

BEM SYSTEMS PRIORITIES

The following maintenance/enhancement items have been identified by BEM to be the most important. To be included on this list, each item met all of the following rating criteria: Impacts Benefits (accuracy/timeliness), Required by State/Federal Law, Provides Cost Effectiveness/Savings, Provides Better Customer Service. These items need to be prioritized and approved by DHCAA before work can begin.

FoodShare Specific Priorities

Priority	Description	Scope (Simple, Medium, Complex)	Comments	Status
?	Shelter Cap (Active Errors)	Simple	<p>The shelter cap should be removed for customers receiving SSI and/or disability which in many cases would increase the allotment amount. Some workers do not remember to update the proper codes on the CWW Disability Page when SSI or SSDI is autopopulated from SSA.</p> <p>Possible solutions:</p> <ol style="list-style-type: none"> 1) Create an alert after SSI or SSDI is autopopulated. 2) Schedule the disability page after SSI or SSDI info is autopopulated. 3) Change the DX autopopulation process to update the fields on the disability page. <p>This change also affects MAPP and would reduce fair hearing requests in Milwaukee.</p>	Need to know number of cases impacted and what percentage of error rate would be affected.

Priority	Description	Scope (Simple, Medium, Complex)	Comments	Status
?	W-2 Income Budgeting	Medium	W-2 income is not always picked up and budgeted for other programs. This causes FS errors.	Need to know number of cases impacted and what percentage of error rate would be affected.
High	Disaster FoodShare process	Medium	<p>When a FoodShare disaster is declared, workers need to manually issue new, replacement and supplement benefits. This process is very error prone and is time consuming to State, local and vendor staff.</p> <p>Suggested solution- Add two new codes to the auxiliary process. Replacement - DFSP, Supplement – DFSP. This could be turned on and off as needed.</p> <p>If implemented, this fix would: streamline the process, be able to issue benefits to people sooner, and reduce worker processing errors. It would also save 8 hours of Deloitte time per day to manually generate the required federal reports.</p>	Approved for Deloitte to research.

Priority	Description	Scope (Simple, Medium, Complex)	Comments	Status
?	SMRF Letters Not Being Sent if Break-in-Service occurs during the Reminder Letter Month.	Complex	<p>If FS is not open or pending in the reminder month, the reminder letter is not sent, therefore, a SMRF is not sent.</p> <p>Possible solutions:</p> <p>1) Break relationship between reminder letter and SMRF. Affects our active and negative error rates.</p> <p>The causal relationship between the Reminder letter and SMRF needs to be separated to allow CARES to send out SMRFs for FS closing at AA in month 4 and reopening after the 10th of the 5th month, and for FS closing at AA in month 5 and reopening after the 10th of the 6th month.</p> <p>2) Adding a way for the worker to manually trigger the SMRF to be sent in this situation. This option would not need to touch the complicated SMRF logic.</p>	Need to know number of cases impacted and what percentage of error rate would be affected.

BC+ Specific Priorities

Priority	Description	Scope (Simple, Medium, Complex)	Comments	Status
Medium	Med Stat Code	Simple	Copayments for children need to change. We are charging some we shouldn't (N4-N1).	
High	BC+ Clean - up	Medium	<p>A number of outstanding BC+ issues have not been addressed after the implementation of BC+. Identified issues include:</p> <ol style="list-style-type: none"> 1) System errors and fatals – run numerous SPUIs several times per week to fix cases so that workers can issue benefits. 2) Benchmark plan is not building Group A Community Waivers 3) AGOE overrides are not sent to MMIS, so it is a manual update 4) Cannot request BC+ and build Group B Community Waivers without doing a workaround. 5) The absent parent page is scheduled for 18 year olds living on their own. This page is not required in this scenario. 	Filler - Include these fixes with other scheduled work.

Long-Term Care Specific Priorities

Priority	Description	Scope (Simple, Medium, Complex)	Comments	Status
Medium	Medicare Premium Assistance/SLMB+	Medium	<p>The changes listed below would help with more efficient processing of Medicare Premium Assistance cases as well as increase participation in the program.</p> <p>Recommended system changes:</p> <ol style="list-style-type: none"> 1) Move Medicare question to Medicare page so we can default to "Yes" and avoid filling out more information than is needed. 2) ACCESS AFB needs questions added 3) Automate the SLMB+ program in CARES. Because the program is tracked manually, reviews are done late and cause a break in coverage. 4) Use gross income - SSA for all Medicaid eligibility determinations. 	

Cross program Priorities

Priority	Description	Scope (Simple, Medium, Complex)	Comments	Status
High	Verification Due Date Issues	Medium	Numerous verification due date issues across programs have been identified including: 1) Ongoing cases where a program is being added is not giving customers 30 days to provide verification. The customer is given 10 days because the case is in Ongoing mode. 2) Dates on the verification checklist are appearing in the past. 3) Checklists are not being sent to the customers since it requires worker action – recommend defaulting the checklist to “Y.” 4) Customers receiving other customers checklists. Violates confidentiality.	All items approved for Deloitte to research.

Medium/High	Enrollment and Benefits (E&B) Booklet Automation	Medium	<p>Currently, the E&B mailing is a manual process which is very time consuming and results in a delay in the mailing of the booklet. Workers do not have a way to see if/when the E&B was mailed to the customer. We also send to customers who are denied because we need to provide them with how we calculated their income and determined eligibility. Many are returned as undeliverable.</p> <p>Recommend: Removing the enrollment information from the E&B and insert it into the Guide to Applying. Only customers determined eligible for BC+, Medicaid and FS would receive the benefits handbook. The handbook would be generated at the same time as the Notice of Decision and would be tracked in CWW.</p>	Look at starting work after BC+ CLA implementation.
Medium/High	Guide to Applying	Medium	Add the Enrollment information to this guide. The guide would be sent to all applicants.	Look at starting work after BC+ CLA implementation.

High/Medium	Client Notice Redesign Phase 2	Medium	<p>Transition letters to the new format. The scope has not yet been defined but should include at a minimum:</p> <ol style="list-style-type: none"> 1) Verification checklist – received numerous complaints that it is not specific enough about what types of verification can be used to provide proof of pending item. Out of compliance for FS. 2) Review Due letter – Is case based and does not talk specifically about which program is due for a review. 3) Client Scheduling letters – the current project is updating text using the existing Mainframe technology. 	Item #1 is approved for Deloitte to research.
High	ESOLQ	Complex	The current Mainframe process is no longer supported by DWD. The federal government has a mandate that we need to develop the ESOLQ process by March 2009.	Is the federal government willing to let us use the MF until 08/2009?

High	Earned/Unearned Income	Complex	<p>A number of issues have been identified where CARES is not correctly using earned/unearned income when determining eligibility. Issues include:</p> <ol style="list-style-type: none"> 1) CARES does not include initial months earned/unearned income. Sometimes the workarounds do not work. 2) Problems with the dynalist – earned income is disappearing when added to the dynalist. If the worker is not checking the budget carefully, they could miss it. The entry appears in history, but is not used in the eligibility determination. 3) Self-employment page redesign – Receive numerous QC errors on self-employment. Workers do not always use the worksheet to calculate self-employment and even when they do, the page does not flow like the worksheet. 	Filler - Include these fixes with other scheduled work.
------	------------------------	---------	---	---