

**WISCONSIN DEPARTMENT OF HEALTH SERVICES**  
**Division of Health Care Access and Accountability**  
**1 W. Wilson St.**  
**Madison WI 53703**

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To: Process Help Users

From: Angela Dombrowicki, Director  
Bureau of Enrollment Management

Re: **Process Help Release 08-06**

Release Date: 12/15/08  
Effective Date: 12/15/08

**EFFECTIVE DATE** The following policy additions or changes are effective 12/15/08, unless otherwise noted. **Bold text denotes new text. Text with a ~~strikethrough~~ it in the old policy section denotes deleted text.**

**CHANGES**

**All** The new DHS (Department of Health Services) logo was added to the header of each page.

**Case Processing (1-15) > 1 Pre-intake Processes > 1.4 Client Registration Instructions (CWW)> 1.4.3 Individual and Case Summary Pages** New subsections were added on Linking and Merging. The changes are too numerous to list here. The following subsections were added:

- 1.4.3.1 Linking and Merging**
- 1.4.3.2 Researching Within Client Registration**
- 1.4.3.3 Things to Consider**
- 1.4.3.4 Weighing the Alternatives**

**Case Processing (1-15) > 1 Pre-intake Processes > 1.5 Applications and Publications** This section was updated to include links to BadgerCare Plus applications.

**Case Processing (1-15) > 2 Intake > 2.2 Interactive Interviews (Intake)** This section was previously Under Construction. Information from Ops Memo 08-31 was added.

**Case Processing (1-15) > 3 Ongoing Case Maintenance > 3.13 Break In Service Case Processing for FoodShare> 3.13.1 Break In Service** **New Text:**  
**The Break In Service policy does not apply at application or when a customer fails to complete a timely review; these situations require a customer to file a new application. In circumstances where a new application is required, refer to FSH 2.1.1.3 New Application Required Due to Break in Service.**

**Under some circumstances, you will be able to reopen a closed FoodShare case without requiring a new application.** Refer to the following sections of the FoodShare Handbook for the Break In Service Policy:

1.2.1.2, 2.2.1.4, 6.1.2, and 6.1.3.1

**The intent behind this policy is to increase FS participation and member satisfaction. It will also help decrease the number of FS applications needed to establish and maintain FS eligibility. By correctly applying this policy and**





