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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, Section Chief
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Division of Health Care Access and Accountability**

BEPS/DFS OPERATIONS MEMO					
No: 10-25					
DATE: 3/30/2010					
FS	<input 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 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: Preprinted Mail-In Renewal Forms and Process

CROSS REFERENCE: Operations Memo 09-29; Operations Memo 10-04
BC+ Handbook Chapter 26.2
MEH Chapter 3.1.2
CTS Handbook Chapter 4.4

EFFECTIVE DATE: April 1, 2010

PURPOSE

This memo announces the use of the CARES Worker Web (CWW) Case Summary as a preprinted renewal form for BadgerCare Plus (Standard and Benchmark) and EBD Medicaid for children. This preprinted renewal form can also be used for EBD Medicaid, Family Planning Waiver and Caretaker Supplement mail in renewals. The following changes do not affect the online, telephone or face-to-face processes.

BACKGROUND

Under Section 104 of the Children's Health Insurance Program Reauthorization Act (CHIPRA) of 2009 (P.L. 111-3), States are encouraged to implement various practices to improve retention of children receiving benefits under Medicaid and the Children's Health Insurance Programs

(CHIP). States that implement a certain number of these specified practices by April 1, 2010 may be eligible for additional CHIPRA funding for the 2010 federal fiscal year.

The use of a preprinted renewal form when doing the annual redetermination of Medicaid or CHIP eligibility (BadgerCare Plus in Wisconsin) for children is one of these specified practices. CMS has informed the Department of Health Services that in addition to our new online renewal process, we need to issue preprinted renewal forms for those members who do not elect to do their renewals online, over the phone or in person. For this reason, the Department has decided to implement a preprinted renewal process starting April 1, 2010.

NEW PROCESS FOR BADGERCARE PLUS MAIL IN RENEWALS

PREPRINTED RENEWAL PACKET

Currently, Income Maintenance (IM) agencies mail the BadgerCare Plus Application/Review Packet (F-10182) to a BadgerCare Plus Standard or Benchmark Plan member who requests to complete his or her renewal by mail. When the review packet is returned, the worker enters the information in CARES, requests any outstanding verification and processes the renewal when all verification has been submitted.

Beginning April 1, 2010, Income Maintenance (IM) agencies are required to send a preprinted renewal packet, instead of the F-10182 review packet, to BadgerCare Plus Standard and Benchmark members who indicate they want to complete their renewal by mail. The preprinted renewal packet must also be sent when children eligible under EBD Medicaid are due for renewal and a mail in renewal is requested. When the preprinted renewal packet is returned the worker should follow the same process s/he used when processing the returned F-10182.

The requirement to send the preprinted renewal packet is only for BadgerCare Plus Standard or Benchmark members and children eligible for EBD Medicaid. Workers may also choose to send the preprinted renewal packet when a mail in renewal is requested for Adult EBD Medicaid members, Caretaker Supplement and Family Planning Waiver.

The preprinted mail in renewal packet will include all of the following:

- Printed Case Summary from CWW;
- Renewal Cover Letter (F-00233); and
- Renewal Signature Page (F-00234).

This change does not affect the process for members who choose to complete their renewal in person, over the phone or by using ACCESS Renew My Benefits.

If a member submits an F-10182 or the F-10101 renewal packet for an EBD Medicaid child, it is still a valid renewal and must be processed.

RENEWAL COVER LETTER

The Renewal Cover Letter is a form available online at: dhs.wi.gov/em/forms/imforms.htm. Fill in the appropriate addresses (customer's and agency return address), due dates and the programs being renewed.

RENEWAL SIGNATURE PAGE

The Renewal Signature Page is a form available online at dhs.wi.gov/em/forms/imforms.htm. Fill in the appropriate fields (customer's name, case number, date, etc.).

- **Note:** If the signed renewal packets are returned later than 30 days after the closure date for BC+, MA, CTS or FPW, consider it a new application for those programs.

RENEWALS FOR CASES THAT INCLUDE FOODSHARE

This process has been developed for BC+, MA, CTS and FPW. If a renewal for one of these programs also includes a FS renewal, both can be accomplished through this process; however, the FS renewal still requires an interview. If the information provided by the member during the interview differs from the information provided in the preprinted renewal, send the FS member a new case summary and request a signature attesting to the new information.

CARES:

To print the most current Case Summary, go to the Generate Summary page and click the 'Add New Information' icon. This will create a new page to use to print the summary. Select 'Print Summary' on the 'What would you like to do?' field and 'Written' on the 'Signature Collected' field. The Case Summary will print along with the signature page for an application. Replace the signature page included with the printed summary with the Renewal Signature Page.

- **Note:** CARES changes will be made in the future to automate this process.

ATTACHMENTS:

- [Example Pre-Printed Renewal Packet](#)
- [Renewal Cover Letter \(F-00233\)](#)
- [Renewal Signature Page \(F-00234\)](#)

CONTACTS:

BEPS 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, BC+ Core – BadgerCare Plus Core, 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/BEPS/AMC