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**State of Wisconsin
Governor Jim Doyle**

**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, Chief
Technical Assistance and Training Section
Bureau of Enrollment Management
Division of Health Care Access and Accountability**

BEM/DFS OPERATIONS MEMO					
No: 09-30 (Amended)					
DATE: 05/29/2009					
FS	<input type="checkbox"/>	MA	<input type="checkbox"/>	BC+	<input type="checkbox"/>
SC	<input type="checkbox"/>	CTS	<input type="checkbox"/>	FSET	<input type="checkbox"/>
				BC+ CORE	<input checked="" 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	

**SUBJECT: BadgerCare Plus Core Plan for Adults with No Dependent Children
(Childless Adults) and the Enrollment Services Center**

CROSS REFERENCE: [BCPH Chapter 43](#)
Administrator's Memo 09-01
Operations Memo 08-54
Operations Memos 09-29 – 09-34
Process Help Chapters 6 and 83 (future release)

EFFECTIVE DATE: June 15, 2009

PURPOSE:

This memo describes the implementation of the BadgerCare Plus Core Plan and the Enrollment Services Center.

BACKGROUND:

Low-income adults with no dependent children (also referred to as childless adults) are the most chronically uninsured people in Wisconsin. Even though approximately 60% of them work, they do not have access to employer sponsored insurance. The expansion of BadgerCare Plus to

provide affordable health insurance to this population began in January 1, 2009 when individuals who were enrolled in the Milwaukee County General Assistance Medical Program (GAMP) and several other counties' general assistance programs were transitioned into the BadgerCare Plus Core Plan for adults with no dependent children. Funding for the Core Plan was provided by 2009 Wisconsin Act 2 as part of the Hospital Assessment revenue.

The Department will begin accepting new applications for the Core Plan starting June 15, 2009, with the earliest enrollment date of July 15, 2009. The State's Enrollment Services Center (ESC) will be the point of delivery for this program and the childless adult population.

POLICY

The Core Plan will provide access to basic health care services, including primary and preventive care and generic drugs to low-income adults with no dependent children.

➤ **Note:** See [BCPH 43.11](#) for more detail.

To enroll in the core plan, individuals must meet the following eligibility criteria:

- Wisconsin resident;
- U.S. citizen or qualifying immigrant;
- At least age 19 but not more than 64 years of age;
- Not the parent or caretaker relative of a child under age 19 who is living with him/her;
- Not pregnant;
- Gross family income that does not exceed 200% of the federal poverty level guidelines (currently \$1,805 for a single person and \$2,428.33 for a married couple);
- Does not have private health insurance coverage at the time of request for Core Plan coverage or in the 12 months before that date, unless a good cause reason for losing the coverage exists;
- Does not have access to health insurance through a current employer in the month of application or subsequent three months;
- Did not have access to health insurance through a current employer in the past 12 months, regardless of how much the employer pays towards the premium, unless a good cause reason existed for not signing up;
- Not eligible for or receiving BadgerCare Plus, Medicaid or Medicare. (Note: enrollees may be eligible for Family Planning Waiver and Tuberculosis (TB) Medicaid along with the BadgerCare Plus Core Plan).

➤ **Note:** See [BCPH 43.2](#) for more detail.

Applicants will be able to request BadgerCare Plus Core Plan online using ACCESS or by phone.

To enroll in the BadgerCare Plus Core Plan, applicants will be asked to complete these steps:

1. Complete the request online at access.wi.gov or by phone at 1-800-291-2002,

2. Take a short survey about their health,
3. Pay a \$60 non-refundable application processing fee, and
4. Mail or fax proof of income and other information provided.

Once all required steps are completed and enrollment is confirmed, coverage will begin on the next available enrollment date. Enrollment dates are the 1st or 15th of the month.. There is no backdating for the Core Plan.

- **Note:** See [BCPH 43.5](#) for more detail

PROCESS

The Core Plan will be administered by the State's Enrollment Services Center (ESC). All applications, renewals, and case management for households with a Core Plan member will be assigned to the ESC. In addition, applications for other programs (Food Share and Family Planning Waiver) for this population will be processed by the new ESC. The ESC will also be responsible for processing Medicaid and/or BC+ for the spouse of an adult without dependent children in some situations.

- **Note:** See [BCPH 43.3](#) for more detail

Companion Cases will occur when there is:

- A Core Plan member with spouse requesting Long Term Care Medicaid (Family Care or Community Waivers), or
- A Core Plan member on a FS case with unrelated individuals with a non-qualifying relationship for BC+ or Medicaid.

Shared Cases will occur when there is a Core Plan Member:

- Living with a child less than 40% of the time requesting Child Care (CC)
- With a pregnant spouse requesting W2. Once the baby is born the Core Plan Member will lose his non-financial eligibility for the Core Plan and the case will be transferred to the local agency.
- Requesting W2 as a non-custodial parent

SYSTEMS

ACCESS, CARES and CARES Worker Web have been modified to capture and display information relevant to Core Plan eligibility determinations and enrollment, as well as for ESC processing. Future Operations Memos will detail these enhancements and note how they will affect local agency processing.

- **Note:** See Operations Memo 09-29 through 09-34 when available for more detail.

ENROLLMENT SERVICES CENTER (ESC)

Effective June 15, 2009, the State's Enrollment Services Center (ESC) will be the point of delivery for services for adults without dependent children. They will accept applications from this population online at [ACCESS.wi.gov](#) or by phone.

In general, applications accepted by the ESC for this population will include:

- BC+ Core Plan,
- FoodShare, and
- Family Planning Waiver.

However, if a Core Plan member has a spouse applying for another health care program (Medicaid or BC+ for families), ESC application processing will include that health care program as well. The ESC will maintain the case as long as the Core Plan member remains open for the Core Plan.

The ESC will also handle all Family Planning Waiver only cases – regardless of the age of the member – unless other members of the household are eligible for BadgerCare Plus or Medicaid.

A future Operations Memos will provide details about when and how local agencies should transfer appropriate cases to the ESC.

LOCAL AGENCY ROLES AND RESPONSIBILITIES

Local IM agencies will continue to serve families, pregnant women, and the elderly and/or disabled for:

- BadgerCare Plus (for families),
- Medicaid, including Long Term Care/institutions and MAPP,
- Medicare Premium Assistance,
- FoodShare (for families), and
- Caretaker Supplement.

Functions local agencies perform for these programs remain unchanged.

Local agencies will be responsible to:

- Screen new applicants and either refer appropriate applicants to the ESC to apply or process the Request for Assistance and transfer the RFA to the ESC as appropriate. (Process Help 6.1.6 – future release).
- Whenever possible, make sure a phone and/or a computer with access to access.wi.gov is available so customers can be immediately referred to the ESC when appropriate. If a computer and/or phone cannot be made available in the local IM agency, there are many community partners who are willing to assist customers apply for the BadgerCare Plus Core Plan, FoodShare, and FPW. Information about community partners is available on the DHS website at: <http://badgercareplus.org/gethelp.htm>. This website will be updated as more community partners are identified.
- FAX or scan documents submitted to the local agency that should have been sent to the ESC.
- Transfer existing cases per established procedures which will be communicated in a future Operations Memo and Process Help.
 - **Note:** No existing cases should be transferred by the local agency until that process is communicated.

- Communicate effectively with the Enrollment Services Center when the need to transfer cases arises.
 - Serve as mailing address for homeless participants whose cases are managed by the ESC.
 - Serve as the pick up point for FoodShare vault cards for members whose cases are managed by the ESC.
 - Provide FSET services for customers of the ESC.
 - Pay for drug testing for FS drug felons. (DHS will take over this process for ESC customers effective January 1, 2010).
- **Note:** See Operations Memo 09-29 through 09-34 when available for more detail.

TRAINING AND COMMUNICATION

POLICY

BadgerCare Plus Handbook Chapter 43 (Core Plan) has been published. There will be no further formal training on this policy. However, a Powerpoint presentation developed for the 2009 ANeW Conference is also available in the [Learning Center](#).

PROCESS

More detailed information will be provided regarding:

- When and how to screen applicants in order to appropriately refer applications for Core plan individuals to the ESC in Process Help; and
- When and how to appropriately transfer open cases to the ESC in a future Operations Memo.

SYSTEMS

The CWW systems changes effective June 15, 2009 are outlined in Operations Memo 09-34. A Powerpoint presentation developed for the 2009 ANeW Conference is also available in the [Learning Center](#).

- **Note:** See Operations Memo 09-29 through 09-34 when available for more detail.

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 – FoodShare 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.

DHS/DHCAA/BEM/AMC