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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 Enrollment Management
Division of Health Care Access and
Accountability

BEM/DFS OPERATIONS MEMO					
No:	08-07				
DATE:	02/01/2008				
FS	<input checked="" type="checkbox"/>	MA	<input checked="" type="checkbox"/>	BC+	<input checked="" type="checkbox"/>
SC	<input type="checkbox"/>	CTS	<input type="checkbox"/>	FSET	<input type="checkbox"/>
CC	<input type="checkbox"/>	W-2	<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	<input type="checkbox"/> ★
				EP	
PRIORITY: HIGH					

SUBJECT: **New and Revised DHFS Publications**

CROSS REFERENCE: IMM 1.1.4
Operations Memo 03-68
42 CFR 435.905
HFS 102.01 (4)

EFFECTIVE DATE: February 1, 2008

PURPOSE:

This memo explains the changes in publication distribution requirements for applicants and members enrolled in BadgerCare Plus (BC+), FoodShare (FS), and Medicaid (MA). Changes include the central mailing of the *Enrollment and Benefits* booklet and the local agency distribution of the new *Guide to Applying for Wisconsin's Health and Nutrition Programs* (PHC 16091).

BACKGROUND

According to state and federal law, agencies must furnish the following information in written form, and orally as appropriate, to all applicants and to all other individuals who request it:

- Eligibility requirements,
- Available coverage/services, and
- The rights and responsibilities of applicants and recipients.

The printed materials must explain the eligibility rules and appeals process in simple and understandable language.

POLICY CHANGE

In the past, local agencies were required to provide the FoodShare Eligibility and Benefits booklet (PHC 16012) and the Medicaid Eligibility and Benefits booklet (PHC 10025) to customers at application and review. These two publications are now obsolete and have been replaced by three new publications.

- [BC+ Enrollment and Benefits Handbook \(PHC 10167\)](#)
- [FoodShare Enrollment and Benefits Handbook \(PHC 16012\)](#)
- [Medicaid Enrollment and Benefits Handbook \(PHC 10025\)](#)

Beginning January 2008, the Department of Health and Family Services will mail these documents directly to customers.

These new publications will be mailed to anyone who applies for BC+, FS or Medicaid (approvals and denials) and then annually to households receiving benefits. The annual mailing of the BC+ and MA Enrollment and Benefits handbooks will occur in the spring to coincide with the new MA/BC+ FPLs. The annual FS Enrollment and Benefits handbook mailing will occur in October to coincide with the new FPLs and the new shelter and utility allowances.

Because the Enrollment and Benefits handbooks are being mailed to customers after an application is submitted and acted upon, pre-application information has been removed (i.e. Who Is Eligible, Where To Apply, and How To Apply). However, since this information is still required to be made available at the local agency, [A guide to Applying for Wisconsin's Health and Nutrition Programs \(PHC 16091\)](#) was created. The guide will be printed and available to IM agencies and is required to be handed out to customers who are applying for benefits or who request the information.

ATTACHMENTS

[BC+ Enrollment and Benefits Handbook \(PHC 10167\)](#)
[FoodShare Enrollment and Benefits Handbook \(PHC 16012\)](#)
[Guide to Applying for Wisconsin's Health and Nutrition Programs \(PHC 16091\)](#)
[Medicaid Enrollment and Benefits Handbook \(PHC 10025\)](#)

CONTACTS

BEM CARES Information & Problem Resolution Center

★Program Categories – FS – FoodShare, MA – Medicaid, BC+ – BadgerCare Plus, 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/DHCAA/BEM/AMC