



Date: October 7, 2020

DMS Operations Memo 20-22

To: Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff

Affected Programs:

- | | |
|---|--|
| <input type="checkbox"/> BadgerCare Plus | <input type="checkbox"/> Caretaker Supplement |
| <input checked="" type="checkbox"/> FoodShare | <input type="checkbox"/> FoodShare Employment and Training |
| <input type="checkbox"/> Medicaid | |
| <input type="checkbox"/> SeniorCare | |

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

Telephonic Six-Month Report Form

CROSS REFERENCE

- FoodShare Wisconsin Handbook, [Section 6.1.2 Six Month Reporting Requirement](#) and [Section 2.2.1.1 Six Month Reviews](#)
- Process Help, [Section 3.4 Six Month Report Forms \(SMRFs\)](#), [Section 3.13.3 Break In Service at SMRF](#), and [Section 57.1.4.6 Six Month Reporting](#)
- ACCESS User Guide, [Section 4.6 My Renewals/SMRFs](#) and [Section 7.1 Six-Month Report Forms \(SMRFs\)](#)

EFFECTIVE DATE

October 24, 2020

PURPOSE

This operations memo announces a policy change concerning member submission and signing of the Six Month Report Form (SMRF) by telephone.

BACKGROUND

Food units certified for 12 months and subject to simplified change reporting requirements are required to submit a SMRF in the sixth month of the certification period. Elderly, blind, or disabled food units without earned income are exempt from the six-month report requirement. Members can complete and sign SMRFs in person, by mailing or faxing the form, or by using the ACCESS website. Members will also be able to complete SMRFs with income maintenance workers over the telephone and submit only SMRFs with no changes through the MyACCESS mobile app.

The Wisconsin Department of Health Services has received a corrective action from the U.S. Department of Agriculture Food and Nutrition Service for notices of decision that sometimes incorrectly included language about denial of application when an application had not been submitted. The notice of decision will be modified to indicate benefit closure rather than application denial when a food unit closes due to a failure to complete the SMRF process (completion of SMRF and verification requirements).

POLICY

SMRFs must be submitted by the end of the sixth month of the certification period to avoid a break in service. The SMRF can be submitted up to the end of the seventh month to resume benefits. When a SMRF is submitted in month six with changes requiring verification, a verification checklist will be sent giving 10 days to provide the requested verification. When the due date for verification goes into the seventh month, FoodShare will reopen without a break in service so long as the required documentation is supplied on or before the verification due date.

If at the beginning of month eight the SMRF process is not complete, a new application must be submitted unless the cause for delay into month eight is agency delay. When a complete SMRF is submitted in month seven and verification is required, if the verification due date is in month eight, the verification must be received no later than the last day of month seven. This may correctly result in the household being given fewer than 10 days to verify the information.

Regardless of how a member submits a SMRF (ACCESS, paper form, or telephone), the SMRF reporting requirements are the same. This includes and is limited to the following:

- Household members
- Job income and wages
- Other income
- Child support payments
- Address

Note: If a change of address is reported, additional questions regarding shelter and utility expense changes may be asked.

If a household reports no changes to the information on the SMRF, members are not required to re-verify.

The SMRF is complete when the correct boxes are checked (each of the five sections on the form) and a signature is completed on the form. The SMRF process is complete when a complete form is submitted and any required questionable information is clarified and required verification is received (if applicable).

Example: Mary has an open FoodShare case with a certification period from July 1, 2019, through June 30, 2020. She calls her agency to submit her SMRF on December 30, 2019, but the call drops halfway through the submission. FoodShare closes effective December 31, 2019. She calls again on January 3, 2020, and completes the SMRF over the telephone. As she completed the telephonic SMRF and no verifications were needed, FoodShare will start again January 3, 2020, through January 31, 2020.

CONTACTS

BEPS CARES Information and Problem Resolution Center

DHS/DMS/BEPS/CH