



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: 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: 10-83</b>					
<b>DATE: 12/08/2010</b>					
<b>FS</b>	<input type="checkbox"/>	<b>MA</b>	<input type="checkbox"/>	<b>BC+</b>	<input checked="" type="checkbox"/>
<b>SC</b>	<input type="checkbox"/>	<b>CTS</b>	<input 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>EP</b>					

**SUBJECT: Process Changes for Central Processing of Newborn Adds**

**CROSS REFERENCE:** Operations Memo 09-14  
Process Help 3.1  
BadgerCare Plus Eligibility Handbook 8.2

**EFFECTIVE DATE:** Phase 1: December 15, 2010 for counties in Wisconsin's southeast region (Milwaukee, Waukesha, Ozaukee, Washington, Racine and Kenosha)

Phase 2: January 3, 2011 for the rest of the state

**PURPOSE:**

This memo outlines a change in the process for enrolling newborns who are reported by HMOs, hospitals and other authorized health care providers when the mother was enrolled in BadgerCare Plus at the time of birth, so that they can be enrolled in BadgerCare Plus as Continuously Eligible Newborns (CENs). The new process was developed in response to the HMO Selection Tool for the six southeastern Wisconsin Counties (Milwaukee, Waukesha, Ozaukee, Washington, Racine and Kenosha) in CARES.

**BACKGROUND:**

When a child is born to a woman who is enrolled in BadgerCare Plus (BC+) or Medicaid on the day of the baby's birth, the birth of the baby is reported by the hospital, HMO or health care provider to the Department of Health Service's (DHS) Medicaid Fiscal Agent, (HP).

Beginning in March 2009, HP staff was authorized to enroll newborns using CARES so that an MCI ID was assigned to the newborn. The MCI ID was then used to certify the newborn's eligibility within the interChange (iC) system. With the implementation of the SE HMO project, enrollment in iC can only be applied through CARES.

**PROCESS:****CHANGES TO THE CENTRAL PROCESSING FOR NEWBORN ADDS**

When the Hospital, HMO, or other health care provider reports the birth of a child of a BC+ or Medicaid eligible mother to HP, HP staff will research enrollment date in iC and CARES to identify if the mother is known to CARES (currently open for BadgerCare Plus or case has been closed less than 30 days for any program), not known to CARES or not living with the mother due to a pending adoption or Foster Care placement. The process to add the newborn will vary according to the criteria below.

There are two implementation phases; one beginning 12/15/10 for the SE Region and the full state implementation effective 1/3/11.

**Newborn Enrollments for Existing CARES Cases**

A new process for newborn enrollments will be implemented in the Southeast Region effective December 15, 2010 and applies to all births that occur on or after that date for mothers enrolled in BC+ and Medicaid.

HP staff will enter information about the baby to the CARES case and complete all required pages prior to the confirmation of eligibility. HP will then hand off the case to the DHS staff at the Enrollment Services Center (ESC) to be reviewed, completed and confirmed. This process is designed to ensure the newborn's eligibility and enrollment gets processed timely in CARES and the baby is assigned to the mother's HMO.

For cases assigned to agencies in the southeast region, HP staff will enter all information into CARES/CWW for the newborn enrollment. A report will be sent daily to the ESC with cases ready for confirmation by a DHS employee.

When the ESC worker receives the newborn report from HP, the following screens will be checked for accuracy prior to confirmation.

- Household Member page: HP will be instructed to use the MB verification code for date of birth on this page.
- Program Request page: Should be updated appropriately per instructions in PH 3.1.
- Household Relationship page: Check for correct relationship codes and verification coding.

- Newborn page: Created for the newborn with the question “Was this child’s mother eligible for any non-CARES MA at the time of the child’s birth” answered ‘no’.

After reviewing the CWW entries for accuracy, the DHS ESC staff will enter the date and other information required to certify eligibility, effective with the newborn’s birth date. Only health care programs will be confirmed by the DHS ESC staff, and enrollment will be confirmed within 3 days of the receipt of the report from HP, to ensure the CARES notices are generated timely.

➤ **Note:** Whenever running with dates is not possible, or CARES will not allow eligibility confirmation for the birth month, the Manual Positive Notice ([F-16015](#)) must be issued for the month(s) that cannot be confirmed in CARES. Go to the ForwardHealth Portal online manual certification and manually certify eligibility from baby’s date of birth for any month that cannot be confirmed in CARES.

ESC will continue to email the newborn report to the Newborn Coordinator of the appropriate county of residence for the SE region. This will allow the worker to review the case to determine if action must be taken for other programs of assistance such as FoodShare, Child Care, etc.

For cases assigned to agencies not located in the southeast region, the newborn enrollment process remains the same as outlined in Ops Memo 09-14 and Process Help 3.1. HP staff will update CARES/CWW pages through the clearance process to establish an MCI number. Cases are then sent to the Newborn Coordinator in the certifying agency to complete the newborn enrollment process.

### **Newborn Enrollments for Non-CARES Cases**

There is a new process for enrolling all Wisconsin newborns in BadgerCare Plus and the mother’s HMO (when applicable) when the mother is enrolled in BC+ or Medicaid but certified through iC without an active CARES case. The mother’s BC+ or Medicaid may be from Express Enrollment, SSI MA, Foster Care, Adoption Assistance or Katie Beckett.

HP staff will create a new request for assistance (RFA) in CARES with the mother as the primary person and process the application through intake up to confirmation of eligibility. The HP staff will use the demographic information from iC and the newborn report to complete the CWW pages. The DHS ESC worker will review the following CWW information, entered by HP staff, for accuracy before confirmation:

- The application filing date is the same as the baby’s birth date;
- On the Program Request page, indicate NO to all program requests for both mom and baby except the HealthCare request for the baby only.
- On the General Information page for application signature, indicate Yes for HC signed application received.
- Newborn page has been created for the newborn with the question “Was this child’s mother eligible for any non-CARES MA at the time of the child’s birth” answered ‘yes’

Run eligibility with appropriate dates back to the baby’s birth month. Only the health care programs of assistance are confirmed by the DHS ESC staff. To ensure the newborn’s enrollment is updated in iC for provider billing, eligibility must be confirmed within 3 days of the receipt of the report from HP.

**Note:** Whenever running with dates is not possible or CARES will not allow eligibility confirmation for the birth month, the Manual Positive Notice (F16015) must be

issued for the month(s) that cannot be confirmed in CARES. Go to the ForwardHealth Portal online manual certification and manually certify eligibility from baby's date of birth for any month that cannot be confirmed in CARES.

Once the CARES case has been created and the newborn eligibility has been certified from the baby's birth through the first full year, ESC will transfer the CARES case to the mother's county of residence, using the address found in iC. The ESC worker will email the newborn report to the Newborn Coordinator of the appropriate county of residence for the case. This report is sent as an FYI, no worker action is required.

### **Newborn Enrollments for Babies not Living with their Mother Due to Pending Adoption or Foster Care Placement**

The new process for adding newborns to CARES when the child is not living with his or her mother because of a pending adoption or foster care placement includes all babies born in the State. These babies are considered "continuously eligible newborns" because their mother was enrolled in BC+ or Medicaid at the time of the baby's birth, even though they are not currently living with their mother due to a pending adoption or foster care placement.

HP staff will create a new RFA with the baby as the primary person and process the application through intake up to confirmation. The HP staff will use the demographic information from the newborn report to complete the CWW pages. It is extremely important that the ESC worker review the following CWW information, entered by HP staff, for accuracy before confirmation.

- The baby's birth date should be used as the application filing date.
- On the Program Request page: A Yes should only be entered on the HealthCare request page for the baby. All other program requests should be No
- On the General Information page: A Yes should be entered for HC signature.
- Newborn page has been created for the newborn with the question "Was this child's mother eligible for any non-CARES MA at the time of the child's birth" answered 'yes'
- Because the baby's new living arrangement is not known, use the fiscal agent's address on the General Information page:

6406 Bridge Road  
Madison, WI 53716

Run eligibility with appropriate dates to the baby's birth month for confirmation within 3 days of the HP report.

➤ **Note:** Whenever running with dates is not possible or CARES will not allow eligibility confirmation for the birth month, the Manual Positive Notice ([F-16015](#)) must be issued for the month(s) that cannot be confirmed in CARES. Go to the ForwardHealth Portal online manual certification and manually certify eligibility from baby's date of birth for any month that cannot be confirmed in CARES.

Once the CARES case has been created and the newborn eligibility has been certified from the baby's birth for the first full year, ESC will transfer the CARES case to the county where the birth mother resides based on the birth mother's address found in IC. The ESC worker will email the newborn report to the Newborn Coordinator of the appropriate county of residence. This report is sent as an FYI only, no worker action is required.

**NEWBORN REPORTS:**NEWBORN REPORT SENT FROM HP TO ESC

The report will be produced daily and includes cases that need to be confirmed by the DHS ESC staff. This includes the following cases that are assigned to:

- A certifying agency in the SE region where the newborn's mother is known to CARES;
- Any certifying agency in the state where the newborn's mother is not known to CARES;
- Any certifying agency in the state who receives a report of a child born to a mother enrolled in BC+/Medicaid but is not residing with the mother due to a pending adoption or foster care placement.

The HP report to ESC will include the following fields:

- CARES case number
- The case assigned worker CARES ID number
- County Number
- Mother's first name
- Newborn first name
- Newborn date of birth
- Newborn date of death
- Mother known to CARES or not indicator
- Newborn not staying with mom indicator
- ESC confirmation indicator

NEWBORN REPORT SENT FROM HP TO THE LOCAL AGENCY

- Cases that are assigned to an agency outside the SE region in which mother is known to CARES will be sent to the Newborn Coordinators in the local agency. Workers should follow the instructions in Process Help 3.1 to complete the newborn add process.

NEWBORN REPORT SENT FROM THE ESC TO THE LOCAL AGENCY

- Cases that are assigned to a local agency outside the SE region in which the mother is not known to CARES. This is sent as an FYI to the local agency. No worker action is required.
- Cases that are assigned to a local agency outside the SE region in which a child is not residing with his/her mother due to a pending adoption or foster care placement. This is sent as an FYI to the local agency. No worker action is required.

**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/PH/JC