

DEPARTMENT OF WORKFORCE  
DEVELOPMENT  
Secretary Roberta Gassman  
201 East Washington Avenue  
P.O. Box 7946  
Madison, WI 53707-7946  
Telephone: (608) 266-7552  
FAX: (608) 266-1784  
www.dwd.state.wi.us



State of Wisconsin  
Governor Jim Doyle

DEPARTMENT OF HEALTH AND  
FAMILY SERVICES  
Secretary Kevin R. Hayden  
1 West Wilson Street  
P.O. Box 7850  
Madison, WI 53707-7850  
Telephone: (608) 266-9622  
FAX: (608) 266-7882  
www.dhfs.wisconsin.gov

TO: **Income Maintenance Supervisors**  
**Income Maintenance Lead Workers**  
**Income Maintenance Staff**  
**W-2 Agencies**  
**Workforce Development Boards**  
**Job Center Leads and Managers**  
**Training Staff**  
**Child Care Coordinators**

FROM: Amy Mendel-Clemens  
Technical Assistance, Training & Education  
Section  
Bureau of Eligibility Management  
Division of Health Care Financing

| BEM/DWS OPERATIONS MEMO |                                     |       |                                     |                          |                                     |
|-------------------------|-------------------------------------|-------|-------------------------------------|--------------------------|-------------------------------------|
| No:                     | 08-01                               |       |                                     |                          |                                     |
| DATE:                   | 01/04/2008                          |       |                                     |                          |                                     |
| FS                      | <input checked="" type="checkbox"/> | MA    | <input checked="" type="checkbox"/> | SC                       | <input type="checkbox"/>            |
| CTS                     | <input type="checkbox"/>            | CC    | <input checked="" type="checkbox"/> | W-2                      | <input checked="" type="checkbox"/> |
| FSET                    | <input type="checkbox"/>            | EA    | <input type="checkbox"/>            | CF                       | <input type="checkbox"/>            |
| JAL                     | <input type="checkbox"/>            | JC    | <input type="checkbox"/>            | RAP                      | <input type="checkbox"/>            |
| WIA                     | <input type="checkbox"/>            | Other | EP                                  | <input type="checkbox"/> | ★                                   |
| <b>PRIORITY: HIGH</b>   |                                     |       |                                     |                          |                                     |

**SUBJECT: Employer Verification of Health Insurance and Earnings Process Changes**

**CROSS REFERENCE:** Operations Memo [07-60](#), Administrators Memo [07-09](#)

**EFFECTIVE DATE:** JANUARY 14, 2008

**PURPOSE:**

This memo describes:

1. Changes made to the Employment Verification of Health Insurance (EVF-H) process.
2. Changes made to the Employment Verification of Earnings (EVF-E) process and enhancements to the EVF-E form.
3. Availability of the EVF-E on the EM Web.

**BACKGROUND**

In 2004, along with the BadgerCare changes in the verification policy for income and health insurance, the process for verifying earnings and health insurance access was automated to minimize the IM workload associated with the new requirements.

Currently, when it is necessary to verify a recipient's earnings or health insurance access, the EVF-E and/or EVF-H verification form, along with a cover letter, is triggered and mailed to the recipient from the CARES Mainframe screen AGEV. The completed form is returned to the State's Central Application Processing Operation (CAPO) where it is scanned and the information contained on the form is auto-populated into CARES. An alert is generated and sent to the IM worker to let them know the new employment and/or health insurance information is available in CARES.

With the implementation of BC+, insurance information will be obtained using the new Employer Verification of Health Insurance (EVHI) database. Because of this change, the EVF-H form will no longer be generated.

In addition, in response to feedback from the local agencies about the delays in case processing that resulted from using the automated process for EVF-E forms, the CAPO will no longer process the forms. Instead, the forms will be returned to the IM worker in the local agency to process. Local agencies have also requested a quicker way to get the verification form to the recipient at the time of the interview instead of having it mailed to the recipient's home through CARES. A new on-line EVF-E form is now available to IM workers.

### ***EVHI CHANGES***

Beginning January 14, 2008, the EVF-H form will no longer be triggered from CWW. The current CWW fields for BC Health Insurance will be disabled and new EVHI fields will be available. The State will send a request for insurance information directly to the employer. When the employer responds to the State with the information, EVHI will auto-populate the health insurance access fields in CWW and an alert will be sent to the worker to run eligibility.

**NOTE** ➤ If verification of employer-sponsored health insurance is not available through the new EVHI process, CWW will be updated to indicate that there is no current or past access to health insurance. In these cases, the health insurance access will not impact the individual or family. No further action is needed on the part of the applicant or the IM worker.

A revised version of the EVF-H form will be made available for workers to use in individual situations if there is a conflict between information from the employer and information from the employed individual. For example, if EVHI indicates that an individual has access to health insurance (where the employer pays 80% of the premium) and the individual states that this insurance is not available, an EVF-H form can be used to verify the individual's statement.

### ***EVF – E CHANGES***

#### ***EVF – E CWW PROCESSING CHANGES***

Effective January 14, 2008, the newly redesigned EVF-E form will replace the current version generated by CARES. The new form will collect additional employment information needed for accurate case processing. In addition:

- Any CARES generated EVF-E form will be directed back to the local agency for manual processing. The return address on the EVF-E and the instructions will ask the employer to return the form to the local agency and not to the CAPO unit.

- Any form returned to the CAPO during the transition period of January 11, 2008 through February 29, 2008 will be scanned into the ECF.
- Although the CAPO will continue to scan forms returned to them, CARES programming will not auto populate the employment page in CWW. An alert will be generated and sent to the worker instructing him/her to manually enter the information.
- Forms received by the CAPO after February 29, 2008 will not be scanned into the ECF; the form will be mailed or faxed to the local county agency for manual data entry.

### EVF – E ONLINE

Effective with the release of this memo, a manually generated EVF-E form [HCF 10146](#) will be available under the Forms link on the EM page. This is a state form and should not be altered by local agencies. Feel free to send in suggested changes to the form using the Feedback link on the EM page.

- The manual EVF-E, as posted, is fillable and can be completed on-line. Enter or complete as much of the applicant/recipient information on-line as possible, being sure to include the case number, worker information and agency office, to make processing the form easier when it is returned to the agency. This on-line version will not be scanned by CAPO; this version must be returned to the agency for manual processing.
- When necessary, notes to the employer can also be entered in the Comments section at the bottom of the form.
- The form, along with the instructions to the employer, can then be printed and handed to the applicant/recipient at the time of the interview when verification of earnings is required.
- The on-line manual form also has the necessary ECF codes and can be easily scanned and indexed into the ECF when it is returned to the agency.
- Since the on-line manual EVF-E is not generated by CARES, no dates will be recorded showing when the form was provided to the customer; be sure to enter the date you provided the form to the customer in Case Comments when using the on-line manual EVF-E.

Using the online manual EVF-E is optional; workers can continue to use the CARES Mainframe EVF-E if desired.

**NOTE** ➤ Because the form was created for use by all program areas, not all the information requested on the form is required to determine eligibility for all programs.

### **CONTACTS**

BEM CARES Information & Problem Resolution Center

★Program Categories – FS – FoodShare, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.  
DHFS/DHCF/BEM/JE