



DEPARTMENT OF CHILDREN
AND FAMILIES
Secretary Reggie Bicha
201 East Washington Avenue, Room G200
P.O. Box 8916
Madison, WI 53708-8916
Telephone: 608-266-8684
Fax: 608-261-6972
www.dcf.wisconsin.gov

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

**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: 10-04 | | | | | |
| DATE: 01/13/2009 | | | | | |
| FS <input checked="" type="checkbox"/> | MA <input checked="" type="checkbox"/> | BC+ <input checked="" type="checkbox"/> | | | |
| SC <input type="checkbox"/> | CTS <input checked="" 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: 45 Day Review Letters

CROSS REFERENCE:

EFFECTIVE DATE: February 2010 for March Reviews (Renewals)

PURPOSE:

The purpose of this memo is to announce changes made to the 45 Day Review Letters.

BACKGROUND:

A Review (Renewal) letter is generated and sent to all households open for health care, Foodshare (FS), Child Care (CC) and W-2, approximately 45 days prior to the last day of the month in which the renewal is due. Because the same letter was used for all programs, the language in the letter had to be general enough to cover the renewal requirements for all programs. This was confusing for members who were open for multiple programs but may not have been due for a renewal for all of the programs.

CHANGE:

With the implementation of ACCESS Renew My Benefits, the 45 Day Review letter was updated to include language referring the member to ACCESS to complete the renewal. The decision was also made to update how the letter is generated so language more specific to the program of assistance being renewed could be added.

The new letters indicate for which program of assistance the renewal is due along with specific language about the requirements for the renewal.

Language has also been added to inform members they may complete or start their renewal on line using the new ACCESS Renew My Benefits tool.

Enclosures:

Copies of the new 45 Day Renewal Letters

[Attachment 1](#) — BadgerCare Plus Core Plan Renewal Letter for the Enrollment Services Center

[Attachment 2](#) — FoodShare and Medicaid Renewal Letter for the Enrollment Services Center

[Attachment 3](#) — BadgerCare Plus Renewal Letter for the Local Agency

[Attachment 4](#) — Caretaker Supplement Renewal Letter for the Local Agency

[Attachment 5](#) — FoodShare and BadgerCare Plus Renewal Letter for the Local Agency (agency schedules appointments and the member's phone number is available)

[Attachment 6](#) — FoodShare and Medicaid Renewal Letter for the Local Agency (agency schedules appointments and does not have the member's phone number)

[Attachment 7](#) — FoodShare and Medicaid Renewal Letter (member must call to make an appointment)

[Attachment 8](#) — FoodShare and BadgerCare Plus Renewal Letter for the Local Agency (agency schedules appointments and the member's phone number is available)

[Attachment 9](#) — FoodShare and Family Planning Waiver for the Enrollment Services Center

CARES:

There are no CARES changes associated with this update.

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/LA