

CARES/ACCESS Updates for 12/19/2011

DHS Income Maintenance Programs
(Medicaid/BadgerCare Plus/FoodShare/Caretaker Supplement)

IM Regionalization

Inbox Changes

Changes have been made to support IM regionalization (in addition to the current agency level functionality) in managing and processing ACCESS applications, change reports, renewals and SMRFS. Changes have also been made to caseload management functions such as managing documents, verification due dates and alerts.

- Consortia will be able to search, assign and reassign by agency or consortia. Agencies will also be able to search through the application in box by multiple agencies within a consortium.
- The In Box has been enhanced to allow reassignment of 50 items at a time.
- CWW has been enhanced to allow searching for assigned applications/RFAs through the Application Inbox without specifying a worker ID.
- ACCESS will continue to submit applications to the Inbox of the county of residence specified in the application for all agencies including those which have opted out of IM Regionalization.
- CWW will display "County" on the Application Inbox Search Listing page and allow sorting by it.
- CWW will display "Assigned Worker ID" on Application the In Box Search Listing page and allow sorting by it.
- Workers will be able to search by the first letter of Primary Person's last name in the Changes/SMRFs/Renewals Inbox

RFA Enhancements

- The RFA Comments section will provide better tracking of worker comments. Multiple workers will be able to enter RFA comments and CARES will store the worker ID and date of the comments correctly at the case level. The comments for an RFA will be increased to allow 1000 characters (increasing from 250).
Note: RFAs with comments entered prior to December 19th will be converted to case comments with a CARES worker ID and a December 17th date.
- Comments entered on an ACCESS summary page will be moved to the RFA summary if an RFA is created. These comments will become a part of case comments when the intake is started and display under the worker

ID of the worker who processed the intake. If an RFA is not created from an ACCESS application, those comments will not become a part of case comments (current functionality).

Telephonic Signature (Ops Memo 11-66)

Consortia workers will be able to record and link a telephonic signature during client registration, allowing the filing date to be set for FoodShare over the phone when a telephonic signature is used.

County of Residence

- Problems with the “County / Tribe of Residence” defaulting to a tribal agency instead of the county agency on the General Case Information page have been fixed. The County of Residence drop down list will not display tribes on the New Household Address section or on the Agency Transfer page.

Reports

- Existing EOS reports will be maintained as-is at the county level.
- A monthly Timeliness Report will be provided to Counties/Consortia.
- A weekly Executive Report will be provided to Counties/Consortia.

Core Plan/Transition

- Consortia workers will be able to update the Health Needs Assessment and fee payments for Core Plan.
- Consortia workers will be able to update core plan cases and confirm the BLCA AG.
- A Face to Face option for Core Plan renewals will be added to the Application/Interview Details page.
- Starting January 1, 2012, applications that would have gone to the ESC will be routed to the appropriate county/consortia in box.
- Agency transfer letters have been revised.

Miscellaneous

- CWW will display the assigned worker, county and consortium on the case summary page of a confidential case to be visible to all workers.
- CWW will display the consortium name on the Individual Summary page.
- CWW will display an indicator on the FoodShare Budget page when the income exceeds the 130 % threshold for the case when running with dates.
- CWW will waive the Core Plan fee for verified tribal members during renewal.

ACCESS/Renew My Benefits

- Updates have been made in ACCESS to accommodate the new policy changes for FoodShare reporting requirements at SMRF. (communicated in ops memo 11-64).
- An option for a homeless person to either enter a mailing address or choose the local agency address for the mailing address has been added to ACCESS. If the local agency address is chosen, ACCESS will display that address for the applicant.
- The signature will now display on ACCESS SMRFS and Renewals PDFs.
- The ACCESS Renewal will display the names of the programs which are being renewed.
- Workers were unable to process some late SMRFs due to an edit saying the case had been closed for more than 30 days when it had not. Workers were instructed to manually process the SMRF. This has been fixed.
- The new phone and fax numbers will display and print for each consortium wherever applicable in ACCESS.
- The system will display both the agency and consortia name in ACCESS in the Change Center section wherever applicable.

SOLQ

SOLQ I implementation has been put on hold until early 2012. Workers will see an SOLQ discrepancy type under "Cases with DX Discrepancies" on their Home Page under My Tasks, but no discrepancies will display.

Fixes

- With the SOFSP (State Option Food Stamp Program) changes introduced on June 30, CARES was looking at the original Date of Entry on the alien/refugee page and incorrectly determining eligibility for some individuals. CARES has been fixed to look at the most recent Date of Entry in determining eligibility for FS.
- CWW will show the correct threshold for reporting changes on a combined FS and BadgerCare Plus notice.

Correspondence/CDPU (Operations Memo 11-55)

- CWW will display the CDPU's mailing address as the return address on all IM and shared notices of agencies which are a part of a consortium
- There is a new document type which can be used by the CDPU workers to scan returned (undeliverable) mail
- CWW will print the new phone and fax numbers for each consortium wherever applicable on all IM and mixed correspondence

- CWW will display both the agency and consortia name on all IM and mixed correspondence in the Change Center section.

Migration of mainframe letters (Operations Memo 11-70)

Thirty CARES mainframe letters will be moved to CWW. This move will increase security by reducing the number of system and manual errors. The appearance and language of the letters has been updated to align with the format used for the Client Notices in CWW. There are no changes to the logic used to generate the letters.

Note: Until further updates, workers will have to continue to suppress these letters using the mainframe screen CNIN. If a duplicate notice is issued via CWW, that duplicate notice will have to be suppressed in CWW. In early 2012, suppression logic will be moved to CWW.

SWICA

The SWICA process has been enhanced and a future operations memo will be issued describing those changes. The new process will not run until the end of January, 2012, however, workers will see a SWICA discrepancy type under “Cases with DX Discrepancies” on their Home Page under My Tasks. Until the January SWICA match run no discrepancies will display under this category.

Case Summary

W2 and Child Care have been added to the Generate Summary in CWW, an operations memo will be published soon describing those changes. In early January, 2012, the CAF print option from ACCP will be disabled.