

DHCAA / Bureau of Enrollment Management / Bureau of Operational Coordination Workgroups for the Expansion of BadgerCare Plus to “Childless Adults”

Starting in December 2008, the Division of Health Care Access and Accountability (DHCAA) will implement a series of expansions to health care coverage for adults without dependent children (“Childless Adults”, or CLAs) who are not currently eligible for health care benefits. To support these expansions, DHCAA is pursuing two significant changes to its business model:

- Centralized enrollment, processing and customer service for Childless Adults via the BadgerChoice Support Center
- An expansion of its customer self-service portal, ACCESS, and rebranding of this website as BadgerChoice.gov

To implement these changes, we have formed 11 workgroups with representatives from the Bureau of Enrollment Management’s policy, systems, Call Center, training and/or communications sections, as well as Deloitte staff. The workgroups include:

Application Processing

1. *Determine eligibility policy and systems changes for CLA*
2. *Develop BadgerChoice Support Center eligibility processing services*
3. *Transition GAMP members to CLA*

Customer Service

4. *Change access.wi.gov to BadgerChoice.wi.gov*
5. *Develop BadgerChoice Support Center enrollment services*
6. *Develop online reviews, pre-printed review forms, program adds*
7. *Develop fiscal processes for payment of application fees (including online payment)*

HMO Connection

8. *Implement Health Needs Assessment*
9. *Develop HMO selection process and tool*
10. *Develop employer buy-up option*

Vendor RFP

11. *Develop RFP for Support Center vendor*

In addition to the workgroups listed above, DHCAA has workgroups to address communications and outreach, federal waiver requests, evaluation and reporting, and benefits and cost sharing.

WORKGROUP NAME/NUMBER	LEAD	WORKGROUP CHARTER
Wkgrp 1: Eligibility for CLA	Vicki Jessup	This workgroup will define policy for the BC+ for Childless Adults expansion. It will determine and document the related systems changes (CARES, ACCESS, ECF, MMIS) needed for the expansion.
Wkgrp 2: BadgerChoice Support Center: Eligibility Processing Services	Theresa Fosbinder	This workgroup will develop and document processes to support CLA eligibility processing. It will determine and document the related systems changes (CARES, ACCESS, ECF) needed for processing.
Wkgrp 3: GAMP transition	Angie Dombrowicki	This workgroup will determine the steps needed to transition Milwaukee GAMP members to CLA. The workgroup will consult with Milwaukee County to coordinate the transition process
Wkgrp 4: Change ACCESS to BadgerChoice	Autumn Arnold	This workgroup will develop and approve a new look and feel for the website currently known as ACCESS.
Wkgrp 5: BadgerChoice Support Center: Enrollment Services	Amy Mendel-Clemens	This workgroup will identify the desired processes, functions and standards for enrollment services within the BadgerChoice Support Center. This includes (but is not limited to) mailroom and scanning, answering customer questions, problem resolution, health needs assessments by phone, and HMO enrollment by phone. The workgroup will identify systems changes needed to support these functions.
Wkgrp 6: Online Reviews, Program Adds and Pre-Printed Review Forms	Autumn Arnold	This workgroup will develop functionality for online “program adds”, online reviews, and pre-printed review forms. This includes CARES changes and other system changes to support these new tools.
Wkgrp 7: Fiscal	Tricia Janssen	This workgroup will develop a method for collecting application fees (and other payments) online and through the BadgerChoice Support Center.

WORKGROUP NAME/NUMBER	LEAD	WORKGROUP CHARTER
Wkgrp 8: Health Needs Assessment	Autumn Arnold	This workgroup will adjust the existing online Health Needs Assessment to make it mandatory for childless adults, as well develop a stand-alone tool in ACCESS for use by non-CLAs and the BadgerChoice Support Center. This workgroup will also develop a DHFS database for storing and querying HNA data, and a process for providing data to HMOs.
Wkgrp 9: HMO Selection	Angie Dombrowicki	This workgroup will develop and approve design for an online HMO selection tool to be used by members and the BadgerChoice Support Center. The workgroup will also develop a mechanism for auto-assignment if the member does not choose an HMO.
Wkgrp 10: Employer Buy-up	Milda Aksamitauksas	This workgroup will develop and approve policy and design for the employer buy-up option for Childless Adults.
Workgroup 11: RFP	Jim Jones	This workgroup will develop an RFP for the BadgerChoice Support Center vendor. The workgroup will review proposals, select a vendor, and approve a contract.