPL Amount    | FPL Test |  |
| FS   | 01  | 10/2021       | \$1,944.67                 | \$0.00              | \$1,944.67                          | \$1,591.00          | 109.54%                  | \$3,535.67                                  | 243.45%                            | \$1,888.00    | Fail     |  |
| FS   | 01  | 11/2021       | \$1,944.67                 | \$0.00              | \$1,944.67                          | \$0.00              | 0.0%                     | \$1,944.67                                  | 133.9%                             | \$1,888.00    | Fail     |  |
| FS   | 01  | 12/2021       | \$1,944.67                 | \$0.00              | \$1,944.67                          | \$0.00              | 0.0%                     | \$1,944.67                                  | 133.9%                             | \$1,888.00    | Fail     |  |
| <input type="text" value=""/> Match Date <input type="text" value="MM / DD / YYYY"/> <input type="button" value="Go"/> <input type="button" value=""/> |     |               |                            |                     |                                     |                     |                          |   |                                    |               |          |  |
| <input type="button" value="Close"/>   |     |               |                            |                     |                                     |                     |                          |   |                                    |               |          |  |

# SWICA

## Review the discrepancy:

- ✓ Access the SWICA Discrepancy Details page
- ✓ View the Wage Details, and the FPL Details
- ✓ Determine if the change was required to be reported:



# SWICA

Apply change reporting requirements to see if an OP exists. Remember that if income increased above their reporting threshold in month 1, the client has until the 10<sup>th</sup> of month 2 to report this change and the benefits will be impacted starting in month 3.

Example: Income increase over 130% FPL in July. Client must report this change by August 10. Benefits change based on this new income starting September 1

# SWICA PROCESSING TIPS

No need to pend for EI verification if the job has ended

If a BRITS referral is created and verification is needed, Fraud/OP will request the verification of the previous employment

**Make sure that you are using current dates at the top of the EI screen when making changes**

Make sure the case is updated so that ongoing income is budgeted correctly. This helps prevent multiple SWICAs for the same case. **You need to also make sure a FEIN number is entered for the employer**

Timeline for processing SWICAs is 45 *calendar* days

Try to process 3-5 SWICAs per day, during your protected time/case processing

You can sort by case number to complete cases with multiples first

# EMPLOYMENT END DATES

**Employment Information**

Effective Period

• Begin Month:  /  End Month:  /  Last Updated: 08/11/2025

Delete Reason:

**Employer Information**

• Individual:  Sequence: 1

SSN:

WI Employer Number:  FEIN:

• Employer Name:  FDSH Wage Lookup:

Address:

City:  State:

ZIP:  -  Phone:

Fax:

**Employment Description**

• Employee Type: PE - Permanent Job Title for Health Insurance: ST - Staff

• Employment Type: R - REGULAR EMPLOYMENT

• Verification: NQ - NOT QUESTIONABLE

• Begin Date:  /  /  • Verification: NQ - NOT QUESTIONABLE

First Pay Check Date:  /  /

• Employment Ended? No

Employment End Date:  /  /  Verification:

Date Of Last Paycheck:  /  /  Verification:

In this example, employment ended in July but was not reported until September.

Use the current month as the begin month.

# SWICA & FS UNCLEAR

FoodShare SWICA discrepancies no longer exist. If a SWICA discrepancy is received for other programs on the case, the worker must evaluate the discrepancy for clear/unclear information.

Most SWICA discrepancies will be reporting information that is older than two calendar months old and will not meet the two-month requirement for FoodShare Unclear Information (step 4 of the Processing Reported Changes Flowchart)

Policies regarding FDSH have not changed. To use FDSH wages for FoodShare, the member must agree to the wages. The member statement is the verification required to make the FDSH reported change clear.

|  |  |               |   |
|--|--|---------------|---|
| Override MA Gross Amount:              | \$ <input type="text" value="0"/> . <input type="text"/> | Verification: | <input type="text" value="Q? - QUESTIONABLE NOT YET VERIFIED"/> |
| Monthly BC+ Pre-Tax Deductions Amount: | \$ <input type="text"/> . <input type="text"/>           |               |   |
| Monthly BC+ Taxable Amount:            | \$ <input type="text"/> . <input type="text"/>           |               |   |
| Override BC+ Taxable Amount:           | \$ <input type="text" value="0"/> . <input type="text"/> | Verification: | <input type="text" value="Q? - QUESTIONABLE NOT YET VERIFIED"/> |
| Monthly Converted Amount:              | \$ <input type="text"/> . <input type="text"/>           |               |   |
| Override Converted Amount:             | \$ <input type="text" value="0"/> . <input type="text"/> | Verification: | <input type="text" value="Q? - QUESTIONABLE NOT YET VERIFIED"/> |
| Monthly Total Hours:                   | <input type="text" value="0"/>                           |               |   |
| Monthly Override Hours:                | <input type="text" value="0"/>                           |               |   |

Subsidized Empl Subsidy:  
Comment:

▼ FS Held Items

|  |   |   |  |
|--|---|---|--|
| <input type="checkbox"/> (SELECT ALL)    | <input type="checkbox"/> Begin Date                           | <input type="checkbox"/> Employment End Date                  | <input type="checkbox"/> Strike Begin Date |
| <input type="checkbox"/> Employment Type | <input checked="" type="checkbox"/> Override Converted Amount | <input checked="" type="checkbox"/> Detailed Wage Information |  |
| <input type="checkbox"/> Strike End Date |   |   |  |

# BEST PRACTICE: VERIFICATION Q? VS ?

ES Staff Meeting Agenda  
March 6, 2025

## Reminder

- Follow the FS unclear rules
- Q? vs ? Not Yet Verified- Process Help: 50.1
- Essentially, no one should be using Q? exclusively as it results in over-verification. To assist in avoiding over-verification, ESS should start with a ? and check the VCL. If something that was ? did not show up on the VCL and the ESS has identified the item is questionable, it should be changed to Q?
- As a reminder, the terms Q? and ? Not Yet Verified refer to different levels of verification required.

# BEST PRACTICE: VERIFICATION Q? VS ?

? Not Yet Verified should be used for mandatory verifications. I.e. EI, SEI, ID

- Ex. Combined FS/HC app. ESS worker uses Q? for items like ID or residency. These items are mandatory verifications for FS apps, but not HC apps. The result is both FS/HC pending when ID/residency are otherwise not questionable. This is over-verification. Using a ? will ensure only the proper items pend for verification

Q? should be used when ESS identifies a non-mandatory item as questionable, therefore needing further clarification/verification. Ex. Rent, BC+ deductions

- Ex. A client reports a rent of \$2000 a month, but gross income is only \$1000. This would be a Q? for verification. It is not mandatory but clarification is needed. If not received, it will not close the case but will not give a deduction for rent.

There will be situations where the Q? still need to be used to get a case to pend correctly, however, as best practice we will start with a ? and move to Q? if needed.

## References

FSH: 1.2.6.1 and 1.2.6.2: Required verification/Verify only if questionable

BCPH: 9.9 and 9.10: Mandatory/Questionable items




MEH: 20.3 and 20.4: Mandatory/Questionable items

# SWICA IMPORTANT REMINDERS

- When clearing the SWICA, you will need to add text to the automatic case comments
- Review the information to determine if there is a possibility of an error
- Contact the household or collateral contacts to verify the discrepancy
- Check the notices for reporting requirements

# \*\*\*RESOLVE IT\*\*\*

Resolved – Elig Issue  
Resolved – No Impact

| Creation Date | Discrepancy Type  | Individual   |
|---------------|---|--|
| 02/13/2022    | SWICA Wage match discrepancy - SWICA  |  |
| Program Area  | Status  | Follow up Actions  |
| IM            |  | <input type="checkbox"/> Overpayment/Fraud Investigation Needed  |
| Comment       |  | Last Updated By: <br>Last Updated Date: |

Reset

Update

# RESOLVED!

Choose the appropriate discrepancy status:

Resolved –  
Eligibility  
Issue

- Use this when you have created a BRITS referral, or pended the case for ongoing eligibility

Resolved –  
No impact

- Use this when you have NOT created a BRITS referral

Both of these codes will remove the SWICA work item completely off the dashboard

# RESOLVED!

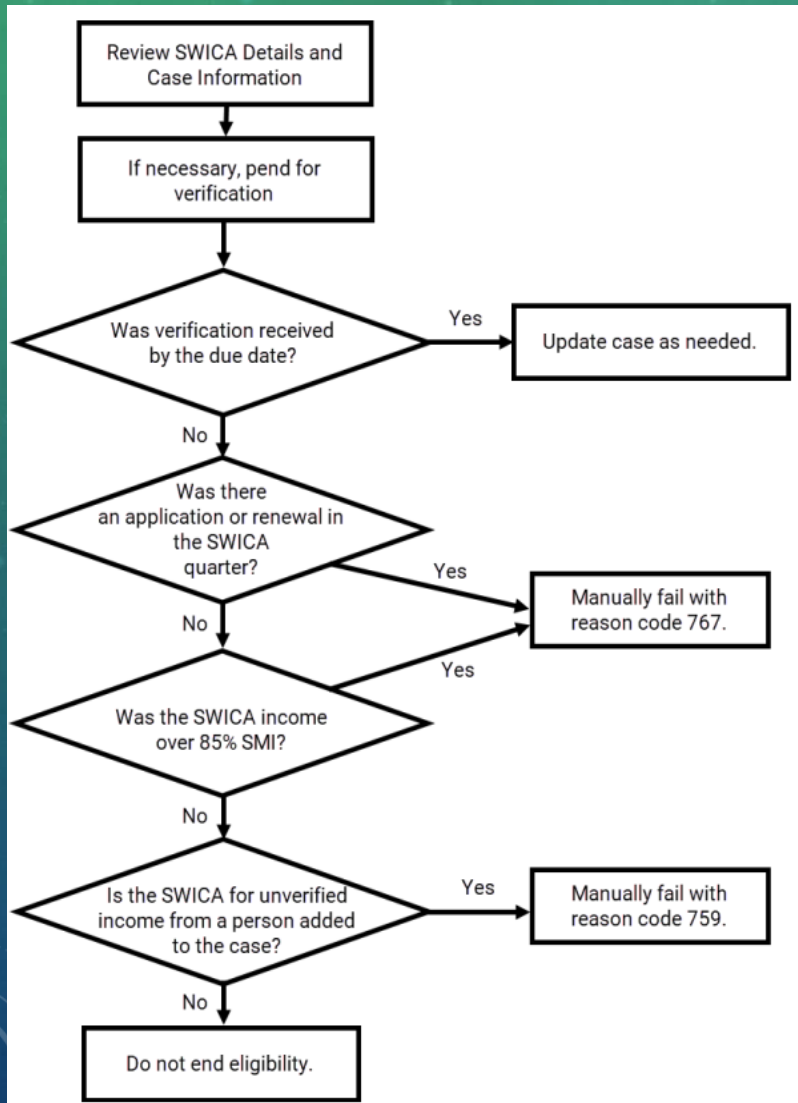
In order to mark a SWICA discrepancy as resolved, worker(s) must:

Review the information to determine if there is a possibility of an error

Contact the household or collateral contacts to verify the discrepancy, and/or

A BRITS referral should be created if there's a possibility of an overpayment.

# CHILD CARE FLOW CHART



[SWICA Desk Aid for CC](#)

# PROCESS HELP 44.7.3 SWICA FLOW CHART

SWICA Discrepancy Flow  
Last Updated: 6/25/2014

Discrepancies can be accessed:  
 1. From the worker's Home Page under My Tasks  
 2. By Searching the CWW Inbox  
 3. From the Information Bar on the case

Discrepancies set real time must be acted on and resolved prior to confirmation. All other discrepancies must be acted on and resolved within 45 days. UIB and SOLQI discrepancies set real time at application, review, program add, person add and SMRF must be resolved before confirmation. UIB discrepancies set in the batch run must be resolved timely. Whenever resolving discrepancies, think of other actions that should be taken on the case (run with dates to change premiums, issue a supplement, etc.).

Look at the quarterly wages and compare them to what was reported by the member. Expand the FPL Details section to determine for which program the discrepancy was set. Review the income that was budgeted in CARES and compare it to the SWICA income reported for that quarter. The SWICA match is set for the program with the lowest reporting requirement open on the case so workers must keep in mind the reporting requirements for each program when reviewing the match and the difference in the member reported income and the SWICA income. Review notices for reporting requirements that were sent prior to the quarter used for the SWICA match.

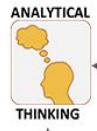
Change Reporting rules:  
 FS: FSHB chapter 6  
 BadgerCare Plus: BCPHB chapter 27  
 Medicaid: MEHMB Chapter 12  
 Caretaker Supplement: all changes



- Did the customer start new employment that they never reported to the IM agency? (check CWW Employment Queries: New Hire query)
- Did the customer have multiple forms of employment but only reported some of them? (check Employment query)
- Did the customer receive a raise in wages that wasn't reported to the IM agency?
- Was income or employment information reported to the agency, but the case wasn't acted on by the worker?
- Was there a data entry error?
- Look through ECF – did the agency not properly work the verification documents?
- Are there seasonal fluctuations in hours or overtime?
- Does this person usually receive bonuses?
- Can you determine if the increase was caused by a 3 or 5 paycheck month?

Analyze the SWICA income discrepancy

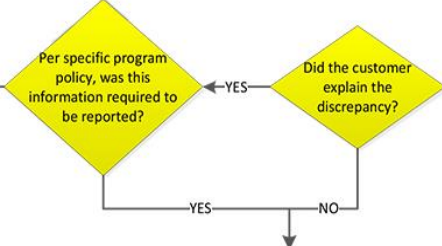
Call the member and ask about the income discrepancy



Sometime discrepancies can be resolved with customer contact and are logically explained. Start with: We received a match that shows you earned more income than was verified and budgeted and we're trying to understand if there were changes that should have been reported and were not.

Ask:

- If this is a new/unreported job, when did it start, how many hours do you work, what is your rate of pay, how often are you paid? When are you paid?
- Did your hours increase? If so, when? Will the increase continue? If not, when did the increased hours stop?
- Did you have an increase in pay? If so, when?
- Did you have overtime? Will it continue?
- Do you have seasonal changes in hours?
- Did you receive any bonuses?



Request verification following program policy. Change the Discrepancy Status to T-Third Party Verification and **CASE COMMENT the DISCREPANCY RESOLUTION.**

Reminder: the customer is responsible for verification. If the customer asks for assistance or does not provide verification, the IM Agency must assist and can send the request directly to the employer. If verification is not received, the entire period for the SWICA match will be an overpayment.

Change Discrepancy's Status to R-Resolved and **CASE COMMENT the DISCREPANCY RESOLUTION.\*\***

Update the information on the Employment page

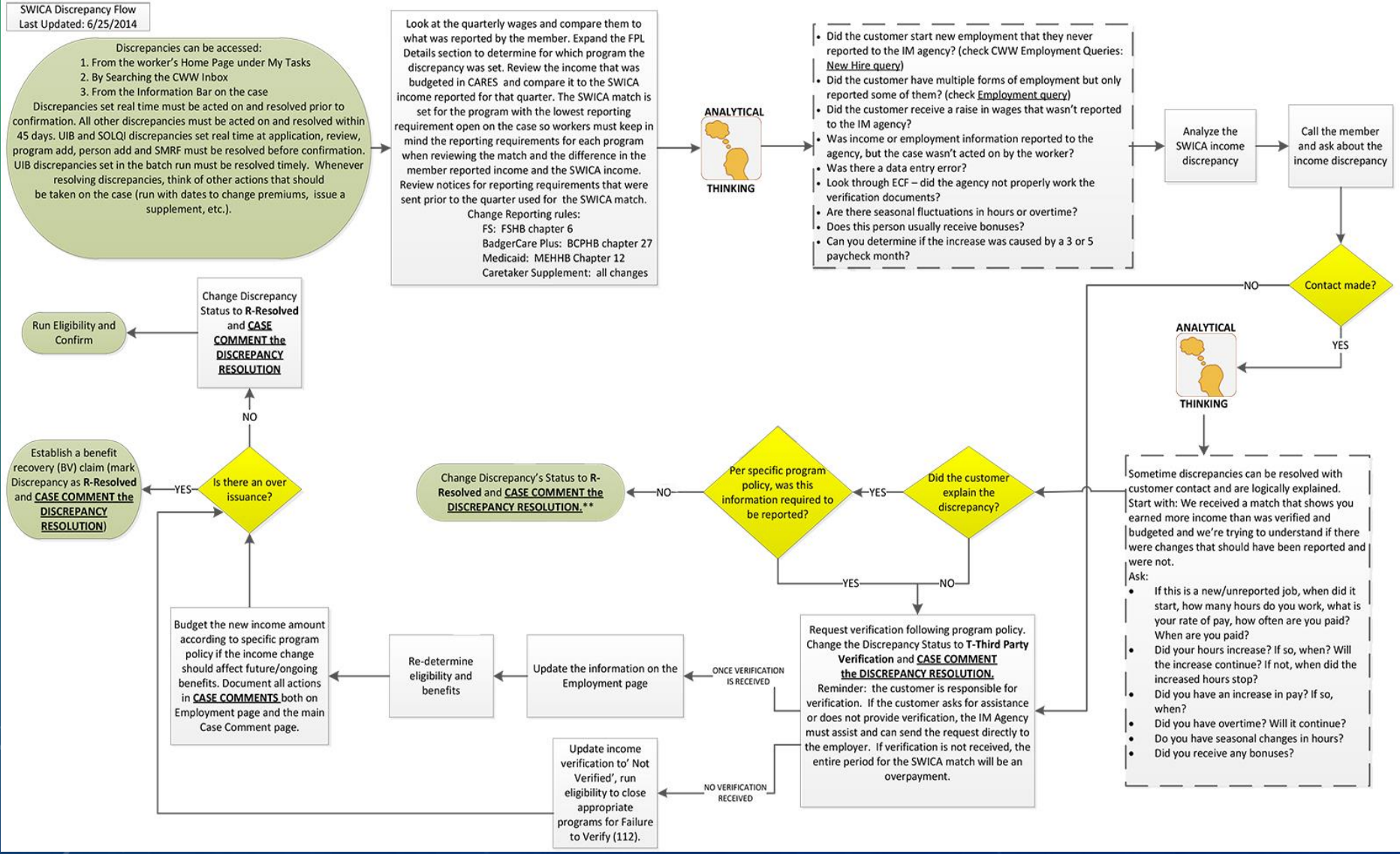
Re-determine eligibility and benefits

Budget the new income amount according to specific program policy if the income change should affect future/ongoing benefits. Document all actions in **CASE COMMENTS** both on Employment page and the main Case Comment page.

Establish a benefit recovery (BV) claim (mark Discrepancy as R-Resolved and **CASE COMMENT the DISCREPANCY RESOLUTION**)

Change Discrepancy Status to R-Resolved and **CASE COMMENT the DISCREPANCY RESOLUTION**

Run Eligibility and Confirm



# WHEN TO CREATE A BRITS REFERRAL

- CC benefits (Chapter 22)
  - Refer if the parent failed to report an increase in income above 85%
  - Untimely report of an approved activity ending
  - Client and agency errors are subject to recovery
- FS benefits (see FS policy 7.3.1.3)
  - Refer client and agency error with overpayments that are equal to/greater than \$500
  - FS unclear/clear flow chart followed results in EI pending (not held)
    - \$500 threshold applies
  - Fraud suspected
  - Potential IPV (Not reporting wages at SMRF/review/application)
- CTS benefits (see CTS policy 4.3)
  - Refer for changes resulting in a loss of eligibility
  - Client and agency errors are subject to recovery

# WHEN TO REFER FOR MAGI OR EBD MA ONLY

We cannot process overpayment on HC benefits under the current policy but...

A referral may still be warranted. Follow your local agency process for potential egregious HC fraud.

# BRITS PROCESS

The County of Residence and the program office should be the same.

County of Residence 13 - DANE COUNTY

Program Gatekeeper Office

Program Office ?

FS 5013 - DANE CO HSD

“Claim Investigation” should be used when processing SWICAs or unreported EI is found on the case that was required to be reported at SMRF, review or was >130% FPL.

Referral Type ? Claim Investigation

Fraud Investigation should be used when the customer provides misleading information, forging of documents, household comp issues, unreported SEI, unreported UI, duplicate issuance, etc.

Referral Type ? Fraud Investigation

\*\* Do not select “Agency Error” as the referral type. \*\* Instead use the Claim Investigation and comment in BRITS why it is potentially an agency error.

Referral Type ? ~~Agency Error~~

Try to avoid multiple referrals. Instead, add comments to any existing open referral or investigation in BRITS. BRITS will alert you to an open referral on a case.

# EXAMPLE OF A SWICA REFERRAL IN BRITS

Benefit Recovery Investigation Tracking System (BRITS)  
Release Version: R2.25.06.12 Environment: Production  
Version: 2.3.1.0

Web Reports & User Guide CCOR BRITS User Manual Logout

Create Referral

**Case Information**

\*Case Number [REDACTED] County of Residence 59 - SHEBOYGAN COUNTY  
Primary Person [REDACTED] Case Office 5013-DANE CO HSD  
Case Worker XD

**Program Gatekeeper Office**

| Program | Office                | DX Filter                | Priority |
|---------|-----------------------|--------------------------|----------|
| FS      | 5059 - SHEBOYGAN H... | <input type="checkbox"/> |          |
| MA      | 5059 - SHEBOYGAN H... | <input type="checkbox"/> |          |

**Referral Information**

Referral Number Unassigned Status New  
Created By Megan  
Created On 08/12/2025  
Referral Creation Office 5013 - DANE CO HSD

\*Referral Type Claim Investigation  
\*Referral Source SWICA  
From Date 10/1/2024  
To Date 6/30/2025  
\*Investigation Reasons Earned Income

# TAKE THE TIME TO CHECK THE BENEFIT QUERY BEFORE MAKING A BRITS REFERRAL

| AG   | Seq | Benefit Month | Monthly SWICA Amount | CWW Employment Wage | Employment Difference (SWICA - CWW) | CWW Budgeted Income | CWW Budgeted Income FPL | CWW Budgeted Income + Employment Difference | Income + Employment Difference FPL | FPL Amount |
|------|-----|---------------|----------------------|---------------------|-------------------------------------|---------------------|-------------------------|---|------------------------------------|------------|
| MAGS | 01  | 10/2024       | \$1,886.88           | \$0.00              | \$1,886.88                          | \$0.00              | 0.0%                    | \$1,886.88                                  | 150.34%                            | \$1,255.00 |
| MAGS | 01  | 11/2024       | \$1,886.87           | \$0.00              | \$1,886.87                          | \$0.00              | 0.0%                    | \$1,886.87                                  | 150.34%                            | \$1,255.00 |
| MAGS | 01  | 12/2024       | \$1,886.87           | \$0.00              | \$1,886.87                          | \$0.00              | 0.0%                    | \$1,886.87                                  | 150.34%                            | \$1,255.00 |

| Benefit Begin Date | Benefit End Date | Date Confirmed | Eligibility Status-Non Financial | Eligibility Status-Asset | Eligibility Status-Income | Benefit Amount |
|--------------------|------------------|----------------|----------------------------------|--------------------------|---------------------------|----------------|
| 09/01/2025         |                  | 08/18/2025     | PASS                             | PASS                     | PASS                      | \$292.00       |
| 08/01/2025         | 08/31/2025       | 07/31/2025     | PASS                             | PASS                     | PASS                      | \$292.00       |
| 05/01/2025         | 07/31/2025       | 04/17/2025     | PASS                             | PASS                     | PASS                      | \$292.00       |
| 04/01/2025         | 04/30/2025       | 03/18/2025     | PASS                             | PASS                     | PASS                      | \$292.00       |
| 03/01/2025         | 03/31/2025       | 02/17/2025     | PASS                             | PASS                     | PASS                      | \$292.00       |
| 02/17/2025         | 02/28/2025       | 02/17/2025     | PASS                             | PASS                     | PASS                      | \$125.00       |
| 01/01/2025         | 01/31/2025       | 01/30/2025     | FAIL                             | PASS                     | PASS                      | \$292.00       |
| 12/31/2024         | 12/31/2024       | 01/30/2025     | FAIL                             | PASS                     | FAIL                      | \$0.00         |
| 11/01/2024         | 11/30/2024       | 11/18/2024     | FAIL                             | PASS                     | FAIL                      | \$292.00       |
| 10/01/2024         | 10/31/2024       | 09/07/2024     | PASS                             | PASS                     | PASS                      | \$292.00       |
| 06/01/2024         | 09/30/2024       | 05/08/2024     | PASS                             | PASS                     | PASS                      | \$291.00       |

Open for FS does not mean open for FS at the time of the SWICA alert

For FS, the recovery must exceed the \$500 threshold

Example: A single person, currently getting FS, exceeds 130% threshold, income was unclear and pended. After reviewing eligibility for that time period, an overpayment has not occurred.