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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
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Division of Family and Economic Security

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Division of Early Care and Education

SUBJECT: Verification Notice Redesign

CROSS REFERENCE: Process Help, Section 50

EFFECTIVE DATE: November 08, 2010

PURPOSE:

The purpose of this memo is to announce and explain enhancements to the process for obtaining verification and information required to determine eligibility for BadgerCare Plus (BC+), Medicaid (MA), FoodShare (FS), Caretaker Supplement (CTS), Child Care (CC) and Wisconsin Works (W-2). These enhancements were designed with input from customers, advocates and agency staff.

BEPS/DFS OPERATIONS MEMO					
DCF/DFES OPERATIONS MEMO					
DCF/DECE OPERATIONS MEMO					
No:		10-59			
DATE:		10/25/2010 AMENDED			
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+ Basic	<input type="checkbox"/>	BC+ CORE	<input checked="" type="checkbox"/>		
CC	<input checked="" type="checkbox"/>	W-2	<input checked="" 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					

The changes that will be implemented on October 29, 2010 include:

- Functional changes to multiple CARES Worker Web (CWW) pages to decrease agency workload and reinforce program policy. Verification should only be requested from the customer when required by program policy and when it cannot be obtained through data exchange.
- A redesigned notice intended to be clearer, more informative, and easier to understand than the prior “verification checklist” to improve program participation and retention rates for eligible individuals and families, and
- A change in where checklist correspondence is stored from CARES Mainframe to CWW and the Electronic Case File (ECF).

This memo will provide a general overview of major changes with some specific examples of CWW changes. A more comprehensive, detailed explanation will be available through a training offered jointly by the Department of Health Services (DHS) and the Department of Children and Families (DCF). The training will be available through both the DHS IM Learning Center and the DCF-BWF Partner Training Services (PTS) web sites. A DXBM will be issued with more information on the training once it has been published to the training web sites.

BACKGROUND:

Under the current process for requesting verification, checklists are generated that may not clearly and easily explain what proof or information must be supplied to the agency in order to determine eligibility. In addition, multiple checklists are generated when verification is required for more than one type of program or assistance group. Because of this, workers often supplement written verification checklists with additional text or verbal communication.

In an effort to promote effective communication between agency staff and customers, reduce agency workload and maintain program integrity, DHS and DCF have worked jointly to redesign the current process and correspondence related to requesting verification for BC+, CC, CTS, FS, MA, and W-2 eligibility determinations.

CARES:

VERIFICATION FIELD CHANGES/ADDITIONS OVERVIEW

Various CWW changes will be made in order to allow workers to pend cases for the most appropriate reason(s) possible. One example of this is when a customer needs to verify Wisconsin state residency. Currently, the “Resides in WI” field does not have an associated verification field. Because of this, workers have been unable to efficiently pend a case for verification of residency. A new verification field will be added to “Resides in WI”, allowing workers to request verification of state residency.

This field will default to “NQ – Not Questionable” at intake for all members on a Health Care and/or CTS only case. For applications in which CC, FS, and W-2 was also requested, the field will default to “NQ” for all customers except the primary person. If state residency is determined questionable, workers should change the system default entry of NQ to Q? in order to pend eligibility for this reason. The field will not default for the primary person and will be a required entry for CC, FS, and W-2.

Current Demographics		Cancel	Reset
		Total: 2	
Individual Demographic Information			
Effective Period			
* Begin Month:	00 / 2010	Last Updated:	08/09/2010
Individual Details			
* Individual:	A L 27F PP		
* Identification Verification:	DR - DRIVER'S LICENSE		
* Identification MA Verification:	FS - PRIMARY PERSON FOODSHARE ID		
* SSN Cooperation:	Yes		
* Marital Status:	SI SINGLE NEVER MARRIED	* Verification:	NQ NOT QUESTIONABLE
* Resides In WI:	Yes	* Verification:	
* Intent To Reside In WI:	Yes		
* Migrant Farm Worker:	No	Verification:	NQ - NOT QUESTIONABLE
* Special Needs Child:	No	* Verification:	

A second example of a CWW change is on the Household Members page. When a Social Security Number (SSN) is required by program policy, the system will now enable workers to put an application into pending status and request proof of an individual's social security number (SSN) through the verification notice.

The "Worker Override Verification" field is used to put the case into a pending status for lack of SSN by entering a "?". When a SSN is provided, the Household Members page should be updated to "C – Completed Requirements" in the SSA Verification field.

When a valid SSN has been entered, CARES will automatically conduct a match with the Social Security Administration (SSA) to verify that there is a match between the SSN and the name. If the case includes MA/BCP the SSA will also conduct a US citizenship match for the SSN. Cases that do not include MA/BCP will need manual verification of citizenship and date of birth.

If a mismatch occurs during the data exchange for citizenship and identity verification with SSA, an alert is generated and the "Worker Override Verification" field should be used to put the case into pending status and request proof of the individual's SSN.

If the customer fails to provide an updated SSN within the timeframes allowed by program policy, eligibility should be denied by entering the "F-failed to provide information" code. Two additional codes have been added, E-emergency or refugee and R-religious, to be used based on individual circumstances when the individual is exempt from having to provide an SSN according to program policy.

Household Members Cancel Reset

Total: 3

Current Household Members

M EXAMPLE 31F PP

Effective Period

Last Updated: 09/24/2010

Delete: Delete Reason:

Individual Name

*First Name: M MI: *Last Name: EXAMPLE Suffix:

Additional Information

* Gender: FEMALE

SSN: 999 -12-1234 SSA Verification: 1 - SSN NOT ON FILE

* Birth Date: 09 / 19 / 1979 Worker Override Verification:

* Verification: BQ - BIRTH RECORD QUERY

Estimates for Relevance Determination

Age Category: 22 and older Serves as Alien Sponsor:

VERIFICATION FIELD CHANGES/ADDITIONS CHART SUMMARY

The following chart lists updated or newly created verification fields and the CWW pages they can be found on. For more details regarding the functionality of each field, refer to the Verification Notice Redesign Training.

CWW Page	Verification Field / Eligibility Factor	New or Change	Program(s) Impacted
Household Members	SSA Verification	New Worker Override Verification field	All
General Case Information	Address	Function Change	Will no longer impact FS, CTS, BC+, or MA.
General Case Information	Household Composition	New	All
Permanent Demographics	Date of Death	Function Change	All. Field will not pend any program, but will be used to collect source of death date information.
Current Demographics	Resides in Wisconsin	New field added to pend for verification of WI residency	All
Benefits Received	Other State SNAP	New field added	FS
Benefits Received	Tribal Commodities	New field added	FS
School Enrollment	Student Food Share Eligibility Reason / Work Study Participation	New field added to allow workers to pend for proof of participation in work study as a condition of non-financial eligibility.	FS
Disability	Has the individual	New field added	MA

	submitted MADA form?		
Disability	Has the individual submitted Authorization to Disclose Information form?	New field added	MA
Newborn	Has this child been continuously living with his/her natural mother since birth?	Field is defaulted to Yes and protected.	BC+ (Continuously Eligible Newborns)
Drug Felon	Passed Drug Test Response / Drug Test Result Date	Field added to allow request for proof of drug test results. Verification of Drug Test Result Date is now obsolete.	FS, W-2
FS IPV Sanction	Decision Date Verification	Field is now obsolete because this is not proof a customer must provide.	FS
Institutions	Veteran (No Dependents)?	Field is now obsolete. Field will be systematically updated to No before being obsoleted.	MA
Institutions	Daily Rate Verification	Verification field is now obsolete. The worker should obtain this information from the institution.	MA
Self Employment	Business: Name, Tax ID, Ownership Type, Start Month, Significant Change Month, and Most Recent Business Taxes Filed Year	Multiple new fields added; based on entries, CWW will send out the SEIRF (F-00107 or F-00219 if farm) or request tax forms/schedules.	All
Support Obligations/Payments	Amount fields	Text change to accommodate program policy differences. Fields now read: Health Care Amount and FoodShare Amount. A comment field has also been added to the page.	BC+, CTS, FS, MA
Child Care Activity Status	Child Care Activity Type	Increased functionality to allow ability to pend eligibility for information about the approved activity.	CC
Employment Verification	Employment	This page has now	All

Due Dates		been incorporated into the Verification Due Dates page.	
Verification Due Dates	All	All verification due dates will now be shown on this page.	All

VERIFICATION FIELD SYSTEM DEFAULTS OVERVIEW

In order to avoid over-verification and increase efficiency, some verification fields have been enhanced to default to “not questionable” (NQ). Data fields that currently require an entry but may not require verification will now default to NQ such as: Birth Date, Marital Status, Living Arrangement, Enrollment Status Verification, Expected Date of High School Graduation, Household Relationships, and Employment Type (when employment type is R – Regular Employment). A new field on the General Case Information page, ‘Household Composition’ will also default to NQ.

The NQ default will occur the first time information is entered in the data field related to the verification field, such as when an individual not previously known to CARES is added to a case or when a new sequence is created. Verification fields will not default to NQ if the corresponding data field contains an existing entry.

These fields should be updated to a “?” or “Q?” if the information provided is deemed questionable or is required for a requested program. For example: birth date must be verified for W-2 and Child Care. If one of these programs has been requested the birth date verification field must be updated to reflect the verification provided or with a “?” if the verification has not yet been provided. The field will pend appropriately based on program specific policy. A worker may also update the verification field with the appropriate code based on verification the customer provides.

Example: The verification field on the Household Relationships page will default to NQ for all programs. If a worker determines a claimed relationship questionable, s/he should enter a Q? to put eligibility into a pending status and request verification.

Another example of a CWW page with a new verification field and enhancement is the School Enrollment page:

School Enrollment Cancel Reset

Total: 2

Effective Period

* Begin Month: / Last Updated: 09/01/2001

Individual Information

* Individual: A L 27F PP

▪ Highest Level of Education Completed:

▪ High School Graduation Status: Verification:

* Enrollment Status: Verification:

Type of Educational Institution:

Student FoodShare Eligibility Reason: Verification:

▪ School District:

School Name:

▪ Expected Date of High School Graduation: / /

Meets Caring for Dependent Children Requirement:

1. Verification field values have been defaulted to NQ.

2. New verification field added.

Enter New Begin Month: /

- Note that both the High School Graduation Status and Enrollment Status Verification fields will default to NQ.
- A new verification field has been added to allow the worker to pend FoodShare eligibility for a student participating in a work study program. This verification field will only pend eligibility for the WS (Work Study-Federal or State) reason code. If a Q?/? is entered for any other reason code, the following edit will be displayed on the page: AE120: Please do not enter "Verification (Student FoodShare Eligibility Reason)" when "Student FoodShare Eligibility Reason is not 'WS-Work Study'."

ENHANCED FUNCTIONALITY BETWEEN CWW AND VERIFICATION NOTICE

In addition to adding new verification fields and changing functionality to some existing verification fields, the verification process has been enhanced to allow a more detailed checklist that ties into specific CWW fields, automated mailing of verification forms related to employment, and the creation of two new verification codes (PN and FN).

Workers will also see additional information on the Verification Checklist page, allowing them to more efficiently determine the specific CWW field entry causing eligibility for an assistance group to pend.

Adding Clarity to the Checklist

Currently, the level of detail on the checklist may not be specific enough to clearly communicate information about the proof or information the agency needs in order to determine eligibility. For example, if a worker updates the Unearned Income page with a "?" in the verification field related to the 'Gross Income Amount', the verification checklist will state that 'Proof of the gross amount of this unearned income' is needed for the individual.

With the enhancement, the verification notice will now list out the specific unearned income type that needs to be verified. If there are multiple unearned income pages with different income types (e.g.: Workers Compensation and Veteran Benefits), the checklist will specifically list both types of unearned income that must be verified.

Automated Mailing of Employment Forms

One of the most common eligibility factors requiring verification is income. The failure to provide verification of employment and/or self-employment income is a common reason why eligibility for individuals and families is denied or terminated when they otherwise meet program rules. In order to improve the timeliness and clarity when requesting income verification and reduce the rate of procedural denials and closures, the system will now automatically include the Employment Verification of Earnings (EVF-E) form with the checklist when a case is pended for proof of earned income from the Employment page.

Workers will no longer choose whether to send either the EVF-E form or the Paystub Letter on the Employment Verification Due Date page. The request for employment income verification will be made via the checklist and will include multiple options for verifying employment, including having the employer complete the EVF-E or providing pay stubs. The due dates for employment verification will be incorporated into the Verification Due Dates page.

Automatically including the EVF-E with the notice will ensure that customers are consistently given multiple options for verifying employment and will provide maximum time for the customer to comply with the requirement.

Based on the entries in the new fields on the Self-Employment page in CWW (see chart above) CARES will either request tax forms or automatically include the appropriate Self-Employment Report Form ([F-00107](#)) or ([F-00219](#)) with the verification notice. More information on this process will be presented in the training.

Reminder: The Work Number should be used to verify employment income whenever available.

New Verification Codes Added

Two new verification codes have been created for use on combined cases for CC and/or W-2 that also involve BC+, CTS, FS, and/or MA. These codes will accommodate the difference in verification timeline requirements and policy between the programs. They have been added in addition to the already existing WN and O codes. A brief overview of the existing codes is included along with the functionality of the new codes:

- PN – This code will allow workers to pend W-2 and/or CC while continuing to pass BC+, CTS, FS, and/or MA.
- FN – This code will allow workers to deny W-2 and/or CC while continuing to pass BC+, CTS, FS, and/or MA.
- WN – This code allows workers to deny W-2 and/or CC while continuing to pend BC+, CTS, FS, and/or MA.
- O – This code is used on the Gatepost page(s) that are relevant to W-2, such as the Asset Gatepost. Entering an O will cause eligibility to fail for CC and W-2, but continue to pend FS for up to 30 days. It will not cause MA to pend.

Example 1: Janell has an open, ongoing FS and BC+ case. She verified in March that she is working a job, making \$8.00 per hour, 10 hours per week. In May, she applies for W-2 and CC, reporting that she is still at the same job, making \$8.00 per hour, working 10 hours per week. Because the verification of income is already in the ECF for FS and BC+, and no change in income has been reported, it is not appropriate to enter a ? to request verification of the income. The worker must enter the PN code in the verification field in the Detailed Wage Information section on the Employment page to request current verification of this income for W-2 and CC.

If the verification is not received timely, the worker will use the FN code to deny the W-2 and CC application for lack of verification of income. The FS and BC+ remains open because verification of income was not required by program policy in this circumstance.

Example 2: Carolyn applies for FS, BCP and W-2. At application, verification of income from her part time job is requested, allowing 7 days to verify for W-2 and 30 days for FS and BCP. On the 8th day, she has not provided verification of her income and has not contacted the agency to request assistance in obtaining the verification. The W-2 worker enters the WN code in the verification field in the Detailed Wage Information section on the Employment page and runs eligibility, causing W-2 to fail for lack of verification. Eligibility for FS and BCP continues to pend for the income verification.

Verification Checklist Page Enhancements

A new “Type“ column has been added to the CWW Verification Checklist page to assist workers in determining what page and field is pending eligibility for an assistance group.

Application Entry Section	Individual	Type	Pending Information / Verification	Assistance Group / Sequence
Individual Demographics	A L 27F PP	Current Demographics	- Resides In WI	FS 01
Employment	A L 27F PP	Employment : HARDEES		
Unearned Income	A L 27F PP	Unearned Income : VETERAN BENEFITS	- Gross Income Amount	BCPF 01 FS 01

The “Type“ column will list the CWW page name if the pending information is non-financial. If the pending information is from a field on the Employment, Asset, Expense, Unearned Income or Self Employment pages, detailed information from the pending field will display in the “Type“ column.

CORRESPONDENCE:

The new verification notice will:

- Include specific information about verification requirements for BC+, CC, CTS, FS, MA, and W-2 according to program policy,
- Provide the correct due dates according to program policy,

- Be divided into four different sections that will display dynamically based on what is needed for the particular case circumstances,
- Contain relevant, specific examples of documents that can be used and information about how to get information about other types of documents that can be used,
- Allow eligibility workers to preview the notice and add relevant notes,
- Be stored in the Electronic Case File and viewable in CWW through Client Correspondence, and
- Be issued systematically through a nightly batch process along with an additional option to print locally. If multiple versions of the checklist have been generated throughout the day, only the last checklist generated for that day will be issued through the nightly batch.

VERIFICATION CHECKLIST FEATURES

Checklist Sections

The new verification notice will have up to four different sections. The title of the notice will vary according to which section(s) the notice contains. These sections will display on the checklist dynamically based on what is pending for the particular case. The sections are:

- Action Needed
- Proof Needed
- Information Needed
- For Your Information

The language in each section has been improved to help clearly communicate what the agency needs in order to determine eligibility.

The **Action Needed** section will contain actions that the customer must complete as an eligibility requirement. Some typical actions that will appear in this section include completing an interview, paying a premium, and signing an application. It will have columns for what action needs to be completed, the household member associated with the action, what needs to be done, the programs(s) the action must be completed for and the corresponding due date(s).

Example:



Action Needed

This section lists actions that you need to take by the due date listed below. Contact us right away if you have questions or problems and we will help you.

What?	Who?	What to do?	Program(s)	Due Date
Complete your scheduled interview or contact the agency listed on page one to make an appointment.	UATTEST	Keep your interview appointment or contact the agency if you need to schedule one.	Child Care	Oct. 20, 2010
		 FoodShare Oct. 29, 2010

The **Proof Needed** section lists items that the customer must provide to the agency as an eligibility requirement. It will have columns for what item needs to be verified, the household member the item is associated with, preferred examples to provide proof of this item, the programs(s) the proof is needed for and the corresponding due date(s).

Example:



Proof Needed

This section lists items that we need proof of by the due date listed below. Contact us right away if you have questions or problems getting the proof and we will help you.

What?	Who?	Examples*	Program(s)	Due Date
Wisconsin residency	UATTEST	Lease/Rental Agreement; Mortgage Statement; or Statement from landlord.	Child Care	Oct. 20, 2010
			FoodShare	Oct. 29, 2010

**If you do not have any of the examples of proof listed, there are other things you can use. For a complete list of examples, go online to dhs.wi.gov/em/customerhelp or contact us.*

The **Information Needed** section lists additional information the customer must provide to the agency. It will typically contain information that is collected from Gatepost questions and will be used when the customer has not provided enough information via a paper or online application for a worker to complete the relevant detail page(s) in CWW and s/he cannot be reached by phone or written responses are otherwise needed.

The questions in this section have a checkbox for the customer to answer Yes or No and detail questions to complete if the answer is Yes. The customer will have the option of contacting the agency by phone to provide the responses or completing the detail questions listed in the Information Needed section and returning the written responses to the agency online or by mail, or fax.

Example:



Information Needed

To find out if you are eligible we need more information from you. Please complete this section and get it to us by the due date listed using the **Document Tracking Sheet**. You can also contact your agency to give this information over the phone. We may ask for proof of this information later.

Answer the questions below for **Child Care by Oct. 20, 2010; FoodShare, BadgerCare Plus, Medicaid and Family Planning Services by Oct. 29, 2010:**

Question 1: Is anyone in your home currently employed or on strike? Yes No

For each person and employment:

a. Tell us who and answer the following questions for each job: What is the employer's name, address, and phone number?

- Note: Use of the Information Needed section through the Gatepost should be limited as much of the information on the Gatepost will be obtained during the interview process if the individual or family has applied for FS, CC or W-2. In circumstances where the customer has not provided enough information for a worker to appropriately complete the Gatepost to enter the correct detail pages (such as a health care only application received through ACCESS or the mail, a vague report of change, or a fraud tip on an ongoing case), it is likely more efficient for a worker to attempt to contact the customer by phone to obtain needed information prior to entering a verification value that will pend the case and display on the Information Needed section of the checklist.

The **For Your Information (FYI) section** lists eligibility items that are needed in order for the agency to determine eligibility, but that the customer is not responsible for providing. Examples of these items include proof of health insurance access, DDB disability determination decisions, and information needed for Long Term Care MA that is supplied from a care manager.

Example:

(FYI) For Your Information (No Action Needed)

Based on what you told us, your worker is checking with other agencies about the following information. You do not have to do anything at this time.

What?	Who?	Program(s)
Disability Determination Bureau (DDB) decision about disability	UATTESTING	Medicaid

In addition to the four dynamic sections contained in the verification checklist, each checklist will have a cover sheet that lists the programs that are pending, the due dates for each program, and the worker or agency contact(s).

The checklist will also contain a Document Tracking Sheet (DTS) to assist the customer in providing verification or information to the agency. The document tracking sheet will be included with checklists containing either a Proof Needed or Information Needed section. It will not be included with checklists that have only an Action and/or For Your Information Section. The DTS will help agencies manage the flow of responses to appropriate workers and cases.

The document tracking sheet will provide information on methods and options of providing verification such as scanning and submitting online through MyACCESS, faxing, mailing, or dropping the verification off in person. Customers will be highly encouraged to submit the Document Tracking Sheet when returning proof or information to the agency, but failure to include the DTS when submitting proof or information is never an eligibility factor.

For more information on the Document Tracking Sheet and functionality with the Electronic Case File, see Operations Memo 10-58: ECF Workflow Phase 2.

- Note: The CARES case number or ACCESS Tracking number will be located on the bottom left side of the Document Tracking Sheet for both customer and agency reference. The Document Tracking Sheet number will be located on both the upper right side and lower left side of the Document Tracking Sheet.

Examples of the new Verification Checklist can be found in Attachments 1, 2 and 3.

Previewing and Adding Notes Option

Workers will now have the ability to preview and add notes to the checklist. Workers will also have the option to preview checklists in English that will be printed in Spanish when the household language indicator is Spanish on the General Case Information page. To preview a notice, workers can click the Preview Verification Checklist Correspondence magnifying glass on the bottom of the Verification Due Dates page.

Assistance Group	Sequence	Verification Due Date	Verification Extended Due Date	Verification Extended Due Date Reason	Extension Due Date	Extension Reason
FOODSHARE	01	09/23/2010	MM/DD/YYYY		MM/DD/YYYY	

Preview Verification Checklist Correspondence

Add Case Comment

Cancel Previous Next

The Preview Correspondence Summary page will display. At this point, a worker can decide to either add notes to the applicable section(s) of the checklist and then preview the correspondence or preview the correspondence without adding a note. By clicking the View button next to the 'Preview the Correspondence' selection and selecting the language to preview the checklist in, correspondence will be generated in a PDF format and displayed online. This option allows workers to locally print the PDF of the notice to provide when an application or renewal interview is being conducted in person. Even if the notice is printed locally, it will still be mailed as well.

- Note: Because the checklist has moved from CARES into CWW, workers will no longer access CNHS to view a checklist in history or CNIN to add notes to a checklist. These functions will now be accessed in CWW through Client Correspondence.
- Reminder for W-2 Workers: When adding notes to the Verification Notice, caution must be used so that only notes related to eligibility verification factors are added. Notes regarding assessment or other highly confidential data related to placement are not appropriate to add to the Verification Notice.

True Change Logic Eliminated

Workers should be aware that with the redesigned verification notice, the "true change" logic which existed with the prior checklist will not be available until a future phase of the verification notice project. The system will generate and mail only the latest checklist triggered on a case each day through a nightly batch process. If a worker initiates the eligibility determination driver flow and proceeds to the Verification Due Dates page, a new verification notice will be triggered if the case is pending, even if there are no changes to the most recently generated notice. In this situation, workers may click 'Cancel' on the Verification Due Dates page to avoid generating a verification notice. If a worker accesses the Verification Due Dates page and clicks "Previous", "Next", or moves from the page using the Navigation Menu without clicking "Cancel", s/he may manually suppress the checklist using the CWW Suppression page only if there are no changes to the previously mailed notice and s/he did not intend to generate a new notice.

ACCESS

ACCESS has been updated to reflect changes related to the Verification Notice Redesign project. Additional questions have been added to “Apply For Benefits” to correspond with new data fields in CWW, including the new fields on the Self-Employment Page. “Check My Benefits” has also been updated to reflect enhancements related to the Verification Notice. The ACCESS handbook will be updated to reflect these changes.

ACTION REQUIRED:

In order to ensure consistency in the communication customers receive regarding verification, workers should use the system generated verification notice whenever possible. With the enhancements made to CWW, agencies should no longer have a need for manual versions or adaptations of the verification checklist. The manual Request for Verification form ([DWSP-2303](#)) should only be used when CWW is unavailable to issue a checklist or the system-generated list is insufficient. The need to issue a manual verification notice for FS, CTS, and/or HealthCare should first be discussed with the DHS Call Center staff.

If manual notices are issued, the notice must be scanned into ECF and case comments entered in CWW confirming the reason the manual notice was used and the date it was mailed.

Agency staff are expected to effectively communicate about verification required for eligibility determinations when multiple agency workers are involved. If a customer provides eligibility related verification to either the W-2, Child Care, or IM Worker, the verification should be scanned to the ECF and the receiving agency should communicate with any other agency waiting for that verification that the verification has been received. However, highly confidential documents for W-2 or CC should not be shared or scanned into the Electronic Case File. See Operations Memo 09-68 for more information on storing confidential documents related to assessments.

Agency staff are expected to be familiar with the new format and appearance of the Verification Notice, including the document tracking sheet, so that they can communicate effectively with customers. The Verification Notice – Reviews, Enhancements, and Changes training will be available in a distance learning format through the Learning Center mid October 2010. Completion of this training is strongly recommended by DHS and DCF.

ATTACHMENTS:

[Attachment 1: Verification Notice Example with Combined Case](#)

[Attachment 2: Verification Notice with all Sections](#)

[Attachment 3: Verification Notice with Note from Worker](#)

CONTACTS:

BEPS CARES Information & Problem Resolution Center
W-2 Policy Related Questions: BWF Regional Office Staff
W-2 CARES Processing Questions: W-2 CARES Help Desk
Child Care Processing and Policy Questions: CC Help Desk

*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.

DCF/DFES/BWF/ME
DHS/DHCAA/BEPS/RB