

Central Processing of FamilyCare Enrollment for IM

A list is sent from the ADRC or LTC Support Unit on a monthly basis of individuals who meet the criteria for central processing of FamilyCare enrollment. These individuals must have full-benefit Medicaid eligibility as verified in the MMIS system for at least 60 days following the enrollment date, and must be functionally eligible for Family Care. Copies of the enrollment forms for these individuals are sent to the IM agency by the ADRC or LTS Unit. Any individuals who do not have full-benefit Medicaid eligibility for at least 60 days following the enrollment date are not processed centrally. The CAPO staff notifies the ADRC and the IM agency that these individuals will have to be enrolled by the IM agency.

After the individuals on the list have been verified in MMIS as eligible for full-benefit Medicaid, they are sent to CARES for batch processing, resulting in an EOS report that is used by CAPO staff to complete the central enrollment process. Following are the types of individuals/cases identified on the EOS report and the process for central enrollment:

Individuals on open waivers cases in CARES

- Batch processing will auto-populate the appropriate FC information in CARES
- CAPO staff will run eligibility and confirm the FC enrollment
- CAPO staff will align the FC review date with the waiver review date on AGOR
- The case will remain with the county worker assigned to the waiver case
- No further worker action will be necessary to complete the initial enrollment

Individuals on open MA (other than waivers) cases in CARES

- CAPO staff will enter request for LTC Services on the LTC Gateway page, complete the waiver and FC pages in CWW, run and confirm eligibility
- Waiver eligibility may cause closure of other MA program, triggering a termination notice as well as a FC/waiver approval notice
- The case will remain with the county worker assigned to the case

SSI recipients on cases in CARES open for other programs

- These individuals will not go through batch processing
- CAPO staff will enter request for MA, complete waiver and FC pages in CWW, run and confirm eligibility
- Contact with the local agency will be necessary if CAPO staff has questions about confirmation of another program of assistance such as BadgerCare or FoodShare
- The case will remain with the county worker assigned to the case

SSI recipients on old closed case in CARES

- Batch processing will load an ACCESS application into the inbox and assign it to a CAPO worker
- CAPO staff will use existing CARES information to create an RFA and, if necessary, a new CARES case
- The only data that will be updated for the individual is the information needed to open waiver eligibility and FC enrollment, including disability and SSI income, - other current non-financial and financial information may not be available to CAPO staff for entry in CWW
- Cash assets will be marked as ? to prevent pop-open of EBD-MA if SSI ends
- The case will be assigned to the local agency worker identified prior to FC expansion to the county

SSI recipients not known to CARES

- Batch processing will load an ACCESS application into the inbox and assign it to a CAPO worker
- CAPO staff will create an RFA and new case in CARES
- The only data that will be updated for the individual is the information needed to open waiver eligibility and FC enrollment, including disability and SSI income. Other current non-financial and financial information may not be available to CAPO staff for entry in CWW
- Cash assets will be marked as ? to prevent pop-open of EBD-MA if SSI ends
- The case will be assigned to the local agency worker identified prior to FC expansion to the county

Exceptions

- There are some individuals who cannot be processed through the batch. These are identified as exceptions on the EOS report. The most common exception is an SSI eligible individual who has an open FS case in the IM agency. In these cases CAPO staff will manually process the request for Medicaid and the FC and waiver pages in CARES, run and confirm eligibility.
- Rarely CAPO staff will not be able to process the enrollment for an individual due to an exception. CAPO staff will contact the IM agency to resolve the exception and complete the enrollment process.