

CARES/ACCESS Updates for 3/01/2010 DHS Income Maintenance Programs (Medicaid/BadgerCare Plus/FoodShare/Caretaker Supplement)

ACCESS/Renew My Benefits

- There was a problem viewing Spanish PDF renewals, that has been fixed.
- The PDF on ACCESS Six Month Reports and Renewals will now display the signature.
- Workers were unable to process some late SMRFs, the edit was that the case had been closed for more than 30 days when it had not. They were instructed to manually process the SMRF information. This has been fixed.

BadgerCare Core/TCLA

- The Waitlist Management Tool was implemented to support functionality for the Core Plan Waitlist, see ops memo 10-13.
- TCLA/Core individuals will start renewing their benefits in ACCESS, see ops memo 10-14.


Caseload Management

ESC Impact Only

Caseload Management Page Changes:

- Previously, if a worker selected 'Any Date' in the filing date search the following edit was displayed:

The following events have occurred:

 **WT041:** Please select at least one of the alert check boxes (Document Received, Document Waiting).

This has been fixed to check table TSPI (Special Initiative County) in CARES with the initiative code 'CM'. If the current date > PROGRAM ASSIGNMENT BEGIN DATE then the worker should not get this edit and the search should process.

- Previously, if a worker selected a "From" and "To" date search, the following edit was displayed if the range is more than 90 days:


The following events have occurred:

 **GL125:** The date range for 'Filing / Request Date' cannot be more than 90 days.

This has been fixed to check table TSPI in CARES with the initiative code 'CM'. If it is, make sure that the current date > PROGRAM ASSIGNMENT BEGIN DATE then the worker should not get this edit and the search should process.

- Changes have been made to table TCMT (case comment type) to change one of the searchable comment types. The value S - Ready for FoodShare Interview was changed to "Contact Information Updated." Also, the element on the caseload management page was changed to (and the bullet point on the Search Results page has been updated):

Ready for Public Workers

- Initial Application Processed
- Verification Processed
- Needs Assistance / Trouble Shooting
- Change Processed
- Renewal / SMRF Processed
- Ready for FoodShare Interview 

- Previously, if a worker selected "Change Report/Online Renewal/SMRF Received - Ready for Processing" or "Change Report/Online Renewal/SMRF Processing Initiated - Eligibility not Initiated" there was no information as to which inbox item this pertains to. The current listing page displayed the action item for the case as follows:

Action Items

- Change Report/Online Renewal/SMRF Processing Initiated - Eligibility not Initiated
- Initiate Eligibility and Confirm

This was changed so that the worker can see these types of action items so that the worker directly from the Caseload Management Search Result page. This change would be for all counties. They items will be displayed separately, based on the specific item type:

Action Items

- Change Report Processing Initiated - Eligibility not Initiated
- SMRF Processing Initiated - Eligibility not Initiated
- Online Renewal Processing Initiated - Eligibility not Initiated

- Automatically assign Milwaukee County ESC applications to XESPF7.*
*This process moved on 2/26, but was immediately removed due to an issue found during Production validation on 2/27. A daily SPUFI will be run to manually assign Milwaukee County ESC applications to XESPF7

ECF Workflow

ESC Impact Only-the following fixes occurred

- When using Internet Explorer 7 or 8, the Document Viewer now releases the lock on the documents, when the user closes the Document Viewer window.
- It is no longer possible for a user who does not have access to see a confidential case, to see the names of individuals on a confidential case. Previously, this was possible if a user navigated to a partially linked batch that had some documents indexed to a confidential case.
- There is now System Help accessible from the Document Viewer.
- The primary person's name is now properly displayed in the Document Menu when viewing a document indexed to the PP on an RFA.
- When opening the Document Viewer from the RFA Summary page, the documents always open in the context of the RFA (regardless if the documents were scanned when it was an application or after it became an RFA).
- Now, a user can scan documents to either the RFA number or the ACCESS number of an ACCESS RFA, and all documents will move to the case.
- A display issue with the Document Menu after changing the Individual dropdown to "blank" for a document was fixed.
- Clicking on the batch node after making a change to a document no longer results in an exception.
- When an RFA is merged with, linked to, or made into a case, the documents that were on the RFA are now only accessible from the Case.
- It is no longer a problem to leave the Document Viewer window open for a document on an application or RFA, while simultaneously processing the application or RFA to a case.
- Documents that are scanned to "New Individual" on an application or RFA are now carried forward to the Case.
- It is no longer a problem if a worker processes an application or RFA to a case within 15 minutes of scanning documents to the application or RFA.
- Scan Station IDs can now be longer than 12 characters.
- Fixed some minor display issues with the Document Viewer.

Fixes

- There was a CWW system error when minimizing sections on the CWW home page (on the CWW Home Page ie: Recent Cases, My Inbox Items, My Tasks email sent 1/25/2010). This has been fixed.
- There was a system error on the Expense Summary page (email sent 1/26/2010), this has been fixed.
- Central Enrollment Summary page: Workers had only query access to Central Enrollment Summary page, once they went to the summary page they could not navigate to any other page or even select anything on the navigation menu. The previous button has been enabled for these profiles.