



State of Wisconsin
Governor Scott Walker

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

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

DHS OPERATIONS MEMO

No: DHS 14-47

DATE: 11/14/2014

FS	<input checked="" type="checkbox"/>	MA	<input type="checkbox"/>	BC+	<input type="checkbox"/>
SC	<input type="checkbox"/>	CTS	<input type="checkbox"/>	FSET	<input type="checkbox"/>

SUBJECT: FoodShare Interview Policy and Systems Updates

CROSS REFERENCE: FoodShare Handbook [2.1.3](#), [2.2.1.3](#)

EFFECTIVE DATE: December 20, 2014

PURPOSE:

The purpose of this memo is to clarify the FoodShare (FS) interview policy requirements and announce changes to CARES Worker Web (CWW) to accommodate these requirements.

BACKGROUND:

Federal regulations require that an interview be completed as part of FS applications and renewals. No FS eligibility determination should be processed until the interview has been completed. Currently, regardless of whether or not the interview has been completed, CWW pends the FS eligibility determination at application and renewal for all information that is not verified and fails eligibility if reported information would cause the household to be ineligible.

POLICY:

There are no changes to the interview policy with this implementation.

FS eligibility should not be determined prior to the interview, even if the household has reported income that would make the household ineligible. Also, prior to the interview, the FS eligibility determination should only pend for completion of the interview, not for verification of other information. Once the interview has been completed, FS eligibility should be denied if reported information causes the household to be ineligible. Eligibility should pend for required information or verification of information.

CARES:

Effective December 20, 2014, CWW will be updated to pend FS eligibility only for completion of the interview when eligibility is run prior to completion of the interview, even if a “?” or “Q?” is entered on a verification field for information that is necessary to determine FS eligibility and/or benefit amounts.

CWW will also be updated to ensure FS benefits will not be denied prior to the interview for any reason other than failure to complete the interview. Once the interview has been completed, CARES will issue a verification checklist (VCL) to request appropriate verification. CARES will also deny FS benefits if information provided causes the household to be ineligible.

When workers are processing an ACCESS application or renewal prior to the FS interview, a “?” must be entered on the “Application/Review Interview Details” page to pend the FS for completion of the interview. When the “?” is entered, CARES will only pend FS for completion of the interview.

Cases due for six-month reporting or renewal that have pended for completion of the interview will continue to fail for not completing the Six-Month Report Form (SMRF) (reason code 554) or not completing a renewal (reason code 077). The FS will not fail for not completing the interview even if the interview is not completed.

If the application or renewal has been completed for health care or Child Care, CARES will re-schedule the driver flow when the FS Interview Type is changed from “?” to “Face-to-Face” or “Telephonic.” When the Interview Type is “Telephonic,” CARES will also schedule the “FoodShare Hardship Reasons” page in the driver flow. This will allow workers to process the FS renewal or application using the driver flows.

If the Interview Type is changed to an “N” at application or renewal, CARES will deny the application or renewal for failure to complete the interview. No other denial reasons will display.

The “FoodShare Budget” page in CWW will not display a FS budget until the interview has been completed. This is because no eligibility determination has been completed.

CONTACTS:

BEPS CARES Information & Problem Resolution Center

*Program Categories – FS – FoodShare, MA – Medicaid, BC+ – BadgerCare Plus, SC – SeniorCare, CTS – Caretaker Supplement, FSET – FoodShare Employment and Training.

DHS/DHCAA/BEPS/LA