



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

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

**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					
No: 12-71					
DATE: 12/28/2012					
FS	<input 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 checked="" 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: Reminder Emails to Core Plan Members Whose Renewal is Due

CROSS REFERENCE:

EFFECTIVE DATE: January 3, 2013

PURPOSE:

The purpose of this Operations Memo is to notify agencies that DHS will send emails to Core Plan members who have provided an email address, to remind them of their upcoming renewals. This process will begin on January 3 and 4, 2013, with emails to Core Plan members whose renewal is due by the end of January. This process will be repeated in February and each subsequent month for any Core Plan member who has provided an email address and who has his or her renewal due that month. A note will be added to case comments in CWW indicating that an email was sent to the member.

BACKGROUND:

BadgerCare Plus Core Plan members are required to renew their benefits annually. If a member does not complete the renewal process by the last day of the 13th month of eligibility, they will lose eligibility. If they reapply, they will be put on the waitlist.

Around 50 percent of all Core Plan terminations are due to failure to complete the renewal. Core

Plan members between the ages of 19 and 30 are most at risk of termination due to failure to complete a renewal. Around 50 percent of these members have email addresses on file.

POLICY CHANGE:

There are no policy changes being implemented with the email reminders.

PROCESS:

Each month, email addresses will be extracted from CARES for Core Plan members with a renewal due that month. Using a listserv, a generic email reminder (see text below) will be sent encouraging members to complete the renewal. It will also refer them to ACCESS and their local agency. In general, due to agency request, the email reminder will be staggered over two to three business days, starting with the first business day of the month. This is to help manage call volume.

EMAIL TEXT:

Dear BadgerCare Plus Core Plan member,

You were recently sent a letter to let you know that the annual renewal of health care benefits for you or someone in your household is due by the end of January 2013. If you want to keep getting BadgerCare Plus Core Plan benefits, you must complete your renewal

This email is a reminder that if you don't complete your renewal by the end of January, your Core Plan benefits will end as of January 31.

You can still finish your renewal in February but you will lose health care coverage for some or all of February. If you meet all program rules and are able to enroll in February, your benefits will start again.

If you do not complete your annual renewal before the end of January, your benefits will end. If you apply for the Core Plan after February, you will be put on a waiting list and you will not be able to get health care coverage through the BadgerCare Plus Core Plan.

There are two ways to complete your annual renewal before the end of January:

1. You can complete your renewal online at ACCESS.wi.gov.

If you already have a MyACCESS account, click on "Login to Account." If you don't have an account, you can create one by clicking on "Create Account."

2. You can call or visit your local agency to schedule an appointment to complete your renewal. The contact information for the local agencies is listed below, or you can find the phone number for your agency here: dhs.wi.gov/forwardhealth/imagency/index.htm.

If you've already started or submitted your renewal, please disregard this message.

If you have any questions, please contact your local agency at the number listed below. Please do not reply to this email.

Agency Contact Information

Bay Lake Consortium	1-888-794-5747
Brown, Door, Marinette, Oconto, and Shawano Counties	
Capital Consortium	1-888-794-5556
Adams, Columbia, Dane, Dodge, Juneau, Richland, and Sauk Counties	
East Central Consortium	1-888-256-4563
Calumet, Green Lake, Kewaunee, Manitowoc, Marquette, Outagamie, Sheboygan, Waupaca, Waushara and Winnebago Counties	
Great Rivers Consortium	1-888-283-0012
Barron, Burnett, Chippewa, Douglas, Dunn, Eau Claire, Pierce, Polk, St. Croix and Washburn Counties	
Central Consortium	1-888-445-1621
Langlade, Marathon, Oneida, and Portage Counties	
Menominee County	1-888-681-0836
Menominee County	
Milwaukee Enrollment Services (MiLES)	1-888-947-6583
Milwaukee County	
Moraine Lakes Consortium	1-888-446-1239
Fond du Lac, Ozaukee, Walworth, Washington and Waukesha Counties	
Northern IM Consortium	1-888-794-5722
Ashland, Bayfield, Florence, Forest, Iron, Lincoln, Price, Rusk, Sawyer, Taylor, Vilas and Wood Counties	
Southern Consortium	1-888-794-5780
Crawford, Grant, Green, Iowa, Jefferson, Lafayette and Rock Counties	
Western Consortium	1-888-627-0430
Buffalo, Clark, Jackson, La Crosse, Monroe, Pepin, Trempealeau and Vernon Counties	
WKRP - Wisconsin Kenosha Racine Partnership	1-888-794-5820
Kenosha and Racine Counties	

CARES:

As noted above, we will include a short note in case comments to indicate that an email has been sent. Note that this is only an informational message to indicate that the email was sent; it does not guarantee that the email was received by the member.

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/AA