



Date: December 15, 2015

DHCAA Operations Memo 15-49

To: Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff

Affected Programs:	
<input type="checkbox"/> BadgerCare Plus	<input type="checkbox"/> Caretaker Supplement
<input checked="" type="checkbox"/> FoodShare	<input type="checkbox"/> FoodShare Employment and Training
<input type="checkbox"/> Medicaid	
<input type="checkbox"/> SeniorCare	

From: Shawn Tessmann, Bureau Director
Bureau of Enrollment Policy and Systems
Division of Health Care Access and Accountability

FoodShare On-Demand Interview

CROSS REFERENCE

- FoodShare Wisconsin Handbook, [Section 2.1.4.4 Postponing the Interview for Expedited Benefits](#) and [Section 2.1.3 Interviews](#)
- Operations Memo [15-48](#)

EFFECTIVE DATE

January 9, 2016

PURPOSE

The purpose of this Operations Memo is to provide policy and process instructions to income maintenance (IM) consortia implementing an on-demand interview for FoodShare.

BACKGROUND

Currently, federal regulation requires states to schedule a FoodShare interview appointment for FoodShare applicants and renewing members. Starting in January 2016, the Department of Health Services will implement a federal waiver for FoodShare, which allows an IM consortium to implement an on-demand, or unscheduled, FoodShare interview model. Once a consortium implements the on-demand interview model, FoodShare applicants and renewing members will be able to call their agency to complete their required FoodShare interview during the agency-designated FoodShare on-demand hours. This is referred to as an on-demand interview.

POLICY

A consortium implementing the on-demand interview model for FoodShare must apply this model across all agencies within the consortium. An on-demand interview for FoodShare must be offered at

both application and renewal. Consortia implementing the on-demand interview model must continue to provide a scheduled face-to-face or telephone interview upon request.

FoodShare on-demand interviews must be offered to households that submit the following types of applications:

- Expedited FoodShare applications eligible for a postponed interview
- Standard 30-day FoodShare applications
- FoodShare renewals

Under the on-demand model, a consortium will continue scheduling interview appointments for households that submit the following types of applications:

- Incomplete (page one) applications
- Expedited applications ineligible for a postponed interview (refer to [FoodShare Wisconsin Handbook, Section 2.1.4.4 Postponing the Interview for Expedited Benefits](#))

FOODSHARE RENEWAL ACTIONS

On-demand interviews need to be offered for all FoodShare renewals. When a renewal is received by an IM consortium:

- A worker must make at least two attempts to contact the household to complete the interview on the same business day the renewal is received or by the end of the fifth business day following the day it was received.
- If the worker is unable to complete the interview, he or she must process the renewal and pend the case for an interview.
- When the worker pends the case for an interview, a verification checklist (VCL) will automatically generate with Notice of Interview language. The on-demand timeframe will be automatically populated based on the mailing date.
- If the interview has not been completed, a Notice of Termination with Notice of Missed Interview (NOMI) language will automatically be sent at adverse action of the renewal month.

APPLICATION AND RENEWAL PROCESSING TIMEFRAMES

All FoodShare applications must be screened for expedited service. Under the FoodShare on-demand interview model, consortia must meet the following application and renewal processing standards:

- **Expedited applications:** Workers must make at least two attempts to contact a household to complete the interview on the same business day the application is received or by the end of the next business day. Workers must continue to meet all expedited service processing standards detailed in [FoodShare Wisconsin Handbook, Section 2.1.4 Expedited Service at Application](#).
- **Standard 30-day applications:** Workers must make at least two attempts to contact a household to complete the interview on the same business day the application is received or by the end of the second business day following the day it was received.
- **Renewals:** Workers must make at least two attempts to contact a household to complete the interview on the same business day the application is received or by the end of the fifth business day following the day it was received.

Note: Workers must allow at least 15 minutes between the first and second attempt to contact the household.

NOTICE OF INTERVIEW

If a worker is unable to complete the interview at the time he or she contacts a household as described above, the worker must send a Notice of Interview. For on-demand interviews, the Notice of Interview language will be generated on the VCL. The household has nine calendar days from the VCL mailing date to call and complete the FoodShare interview. The Notice of Interview provides instructions to complete the interview. If the last day of the on-demand interview timeframe falls on a weekend or CARES holiday, the due date will be the next business day. For a copy of this notice, refer to [Attachment 1](#) of this Memo.

On the VCL, separate policy rules apply for interview and verification requirements (refer to [FoodShare Wisconsin Handbook, Section 1.2.1.2 Request for Verification](#) and [Operations Memo 15-48, Clarification of FoodShare Renewal Verification Policy](#)). The on-demand interview timeframe of “10 days to call to complete” will not be adjustable in CARES Worker Web (CWW). Verification due dates will continue to be based on policy requirements and worker action. The table below includes examples of dates that will populate on the VCL for an application filing date of January 11, 2016, that includes a pending interview. The notice in Attachment 1 shows the dates for Example 1 in the table below.

Example	VCL Mailing Date	VCL Page One Due Date	VCL Action Due Date (Member Action)	Program Due Date (Worker Action)
1. Application pending for FoodShare interview (as seen in Attachment 1).	1/12/2016	1/21/2016	1/21/2016	2/10/2016
2. The applicant completed his or her FoodShare interview on January 12, 2016. The worker re-runs eligibility and pends for employment verification.	1/13/2016	2/10/2016	2/10/2016	2/10/2016
3. An applicant submits a health care application that is received on January 1, 2016. On January 11, 2016, the applicant applies for FoodShare through ACCESS, which results in the first VCL. The worker then pends health care for employment verification on January 14, 2016, which results in a second VCL.	VCL #1 (includes the FoodShare interview): 1/12/2016 VCL #2 (includes employment verification and the FoodShare interview): 1/15/2016	VCL #1 (includes the FoodShare interview): 1/21/2016 VCL #2 (includes employment verification and the FoodShare interview): 2/1/2016	Health care: 2/1/2016 FoodShare: 2/10/2016	Health care: 2/1/2016 FoodShare: 2/10/2016
4. The member submits an add a program request for FoodShare that is received on January 11, 2016. The member has an open, ongoing health care case with verification needed for health care.	1/12/2016	1/21/2016	Health care: 1/21/2016 FoodShare: 1/21/2016	Health care: 1/21/2016 FoodShare: 2/10/2016

ON-DEMAND NOTICE OF MISSED INTERVIEW

For applications, if a household does not complete the required FoodShare interview by the last day of the on-demand interview timeframe specified on the VCL, a NOMI will automatically be generated from CWW. The NOMI will include the date by which the interview must be completed and will indicate that the household will not get FoodShare benefits if the interview is not completed. The NOMI will be viewable in Client Correspondence and stored in the Electronic Case File (ECF). For a copy of this notice, refer to [Attachment 2](#).

NOTICE OF DECISION—REVIEW TERMINATION

For renewals, if a household does not complete the required FoodShare interview or verification requirements before adverse action of the renewal month, a Notice of Termination with NOMI language will automatically be generated from CWW. The notice will include the date when the household’s FoodShare benefits will end due to not completing the required interview and will indicate that the member should call the agency to complete the interview. This notice will be viewable in Client Correspondence and stored in the ECF. For a copy of this notice, refer to [Attachment 3](#).

CARES

PROCESS FLOW FOR ON-DEMAND APPLICATIONS AND RENEWALS

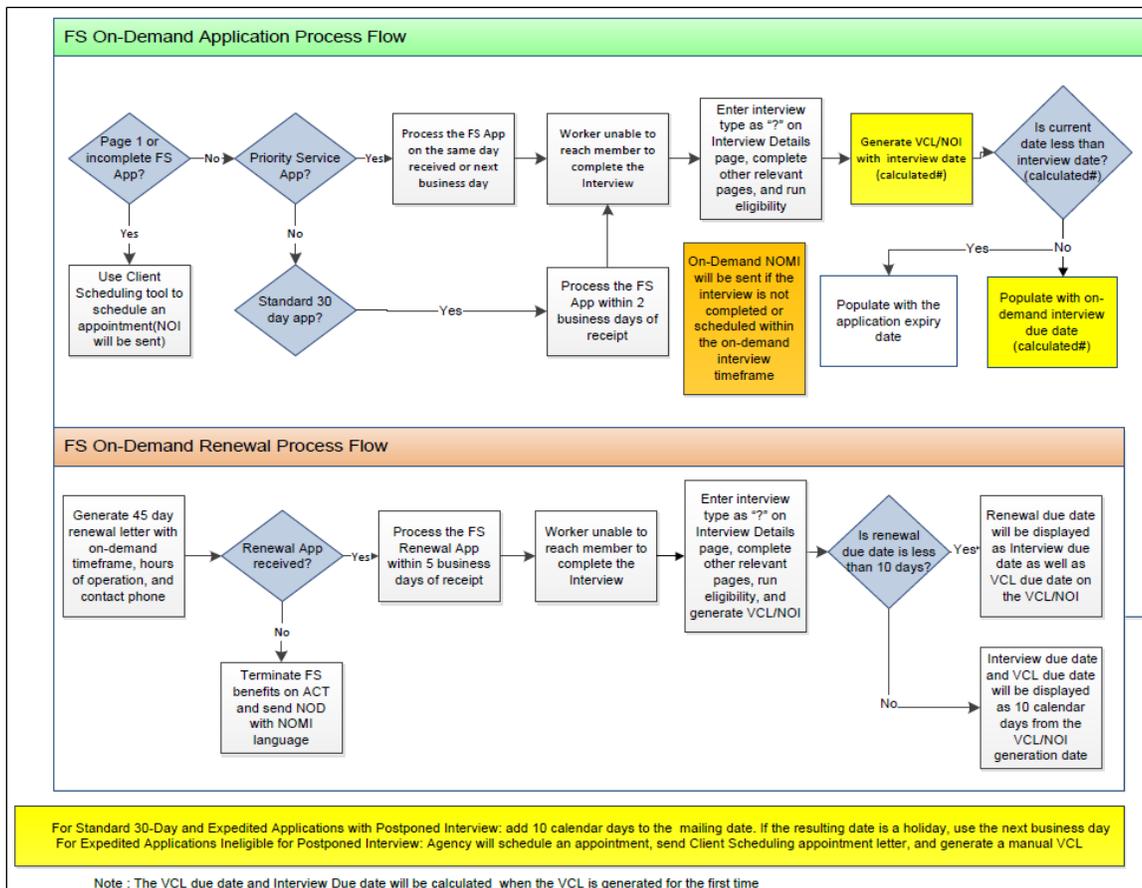


Figure 1 Process Flow for On-Demand Applications and Renewals

APPLICATION PROCESSING

STANDARD 30-DAY APPLICATIONS AND EXPEDITED APPLICATIONS ELIGIBLE FOR A POSTPONED INTERVIEW:

FoodShare applicants who submit standard 30-day or expedited applications eligible for a postponed interview will be offered an on-demand interview.

Workers must make at least two attempts to contact the household to complete the interview based on the following timeframes:

- 30-day applications: By the end of the second business day following the day the application was received.
- Expedited applications: On the same business day the application was received or by the end of the next business day.

If the worker is unable to complete the interview, he or she must process the application and pend the case for an interview. When a worker pends the case for an interview, a VCL will automatically be generated with the Notice of Interview language. The interview due date will be automatically populated based on the mailing date.

INCOMPLETE PAGE ONE AND EXPEDITED APPLICATIONS NOT ELIGIBLE FOR A POSTPONED INTERVIEW

FoodShare applicants who submit incomplete page one or expedited applications not eligible for a postponed interview will not be offered an on-demand interview. Instead, these applicants will have interviews scheduled for them by the agency if the attempts to contact the household are unsuccessful.

Workers must make at least two attempts to contact the household to complete the interview. If the interview cannot be completed, the existing appointment codes in Client Scheduling must be used to schedule the FoodShare interview to occur within the required timeframe:

- Incomplete page one applications: 30 calendar days from the application filing date.
- Expedited applications: By the seventh calendar day after the application is filed.

If the household misses the scheduled appointment, the existing NOMI for scheduled appointments will continue to be automatically sent from Client Scheduling.

RENEWAL PROCESSING

Households that are due for a renewal will receive the 45-day renewal letter that includes the Notice of Expiration. This letter notifies the household of the renewal interview requirement, interview instructions, and consequences for failing to complete the renewal. For a copy of this letter, refer to [Attachment 4](#).

On-demand interviews must be offered for all renewals when a renewal is received. A worker must make at least two attempts to contact the household. If the worker is unable to complete the interview, he or she must process the renewal request and pend the case for an interview. When the case is pending for an interview, a VCL will be generated with the Notice of Interview language. Workers will see the following dates for the VCL mailing date: the due date reflected on page one of the VCL (member action due date) and the Program Due Date (worker action required).

The table below includes examples of dates that will populate on the VCL with a renewal due March 31, 2016, when the renewal is received on March 10, 2016.

Example	VCL Mailing Date	Action Due Date (Page One VCL Due Date for Member Action)	Program Due Date (Worker Action)
1. The renewal is pending for a FoodShare interview.	3/11/2016	3/21/2016	3/31/2016 The Notice Of Decision (termination) will be issued at adverse action.
2. The member completes the FoodShare interview on March 15, 2016, and then the worker pends for employment verification.	3/16/2016	3/25/2016	3/25/2016 The Notice Of Decision (termination) will be issued at adverse action.
3. The member completes the FoodShare interview on March 29, 2016, and then the worker pends for employment verification.	3/30/2016	4/8/2016	4/8/2016
4. The member completes a health care renewal, which was received on March 1, 2016. The worker pends for employment verification for health care on March 7, 2016. On March 10, 2016, the member applies for FoodShare through ACCESS. The worker pends for the FoodShare interview on March 11, 2016.	Health care: 3/8/2016 FoodShare: 3/14/2016	Health care: 3/17/2016 FoodShare: 3/23/2016	Health care: 3/17/2016 The Notice Of Decision (termination) will be issued at adverse action. FoodShare: 4/8/2016

When an ACCESS renewal is received with less than 10 days in the month and the worker is unable to complete the interview, the worker will need to extend the verification due date to allow the member 10 full days to complete the interview. Refer to Operations Memo 15-48, Clarification of FoodShare Renewal Verification Policy, for information on processing verification.

If a member has submitted a renewal but has not completed the required interview by the Program Due Date, the worker must enter an **N - No Interview** on the Application/Review Interview Details page and then run eligibility. The Notice of Termination with the NOMI language will be sent to the member.

If the member does not submit a renewal or does not call the agency to complete his or her required interview by adverse action of the renewal month, CWW will automatically send a Notice of Termination with the NOMI language at adverse action.

DURING CONVERSION MONTH

When a consortium implements the on-demand interview model, a worker must still schedule an interview, using current worker processes with the Client Scheduling tool, for renewals received in the on-demand conversion month. If a member calls, the worker can complete the interview by telephone prior to the scheduled appointment.

RUNNING WITH DATES

During the month a consortium implements on-demand, if a case needs to be run with dates and is pending for a FoodShare interview, workers should do the following:

1. Run eligibility normally.
2. Allow CWW to send the VCL showing that the FoodShare interview is pending. If the VCL is sent prior to on-demand implementation, send out the scheduled interview through Client Scheduling.
3. Run with dates for any months in which retroactive eligibility needs to be determined.

CONTACTS

BEPS CARES Information and Problem Resolution Center

DHS/DHCAA/BEPS/JZ, AL