

IM COMMUNICATION PLAN
6/21/07

PROJECT	IMPL. DATE	ADMIN MEMO	OPS MEMO	OPS MEMO SUPPLEMENT	MANUAL/ GUIDE	TRAINING (e.g. CWW Lab, distance, f2f, n/a)	OTHER	What will workers will need to know?
EBD AFB/CWW 2.0	6/25/07	3/14/07	5/9/07	5/9/07 Powerpoint		6/21/07 CWW Lab		
EMA/CENs	????		????		???? MEH, Process Help			Babies born to a woman on are eligible for a CEN extension. How to add the baby and provide the extension.
CWW Query Users	????		7/1/07		7/1/07 Security Manual	7/1/07 Query Users PowerPoint		Clarification of confidentiality rules and local IM agency role in granting access to CWW to partner agencies and organizations.
EBT Conversion	8/17/07	6/29/07	7/15/07		7/15/07 FSH and PH (eliminate EBT Guide)		Overview presentation at Reg. Meetings and WSSA	How to use the new CWW screens for EBT admin functions.
DDB Automation (automating the red folder process, includes scanning docs)	8/17/07	7/27/07	7/13/07		8/17/07 Process Help		IMAC Presentation 11/06 Overview presented at Reg. Meetings (5/07-8/07)	New local agency process for the "red folders". New automation in CWW for the referral process.
COLA Update	12/8/07		11/1/07		1/15/08 MEH			When will COLA change to into the system

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BC Plus	12/14/07							▪
Conversion Process	12/14/07	10/1/07	11/1/07	Exception Reports 12/21/07				Need to be ready for the conversion from FMA/BC to BC+
New Program Policy and System	12/14/07	10/1/07	10/1/07 12/1/07		10/1/07 BC+ Handbook (new)	11/1/07 – 1/31/08 TBD	Presentation at IMAC (5/07) Overview presented at Reg. Meetings (5/07-8/07)	Need to understand policy and eligibility rules for the new program Need to be able to use new CWW screens for BC+
EVHI Process	12/14/07	10/1/07	12/1/07		10/1/07 Process Help		WSSA presentation (6/07)	Need to understand the new process for employer verification
Welfare Parents and YEOHC	12/14/07	10/1/07	12/1/07		10/1/07 BC+ Handbook, PH			Need to understand the new process for YEOHC and child welfare parents
Benefit Plans	12/14/07	10/1/07	12/1/07		10/1/07 BC+ Handbook			Need to have a basic understanding of the new benefit packages for recipients
Co-Payments	12/14/07	10/1/07	12/1/07					Co-Payments will be collected by providers and may not provide the service is customer doesn't pay up front.
Premium Budgets	12/14/07	10/1/07	12/1/07		10/1/07 BC+ Handbook			
ACCESS Changes	12/14/	10/1/07	12/1/07		10/1/07 ACCESS HBK			Need to be aware of ACCESS and form changes to support BC+

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CWW 3.0 (SFEX webified)	12/14/07							Find and use new screens (and understand how they relate to the mainframe screens).
Budget Screens	12/14/07	????	12/1/07		12/14/07 Process Help	11/1/07 – 1/31/08 TBD		Find and use new budgets
Initiating Eligibility	12/14/07	????	12/1/07		12/14/07 Process Help			How to initiate eligibility from the web.
New Driverflow	12/14/07	????	12/1/07		12/14/07 Process Help			Ensure that CWW users understand updated driver flow.
Notice Redesign	12/14/07		12/1/07					
Background	12/14/07	11/1/07	12/1/07			11/1/07 – 1/31/08 TBD	IMAC (3/07) Overview presented at Reg. Meetings (5/07-8/07) WSSA presentation (6/07)	Why we are making this change Anticipated process change, workload change and impact on agencies.
Project Scope	12/14/07	11/1/07	12/1/07					Understand scope of notices for 1/1/08 as well as the transition plan.
CWW changes	12/14/07	11/1/07	12/1/07					How to find and use new web screens for notices
Changing when notices are issued	12/14/07	11/1/07	12/1/07					Understand when the notices will be sent out, when they won't be sent out, and when they should be suppressed
Changing how notices are generated	12/14/07	11/1/07	12/1/07					Understand rules and mechanics for generating notices:
New look and feel	12/14/07	11/1/07	12/1/07					Know where information is located on each notice
Notice history and preview and printing option	12/14/07	11/1/07	12/1/07					How to generate them and/or preview them, where to find notice history

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Posters for local agencies	11/1/07	11/1/07	11/1/07	Poster 11/1/07				Resources to educate customers about how to read the new notices
Communication (stuffer?) to clients	11/1/07							Resources to educate customers about how to read the new notices
FS policy changes to align with MA	?????							
Break in service (no new app required)	?????	????	????		???? FSH			Possible ACCESS and forms changes.
Waiver of all face to face interviews	?????	????	????		???? FSH			
CS deduction for obligated amount	????	????	????		???? FSH			
PE Process for BC+ Kids	1/1/08	11/30/07	11/30/07		10/1/07 BC+ Hbk	12/07 Face to face with pilot CBO's (Jeff)		Workers need to understand that there is a new type of PE and who will be making the determinations.
New PE Process for Pregnant Women	1/1/08	11/30/07	11/30/07		10/1/07 BC+ Hbk	12/07 Face to face with qual. providers (EDS)		Although there is no immediate change in process for local agencies, they need to understand the short- and long-term plans for changes to the PE process, as well as how those changes may affect workload in the agency.
interChange (new MMIS)	3/28/08		2/28/07	TBD	2/28/07 interChange Guide			

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Budget Bill	????							
DRA Asset Transfer	????		????		MEH			
FPW for Males	????		????		BC+ Hbk			
Medicare Part B enrollment as a condition of Medicaid eligibility	????		????		MEH			
SSN Exemption for Religious Reasons	????		????		MEH FSH			
CS cooperation no longer mandatory for FS (custodial and NCP)	????		????		FSH			
FSET Non-Mandatory	????		????		FSH			
COR Waiver (relocation of mentally ill from nursing homes to the community)	????		????		MEH			
FamilyCare Expansion	1/1/08	12/1/07	12/1/07		12/1/07 Implement. Guide, MEH, PH			

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Family Care (managed long-term care system)	????							
Family Care (Long Term Care)	????		????		MEH	TBD	TBD	Pays for nursing home services, does not include card services.
Family Care Plus Long Term Care and Acute & Primary Care	????		????		MEH	TBD	TBD	All financed by Medicaid.
Family Care Partnership Long Term Care Acute & Primary Care Medicare	????		????		MEH	TBD	TBD	All financed by Medicaid (customer surrenders Medicare card)