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STATE OF WISCONSIN

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Date: February 12, 2018

To: Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff
FSET Agencies
Workforce Development Boards
Job Center Leads and Managers
Child Care Eligibility and Authorization
Supervisors and Workers
W-2 Agencies
Training Staff

From: Rebecca McAtee, Bureau Director
Bureau of Enrollment Policy and Systems
Division of Medicaid Services
Department of Health Services

Katherine McGurk, Director
Bureau of Early Learning and Policy
Division of Early Care and Education
Department of Children and Families

Ed Emmons, Acting Director
Bureau of Working Families
Division of Family and Economic Security
Department of Children and Families

DMS, DECE, and DFES Operations Memo 18-J1
Amended October 10, 2018

Affected Programs:
☒ BadgerCare Plus
☒ Caretaker Supplement
☐ Children First
☐ Emergency Assistance
☒ FoodShare
☒ FoodShare Employment and Training
☐ Job Access Loan
☐ Job Center Programs
☒ Medicaid
☐ Other Employment Programs
☐ Refugee Assistance Program
☐ SeniorCare
☒ Wisconsin Shares Child Care
☒ Wisconsin Works
☐ Workforce Innovation and Opportunity Act

New Pending and Not Verified Information Page in CARES Worker Web and Changes to Correspondence

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CROSS REFERENCE

- Operations Memo 17-01
- BadgerCare Plus Eligibility Handbook, Section 29 Notices and Fair Hearings
- Wisconsin Shares Child Care Subsidy Policy Manual, Section 1.6 Verification Requirements
- FoodShare Wisconsin Handbook, Section 6.3 Negative Notices
- W-2 Manual, Section 4.1 W-2 Eligibility Verification Requirements
- Process Help, Section 50.3 Pending and Not Verified Information and Section 58.1 Customer Correspondence

EFFECTIVE DATE

~~March 3, 2018~~ October 27, 2018

PURPOSE

This Operations Memo announces several correspondence and system enhancements for FoodShare, health care (BadgerCare Plus, Medicaid, and Medicaid sub programs), Caretaker Supplement, Wisconsin Shares Child Care Subsidy Program, and Wisconsin Works (W-2). The enhancements include:

- **Changes to the notice of decision.** When benefits are denied or terminated because one or more members of the household did not take a needed action, give proof of answers, or provide information that the agency needed to process an application, change, or renewal/review, the notice of decision will list the information that was needed from each individual per program. FoodShare closure notices will be enhanced to communicate what is still needed when a Six-Month Report Form (SMRF) has been received and completed but not processed.
- **Changes to the Navigation Menu in CARES Worker Web (CWW).** A new Verification Details section will contain pages related to verification.

- **A new page in CWW.** The Pending/Not Verified Information page will give workers a convenient way to locate and update verification fields that may cause eligibility to pend or fail for an individual or assistance group (AG).
- **Changes to ACCESS Check My Benefits.** ACCESS users will be able to navigate to the View My Letters page directly from Benefit Details pages.
- **Other changes to CARES.** To ensure that notices are accurate and meet requirements, fixes have been made for fields that were not functioning correctly for different programs.

BACKGROUND

Wisconsin has received corrective actions from the U.S. Department of Agriculture Food and Nutrition Service (FNS) related to notices sent to applicants and members. Two of the corrective actions were addressed in Operations Memo 17-01. This Memo addresses two additional corrective actions, which require adequate detailed notices when a FoodShare application is denied or when a household's FoodShare benefits are terminated within the certification period.

The notice shall be considered adequate if it explains, in easily understandable language: the proposed action, the reason for the proposed action, the household's right to request a fair hearing, the telephone number of the benefit office, the availability of continued benefits, and the liability of the household for any overissuances received while waiting for a fair hearing. Specifically, FNS requires that, when benefits are denied or terminated due to the failure of the applicant or member to provide requested information or verification or to take a requested action, the notice must identify every item that was not provided, verified, or acted upon.

To achieve compliance with both of these required corrective actions, and to provide more specific information to applicants, members, or participants, the notice of decision that is sent when FoodShare, health care, Caretaker Supplement, Wisconsin Shares, or W-2 benefits are denied or terminated because an applicant, member, or participant did not take a needed action or provide required information or verification will be enhanced to give clear information about what was needed.

POLICY

There are no changes to policy associated with this Memo.

Under current policy, the Wisconsin Department of Health Services (DHS) must provide FoodShare, health care, and Caretaker Supplement applicants and members with a timely and adequate notice of decision to indicate that program benefits have been authorized (positive notice) or that benefits have been denied or terminated (negative notice).

To ensure that negative notices meet the federal definition of adequate notice, when verification is requested by the agency but the applicant, member, or participant does not provide the requested verification by the due date, the worker must update each verification item in CWW to indicate that it was not verified.

Workers will use the new Pending/Not Verified Information page described in the CARES section of this Memo to locate and update verification items in CWW.

CARES

The changes described in this section will be implemented in CWW on March 3, 2018. For any applications that are pending or awaiting processing at the time of the implementation outlined in this Memo, system and notice changes are effective November 1, 2017, to allow CWW to process any outstanding health care applications containing a three-month backdate request or other applications started before March 3, 2018, but not completed.

NEW VERIFICATION DETAILS SECTION IN CWW NAVIGATION MENU

A new section titled Verification Details will be included in the Navigation Menu under Eligibility, between the Eligibility Results and Budgets sections. It will group together the following CWW pages related to verification:
- Verification Checklist
- Verification Due Dates
- Pending/Not Verified Information
- FS Work Registrant/ABAWD Exemption VCL
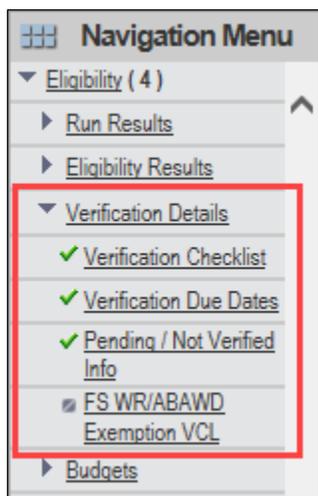
Figure 1 New Verification Details Section on the Navigation Menu

NEW PENDING/NOT VERIFIED INFORMATION PAGE IN CWW

A new page titled Pending/Not Verified Information will give workers a convenient way to identify and update verification fields that may cause eligibility to pend or fail for an individual or assistance group (AG). It is very important that workers review the information on this page and update CWW accordingly prior to confirmation. When verifications are requested but not provided timely, workers must update all pending verification fields for each program to the appropriate not-verified code. This will ensure that system-generated notices contain the correct information and prevent fair hearing/fact finding requests based on incorrect information on notices.

Note: If a worker needs to send a manual Notice of Denial of Benefits/Negative Change in Benefits (F-16001) because of an override, notice suppression, or other reason, it is the worker's responsibility to ensure that the manual notice lists all actions, information, or verifications that were required for the eligibility determination but not provided timely.

The Pending/Not Verified Information page will have two sections: "Pending Information" and "Not Verified Information."

Pending Information	Not Verified Information
This section will display outstanding verification items that are mandatory for eligibility and that have any of the following verification codes: • ? – Not Yet Verified • Q? – Questionable Not Yet Verified • ~~?O – Out Of State Verification Pending~~ • PN – Not Yet Verified for W-2 or Child Care	This section will display not verified items that are associated with a 112 or 113 reason code failure* and have any of the following verification codes: • NV – Not Verified • QV – Questionable Not Verified • WN – Not Verified W-2 or Child Care • FN – Never Verified W-2 or Child Care • ~~SP – Self-Declared/Proclaimed~~ • F – Failed to Provide Information (in Gatepost) • O – Fail W-2 and/or CC (in Gatepost)
*When certain required items (including, but not limited to: signature, Social Security number (SSN), and identification) are not provided by the applicant or member by the due date, eligibility will fail for a different failure reason code (other than 112 or 113). Because these mandatory items have their own failure reason codes (not 112/113), they will not appear in the "Not Verified Information" section of the page. However, until the verification fields are updated and are no longer pending, they will appear in the "Pending Information" section if they have been assigned any of the reason codes listed under Pending Information in this table. For example, a pending signature and SSN will both appear in the "Pending Information" section of the Pending/Not Verified Information page. However, these items will never appear in the "Not Verified Information" section, even if they have been assigned any of the verification codes listed under Not Verified Information in this table, because neither item fails with a 112/113 reason code. (A signature fails with a 614 reason code and SSN fails with a 658 reason code.)	

Claimed or not verified exemptions for FoodShare ABAWD and Work Registrants that are not conditions of eligibility will not display on the Pending/Not Verified Information page or notices.

Figure 2 Pending/Not Verified Information Page

Note: If there is both pending and not verified information for the same AG, a due date will not be displayed in the "Pending Information" section. For example, in **Figure 2** above, the FS ~~and MAGS AGs have~~ has both pending and not verified items, so the due dates for the pending items are not displayed.

HOW TO ACCESS THE PENDING/NOT VERIFIED INFORMATION PAGE

If any AG has pending or not verified information, the Pending/Not Verified Information page will be scheduled as part of the Initiate Eligibility driver flow.

- If an AG is pending, the Pending/Not Verified Information page will be scheduled after the Verification Checklist and Verification Due Dates pages.
- If no AG is pending but at least one is failing due to not verified information, the Pending/Not Verified page will be scheduled but the Verification Checklist and Verification Due Dates pages will not.

The Pending/Not Verified Information page will not be scheduled when expedited FoodShare benefits are issued or when FoodShare is only pending for a signature or an interview. The page will also not be scheduled for Transitional FoodShare cases.

Workers can also access the page from the Navigation Menu.

For detailed information about when the Pending/Not Verified Information page will be scheduled, see the attachment Pending/Not Verified Information Page Scheduling and Information on Denial/Closure Notices.

Note: There is no change to the procedure for sending a Verification Checklist. This will still be done from the Verification Due Dates page.

HOW TO ENSURE THE PENDING/NOT VERIFIED INFORMATION PAGE DISPLAYS CURRENT INFORMATION

The Pending/Not Verified Information page will reflect the information that was current the last time eligibility was run on the case. The header for each section will show the last eligibility run date.

Workers should not run eligibility every time they want to view what is pending/not verified on a case. To ensure that the page will display the most current eligibility determination, workers should run eligibility after updating a case and when they receive either of the following alerts:
- 056 RUN SFU AND ED/BC
- 074 CONFIRM AGEC IF CORRECT

Note: If a worker runs eligibility with dates, the Pending/Not Verified Information page will reflect the information for the month(s) for which eligibility was run rather than the current information. Best practice is to always re-run eligibility for the recurring month after running with dates.

HOW TO USE THE PENDING/NOT VERIFIED INFORMATION PAGE

Workers can check the box at the top of each section in the far right column to select all pending or not verified items in the section, or workers can check the individual box(es) for one or more items, and then click **Next** or press Enter to proceed to the pages containing the selected items.

Figure 3 Selecting Items on the Pending/Not Verified Information Page

Note: The checkboxes will be disabled if the case is closed or if a worker made an update to the case that required eligibility to be run, but eligibility was not run. The worker will have to either reactivate the case or run eligibility in order to use the Pending/Not Verified Information page.

CWW will use a smart driver flow to schedule the pages containing the selected items. The system will take the worker directly to the corresponding CWW pages so that the worker can update the items. The selected items will be highlighted to make them easy to locate on the pages. An informational message with the text "You are currently in the Pending/Not Verified Information smart driver flow. Review and update the verification field(s) and/or information as needed." will be displayed at the top of any pages selected on the Pending/Not Verified Information page.

Figure 4 Page Scheduled in the Pending/Not Verified Information Smart Driver Flow

While viewing a page in the smart driver, the worker will be able to make updates to any information on the page. The worker may also choose not to make any updates to the page. Once a page has been visited as part of the smart driver, it will be removed from the flow whether or not changes were made to the page.

Note: The regular CWW driver flow will take precedence over the Pending/Not Verified Information smart driver flow. For example, if another worker has started a Person Add and did not finish, CWW will require the worker to go to the first required page in the previously scheduled Person Add driver flow. The smart driver flow will also be interrupted when a worker updates a visited page in the smart driver flow that causes CWW to schedule detail pages. For example, if a worker updates the Checking Account field on the Asset Gatepost page to Y, the corresponding detail page for the checking account will be scheduled. The smart driver flow will resume after the worker completes the detail page.

Workers will be able to interrupt the smart driver flow in order to visit other pages while in the same case. The smart driver will automatically resume when the worker is finished with the visited page. The smart driver flow will not continue if the worker navigates away from the case, logs out, experiences a system error, or if the session times out. Workers will be able to start the smart driver again by navigating to the Pending/Not Verified Information page.

When the Pending/Not Verified Information smart driver flow is complete and all of the pending and not verified information has been updated, and the worker clicks **Next**, the system will navigate the worker to the next required page.

When the worker confirms the eligibility results, the system-generated notice of decision will now display the correct information in the "What was needed?" section.

HOW TO VIEW HISTORICAL PENDING AND NOT VERIFIED INFORMATION

When the Pending/Not Verified Information page first displays, only the current pending and not verified items will be shown. If any historical (that is, corresponding to an eligibility run month other than the most current one) pending or not verified information exists for a page, an informational message will be displayed at the top of the page. If there is also current information for that same item being displayed, then the text in the Application Entry Section, Individual, and Type columns will be shown in red to indicate that there are historical verifications hidden from view on the page.

Figure 5 Pending/Not Verified Information Page Indicating That Historical Information Is Present (Show Current Mode)

Each section of the Pending/Not Verified Information page will have a Show All button in the top right corner. Workers will be able to click this button to view historical pending or not verified items (in addition to current information) when applicable.

Figure 6 Pending/Not Verified Information Page Showing Historical Information (Show All Mode)

When workers view records in Show All mode, the button in the top right corner will change to Show Current. All check boxes in the section will be disabled, and an additional column titled Effective Month will show the eligibility month for which each verification item is applicable. The text of the entire row containing the historical verification information will be displayed in red.

By looking at the historical information, workers will know for which months in history there is pending or not verified information that should be updated. For the example shown in **Figure 6** above, the worker would need to update both the ~~August and September~~ July and August effective months. Only updating ~~September~~ August would cause the case to continue to pend for ~~August~~ July verification and prevent confirmation.

Workers can click the Show Current button to go back to showing only current information for that section. The check boxes will once again be enabled.

ADDITIONAL CONSIDERATIONS FOR CWW PAGES WITH MULTIPLE RELATED VERIFICATION FIELDS

Some pages have multiple fields that use the same information to pend or fail eligibility. For example, on the Community Waivers page, the following verification fields all pend or fail for the same reason:

- Functionally Eligible?
- Program Type Verification
- Program Start Date Verification

In other words, if any these items are pending or not verified, the same text will appear on the Verification Checklist about what was needed: "Information from the care manager about eligibility for a community waivers program."

Figure 7 Community Waivers Page Showing Three Fields That Use the Same Information to Pend or Fail Eligibility

However, tThese items will not also be combined on the Pending/Not Verified Information page. Workers will be able to select and update these fields individually.

Figure 8 Pending/Not Verified Information Page Corresponding to Figure 7

~~For this reason, when workers are updating pages such as this, they may need to look at more than one verification field that is affecting eligibility for a program. For a comprehensive list of pages where this occurs in CWW, see the attachment Pages in CWW with Verification Fields that Use the Same Information to Pend or Fail Eligibility.~~ Although most of the items that were previously combined will now display on separate lines on the Verification Checklist and Pending/Not Verified Information pages in CWW, they will still be listed as a single verification item on notices, with a few exceptions. The following verifications that were previously combined on notices will now be listed separately:

CWW Page	Verification item	Old notice text	New notice text
Permanent Demographics	Are you a member of an American Indian Tribe or an Alaskan Native, or the child or grandchild of a member? Verification	Tribal membership for yourself, your parent/grandparent, or eligibility for Indian Health Services	American Indian or Alaska native tribal membership for you, your parent, or your grandparent
	Are you eligible to receive health care from Indian Health Services or at a tribal clinic? Verification		Eligibility for services from Indian Health Services, tribal clinic, or urban Indian health program
Pregnancy	Pregnancy Verification	Pregnancy, due date, and number of babies expected	Pregnancy and number of babies expected **W-2:** Pregnancy verification
	Fetus Number Verification		Pregnancy and number of babies expected
	Due Date Verification		**W-2:** Pregnancy due date verification
Real Property Assets	Type Verification	Type of property you own and whether you live there	Type of property you own
	Residence?		Where you live

CHANGES TO THE NOTICE OF DECISION

When benefits are denied or terminated because one or more members of the household did not take a needed action, give proof of answers, or provide information that the agency needed to process an application, change, or renewal, the notice of decision will include a new section titled "What was needed?" per program. The new section will have the following structure:

What was needed?	
Who? Name of the applicant or member for whom required information or proof was not provided	**What?** • **Actions** that the applicant or member needed to take, such as providing household information • **Proof** of answers that was not submitted to the agency • **Answers** to mandatory questions that were not provided • **For Your Information (FYI)** items, that is, eligibility items that the agency needed but that the household was not responsible for providing, such as verification of health insurance access or a disability determination from the Disability Determination Bureau.

The following table explains what will appear in the "What was needed?" section for each program in various situations. The corresponding CWW failure reason codes are shown in parentheses.

Program	Situation	Information Listed on Notice of Decision
FoodShare	Application, change, or renewal	When FoodShare benefits are denied or terminated because an applicant or member did not verify answers (112) or provide required information (113) by the due date, the notice will list the items that were not provided.
	Renewal	When FoodShare benefits are terminated because a renewal was started but not completed by adverse action (077) and there are pending verifications (but no 112 or 113 failures*), the notice will list the pending items if the FoodShare interview has been completed (728). Pending items will not be listed if the FoodShare interview has not been completed (727).
	SMRF	When FoodShare benefits are terminated because changes reported on the SMRF were not processed (555) and there are pending verifications (but no 112 or 113 failures*), the pending items will be listed on the notice.
Health Care	Application, change, or renewal	When health care benefits are denied or terminated because an applicant or member did not verify answers (112) or provide required information (113) by the due date, the notice will list the items that were not provided.
	Renewal	When health care benefits are terminated because a renewal was started but not completed by adverse action (077) and there are pending verifications (but no 112 or 113 failures*), the notice will list the pending items.
	Time-limited Medical Assistance ended	When health care benefits are terminated because time-limited Medical Assistance has ended (272), and there are pending verifications (but no 112/113 failures*), the notice will list the pending items.

Program	Situation	Information Listed on Notice of Decision
Caretaker Supplement	Application, change, or renewal	When Caretaker Supplement benefits are denied or terminated because an applicant or member did not verify answers (112) or provide required information (113) by the due date, the notice will list the items that were not provided.
Wisconsin Shares, Wisconsin Works	Application, change, or review	When benefits are denied or terminated because an applicant or participant did not verify answers (112) or provide required information (113) by the due date, the notice will list the items that were not provided.
*When certain required items (including, but not limited to: signature, SSN, and identification) are not provided timely by the applicant or member, eligibility will fail for a different failure reason code (other than 112 or 113). The corresponding reason code language will not appear in the "What was needed?" section of the notice because these failure reason codes already have associated notice language that explains the failure. However, these items will appear in the "What was needed?" section if they are pending, that is, if they have been assigned any of the following reason codes in CWW: • ? – Not Yet Verified • Q? – Questionable Not Yet Verified • ~~?O – Out Of State Verification Pending~~		

- [Sample notices for FoodShare, health care, and Caretaker Supplement](#)
- [Sample notices for Wisconsin Shares and Wisconsin Works](#)

CHANGES TO REASON CODE LANGUAGE

The language that appears on notices and in ACCESS for failure reason codes 112, 113, 727, and 728 will be revised in both English and Spanish. The reason code language appears in the "Who is not enrolled?" section of the notice of decision and on the Benefit Details tab in ACCESS.

Reason Code	Old Notice and ACCESS Language	New Notice and ACCESS Language
112	You did not provide the required proof of your answers to the agency. See the "Notice of Proof Needed" that was sent to you for more information.	You or someone in your household did not take a needed action or give the required proof of your answers to your agency. See the "What was needed?" section for more details.
113	You did not give all the information the agency needed to process your application, change, or renewal.	You or someone in your household did not give all the information your agency needed to process your application, change, or renewal. See the "What was needed?" section for more details.

Reason Code	Old Notice and ACCESS Language	New Notice and ACCESS Language
727	To keep getting benefits without having to submit a new application: (1) Complete your required interview by calling your agency at the phone number listed on page 1 before your benefits end. (2) Provide any proof asked for on the "Notice of Proof Needed" within one month of your benefits ending.	To keep getting benefits without having to submit a new application: (1) Complete your required interview by calling your agency at the phone number listed on page 1 before your benefits end. (2) Provide any proof asked for within one month of your benefits ending.
728	To keep getting benefits without having to submit a new application, you must provide any proof asked for on the "Notice of Proof Needed" within one month of your benefits ending.	To keep getting benefits without having to submit a new application, you must provide any proof asked for within one month of your benefits ending.

CHANGES TO ACCESS CHECK MY BENEFITS

The Benefits Details page will include a new View My Letters box that links to all member correspondence for the case for all programs.
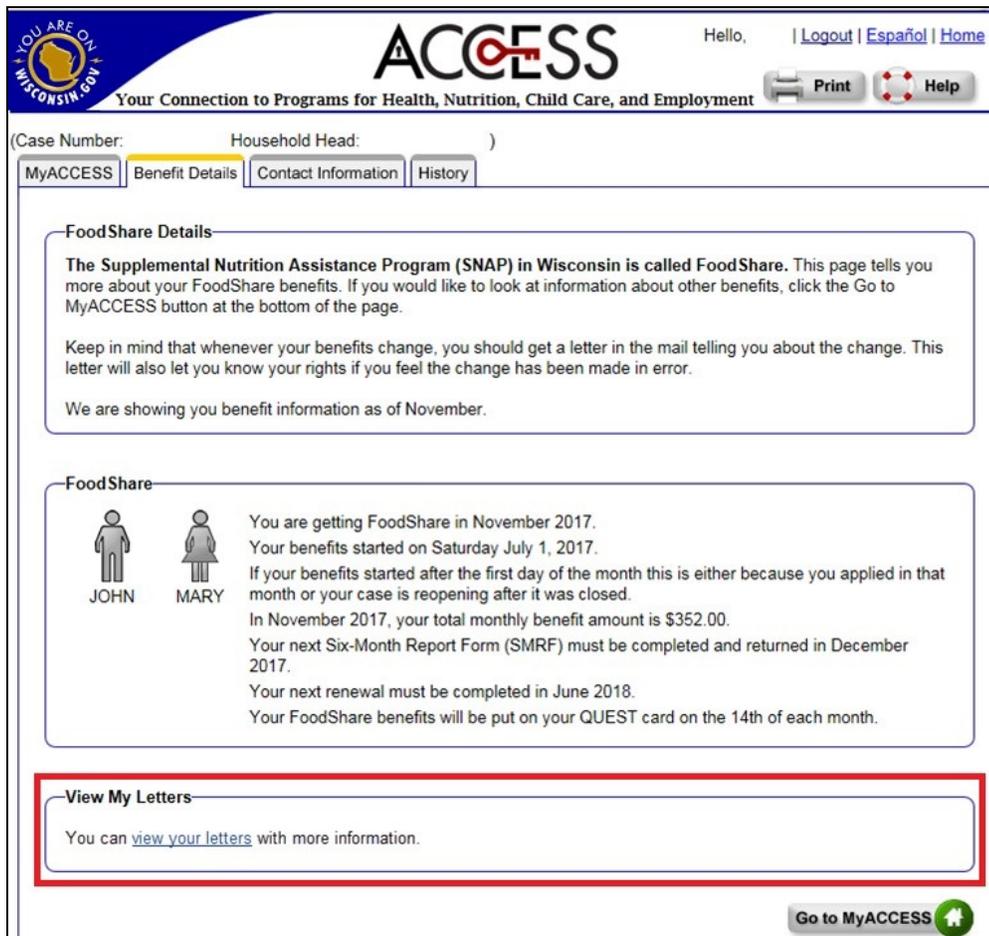

Figure 9 Benefit Details page in ACCESS

CORRECTIONS TO SYSTEM FOR ELIGIBILITY DETERMINATIONS WHEN THERE IS PENDING OR NOT VERIFIED INFORMATION

All verification fields associated with information used for eligibility determinations were validated and corrected (where necessary) so that programs will either pend or fail appropriately in accordance with each program's policy. In other words, when ?, Q?, ?O, PN, NV, QV, WN, FN, SP, F, or O are entered in the verification field, the system will now determine eligibility correctly per program policy.

These fixes will help ensure accurate notices and prevent unnecessary fair hearing/fact finding requests based on incorrect notices.

Note: Effective October, 27, 2018, the SP and ?O verification codes will no longer be available for selection in the drop-down menus in CWW. If the codes were used for an existing case, workers will be prompted to change the code before moving off the page. If the code is on a page that is not part of a driver flow and is not being updated, it will continue to work as it did before until a worker updates the page and is prompted to change the code.

CONTACTS

BEPS CARES Information and Problem Resolution Center

For Wisconsin Shares Child Care policy questions outside of Milwaukee County: Bureau of Regional Operations (BRO), Child Care Coordinators at broccpolicyhelpdesk@wisconsin.gov

For Child Care CARES/CWW and CSAW processing questions statewide and policy questions in Milwaukee County: Child Care Subsidy and Technical Assistance line at childcare@wisconsin.gov or 608-264-1657 608-422-7200

For W-2 Policy Questions in the Balance of State: Bureau of Regional Operations, W-2 Regional Coordinators

For W-2 Policy Questions in Milwaukee: Milwaukee Operations Section Regional Administrators

For W-2 CARES Processing Questions: W-2 Help Desk

DHS/DMS/BEPS/CH
DCF/DECE/BELP/ERR and MG

ATTACHMENTS

- Sample Notice of Decision for FoodShare, Health Care, and Caretaker Supplement
- Sample Notice of Decision for Wisconsin Shares and Wisconsin Works
- Pending/Not Verified Information Page Scheduling and Information on Denial/Closure Notices
- Pages in CWW with Verification Fields that Use the Same Information to Pend or Fail Eligibility