

## DHS CARES & Other Systems Projects Implementation Schedule as of: 07/13/2009

Note: All dates and content are tentative for planning purposes and subject to change

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### July 2009

- **BadgerCare Plus Core Plan Follow-up Releases** – There are several releases planned for follow-up fixes related to the implementation of the BadgerCare Plus Core Plan.
- **BENDEX Medicare Fixes** – In some instances CARES is incorrectly terminating QMB/SLMB members. This issue is being fixed.

### August 2009

- **BadgerCare Plus Core Plan Follow-up Release** – This release will automate the lockbox file that is received from US Bank for checks and money orders that they process as well as sending Health Needs Assessment Data to the HMOs. Other maintenance fixes may also be included as well.

### October 2009

- **BENDEX File Layout Changes** – SSA sends more data on the BENDEX file than is being stored in the CARES database. This project will store all of the data from this file and will lay the groundwork for the automation of the citizenship data planned for January 2010.
- **EVHI Self Service** – The third phase of EVHI will allow employers to renew their health insurance information online through ACCESS.

### November 2009

- **ECF Workflow –Integrated document workflow/Fax Importing** - Streamlines the process of scanning, indexing, and processing documents by enabling a "scan first, act later" business model and by integrating the workflow into CWW.
- **ACCESS Child Care** – The Child Care program will be added to AIE, AFB, RMC, CMB and RMB (Renew My Benefits).
- **ACCESS Online Renewals/SMRF** – Add the ability for the member to do their program renewal for Health Care (excluding BC+ Core Plan), FoodShare and Child Care online using ACCESS. This will also include on-line SMRF completion.
- **ACCESS Accessibility Compliance/Browser Compatibility** – Identifies gaps in the ACCESS application with respect to Section 508 and W3C Priority 1 accessibility standards. ACCESS will also be tested using Internet Explorer 8 and Firefox 3 web browsers to identify and resolve any compatibility issues.
- **MILES Scheduling System** – A new scheduling system is being developed for the Milwaukee Enrollment Services center.

- **ESC/MILES Telephonic Signature Automation** – This will complete the automation of the telephonic signature to be able to start and end the recording using CWW as well as automatically load the signature to ECF.
- **Family Care Expansion Enhancements** - CARES enhancements will be made to allow for more efficient central processing for SSI recipients who are enrolling in Family Care.

### December 2009

- **BadgerCare Plus Core Plan Follow-up Release** – The HMO Selection tool will be available for BC+ Core Plan applicants to select their HMO in ACCESS. ACCESS will send this data to the ForwardHealth interChange (iC) system who will then send it to the HMOs.

### January 2010

- **EVHI Assessments** – Penalties for employers who fail to complete their health insurance information will be implemented.
- **BENDEX Citizenship Data Auto Populate** – The citizenship data received from SSA on the BENDEX file will be autopopulated.
- **MIPPA/SLMB+ Automation** – The Medicare Improvement for Patients and Providers Act (MIPPA) of 2008 requires states to accept Low Income Subsidy (LIS) application data and use it to determine eligibility for Medicare Premium Assistance. Along with this project, the SLMB+ program will be automated in CARES.

### February 2010

- No releases planned

### March 2010

- **EVHI HIPP** – The HIPP program will be integrated within EVHI to avoid employers having to complete duplicate health insurance information.
- **EVHI Reports** – Report capabilities will be added to EVHI.
- **ACCESS Program Add** – Members will have the ability to add a program in ACCESS to an open ongoing case using instead of using AFB.
- **ECF Customer Self Scanning** – Allows customers and Community Access Partners to scan documents themselves into ECF.
- **CMB Enhancements** - Make more information available to customers through ACCESS Check My Benefits, including viewing of correspondence and additional EBT information.
- **Verification Checklist Redesign** – The verification checklist will be converted to the new letter format and redesigned to be more specific on what type of verification is needed.
- **IVR- Benefit Query** – Will provide members an IVR option to query their benefits.

### April 2010

- No releases planned.

### May 2010

- **Pre-printed Review Forms** – Send a pre-populated form to members where they can indicate any changes to the existing information.
- **English View of Spanish notices** – Be able to view the Spanish notice in English to assist workers who do not know Spanish
- **IVR Benefit Review** – Allow members to submit their benefit renewal using an IVR option.
- **ACCESS RMC Enhancements for Assets and Expenses** – Allows the member to use ACCESS RMC to report changes in his/her asset and expenses information. Types of assets that can be changed include: liquid, vehicle, real estate, personal property, life insurance and burial. Types of expenses that can be changed include medical, dependent care and support.

### June 2010

- No releases planned

### July 2010

- **BC+ Childless Adult Core Plus Purchase** – An extra benefit package that can be purchased by employers of Core Plan participants will be available.
- **Enhanced ECF Integration in CWW/Viewing Documents** – Be able to pull up and view documents from CWW pages instead of having to go into the ECF.