



DEPARTMENT OF CHILDREN  
AND FAMILIES  
Secretary Eloise Anderson  
201 East Washington Avenue, Room G200  
P.O. Box 8916  
Madison, WI 53708-8916  
Telephone: 608-266-8684  
Fax: 608-261-6972  
www.dcf.wisconsin.gov

**State of Wisconsin  
Governor Scott Walker**

DEPARTMENT OF HEALTH SERVICES  
Secretary Dennis G. Smith  
1 West Wilson Street  
P.O. Box 7850  
Madison, WI 53707-7850  
Telephone: (608) 266-9622  
FAX: (608) 266-7882  
www.dhs.wisconsin.gov

**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:** Rich Albertoni, Bureau Director  
Bureau of Enrollment Policy & Systems  
Division of Health Care Access and Accountability

<b>BEPS/DFS OPERATIONS MEMO</b>					
<b>No: 11-56</b>					
<b>DATE: 10/31/2011</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 type="checkbox"/>
<b>BC+ Basic</b>	<input 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: Transition of Enrollment Services Center Cases**

**CROSS REFERENCE:** [Administrator's Memo 11-02](#)

**EFFECTIVE DATE:** October 1, 2011

**PURPOSE:**

The purpose of this memo is to announce the timeline and process for transferring the Enrollment Services Center (ESC) cases to the local Income Maintenance (IM) agencies.

**BACKGROUND:**

Beginning January 1, 2012 all IM cases will be managed by the IM Consortia, the Tribal IM agencies and Milwaukee Enrollment Services (MilES). This includes the cases that are currently managed by the ESC. In order to meet requirements set by the Federal Nutrition Service (FNS), the transition of FoodShare (FS) only cases from the ESC to the local agencies will begin November 1, 2011. ESC cases began transitioning to MilES effective October 1, 2011. All ESC cases will be transitioned from the ESC to the local agencies by March 31, 2012.

**TRANSITION SCHEDULE:**

<b>Date</b>	<b>ESC</b>	<b>County/Consortia/Tribal IM Agency of residence</b>	<b>MILES</b>
Oct 1	Begin transferring Milwaukee county FS-Only cases as renewals are completed and confirmed to MILES.		Provide Ongoing Case Maintenance services for the FS only cases received from the ESC.
Nov 1	<p>Begin transferring FS-Only cases as renewals are completed and confirmed, to the county/Tribal IM agency of residence.</p> <p>Begin transferring Milwaukee County FS-Only applications as they are processed and confirmed to MILES.</p> <p>Continue transferring Milwaukee county FS-Only cases as renewals are completed and confirmed to MILES.</p>	Begin to provide Ongoing Case Maintenance services for the FS only cases received from the ESC.	Provide Ongoing Case Maintenance services for the FS only cases received from the ESC.
Dec 1	<p>Begin transferring FS-Only applications as they are processed and confirmed to the county/Tribal IM agency of residence.</p> <p>Continue transferring FS-Only cases as renewals are completed and confirmed, to the county of residence / MILES.</p> <p>Continue transferring Milwaukee County FS-Only applications as they are processed and confirmed to MILES.</p>	Continue to provide Ongoing Case Maintenance services for the FS only cases received from the ESC.	Continue to provide Ongoing Case Maintenance services for the FS only cases received from the ESC.

Date	ESC	County/Consortia/Tribal IM Agency of residence	MILES
Jan 1 through Jan 31	<p>Begin transferring all cases following the completion of a renewal (any programs or combination of programs) as they are confirmed to the County/Consortia/ Tribal IM Agency of residence.</p> <p>Continue to process all applications with a file date prior to 1/1/12 and transfer to County//Consortia/Tribal IM agency of residence once case is confirmed.</p>	<p>Begin processing all applications with a file date of 1/1/12 or later.</p> <p>Continue to provide Ongoing Case Maintenance Services for all cases received from the ESC.</p>	<p>Begin processing all applications with a file date of 1/1/12 or later.</p> <p>Continue to provide Ongoing Case Maintenance Services for all cases received from the ESC.</p>
Between Jan 16 and Feb 9	<p>Transfer all cases (any program or combination of programs) with a renewal due 03/31/12 from the ESC caseload to County/Consortia/Tribal IM Agency of Residence.</p> <p>These cases must be transferred during this timeframe to ensure the correct agency contact information is included on the notice.</p>		
Feb 1 through Feb 28	<p>Continue to process applications with a file date prior to 1/1/12 and transfer to County/ Consortia/ Tribal IM Agency of residence once it is confirmed.</p> <p>Continue transferring all cases following the completion of a renewal (any programs or combination of programs) as they are confirmed to the County/Consortia/ Tribal IM Agency of residence</p>	<p>Begin scheduling March renewals.</p> <p>Continue to provide Ongoing Case Maintenance services for all cases that have been received from the ESC.</p> <p>Continue processing all new applications.</p>	<p>Begin scheduling March renewals.</p> <p>Continue to provide Ongoing Case Maintenance services for all cases that have been received from the ESC.</p> <p>Continue processing all new applications.</p>

Date	ESC	County/Consortia/Tribal IM Agency of residence	MILES
Feb 13 through March 8	<p>Transfer all cases with a SMRF or Renewal (any program or combination of programs) due April 30, 2012 from the ESC caseload to the County/Consortia/Tribal IM Agency of residence.</p> <p>These cases must be transferred during this timeframe to ensure the correct agency contact information is included on the notice.</p>	Continue scheduling March renewals.	Continue scheduling March renewals
March 1 through March 31	Continue transferring all cases following the completion of a renewal (any programs or combination of programs) as they are confirmed to the County/ Consortia/ Tribal IM Agency of residence.	<p>Begin scheduling April renewals.</p> <p>Continue to provide Ongoing Case Maintenance services for all cases that have been received from the ESC.</p> <p>Continue processing all new applications.</p>	<p>Begin scheduling April renewals.</p> <p>Continue to provide Ongoing Case Maintenance services for all cases that have been received from the ESC.</p> <p>Continue processing all new applications.</p>
March 12 through March 31	<p>Transfer all cases with a SMRF or Renewal (any program or combination of programs) due 05/31/12 from the ESC caseload to County/Consortia/Tribal IM agency of Residence.</p> <p>These cases must be transferred during this timeframe to ensure the correct agency contact information is included on the notice.</p>	Continue scheduling April renewals.	Continue scheduling April renewals.

Date	ESC	County/Consortia/Tribal IM Agency of residence	MILES
By March 31	<p>Transfer all remaining cases (any program or combination of programs) to the County/ Consortia/ Tribal IM agency of residence.</p> <p>Case status of: Open, Pending or Pending Closed.</p> <p>(Do not transfer cases that are closed less than 30 days.)</p>	<p>Continue to provide Ongoing Case Maintenance services for all cases that have been received from the ESC.</p> <p>Continue processing all applications.</p>	<p>Continue to provide Ongoing Case Maintenance services for all cases that have been received from the ESC.</p> <p>Continue processing all applications.</p>

A request for a new program on an open case will be processed by the agency managing the case at the time the new program is requested.

To insure the cases that are transferred are complete and correct the ESC will complete the following steps prior to the transfer:

- Check to see the case is open and ongoing
- Complete and process all alerts, action items, data exception matches and discrepancies
- Make sure that the SSNs of all relevant individuals are verified
- Process all ACCESS items attached to the case or submitted by the primary person
- Process and store all ECF documents
- Check review dates for accuracy and record next review date in case comments
- If the FS benefit is closing:
  - For failure to verify information: check to see the verification was requested
  - For lack of interview: Make sure the interview was scheduled and the NOMI letter was sent.
  - For excess income or any other reason that is not clear in NOD: Contact the member to discuss the closure.
- If the FS benefit is decreasing a contact with the member will be made to explain the decrease. If the ESC is unable to contact the member, case comments will be entered to explain the decrease and the attempt to contact the member.
- Make sure case comments are complete and easy to understand.
- Complete all outstanding Data Exchange matches

### **TRIBAL CASES:**

Because the County/Tribe of Residence field may be incorrect when indicating a tribe, the ESC cases that have a tribe listed within this field will be transferred to the County IM agency of residence, not the Tribal IM agency. However; if an interview is done prior to the case transfer

the ESC worker will confirm with the member which agency (county or tribal) he or she will receive their benefits from and transfer the case to the appropriate agency.

### ***CASE RESOLUTION:***

If a case is transferred to one of the local or tribal agencies with the above steps incomplete, the transfer in agency should contact the ESC through the ESC email box at [dhsenrollmentservicescenter@dhs.wisconsin.gov](mailto:dhsenrollmentservicescenter@dhs.wisconsin.gov) or by calling the County/Partner telephone line.

The case should not be transferred back to the ESC.

If an overpayment is discovered that occurred while the case was managed by the ESC, communicate the case number and an explanation of the error to: [dhsenrollmentservicescenter@dhs.wisconsin.gov](mailto:dhsenrollmentservicescenter@dhs.wisconsin.gov) for processing of the overpayment. To ensure that we have all the information needed and are not duplicating your research efforts, please include all the following information:

- Case number.
- Case PP name.
- Potential Overpayment period.
- What caused the error (customer or agency)?
- Description of case research conducted.
- Conclusion and Notes.

This unit will be in operation to process ESC overpayments through September 30, 2012. After that date the agency managing the case will be responsible for processing overpayments, even if the overpayment was caused while the case was managed by the ESC.

### ***BADGERCARE PLUS CORE PLAN TRAINING:***

Three BadgerCare Plus Core Plan training sessions using Connect Pro have been scheduled and are available for registration in the DHS Learning Center. The first session, November 9, 2011, is a Train the Trainer session intended for those individuals who will be supervising, training, and mentoring staff members. The following two sessions, November 15 and November 16, are presentations for the staff who will process the BC+ Core Plan cases.

The course is intended for those IM workers who will be required to maintain BadgerCare Plus Core Plan Cases beginning January 1, 2012.

Please register for the session of your choice in the DHS Learning Center. Instructions for accessing the Connect Pro session will be included in your class confirmation letter.

A session will be recorded and archived in the DHS Learning Center for those who were not able to attend any of the sessions.

### ***CONTACT:***

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