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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

BEPS/DFS OPERATIONS MEMO					
No: 11-01					
DATE: 01/14/2011					
FS	<input checked="" type="checkbox"/>	MA	<input type="checkbox"/>	BC+	<input type="checkbox"/>
SC	<input type="checkbox"/>	CTS	<input type="checkbox"/>	FSET	<input type="checkbox"/>
BC+ Basic	<input type="checkbox"/>	BC+ CORE	<input type="checkbox"/>		
CC	<input type="checkbox"/>	W-2	<input type="checkbox"/>	EA	<input type="checkbox"/>
CF	<input type="checkbox"/>	JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>
RAP	<input type="checkbox"/>	WIA	<input type="checkbox"/>	Other	<input type="checkbox"/>
				EP	

SUBJECT: Notice of Missed Interview Requirements for FoodShare Households

CROSS REFERENCE: FoodShare Handbook 2.1.3.1

EFFECTIVE DATE: Immediately

PURPOSE:

The purpose of this memo is to communicate a change in the policy regarding the need to send a Notice of Missed Interview (NOMI) when a FoodShare (FS) applicant misses a scheduled interview and to reiterate the policy requiring an interview to be completed for FS applications and renewals

BACKGROUND:

FoodShare policy requires all applicants to complete an interview as part of the application process. The interview is required no matter what method is used to apply (ACCESS, paper application, telephone request, etc). The agency must schedule an interview appointment for all applicants who are not interviewed on the day they submit their application. When a FS application is submitted to the agency, an interview appointment letter must be sent with a specific date and time of the scheduled interview. If the applicant misses the interview a Notice of Missed Interview must be sent to tell the applicant it is their responsibility to reschedule the

interview, unless the benefits were issued as expedited and the interview that was missed was the postponed interview for ongoing benefits.

An interview is also required to complete a FS renewal. The interview is required no matter what method is used to submit the renewal (ACCESS Renew My Benefits, paper form, etc).

Agencies are required to inform applicants or members who miss their initial application or renewal interview appointment that they are responsible for contacting the agency to reschedule the interview appointment.

Renewal Notices and Client Scheduling Letters include the NOMI language. Until this clarification, the agencies were not required to send an additional NOMI letter when an applicant missed the scheduled interview at application and the interview was scheduled using the Client Scheduling system).

The Department has received clarification from FNS that the language in the Client Scheduling letter is not sufficient notification for a missed interview at application. A separate notice must be sent when the applicant misses their scheduled interview at application.

Language in the Renewal letter contains both the benefit end date if the renewal is not completed and the NOMI language. If the interview is missed, an additional NOMI letter is not required because language in the closure notice meets NOMI requirements..

NOTICE OF MISSED APPOINTMENT (NOMI) REQUIREMENTS

Application (not expedited)

The agency must send a separate NOMI letter to each applicant who does not meet the criteria for expedited issuance and misses the scheduled interview appointment. The NOMI letter must inform the applicant that they missed their appointment and are responsible for rescheduling the interview. If the applicant contacts the agency within the 30 day application processing period, the agency must schedule a second interview. The application may not be denied for not completing the interview prior to the 30th day after the application filing date.

Application (expedited with postponed interview)

When the interview has been postponed for a FS application eligible for expedited benefits, a NOMI letter is not required if the applicant misses the interview scheduled for ongoing benefits.

When the applicant misses an interview that has been scheduled within the seven day processing period for a FS application that meets expedited benefits criteria and the interview cannot be completed within the seven day timeframe due to household delay, a NOMI letter is required to be sent.

Renewal

Language contained in the CARES generated Renewal Notice and closure notice meet NOMI requirements, therefore an additional NOMI letter does not have to be sent if the member misses the scheduled interview appointment.

CARES:

Until updates can be made to the Client Scheduling system and for agencies that do not use Client Scheduling, the CNSL Letter: Notice of Missed Appointment (NOMI 0099 01) must be sent to any applicant that misses the initial scheduled interview, unless the benefits were issued as expedited and the interview that was missed was the postponed interview for ongoing benefits.

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/LA/MR