

**DEPARTMENT OF HEALTH AND FAMILY SERVICES
DIVISION OF HEALTH CARE FINANCING
ADMINISTRATOR'S MEMO SERIES**

NOTICE: 07-09

DISPOSAL DATE: Ongoing

**RE: BADGERCARE PLUS,
NOTICE RE-ENGINEERING,
CWW 3.0 (ELIGIBILITY ON
CWW)**

To: County Departments of Human Services Directors
County Departments of Social Services Directors
Tribal Chairpersons/Human Services Facilitators
Tribal Economic Support Directors

From: Jason A. Helgerson
Administrator
Division of Health Care Financing

PURPOSE

This Administrator's Memo describes plans for implementation of several new initiatives scheduled for early 2008. These initiatives are BadgerCare Plus (BC+), Notice Re-engineering, and CARES Worker Web (CWW) 3.0. Implementation is scheduled for February 1, 2008 with system changes available in production on January 14, 2008.

INTRODUCTION

In announcing his "Affordability Agenda" in January 2006, Governor Jim Doyle stated that "no child should ever be without health insurance." The policy solution to ensure that all of Wisconsin's children and more adults have access to health care is the creation of a health care safety net -- **BadgerCare Plus**. BadgerCare Plus will replace Family Medicaid, BadgerCare, and Healthy Start with a comprehensive health insurance program for low income children and families. BadgerCare Plus will expand access to comprehensive, affordable health care to all children, more working families and more pregnant women in Wisconsin. Our overall goal is to insure that 98% of Wisconsin's citizens have access to affordable insurance By 2009.

In keeping with its strategic direction to use automation to reduce local IM agency workload, and in order to make implementation and ongoing management of the BC+ program more efficient and effective, DHFS is implementing two other important initiatives along with BC+: **Notice Re-engineering** and **CARES Worker Web 3.0 (Eligibility on CWW)**.

The Notice Re-engineering project uses new technology so that CARES notices of decision are easy to read and easy to understand. The new notices will communicate, in a manner customers understand, what is happening to their case and what they can do about it. This project is expected to reduce client confusion and the number of calls to workers.

Workers will now initiate the eligibility determination (SFEX) and view the eligibility results and budget screens on CWW. Moving the determination of eligibility to CWW is another step in transitioning CARES mainframe screens and processes to the more user friendly and intuitive CWW

BadgerCare Plus

The goal of BadgerCare Plus is to expand access to comprehensive, affordable health care to all children, more working families and more pregnant women in Wisconsin. Because the BC+ program includes features like reduced reporting and a reduction in the number of sub-categories, implementation should result in workload reductions for local agencies.

The proposal for the BadgerCare Plus program is currently available online at <http://dhfs.wisconsin.gov/badgercareplus/index.htm>. See this website for details about the BC+ program, including who is eligible, how enrollment will occur, and what benefit plans are available.

CARES/CWW/ACCESS/MMIS changes for BC+

Changes to CARES/CWW, ACCESS and MMIS are planned to support BC+ . In CWW, there will be several new pages created as well as changes made to various existing pages. Also as part of this implementation, changes will be made to the employer verification process for health insurance (EVHI) to streamline the process and make it more effective. The state will gather information about employer sponsored health care coverage directly from employers, store that information in a database and provide it to workers through CWW.

New data elements will be added to ACCESS to capture BC+ related information needed for Am I Eligible, Apply for Benefits, Check My Benefits, and Report My Changes. In addition, a new component of ACCESS, "ACCESS for Partners and Providers" will be added for use by medical providers and community partners. This new component will provide "express enrollment" (formerly known as presumptive eligibility) in BC+ for pregnant women and, for the first time, children.

Changes will be made to the Medicaid Management Information System (MMIS) as well. These changes will support expanded eligibility and the new benefit plans for children, pregnant women and self employed parents.

System changes will be effective on January 14, 2008.

BC+ Initial Automated Eligibility Determination

An automated eligibility determination process will be run over the weekend of January 11, 2008. This one-time process will automatically determine BC+ eligibility for all open Family Medicaid, Healthy Start and BadgerCare cases.

Specific changes for BC+, as well as details about the initial automated eligibility determination, will be detailed in upcoming Operations Memos and training materials.

Notice (Correspondence) Re-Engineering

At the same time BC+ is being implemented, web technology will be utilized to re-engineer customer notices so that they are easier to read and understand, and are sent out less

frequently. This re-engineering project is based on input from customers, advocates and local IM agency staff. Notices for all automated Income Maintenance (IM) programs, including BadgerCare Plus, FoodShare, SSI Caretaker Supplement (CTS) and Medicaid will be impacted by Notice Re-engineering. The first phase of Notice Re-engineering will be limited to notices of decision. Also beginning with phase one, notices and other communication to customers will begin to be referred to as “customer correspondence”. CWW pages and related information and communication will sometimes refer to notices as correspondence

Letters, worker generated letters and forms will be addressed in future phases of Notice (Correspondence) Re-engineering.

CARES/CWW Changes for Notice Re-engineering

- New software will be used to give the notices a cleaner and friendlier look and feel.
- The new notices of decision will be stored in the Electronic Case File (ECF) and will be managed and retrieved via CWW, in the same manner as ACCESS applications and changes are managed today.
- Notices will be “rolled up”, to be sent weekly instead of daily when possible by policy, resulting in fewer notices being issued. Also, notices will only be issued when a true change in benefits occurs, rather than at every confirmation of benefits.
- IM notices will no longer include information about W2 and Child Care. However, similar changes have been made to the notices for those programs. More information about these changes will be communicated by DWD.

Specific changes about Notice Re-engineering will be detailed in Operations Memos and training materials.

CWW 3.0 (Eligibility on CWW)

Another project that will be implemented along with BadgerCare Plus is CWW 3.0 (Eligibility on CWW). As originally described in DHCF Administrator’s Memo 05-02, we will eventually transition all mainframe-based user interactions from the mainframe to CWW. This project, moves most of the screens used in the eligibility determination to CWW. This project allows users to run eligibility and view the budget screens using the more user-friendly look and feel of CWW rather than using CARES mainframe transactions. Note that when this is implemented, eligibility for **all** programs automated in CARES/CWW will be run using CWW instead of the CARES mainframe.

CARES CWW Changes for Eligibility on CWW

The Eligibility on CWW change will move to production along with BC+. This means that once this change is implemented, workers will no longer be able to use the mainframe transaction (tran) codes “SFEX” or “SFED” – instead they will initiate eligibility via CWW. Workers will be able to conduct application entry, run eligibility, view eligibility results and budgets, and view verification due on CWW. Confirmation and several other pages near the end of the eligibility determination process, such as AGBI, will remain on the mainframe and workers will access them through CWW HATS or Host on Demand as they have been doing.

Specific changes about Eligibility on CWW will be detailed in upcoming Operations Memos and training materials.

COMMUNICATION AND TRAINING

Income Maintenance Advisory (IMAC) Meetings

All three of these initiatives have been, and will continue to be discussed with the IMAC, the IMAC Information Technology (IT) subcommittee, and the IMAC Technical Assistance and Training (TATA) subcommittee. Many of the pages and processes described above were presented for review and input over the past several months. Meeting minutes and other documentation from these meetings is available via the Eligibility Management web page.

Regional Meetings

DHFS/DHCF/BEM staff have been, and will continue to be present at regional supervisors meetings throughout the state to provide updates about these initiatives as available.

BC+ Handbook

A new policy handbook is being created for the BC+ program. It will be released on October 29, 2007 so that local agency staff and other stakeholders are able to review the policy in advance of program implementation.

New Medicaid Eligibility Handbook (for EBD/LTC)

With implementation of BC+, there will be a separate restructured handbook for Elderly/Blind/Disabled (EBD) Medicaid – this handbook will continue to be referred to as the Medicaid Eligibility Handbook (MEH). Workers who may not need to use the BC+ handbook (e.g. LTC workers) will need to know that the MEH has been restructured, and get accustomed to using the new handbook. This new handbook will be released in January 2008.

Operations Memos

There will be two main Operations Memos issued regarding implementation of these three initiatives. One will cover implementation issues and will contain information about the BC+ automated eligibility re-determination, including pre-and post implementation action needed by local agencies. The other will provide information about how to obtain more detailed information about policy, process and automation of all three initiatives by accessing Phase One of the related training program (see “Training for IM Workers” below in this memo).

Training for IM Workers

Training will consist of two main phases. Phase One is expected to be available the week of October 29, 2007. Information about how to get to phase one materials will be announced in an Operations Memo as previously described. Materials announced in the Operations Memo will be created by the state, and made available for local agencies to offer/present as they choose. The audience for these materials is all IM management and staff impacted by BC+ and/or Notice Re-engineering and/or Eligibility on CWW. This portion of the training is not mandatory, however it is strongly recommended by both DHFS and the [Income Maintenance Advisory Committee](#) (IMAC) that this phase of the training be taken. The materials will consist of a presentation that will provide more details about the policy, process and automation of BC+, Notice Re-engineering, and Eligibility on CWW, as well as materials that provide a guided review of the BC+ handbook. It is expected that agencies will ensure that appropriate staff access these materials and review them completely during the designated timeframe, and prior to attendance at phase two training.

Phase Two of the training will consist of a series of classroom training sessions provided by state IM training staff. Topics will include:

- BC+ Policy
- Overview of BC+ systems changes
- Overview of Client Notice Re-design processes
- Overview of Eligibility on CWW

There will be two “tracks” of this training for IM workers. A one day session will include all the topics above. This session is intended for workers who currently work with family Medicaid and will be working with the BC+ program. There will also be a 1/2 day session offered via virtual classrooms that will include only the Client Notice redesign and Eligibility on CWW topics. This session is intended for IM workers who do not determine eligibility for family Medicaid and will not be working with BC+ (e.g. Long Term Care workers).

Phase two of the training will be offered beginning November 26, 2007, and will continue until approximately the end of January, 2008. This phase of the training will be mandatory for anyone who works directly with customers and CARES/CWW to conduct IM eligibility determinations.

Since enrollment will be limited for each class, agencies should consider whom to send first to these sessions, so that they have appropriate staff trained prior to implementation on January 14th.

Information about how to sign up for these training sessions will be available via the [DHFS Learning Center](#) in early November. Individuals may also want to sign up to receive [IM training notifications](#), which will include information about signing up for these sessions, as well as other valuable information about IM training events.

CWW Labs for IM Workers

DHFS will continue to offer CWW Labs for IM workers. After the Phase One and Phase Two training for the initial rollout is over, new offerings of CWW lab will be available. These sessions will focus on BC+, Notice Re-design and Eligibility on CWW. Please check the “News” section of the DHFS Learning Center for more information about these labs. As always, these sessions are not mandatory, but are intended for workers who want or need or are advised by their agency to have more hands on practice using CWW.

If you have questions about the training plan and/or the CWW labs, please contact Theresa Fosbinder, IM Training Manager at Fosbitl@dhfs.state.wi.us.

LOCAL AGENCY CONSIDERATIONS

As with all major implementations, local agencies should consider the impact of changes on their business processes at the time of implementation, as well as on an ongoing basis.

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