

## EVHI and BadgerCare Plus Premium Fixes

### EVHI Issues

Issue Description	Recommended Solution	Status/Timeline
EVHI is requesting information for all household members based on income of children under 18.	Change EVHI so that a Request for Information (RFI) is not generated for employers of minors in the household.	Created a request for data to see how often this is occurring. Depending on the numbers received, a system fix may or may not be implemented.
We are making approximately 600 cases eligible per month without the employer verifying access. If the employer responds to the Request for Information (RFI) after 60 days, this information is not sent back to CWW. Currently, we will not ask for health insurance information again until the member's recertification.	Remove the 60 day time limit. If EVHI receives information from the employer at any time during the member's certification period, send it to CWW and alert the worker to re-determine eligibility.	Confirming recommended solution with policy. Changing the time limit is a small systems change.
In some instances, applications are waiting 60 days before becoming eligible. If the 'verify' button on the employment page is clicked after 30 days, CARES is setting the verification due date to another 30 days instead of 10 days.	If the worker clicks the verify button after 30 days, set the verification due date to 10 days.	Tentative scheduled date – December 12 release
Workers only have one verification code available to use (WV) if they need to process the application prior to receiving information back from EVHI. When this code is used, the RFI is deleted in EVHI.	Create a new verification code which will allow the worker to process the application but does not delete the RFI in EVHI.	An impact analysis from Deloitte is being conducted to identify the scope of the change.

BadgerCare Plus Premium Issues

Issue Description	Recommended Solution	Status/Timeline
ForwardHealth interchange (iC) will not be able to make manual premium entries for cases that are not sent by CARES. The Call Center currently sends EDS two reports per week of cases that need to be updated.	In Discussion between the State and EDS.	TBD
A fix needs to be made to CARES so that workers can decrease the premium amount when running with a passing date. A fix for this issue was implemented in July, but may not have covered all scenarios.	Address scenarios that were missed so that confirmation of the decreased premium amount can occur.	In research – The DHS Call Center is sending some case examples to Deloitte.
There is a business need to have a way to override or create premium amounts in CWW to send to iC.	Develop a premium override page in CWW. Even if the second item is fixed, there still is a need to have a way to override the premium amount. Example: Mom, Dad and child are eligible for BC+. Dad leaves the household in August, but is already determined eligible for August. Premium needs to be lowered for August, but cannot since we would not be giving Dad adequate notice of the adverse action.	A workgroup is being formed to address the issue.
If members pay their premiums late, EDS cannot send them a coupon.	In ACCESS, add a premium coupon for customers to print to send in with their payment.	In research.
Members need a way to track which premiums have been paid and which are still outstanding.	Add premium payment information to CMB.	In research.

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The current grace period before imposing an RRP is 30 days. This may be out of compliance with federal regulations.	Extending the grace period before imposing an RRP to 60 days.	In research.
Premium tracking page is not working correctly.	Correct current premium tracking page issues.	In research.
Late premium payments – an alert is generated for the worker to run the case. Sometimes, this alert is missed.	Schedule the case to automatically run. This would save time and ensure that it is done.	In research.
Initial Premiums – the free month is not always calculated correctly.	A number of possible solutions are being considered (e.g., eliminate the free month and have a nominal flat fee for the initial months; calculate the initial month's premium based on unverified information; have all initial months as free months, etc.)	Issue paper is being drafted to present to DHCAA management.