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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: Vicki Jessup, Policy Section Chief  
Bureau of Enrollment Policy & Systems  
Division of Health Care Access and Accountability**

<b>BEPS/DFS OPERATIONS MEMO</b>					
<b>No: 10-54 (Amended)</b>					
<b>DATE: 07/15/2010</b>					
<b>FS</b> <input checked="" type="checkbox"/>	<b>MA</b> <input checked="" type="checkbox"/>	<b>BC+</b> <input checked="" type="checkbox"/>			
<b>SC</b> <input type="checkbox"/>	<b>CTS</b> <input checked="" type="checkbox"/>	<b>FSET</b> <input type="checkbox"/>			
		<b>BC+ CORE</b> <input type="checkbox"/>			
<b>CC</b> <input type="checkbox"/>	<b>W-2</b> <input type="checkbox"/>	<b>EA</b> <input type="checkbox"/>			
<b>CF</b> <input type="checkbox"/>	<b>JAL</b> <input type="checkbox"/>	<b>JC</b> <input type="checkbox"/>			
<b>RAP</b> <input type="checkbox"/>	<b>WIA</b> <input type="checkbox"/>	<b>Other</b> <input type="checkbox"/>	<b>*</b>		
<b>EP</b>					

**SUBJECT: Preprinted Mail-In Renewal Forms: CWW Updates**

**CROSS REFERENCE:** Operations Memo 10-25

**EFFECTIVE DATE:** July 19, 2010

**PURPOSE:**

The purpose of this memo is to announce changes to CARES Worker Web (CWW) to allow workers to automatically generate the CWW Preprinted Mail-In Renewal form (PPRF) along with the appropriate cover letter and signature page.

**BACKGROUND:**

Operations Memo 10-25 announced a policy change requiring the use of the CWW Case Summary as a preprinted renewal form for BadgerCare Plus (BCP) Standard and Benchmark and EBD Medicaid for children when the member requests a mail-in renewal packet. The form may also be used for EBD Medicaid, Family Planning Waiver, Caretaker Supplement and FoodShare (FS) mail-in renewals.

**PROCESS:**

Currently workers have to print a current Case Summary from the Generate Summary page, replace the signature page with the manual Renewal Summary page, and manually mail these with the Renewal Cover Letter.

Effective July 19, 2010, CWW will be updated to allow workers to automatically mail the Case Summary along with the Renewal Summary Page and Renewal Signature Page. See Attachment 1. The Summary Page with the Renewal Signature Page can also be printed at the local agency to be mailed to the member. If the Summary Page is printed locally the Renewal Cover Letter will not be automatically generated. The worker will need to include the manual Renewal Cover Letter with the Summary and Signature Page.

#### RENEWAL COVER LETTER

Because the Renewal Cover Letter will be automatically generated when the Case Summary is mailed through CWW the letter has been updated with more generic language to accommodate various combinations of programs due for renewal. When mailing a locally printed Case Summary the manual Renewal Cover Letter (F-00233) must be printed and included in the renewal packet.

#### RENEWAL SIGNATURE PAGE

The manual Renewal Signature Page (F-00234) is being replaced with a CWW generated signature page. A FS signature section has been added to the signature page. This section will only display if there is a request for FS on the case. By checking the box and signing the form, the member is requesting to complete his or her FS renewal. If the FS benefit is closed, and the Break in Service policy is not applicable, the request on the Signature Page will set the file date for the new FS request. No additional signature is required for FS once this form has been signed and the box for the FS renewal request is checked.

- **Note:** An interview must still be completed for a FS renewal or FS application.

#### **CARES**

A new signature type "R-PPRF" has been added to the drop down box on the 'Signature Collected' field on the Generate Summary page in CWW. When this option is chosen the Renewal Signature Page and the Renewal Cover Letter will be generated along with the Case Summary. The worker has the option to either automatically mail the summary or to print the summary.

Primary Person : █████ 50F PP Case: 8700443484 Status: Open Mode: Ongoing 3.2 7/02/2010

▶ Action Items (0) ▶ Documents (0)

**Generate Summary** Cancel  Reset

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**Effective Period**

Effective Date: 07/02/2010 Worker: R BERKSHIRE (XCTH69)

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**Summary**

Signature Collected: R - PPRF

\* View Summary:

\* What would you like to do?

E - Electronic  
P - Telephonic  
R - PPRF  
W - Written

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Updated on or before: MM / DD / YYYY

Cancel

**Reminder:** Workers must click the 'Add New Information' icon on the Generate Summary page to print the most current Case Summary. Workers should also view the summary to make sure all the information is correct and current. If the information on the summary is not correct or current, the worker must update the CWW information and generate a new summary with the correct, current information.

### ECF CODES

The preprinted Case Summary, Cover Letter and Signature Page mailed from the Generate Summary page in CWW will be stored in the ECF under 'Correspondence'. The preprinted Case Summary and Signature Page printed locally will be stored in the ECF under APP. The signature page and any pages of the summary returned by the member must be scanned into the ECF using the APP code.

### 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/LA