

**IM COMMUNICATION PLAN  
for January 1, 2008 changes  
(7/19/07)**

PROJECT	IMPL. DATE	ADMIN MEMO	OPS MEMO	OPS MEMO SUPPLEMENT	MANUAL/ GUIDE	TRAINING	OTHER	What will workers will need to know?
COLA Update	12/8/07		11/1/07		1/15/08 MEH		Explore the option of Including new notice design stuffer in COLA change notices to reach EBD/LTC customers	When will COLA change go into the system.
BC Plus	12/14/07					<b>PROPOSED PLAN (NOT FINAL)</b>  <b>Phase 1: October 2007 "Pre-training"</b> <b>Method:</b> Distance - State Created/Locally provided <b>Audience:</b> All (including managers) Topics: A) Handbook review B) Presentation about Winter 07-08 initiatives <b>Other notes:</b> Considering a Wisline Web for agency training coordinators to go over these materials so they know how to use them with their agencies.  <b>Phase 2: November 1 – December 14 (and beyond if necessary)</b> <b>BC+ Policy Training and CWW/Notices Overview</b> <b>Method:</b> Virtual and/or live classrooms/State provided <b>Audience:</b> Workers & supervisors <b>Topics:</b> BC+ policy, CWW 3.0 and notice demos/overview  <b>Phase 3: January 1 – ongoing</b> <b>Hands on CWW Labs</b> <b>Method:</b> Hands on FtF CWW Labs/ State created/State or locally provided <b>Audience:</b> Workers and Supervisors as desired <b>Topics:</b> Add new initiative info & exercises to existing CWW lab materials and structure		Topics listed below.
Pre-Conversion Process	12/14/07		11/1/07				Explore option of sending letter to customers prior to conversion (i.e. NLRR, denied for income...)	Which cases will convert? How will review dates be synched? Met and unmet deductible cases Cases in pending status How will Family MA cases SP/NV for income convert? What will happen with NLRR cases now that caretaker relatives can be eligible for BC+?
Post-Conversion	12/14/07	10/1/07	12/21/07	Cases pending after conversion report				Regular AA runs 12/14/07. Cases closing 077 on 12/31/07 will not convert. Conversion batch runs 12/15/07. Cases in pending status after conversion will show up on a list of cases that need SFEX run and confirmed and a verification checklist generated.
New Program Policy and System	12/14/07	10/1/07	10/1/07 12/1/07		10/1/07 BC+ Handbook (new)		Presentation at IMAC (5/07)  Overview presented at Reg. Meetings (5/07-8/07)  WSSA presentation (6/07)	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		Explore possibility of producing a DVD to be played at agencies (IMAC request) to educate	Need to understand the new process for employer verification

PROJECT	IMPL. DATE	ADMIN MEMO	OPS MEMO	OPS MEMO SUPPLEMENT	MANUAL/ GUIDE	TRAINING	OTHER	What will workers will need to know?
Welfare Parents and YEOHC	12/14/07	10/1/07	12/1/07		10/1/07 BC+ Handbook, PH		clients about Plans, Co-Pays and Premiums.  Develop handouts and fact sheets for each individual topic.	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					Providers will collect co-payments and in some instances services may not be provided if 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+
<b>CWW 3.0 (SFEX webified)</b>	<b>12/14/07</b>					See BC+ training info		Topics listed below.
Budget Screens	12/14/07		12/1/07		12/14/07 Process Help			Find and use new budgets. Mainframe no longer available for these functions.
Initiating Eligibility	12/14/07		12/1/07		12/14/07 Process Help			How to initiate eligibility from the web. Mainframe no longer available for this function.

PROJECT	IMPL. DATE	ADMIN MEMO	OPS MEMO	OPS MEMO SUPPLEMENT	MANUAL/ GUIDE	TRAINING	OTHER	What will workers will need to know?
Notice Redesign	12/14/07		12/1/07			See BC+ Training Info	IMAC (3/07)  Overview presented at Reg. Meetings (5/07-8/07)  WSSA presentation (6/07)	Topics listed below.  Background (why making the change) Project Scope CWW changes When are notices issued? When aren't notices generated? When and how to suppress? How are notices generated? Where is information located on the notice? How to generate and/or preview notices and where to find notice history.
Client Education	11/1/07	11/1/07	11/1/07	Poster 11/1/07			Posters for client education to be hung at local agencies and distributed to advocates.  Exploring other options for client education such as a stuffer or recipient update.	Resources to educate customers about how to read the new notices.
<b>FS policy changes to align with MA</b>	<b>1/1/08</b>							
Break in service (no new app required)	1/1/08		11/1/07	PPT	FSH PH	Phase 3 labs (see BC+ training)		How to process cases in CARES so cert period is correct and prorating of benefits is correct.
Waiver of all face to face interviews	1/1/08		11/1/07	PPT	???? FSH	Phase 3 labs (see BC+ training)		Possible ACCESS and forms changes. Emphasize the fact that at least a phone interview is still required. Interviewing techniques
CS deduction for obligated amount	11/1/07	11/1/07	11/1/07		???? FSH	Phase 3 labs (see BC+ training)		CARES changes.
<b>PE Process for BC+ Kids</b>	<b>1/1/08</b>	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.
<b>New PE Process for Pregnant Women</b>	<b>1/1/08</b>	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.

PROJECT	IMPL. DATE	ADMIN MEMO	OPS MEMO	OPS MEMO SUPPLEMENT	MANUAL/ GUIDE	TRAINING	OTHER	What will workers will need to know?
Family Care Expansion	1/1/08 (Select counties)	TBD	TBD		New MEH; FC Implementation Guide; Process Help; CAPO Processing Guide	A) Local agencies: On site BEM "SWAT Teams" proposed  B) CAPO staff centralized enrollment training TBD  C) New budget-related items training for existing FC counties.		FC Service Delivery Model (ADRC, IM, MCOs) CARES and policy for: Family Care (Long Term Care) Family Care Plus( Long Term Care and Acute & Primary Care); FamilyCare Partnership (Long Term Care Acute & Primary Care/Medicare); Self Directed Services Waiver