



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 15-03

DATE: 01/26/2015

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: Clarification of FoodShare Signature Policy and Process

CROSS REFERENCE: FoodShare Handbook 2.1.1.4; 2.2.1.4

EFFECTIVE DATE: IMMEDIATELY

PURPOSE:

The purpose of this memo is to clarify the policy for obtaining a telephonic signature for FoodShare (FS) at application and renewal and to announce changes to CARES Worker Web (CWV) to accommodate this policy.

BACKGROUND:

Federal regulations require that a signature be obtained as part of FS applications and renewals. No FS eligibility determination should be processed until the applicant or member has signed the application or renewal. The signature may be obtained electronically, in writing, or telephonically. The signature sets the filing date for applications and establishes the household's re-request for FS benefits at the time of renewal.

POLICY:

There has been no change to the signature policy. A signature is required to set a filing date for FS applications and to establish a re-request for benefits at the time of renewal. If a signature is

not provided, an eligibility determination cannot be made. The application or renewal must be pending and the signature must be requested.

CARES:

On December 20, 2014, CWW was updated to correctly pend for the FS interview only. At the time of that Systems fix, the “pend” for signature function was also fixed. If the FS application or renewal does not include a signature, FS will now pend for signature only, and no eligibility determination will be made until a signature has been obtained. The following are considered valid signatures:

- An electronic signature on an ACCESS application or Request for Assistance (RFA).
- A written signature on a paper application or RFA.

No additional signature is necessary once the interview has been completed.

When workers are processing a telephone application or renewal, and no written or electronic signature has been submitted prior to the interview, CWW will follow the same logic for pending for the signature that is now used when pending for an interview:

- The FS budget page will be created but the budget will display all zeroes,
- CWW will not pend FS for any reason other than the signature.
- Once a valid signature has been recorded on the General Case Information page and eligibility is run, the FS will pend for any other necessary verification and a new Verification Checklist (VCL) will be generated.

- **Note:** If an interview has not been completed at the time the signature is updated, CWW will only pend for the interview, and no eligibility determination will be made until the interview has been completed.

When conducting a telephone interview, the worker must collect a telephonic signature if there is no electronic or written signature for that application or renewal. Only if the household refuses to complete the telephonic signature should a request for a written signature be made. If the household refuses to sign telephonically, the worker must document the refusal in Case Comments and generate the Case Summary and the request for a signature.

When a Case Summary is returned, the worker should review the summary for any corrections. If the household has made a correction to any information gathered during the interview, the worker should update CWW and, if appropriate, request verification. Corrections to information gathered during the interview are considered part of the interview. If the household reports new information or new changes that were not provided during the interview, such as a job loss or a person add, the worker should consider the information to be a reported change. Reported changes should be processed after the application eligibility determination or renewal eligibility has been processed.

Example 1: Sara calls to apply for FS benefits. During the telephonic signature process, Sara refuses to attest to all of the statements. Sara indicates she will send in a written signature. The worker must enter a “?” on the FS signature field on the General Case Information page to pend for the signature. The Case Summary and the request for a signature must be generated. CWW will pend only for signature, and no FS budget will be created. Once the signature is received, the worker must update the General Case Information page, update the filing date to match the date of receipt of the signature, and rerun eligibility. A new VCL will be generated for any additional required verification.

Example 2: Jane calls to complete her renewal but refuses to provide a telephonic signature. The worker must enter a “?” on the FS signature field on the General Case Information page to pend for the signature. The Case Summary and the request for a signature must be generated. CWW will pend only for signature, and no FS Budget page will be created. Once the signature is received, the worker must update the General Case Information page and rerun eligibility. A new VCL will be generated for any additional required verification.

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/RD