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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**

<b>BEPS/DFS OPERATIONS MEMO</b>					
<b>No: 12-47</b>					
<b>DATE: 08/22/2012</b>					
<b>FS</b>	<input checked="" type="checkbox"/>	<b>MA</b>	<input type="checkbox"/>	<b>BC+</b>	<input 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 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: Consortia Contacts for Quality Control**

**CROSS REFERENCE:** IM Consortia and DHS Contract Section XVIII, [IMM Chapter 2](#)

**EFFECTIVE DATE:** Immediately

**PURPOSE:**

The purpose of this memo is to provide information about communication between the Department of Health Services (DHS) and lead Consortia agencies or their designees regarding Quality Control (QC) case review findings.

**BACKGROUND:**

Effective January 1, 2012, Wisconsin implemented a regional model for administration of Income Maintenance programs including FoodShare (FS) and Medicaid (MA) that included contracts with 10 consortia agencies and Milwaukee County. DHS is federally required to complete QC reviews of a random statewide sample of both FS and MA cases. In the past, DHS has communicated with individual county agencies when case errors are found requiring corrective action within 30 days. Since DHS no longer has contracts with individual county

agencies; the lead consortia agencies are now responsible for ensuring that corrective actions are made timely when required. When FS households refuse to cooperate with QC, a sanction must be applied to close the FS until the household cooperates, or until 125 days after the end of the Federal Fiscal Year.

In addition, there are occasions when QC reviewers find that eligibility is correct on a case, but want to share error prone information about the case with the IM agency as an "FYI". Traditionally, correct case findings are communicated to the agencies. For FS, all of these findings are currently faxed individually to each agency contact.

### ***NEW PROCESS:***

#### ***FSQC:***

Each lead consortia agency has provided contact information for communication from DHS related to FSQC findings. Beginning immediately, QC findings where corrective action is required on a case, a QC sanction needs to be applied or "FYI" error prone information needs to be shared, an email will be sent to the primary and back-up contacts at each local IM agency, with a copy to the lead consortia QC contact. A report of all correct case findings and all cases dropped from the QC review sample will be sent to the same contacts on a monthly basis. A group email address has been created for FSQC communications [DHSFSQC@wisconsin.gov](mailto:DHSFSQC@wisconsin.gov). Standard subject lines for email communications have been developed to facilitate monitoring email communications and corrective actions. When responding to email communications from FSQC, we would request that you reply without altering the subject line.

A fillable Agency Response form will also be sent with error findings. The completed form and questions or concerns related to FSQC processes or findings should be emailed to [DHFSQC@wisconsin.gov](mailto:DHFSQC@wisconsin.gov). **Please encrypt or otherwise ensure that all communications are sent securely.** Contact information on the letters are system generated and will be updated at a later date.

#### ***MAQC:***

Each lead consortia agency has provided contact information for communication from DHS related to MAQC findings. Beginning immediately, QC findings where corrective action is required on a case or an "FYI" for error prone information needs to be shared, an email will be sent to the primary and back-up contacts at each local IM agency, with a copy to the lead consortia QC contact. An email for each correct case finding will be sent to the same contacts.

#### ***IMAC SUB-COMMITTEE:***

FSQC findings will be compiled quarterly and MAQC findings will be compiled when available for presentation to the Process Support Subcommittee of IMAC. The purpose of these presentations will be to discuss IM QC error findings, federal timeliness rates, and error prone areas for FS and MA. The subcommittee will make recommendations for policy, system and process changes that would be effective in reducing errors and improving timely processing.

**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/SE