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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: Amy Mendel-Clemens, Section Chief  
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Division of Health Care Access and Accountability**

<b>BEPS/DFS OPERATIONS MEMO</b>					
<b>No: 10-36</b>					
<b>DATE: 5/26/2010</b>					
<b>FS</b> <input checked="" type="checkbox"/>	<b>MA</b> <input checked="" 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 checked="" type="checkbox"/>			
		<b>BC+ CORE</b> <input checked="" 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: Local IM Agency and Enrollment Services Center (ESC) Coordination**

**CROSS REFERENCE:** Ops Memo 09-30, 09-38, 09-58, 09-61, 09-72  
BadgerCare Plus Handbook 43.3  
Process Help 71.9.5.2 and 80.2

**EFFECTIVE DATE:** Immediately

**PURPOSE:** The purpose of this Operations Memo is to clarify existing and outline new expectations for Local IM Agency and Enrollment Services Center interactions and cooperation with application processing and ongoing case management.

**ESC COORDINATORS**

In order to provide better customer service and in response to the requests of local agencies, we are implementing a process for agencies to designate two to three ESC Coordinators. Each local IM agency should provide the name and contact information for two to three staff that will be designated as ESC Coordinators. These Coordinators will have security clearance to update ESC cases, including confirmation of BCLA closures.

Example 1: When a BCLA member reports a pregnancy to the local agency the ESC Coordinator will be able to pull the case into the local agency office, update the information, close the BCLA and open the BCPP.

Example 2: Currently, when the ESC closes BCLA , opens a new health care assistance group and transfers the case to the local agency, the local agency worker is unable to confirm the new health care assistance groups until after the following adverse action. This is because the CLA failure continues to build and must also be confirmed when eligibility is re-run prior to the following adverse action. The ESC Coordinator will be able to confirm all the health care assistance groups once the case is transferred to the local agency.

Please send the contact information for the ESC Coordinators to [David.Hippler@wi.gov](mailto:David.Hippler@wi.gov)

### **CONTACTING THE ESC**

Local IM agency workers can contact the ESC about case specific questions or processing by phone or through e-mail. ESC contact information including the e-mail address and phone number will be provided to the agency Coordinators for distribution to staff.

The e-mail address should be used in situations when:

- A member has reported a change to the local agency that needs to be processed by the ESC,
- The Core Plan eligibility should be closed and another health care program should open,
- An applicant has contacted the local agency to report problems with his or her case, or
- Any other case specific issues.

Use the subject line of the email to identify what the email is about (e.g. reported change, need person deleted, etc.) The ESC uses the subject line to prioritize and assign the email to staff for resolution.

- **Note:** Local agency workers should not e-mail specific ESC workers unless the ESC worker has requested a direct response.

If a response is needed, please indicate this in the body of the e-mail. Otherwise, the ESC will take the action requested in the e-mail, but will not respond unless there is a question or a concern.

Workers should use the telephone number only for emergency situations when the member or applicant is in the local agency and needs immediate resolution to the problem or question. This includes situations where a FoodShare applicant is out of food, a health care member is sick and needs his/her application or renewal processed, etc.

- **Note:** This number should not be given to members/applicants, partners or providers. The more people outside of the local agencies that use this number, the longer the wait will be for the local agency workers when they use the number to try to contact the ESC.

## ***FSET REFERRALS***

The ESC is making FSET referrals as outlined in Operations Memo 09-41:

“...An entry of EY in the Exemption Reason field indicates a household is interested in participating in FSET.

An entry of EN in the Exemption Reason field indicates a household is not interested in participating in FSET.

Local FSET agencies will receive all referral types, but should give a higher priority to the members coded as EY. Even if the customer is not initially interested in participating, the local FSET agency will receive a list containing both referral types. This allows the FSET agency the opportunity to conduct outreach at a later date...”

If the customer is contacted by the FSET agency and decides s/he is not interested in participating in FSET activities, the FSET agency should send a request to the ESC to let them know the person does not want to be referred. Case comments should be updated by the ESC so the referral will not be sent the next time eligibility is run. The FSET worker can disenroll the individual on WPDS prior to the update to the referral. The individual does not have to be on the disenrollment list to be disenrolled.

- **Note:** Once the agency has designated an ESC Coordinator and that person has his/her ESC ID, the Coordinator will be able to delete the referral.

If an FSET participant who is an ESC customer, gains employment through the FSET program, the new employment must be reported only if the new income causes the household's gross monthly income to go over 130% of the FPL. If the income is required to be reported, the member should:

- Send a change report form to the ESC ,
- Report the change using ACCESS Report My Changes, or
- Call the ESC,

## ***VERIFICATIONS***

Any verification submitted to a local agency for an ESC case should be faxed to the ESC. This allows the ESC to use their process to auto file the document and generate the appropriate action items to the workers.

If the ESC receives verification for a case belonging to the local agency, ESC staff will scan it to the ECF. The local agency will know the document has been scanned because it will appear on the list of cases with unprocessed documents on the assigned worker's home page.

## ***FAMILY PLANNING WAIVER PAPER APPLICATIONS AND RENEWALS***

Local Agencies should continue to administer the FPW cases that belong to their county, including cases that submit a late renewal within 30 days of the termination. New applications should be forwarded to the ESC for processing.

The Department is working with the Family Planning providers to implement the use of ACCESS when they are assisting a member with the application or renewal process. This should decrease the number of paper applications and renewal forms that are submitted to the local agencies and to the ESC because ACCESS knows whether to route the application/renewal to the local agency or to the ESC.

### ***FAMILY PLANNING AND CHILD CARE CASES***

A combined FPW and Child Care case belongs to the local agencies. Local agencies are expected to keep these cases if they are open and to process the applications for FPW.

### ***DRUG SCREENING FOR FOODSHARE***

The Drug Testing for FoodShare cases will continue to be done through the local agencies following the process outlined in Ops Memo 09-38. However, the local agencies can now bill the expense to the State. We will communicate the billing process in a future Administrators Memo and to the ESC Coordinators.

### ***FAIR HEARINGS***

#### ***HEARINGS CONDUCTED VIA TELEPHONE***

Division of Hearings and Appeals will allow customers to attend fair hearings via telephone from their home if the customer requests it. However, DHA advises:

- The background noises can be distracting, and
- The customer does not have an opportunity to copy or fax evidence/exhibits to the hearing officer to include in the record,

#### ***LOCAL AGENCY ROLE***

Although ESC hearings are conducted at the local agency, the local agency staff are not expected to attend the hearing. If the agency requires a staff person to attend the hearing, the staff person does not have to be an IM worker, and if a worker is attending, s/he is a representative of DHS and should not testify on behalf of the petitioner.

### ***VAULT CARD PROCESS***

The process for issuing vault cards through the local agencies is outlined in Ops Memo 09-38. This policy has not changed. However, there have been situations where the member goes to the local agency to get his or her vault card and is turned away because the coordinator has not received an e-mail communication from the ESC about the case. When this happens, the vault card should be issued to the member even though the contact from the ESC has not yet been made.

The local agencies are also responsible for issuing replacement cards to members who live in their county.

## **RETURNED AND HOMELESS MAIL**

When DHS generated mail sent to an ESC member is returned to the local agency, it should be sent to the ESC. This should not be a common occurrence since the ESC address is the return address for open and ongoing ESC cases.

If a homeless ESC member is using the local agency address as his or her mailing address and does not pick up his/her mail within 30 days, the local agency should shred the DHS generated mail and send an e-mail to the ESC with the case number and a note explaining that the mail has not been picked up. Other mail can be returned to the sender or to the U.S. postal service. There is no obligation for the agency to hold this mail indefinitely.

- **Note:** The process for mailing returned cards to DHS has not changed. See Process Help Chapter 80.2.

## **CASE OWNERSHIP**

### COMPANION CASES

When a spouse of a Long Term Care (LTC) Medicaid recipient opens for the Core Plan, a companion case must be built. If the Core Plan spouse is the primary person on the existing case, a companion case must be built for the LTC recipient. The ESC will contact the worker for this case to coordinate the process.

If the LTC recipient is the primary person on the existing case, the ESC will build a companion case for the Core Plan spouse.

### CASES THAT INCLUDE CHILDREN UNDER 19 AND ADULTS 65 OR OLDER

FoodShare requests for households that include a child under 19 or an adult 65 years of age or older belong to the local agency.

### CORE PLAN WAITLIST

If a case includes a childless adult who is on the waitlist, the case belongs to the local agency. The ESC will either pull the case into the ESC office or create a companion case when the childless adult is pulled from the waitlist and can apply for the Core Plan. A new FoodShare/FPW application for a childless adult will be routed to the ESC for processing.

### CHILDLESS ADULTS RECEIVING SSDI or SSI and FoodShare

A case with a childless adult receiving SSDI (not Medicare) on an unmet deductible belongs to the local agency. This includes cases where the childless adult is also open for FS. If the SSDI recipient is on the waitlist, the ESC will pull the case into the ESC office when the childless adult is pulled from the waitlist and can apply for the Core Plan.

A case with a childless adult receiving SSI belongs to the local agencies even if the case is open for FoodShare. An SSI recipient is Medicaid eligible so can not enroll in the Core Plan or be put on the Core Plan waitlist.

### CHANGES THAT CAUSE AN ESC CASE TO BECOME A LOCAL AGENCY CASE

When an open ESC case reports a change that will close the ESC managed programs and open county managed programs, the ESC will enter the reported change information. If the change results in closure of the Core Plan and another health care program to open or pend the ESC will transfer the case to the local agency. See Process Help Chapter 71.9.5.2)

**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/AMC