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**State of Wisconsin  
Governor Scott Walker**

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

BEPS/DFS OPERATIONS MEMO		
<b>No:</b>	12-24	
<b>DATE:</b>	4/27/2012	
<b>FS</b>	<input type="checkbox"/>	<b>MA</b> <input type="checkbox"/>
<b>SC</b>	<input type="checkbox"/>	<b>CTS</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>CF</b>	<input type="checkbox"/>	<b>JAL</b> <input type="checkbox"/>
<b>RAP</b>	<input type="checkbox"/>	<b>Other</b> <input type="checkbox"/> *
		<b>EA</b> <input type="checkbox"/>
		<b>JC</b> <input type="checkbox"/>
		<b>EP</b>

**SUBJECT: BadgerCare Plus Core Plan Processing Fee Payment Changes**

**CROSS REFERENCE:** Process Help 4.7.4

**EFFECTIVE DATE:** May 1, 2012

**PURPOSE:** The purpose of this memo is to announce changes to the payment methods for the BadgerCare Plus Core Plan processing fee.

**BACKGROUND:**

The BadgerCare Plus Core Plan for Childless Adults program was implemented in July 2009. At that time all Core Plan applications were to be processed at a central location through the Enrollment Services Center. An applicant is required to pay a \$60 processing fee before the Core Plan application can be processed. When processing a telephone application or renewal, ESC workers were able to access the online payment function in ACCESS to take a credit card or e-check payment over the phone. When the ESC cases were transitioned to the IM Consortia the consortia workers were also instructed to use this function for taking an online payment.

**NEW POLICY:**

DHS has become aware of a new process and set of criteria that must be completed in order to allow state or consortia workers to take credit card or e-check payments over

the phone. As it stands, consortia offices are not in compliance with the new certification standards. In order to mitigate the immediate risk while proper certification is being explored, the Core Plan applicant or member will no longer have the option to pay the processing fee over the telephone. The applicant or member should be encouraged to go to ACCESS to pay the processing fee. The fee can also still be paid by sending in a check, credit card information, or a money order along with the payment slip.

The department is exploring options for re-establishing this payment method in the future.

This does not affect the ability of BadgerCare Plus Basic members to pay their monthly premiums by telephone.

**CARES:**

Effective May 1, 2012, the option for paying the fee over the phone will be removed from the Core Plan renewal notice and the fee payment letter. Language referencing payment over the telephone will also be removed from ACCESS.

The fee payment letter, renewal notices and ACCESS language for May renewals contained the option to pay over the telephone. Any Core Plan member completing a May renewal requesting to pay the processing fee over the telephone should be referred to the ESC at (800) 291-2002.

**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