



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 Kitty Rhoades
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

Susan Mathison, Section Chief
Wisconsin Shares Policy Section
Bureau of Child Care Administration
Division of Early Care and Education
Department of Children and Families

Janice Peters, Director
Bureau of Working Families
Division of Family and Economic Security
Department of Children and Families

BEPS/DFES/DECE OPERATIONS MEMO					
No: 13-30		Amended			
DATE: 9/23/2013					
FS	<input checked="" type="checkbox"/>	MA	<input checked="" type="checkbox"/>	BC+	<input checked="" type="checkbox"/>
SC	<input type="checkbox"/>	CTS	<input checked="" type="checkbox"/>	FSET	<input type="checkbox"/>
BC+ Basic	<input type="checkbox"/>	BC+ CORE	<input checked="" type="checkbox"/>		
CC	<input checked="" type="checkbox"/>	W-2	<input checked="" type="checkbox"/>	EA	<input type="checkbox"/>
CF	<input type="checkbox"/>	JAL	<input checked="" type="checkbox"/>	JC	<input type="checkbox"/>
RAP	<input type="checkbox"/>	WIA	<input type="checkbox"/>	Other	<input type="checkbox"/> *
EP					

SUBJECT: Eligibility Confirmation on the Web

CROSS REFERENCE: Process Help Chapter 13.5

EFFECTIVE DATE: February 1, 2014

PURPOSE:

The purpose of this Memo is to announce the implementation of 'Eligibility Confirmation on the Web'. Beginning February 1, 2014, confirmation of benefits for all programs of assistance, along with the completion of several other post-eligibility pages will be moved from the CARES Mainframe to CARES Worker Web (CWW).

BACKGROUND:

Currently Income Maintenance (IM) and Wisconsin Works (W-2) workers use CWW to initiate an eligibility determination for the requested programs of assistance. The worker must then access CARES Mainframe screen AGECE to confirm eligibility for those programs of assistance. In addition to confirmation of benefits, workers use CARES Mainframe for the entry of Authorized Representatives, Legal Guardians and Protective Payees (ACDP), Expected Changes (ACEC), to issue expedited FoodShare benefits (AGBI) and to Override Review Dates (AGOR). In order to increase efficiency and reduce workload associated with using multiple systems to complete an eligibility determination, these pages in CARES Mainframe are being moved to CWW.

CARES:

The following chart lists the Mainframe screens moving to CWW along with the new CWW pages that will replace them.

CARES Mainframe Screens	CWW Pages
ACRQ (Legal Guardian/Authorized Representative Questions)	Representatives Gatepost
ACPQ (Alternate/Protective Payee Questions)	Representatives Gatepost
ACDP (Designated Payee)	Representative Details
AGBI (AG Benefit Issuance)	Expedited <u>FoodShare</u> Issuance
AGEC (AG Eligibility Confirmation)	Confirm Eligibility
AGOR (Override Review Dates)	Override AG Review Dates
ACEC (Expected Change)	Expected Changes

The Child Care Referral tracking screen, ACCR, was deleted from the driver flow.

REPRESENTATIVES GATEPOST

A new **Representatives Gatepost** page will be added to CWW under the Case Information tab of the Navigation Menu. This page will replace the Mainframe screens ACRQ and ACPQ and will be used by all programs. This gatepost page will allow workers to indicate if the case has a legal guardian, power of attorney, authorized representative, alternate payee, protective payee or authorized buyer.

The driver flow will bring up the **Representative Gatepost** page for Child Care only cases, but Child Care policy does not include the use of Authorized Representatives.

This gatepost page will display dynamically based on which programs of assistance have been requested on the case. For example, on the case shown in the screenshot, FoodShare is requested, so the worker is required to answer the question, "Will your household have an authorized buyer?" If FoodShare was not requested on this case, the response field would display in beige because a response to this question would not be required.

This page will display in the intake and renewal driver flows and will be required to be completed. When processing an ACCESS application or renewal with representative information, workers will have to resolve the conflict panels that display, following the current process for working through an ACCESS application or renewal on existing CWW pages.

Consistent with the way ACDP worked in CARES Mainframe, if one or more of the fields is marked with a 'Yes,' on the **Representatives Gatepost** page, there will be a corresponding **Representative Details** page for each representative type with a 'Yes' on the gatepost page.

The screenshot shows the CARES Worker Web interface. The header includes the user ID (XCTM77), user name (V GUNTANALA), and quick select (CASE/RFA). The case information shows the primary person (ELI WARLEY 33F PP), case number (5002164358), status (Open), and mode (Ongoing). The navigation menu on the left lists various options, with 'Representative Gatepost' highlighted in a red box. The main content area is titled 'Representatives Gatepost' and contains a form with the following sections:

- Effective Period:** Last Updated: 2/11/2013
- Representatives:**
 - * Does your household have a legal guardian? [Dropdown]
 - * Does your household have an authorized representative? [Dropdown]
 - * Will your household have an alternate payee? [Dropdown]
 - * Will your household have a protective payee? [Dropdown]
 - * Will your household have an authorized buyer? [Dropdown]

Below the form, there is a checkbox for 'Based on clients response, populate blank fields as No' and an 'Add Case Comment' button. Navigation buttons for 'Previous' and 'Next' are also present.

REPRESENTATIVE DETAILS:

Information about the representative is entered on the **Representative Details** page. Please note:

- Workers will be able to indicate if the representative should receive copies of the notices.
- The **Address Information** section will display dynamically depending on whether 'Yes' or 'No' is selected in response to the question, "Is the contact address different from the Primary Person?".
 - Select 'No' if the representative's address is the same as the primary person's. In this case, the address fields will be disabled or grayed out. The system will use the address or alternate mailing address that is listed on the **General Case Information** page.
 - Select 'Yes' if the representative's address is different from the primary person's. In this case, the worker must enter the representative's address. Once entered, the system will validate the representative's address using same US Postal web service used to validate the address on the **General Case Information** page.

If this information is collected on an ACCESS application or renewal that the worker is processing in CWW, that information will be brought forward onto this page through conflict panels allowing the worker to add, delete, or edit representatives, as appropriate.

The screenshot shows the 'Representative Details' form in the CARES Worker Web interface. The form is divided into several sections:

- Authorized Rep**: Includes 'Last Updated' (11/20/2012) and 'Sequence Number' (1).
- Representative Information**: Includes 'Representative Type' and 'Representative Name' (First Name, MI, Last Name, Suffix).
- Representative Program Information**: Includes 'W-2 Payee?', 'FoodShare Payee?', 'Medical Payee?', and 'Protective Payment Reason'.
- Representative Communication**: Includes 'Language' and 'Send copy of notices?'.
- Contact Information**: Includes 'E-Mail Address' and 'Phone'.
- Address Information**: Includes 'Representative contact address different from the Primary Person?' and address fields (Number, Unit, Direction, St/Rural/Rd/Box Number, Suffix, Quadrant, Apt., City, State, Zip).

The navigation menu on the left includes options like 'Case Summary', 'Case Information', 'Demographics', 'Benefits/School', and 'Other Health Care Problems'. The 'Representative Details' option is highlighted with a red box.

The **Case Summary** page has been updated to accommodate representative information. The **Case Summary** page will display a new **Representatives** section, which provides the name, representative type, and a direct link to the **Representative Details** page to view and modify representative information in CWW.

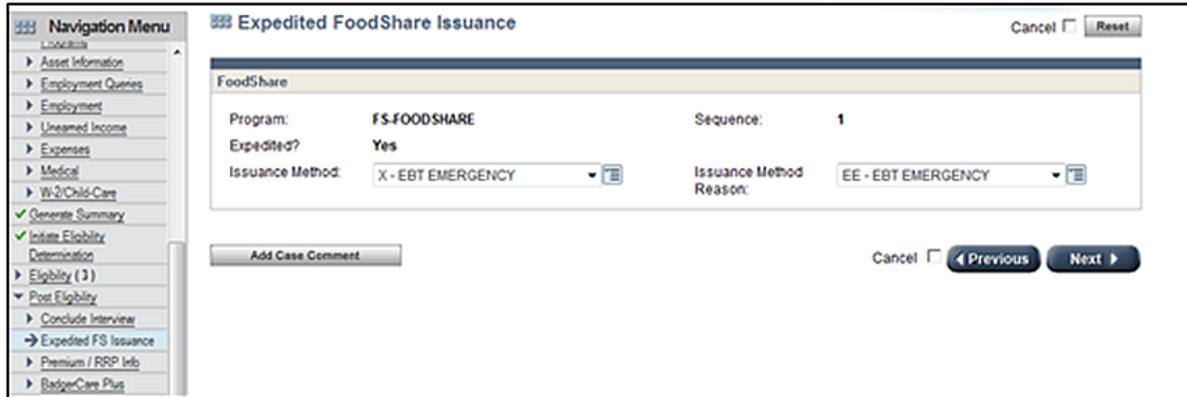
EXPEDITED FOODSHARE ISSUANCE:

The **Expedited FoodShare Issuance** page in CWW will replace the AGBI expedited functionality in the CARES Mainframe. AGBI functionalities related to W-2 will be retained in the CARES Mainframe. If FoodShare is requested on a case, the **Expedited FoodShare Issuance** page will display whether the case is eligible for expedited issuance or not. CWW will determine if the FoodShare issuance should be expedited and the result will be displayed in the 'Expedited' field.

If the case is eligible for expedited issuance, the IM worker must select the issuance method as 'X-EBT Emergency'. Once the issuance method is selected, the Issuance Method Reason will automatically pre-fill with 'EE – EBT Emergency.'

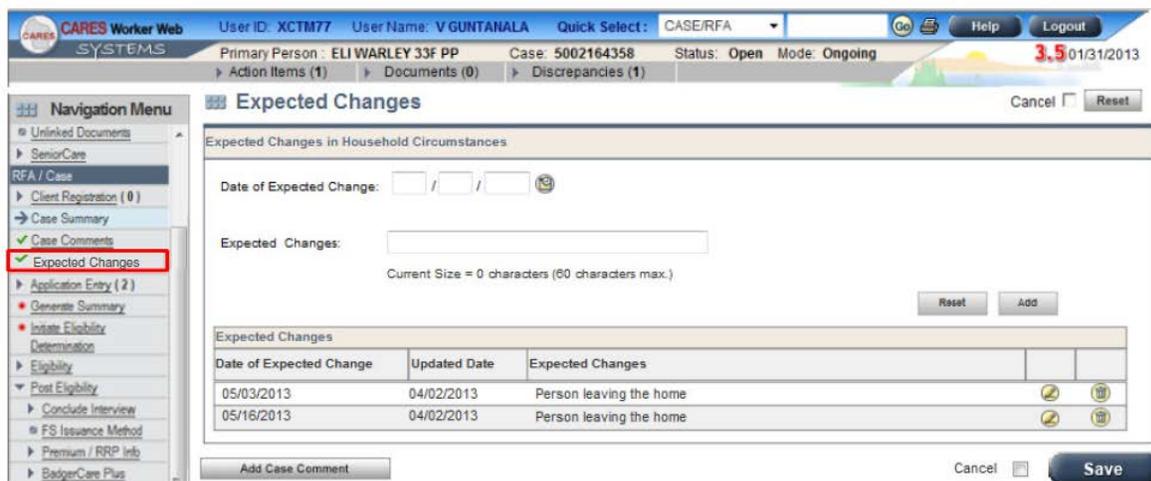
The **Expedited FoodShare Issuance** page will display in read-only mode when accessed by an IM worker and the case is not eligible for expedited issuance, or when accessed by a Financial and Employment Planner (FEP), regardless of expedited issuance eligibility.

This page can be accessed from the Navigation Menu under the Post Eligibility tab and will display in the driver flow only if FoodShare is requested.



EXPECTED CHANGES:

The **Expected Changes** page in CWW will replace ACEC in the CARES Mainframe. This page will not appear in a driver flow. The worker will be able to navigate directly to the **Expected Changes** page using the Navigation Menu or by selecting a button on the **Case Comments** page.



The **Expected Changes** page in CWW will follow the same functionality as ACEC. Corresponding alerts will remain unchanged. Expected changes can continue to be used for all programs, including FoodShare, Health Care, Child Care, Caretaker Supplement, and W-2.

CONFIRM ELIGIBILITY:

The **Confirm Eligibility** page in CWW will replace the AGECE CARES Mainframe screen.

Navigation Menu

- Unlinked Documents
- SeniorCare
- RFA / Case
 - Client Registration (0)
 - Case Summary
 - Case Comments
 - Application Entry (2)
 - Generate Summary
 - Instate Eligibility Determination
 - Eligibility
 - Post Eligibility
 - Conclude Interview
 - FS Issuance Method
 - Premium / RRP Info
 - BadgerCare Plus
 - Confirm Eligibility**
 - Override AG Review Dates
 - Post Confirmation
 - Query
 - Benefit Issuance
- Worker Tools
 - SSI-MA Administration
 - TCLA Administration
 - Worker Tasks
 - Waiver Administration
 - Case Management
 - Client Correspondence
 - Reference Tools
 - System Tools
 - HMO Search

Confirm Eligibility

Health Care / CT's Program Results

Program	Sequence	Benefit Begin Date	Benefit End Date	Benefit Amount	AG Status	Eligibility Status	Reasons	Confirm?
BCP - ADULTS (PARENTS, CWP, SE PARENTS)	1	02/01/2013	02/28/2013	NA	OPEN	PASS		No
		01/01/2013	01/31/2013	NA	OPEN	PASS		
BCP - CHILDREN < 19	1	02/01/2013	02/28/2013	NA	OPEN	PASS		No
		01/01/2013	01/31/2013	NA	OPEN	PASS		
CTS - CARETAKER SUPPLEMENT	1	02/01/2013	02/28/2013	NA	OPEN	PASS		No
		01/01/2013	01/31/2013	NA	OPEN	PASS		
FPW - FAMILY PLANNING WAIVER	1	02/01/2013	02/28/2013	NA	DENIED	FAIL	014	No
		01/01/2013	01/31/2013	NA	OPEN	PASS		
		12/01/2012	12/31/2012	NA	DENIED	FAIL	014	
MS - SSI RELATED MA FOR AGED, BLIND AND DISABLED 9CAT NDY)	1	02/01/2013	02/28/2013	NA	OPEN	PASS		No
		01/01/2013	01/31/2013	NA	OPEN	PASS		
FC - FAMILY CARE	1	02/01/2013	02/28/2013	NA	OPEN	PASS		No
		01/01/2013	01/31/2013	NA	OPEN	PASS		

FoodShare Program Results

Program	Sequence	Benefit Begin Date	Benefit End Date	Benefit Amount	AG Status	Eligibility Status	Reasons	Confirm?
FS - FOODSHARE	1	02/01/2013		\$ 120	OPEN	PASS		No
		01/01/2013	01/31/2013	\$ 140	OPEN	PASS		

Child Care Program Results

Program	Sequence	Benefit Begin Date	Benefit End Date	Benefit Amount	AG Status	Eligibility Status	Reasons	Confirm?
CC - CHILDCARE	1	02/01/2013	02/28/2013	NA	OPEN	PASS		No
		01/01/2013	01/31/2013	NA	OPEN	PASS		

W-2 Program Results

Program	Sequence	Benefit Begin Date	Benefit End Date	Benefit Amount	AG Status	Eligibility Status	Reasons	Confirm?
Program either not requested or already confirmed.								

CARES Confirmed Assistance Group Eligibility Summary

Program	Sequence	Benefit Begin Date	Benefit End Date	Benefit Amount	AG Status	Eligibility Status	Reasons
No data found.							

Buttons: Add Case Comment, Cancel, Previous, Next

Each program of assistance will display in a separate section. A single 'Confirm?' dropdown box displays for each program of assistance. The dropdown will default to 'No' when the **Confirm Eligibility** page loads in CWW. The worker must select 'Yes' and either 'Next,' 'Previous', or any other navigation link on the page other than 'Cancel' or 'Logout' to confirm the program of assistance. To exit the page without saving changes and completing confirmation, the worker may click 'Cancel' and navigate off of the **Confirm Eligibility** page.

For any programs that are not requested or have already been confirmed, there will be a message stating "Program either not requested or already confirmed."

Workers will no longer have to confirm programs that are not requested (Z assistance groups with reason code 054 in CARES Mainframe screen AGEC). If any program of assistance is confirmed and the worker clicks 'Next' or navigates off of the **Confirm Eligibility** page, CWW will automatically confirm the non-requested programs.

The **Confirm Eligibility** page will display ongoing or previous program eligibility as well as any previously denied Assistance Groups under the **CARES Confirmed Assistance Group Eligibility Summary** section:

Navigation Menu

- Unlinked Documents
- SeniorCare
- RFA / Case
 - Client Registration (0)
 - Case Summary
 - Case Comments
 - Application Entry (2)
 - Generate Summary
 - Initial Eligibility Determination
 - Eligibility
 - Post Eligibility
 - Conclude Interview
 - FS Issuance Method
 - Premium / RRP Info
 - BadgerCare Plus
 - Confirm Eligibility
 - Override AG Review Dates
 - Post Confirmation
 - Query
 - Benefit Issuance
- Worker Tools
 - SSI-MA Administration
 - TCLA Administration
 - Worker Tasks
 - Waitlist Administration
 - Case Management
 - Client Correspondence
 - Reference Tools
 - System Tools
 - HMO Search

Confirm Eligibility

Health Care / CT3 Program Results

Program	Sequence	Benefit Begin Date	Benefit End Date	Benefit Amount	AG Status	Eligibility Status	Reasons	Confirm?
BCP - ADULTS (PARENTS, CWP, SE PARENTS)	1	02/01/2013	02/28/2013	NA	OPEN	PASS		No
		01/01/2013	01/31/2013	NA	OPEN	PASS		
BCP - CHILDREN < 19	1	02/01/2013	02/28/2013	NA	OPEN	PASS		No
		01/01/2013	01/31/2013	NA	OPEN	PASS		
FPW - FAMILY PLANNING WAIVER	1	02/01/2013	02/28/2013	NA	DENIED	FAIL	014	No

Food Share Program Results

Program	Sequence	Benefit Begin Date	Benefit End Date	Benefit Amount	AG Status	Eligibility Status	Reasons	Confirm?
FS - FOODSHARE	1	02/01/2013		\$ 120	OPEN	PASS		No
		01/01/2013	01/31/2013	\$ 140	OPEN	PASS		

Child Care Program Results

Program	Sequence	Benefit Begin Date	Benefit End Date	Benefit Amount	AG Status	Eligibility Status	Reasons	Confirm?
CC - CHILDCARE	1	02/01/2013	02/28/2013	NA	OPEN	PASS		No

W-2 Program Results

Program	Sequence	Benefit Begin Date	Benefit End Date	Benefit Amount	AG Status	Eligibility Status	Reasons	Confirm?
Program either not requested or already confirmed.								

CARES Confirmed Assistance Group Eligibility Summary

Program	Sequence	Benefit Begin Date	Benefit End Date	Benefit Amount	AG Status	Eligibility Status	Reasons
FPW - FAMILY PLANNING WAIVER	1	11/01/2012		NA	OPEN	PASS	
FS - FOODSHARE	1	12/01/2012		\$ 140	OPEN	PASS	
WW Z - W2 DID NOT APPLY	1	11/01/2012	11/31/2012	NA	DENIED	FAIL	054
CC Z - CHILDCARE DID NOT APPLY	1	12/01/2012	12/31/2012	NA	DENIED	FAIL	054

Buttons: Add Case Comment, Cancel, Previous, Next

The **CARES Confirmed Assistance Group Eligibility Summary** section displays the programs, assistance group statuses, and any reason codes if the assistance group failed. This section allows the worker to view what programs are currently open or closed prior to confirmation.

POST CONFIRMATION:

After the worker has confirmed benefits for a program of assistance, he or she will be directed to the **Post Confirmation** page in CWW to complete any required post confirmation pages remaining on CARES Mainframe. This page is a modified version of the current **Confirmation Access** page.

The screenshot shows the 'Post Confirmation' page in the CARES Worker Web. The top navigation bar includes the user ID 'XCTH06', user name 'K SHANMUGARA', and a 'Quick Select' dropdown set to 'CASE/RFA'. The primary person is 'FEP WORKER 18M PP' and the case number is '9002298595'. The status is 'Open' and the mode is 'Ongoing'. The date is '05/17/2013'. The page completion status is 'All pages are complete, you may proceed to mainframe screen by clicking the 'Next' button and entering the next screen.' The 'Next Mainframe Screen' is 'AIWP'. The page includes a navigation menu on the left, a search bar, and buttons for 'Add Case Comment', 'Previous', and 'Next'.

The **Post Confirmation** page in CWW will inform the worker of the appropriate screen to access in CARES Mainframe. For FoodShare and W-2 cases, AIWP will display so the IM worker or FEP can make the appropriate work program referral. For health care cases, if a deductible needs to be set, AGMD will display.

If there is no mainframe tran code displayed in the **Next Mainframe Screen** section, confirmation is complete and it is not necessary to access CARES Mainframe.

VERRIDE AG REVIEW DATES:

The **Override AG Review Dates** page will replace the CARES Mainframe screen AGOR. Open programs of assistance will be listed in the top section of the page and Closed/Denied programs of assistance will be listed in the bottom section.

When FoodShare and Child Care review dates are overridden with different dates for FoodShare and Child Care, the error message displayed upon clicking the next button is "FoodShare and Child Care review dates must match".

When FoodShare and Child Care review dates are not overridden, and the current review dates are different for FoodShare and Child Care, then the error message will not display upon clicking the next button.

Assistance groups that require the same eligibility review date are merged to a single 'Override Eligibility Review Month' field to ensure the alignment of review dates as shown below:

CARES Worker Web SYSTEMS User ID: XCTM77 User Name: V GUNTANALA Quick Select: CASE/RFA Go Help Logout

Primary Person: ELI WARLEY 33F PP Case: 5002164358 Status: Open Mode: Ongoing 3,5 01/31/2013

Action Items (1) Documents (0) Discrepancies (1) Cancel Reset

Navigation Menu

Override AG Review Dates

Open Programs			
Program	Sequence	Eligibility Review Date	Override Eligibility Review Month
BCP - ADULTS (PARENTS, CWP, SE PARENTS)	1	09/30/2013	MM / YYYY
BCPC - BCP - CHILDREN < 19	1	09/30/2013	MM / YYYY
CTS - CARETAKER SUPPLEMENT	1	09/30/2013	MM / YYYY
FC - FAMILY CARE	1	03/31/2013	MM / YYYY
FS - FOODSHARE	1	09/30/2013	MM / YYYY

Closed/Denied Programs			
Program	Sequence	Eligibility Status	Eligibility Review Date
MA R - AFDC MA REGULAR INCLUDES AFDC FOR INCAPACITATED PARENTS	1	Closed	11/30/2008
BCPA-BCP - ADULTS (PARENTS, CWP, SE PARENTS)	1	Denied	09/30/2013

Add Case Comment Cancel Submit

IM workers must have a security level of 50 or higher in order to override review dates for IM programs. FEPs with security levels of 25 or higher may override W-2 review dates. This is consistent with current CARES Mainframe functionality. Effective November 19, 2013, IM workers will not be able to override W-2 review dates and W-2 workers will not be able to override IM review dates.

To override a review date, workers should enter the month and year that the review should take place and click 'Submit.' The page will reload with the updated review date displayed in the **Eligibility Review Date** column, with the last day of the month calculated by the system.

For example, if the review is due 12/31/2014, the worker will enter 12/2014 and click 'Submit.' The system will display 12/31/2014.

CONVERSION:

Existing information in CARES Mainframe will be moved to CWW the weekend of **February 1, 2014**, through a conversion batch process. If, prior to **February 1**, a case is in the eligibility process but not yet confirmed, after **February 1**, the worker will have to confirm the benefits using the new pages in CWW.

After **February 1, 2014**, CARES Mainframe screens ACRQ, ACPQ, ACDP, AGBI, AGECE, AGOR, and ACEC will be disabled. IM and W-2 workers may still view these screens in CARES Mainframe; however, the screens will be read-only.

The process for completing a Senior Care application or renewal has not changed. Senior Care will continue to be processed using CARES Mainframe screens only. Senior Care workers will still have access to all current Senior Care screens in the CARES Mainframe.

CONTACTS:

BEPS CARES Information & Problem Resolution Center

For W-2 Policy Questions in the Balance of State: Bureau of Regional Operations, W-2 Regional Coordinators

For W-2 Policy Questions in Milwaukee: Milwaukee Operations Section Regional Administrators

For W-2 CARES Processing Questions: W-2 Help Desk

For Child Care policy questions outside of Milwaukee County: Bureau of Regional Operations (BRO), Child Care Coordinators at

http://dcf.wisconsin.gov/regional_operations/pdf/contact_list.pdf

For Child Care CARES/CWW, CSAW and CCPI IT systems processing questions statewide and policy questions in Milwaukee County: Child Care Help Desk at childcare@wisconsin.gov or (608) 264-1657

*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/EC

DCF/BCCA/BB

DCF/DFES/BWF/GS