



Date: December 17, 2015

DHCAA Operations Memo 15-53

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	

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Division of Health Care Access and Accountability

Updates to the FoodShare Clock and New Time-Limited Benefit Notification Letter

CROSS REFERENCE

- FoodShare Wisconsin Handbook, [Section 3.17.1 Able-Bodied Adults Without Dependents \(ABAWDs\)](#)
- Process Help, [Section 71.5 The FS Clock Page](#)

EFFECTIVE DATE

January 9, 2016

PURPOSE

The purpose of this Operations Memo is to announce enhancements to CARES Worker Web (CWW) that will allow income maintenance (IM) workers to update the FS Clock page, identify potential FoodShare overpayments, and notify FoodShare members when they are currently in their second time-limited benefit (TLB) month.

BACKGROUND

Currently, IM workers have limited access to update the FS Clock page and are required to contact the CARES Call Center to make many necessary updates. Starting January 9, 2016, IM workers will be able to make additional updates to the FS Clock page. CARES is also being updated to identify cases in which the Clock was not able to update correctly during batch runs by creating an alert. This alert will notify IM workers that the Clock needs to be adjusted and that the case may need to be reviewed for a potential overpayment.

Currently, non-exempt Able-Bodied Adults without Dependents (ABAWDs) are sent a Notice of Decision approximately 10 days prior to the end of their third TLB month informing them that their benefits will end soon due to their TLBs being exhausted. Starting January 9, 2016, these members will receive an

additional notification letter in their second TLB month to give them more advance notice that their benefits may end soon if they do not start meeting the ABAWD work requirement.

POLICY

There are no policy changes associated with this Memo.

CARES

FS CLOCK PAGE

Currently, IM workers are only able to override system statuses on the FS Clock page to “EX - Exempt.” All other updates have to be sent to the CARES Call Center. Beginning January 9, 2016, IM workers will have the ability to override system statuses to any of the following:

- AF - Active in FSET
- EB - Extended Benefit Month
- EX - Exempt
- IN - Ineligible
- MF - Met FSET Requirement
- MW - Met Work Requirement
- PM - Partial Month FS Issued
- TL - Time-Limited Benefit

Because the Clock may be updated several times each month during batch runs and because those batch runs are triggered based on the system statuses, it is critical that workers thoroughly review the Clock to determine correct system statuses before making any adjustments. [Process Help, Section 71.5 The FS Clock Page](#), describes when the Clock should be adjusted and/or deleted. Most manual adjustments are to apply exemptions for past months and to update “TB - To Be Determined” statuses, most often to “TL - Time-Limited Benefit” or “IN - Ineligible.” Workers should rarely need to make adjustments to statuses other than “EX - Exempt,” “TL - Time-Limited Benefit,” and “IN - Ineligible.” System statuses that are incorrectly updated may result in a case not being scheduled for the correct batch run(s) and may also affect an individual’s FoodShare eligibility.

Any time that a manual adjustment to a Clock is needed, workers must enter case comments to explain the action taken. After clicking **Update** to save changes to the Clock, workers will receive the message “FS Clock updated successfully, please add case comment.”

FS Clock System Statuses		
System Status	Worker Enterable?	Description
AF - Active in FSET	Yes	Individual is currently participating in the FoodShare Employment and Training (FSET) program for the current month and is expected to meet the ABAWD work requirement by the end of the month. This is only set if the individual is in his or her third TLB month, third additional month, or any extended benefit month.
AM - Additional Month	No	Individual has exhausted all TLB months and has been granted three consecutive months of additional benefits due to meeting the ABAWD work requirement.
EB - Extended Benefit Month	Yes	Individual has used three TLB months and three additional months, has participated in the FSET program in the second and third additional month, and is expected to participate in the FSET program the month this status is applied.
EX - Exempt	Yes	Individual verified an exemption and is not required to meet the ABAWD work requirement for the month.
IN - Ineligible	Yes	Individual is ineligible for FoodShare benefits.
MF - Met FSET Requirement	Yes	Individual met the ABAWD work requirement for the month by participating in the FSET program.
MW - Met Work Requirement	Yes	Individual met the ABAWD work requirement for the month by working and/or by participating in a work program.
PM - Partial Month FS Issued	Yes	Individual received a partial month of FoodShare benefits. This is not a countable month.
TB - To Be Determined	No	Temporary status for an individual in a potential TLB month or in an additional month. This will update after the adverse action batch run.
TL - Time-Limited Benefit	Yes	Individual received a full month of FoodShare benefits and did not meet the ABAWD work requirement or verify an ABAWD exemption.

The FS Clock should always initially begin with a “TL-Time Limited Benefit” system status, which may later change to “MF - Met FSET Requirement” if the member is participating in FSET and meets the ABAWD work requirement for that month. A member who has not exhausted any TLB months and is not participating in FSET should not have a Clock. When determining whether a Clock should be adjusted or deleted, a worker should determine if the member should have exhausted any TLB months or is meeting the ABAWD work requirement through FSET participation.

Example 1: Jasper applies for FoodShare on April 23 and reports that he is unable to work due to a temporary medical condition. The worker completes the FoodShare interview, confirms FoodShare open effective April 23 as a non-exempt ABAWD, and sends a referral to the FSET Tool. The Clock is created with May as the first TLB month. Verification is received timely, stating that Jasper is unable to work from April 15–May 15. He would be exempt through May and non-exempt as of June 1, so June should be the first TLB month. The worker would update the Clock’s start month to June and enter a reason code of “EV - Exemption Verified.” The May TLB would be removed systematically since the start month was changed.

Workers should note the following when updating the Clock:

- The first month of the Clock must always be “TL-Time Limited Benefit” or “MF - Met FSET Requirement”; it cannot be “EX - Exempt.” If the first month should be “EX - Exempt,” the Clock’s start month should be adjusted, or the Clock should be deleted ([Process Help, Section 71.5.2 Changing the Clock’s Start Month](#) and [Section 71.5.3 Deleting the FS Clock](#)).
- The Clock can only have three TLBs entered. If the individual has more than three TLBs, any additional TLBs must be changed to “IN - Ineligible” (or the appropriate status) and then be recovered.
- If the Clock’s start month is prior to the current month and it is incorrectly deleted, it can only be recreated using the FS Out of State Clock, so workers must be careful to not delete Clocks incorrectly.
- If the Clock’s start month is more than three months in the past and the Clock needs to be deleted, this must be sent to the CARES Call Center along with an explanation regarding why it should be deleted.

For additional information regarding the Clock’s system statuses, refer to the [FoodShare ABAWD and FSET Tool Statuses attachment](#) of Operations Memo 14-25. For additional information regarding the batch runs that affect Clocks, refer to the [FoodShare Clock attachment](#) of Operations Memo 14-25.

ALERT 510 POTENTIAL FOODSHARE RECOUPMENT

The “TB - To Be Determined” system status is supposed to be a temporary status that will trigger the case to go through the second Saturday and/or the adverse action batch runs. However, if FoodShare eligibility is also pending, this may prevent the Clock and case from being correctly updated. This is because CWW cannot determine the appropriate status when eligibility is pending. The 510 alert is created to identify cases that may need to have Clock system statuses adjusted and/or FoodShare benefits recovered. It is generated after batch runs are completed on the second Saturday of the month and adverse action for Clocks that were not updated during those batch runs for the scenarios described below.

Workers must review the case to determine what the correct status is for the months that did not update. The most frequent corrected statuses include “TL - Time Limited Benefit” and “IN - Ineligible.”

The following four scenarios will generate the alert:

- On the second Saturday of the month if the prior month’s system status is “TB - To Be Determined” and does not update during the second Saturday batch run.
- On adverse action if the current month is “TB - To Be Determined” and does not update during the adverse action batch runs.
- On adverse action if the prior month is “AF - Active in FSET” and does not update during the adverse action batch runs.
- On adverse action if the next month is “TB - To Be Determined” and does not update during the adverse action batch runs.

TIME-LIMITED BENEFITS NOTIFICATION LETTER

On January 9, 2016, CARES will be enhanced to send an automated TLB notification letter (refer to the [Attachment](#) of this Memo for an example) to FoodShare members who meet **all** of the following criteria:

- Are subject to the ABAWD work requirement
- Have exhausted one of their three TLB months
- Are currently eligible in their second TLB month
- Are eligible for FoodShare for the next month
- Have a current participation status of non-exempt ABAWD
- Have an FSET referral status of Referred, Enrolled, Withdrawn, or Disenrolled
- Have two “TL - Time-Limited Benefit” system statuses within the current and any prior months of their Clock and the future month’s system status is either “TB - To Be Determined” or “TL - Time-Limited Benefit”
- Do not have any verified exemptions

Exception: FoodShare members who have an exemption because they are a high school student, 18 years old or older, attending high school at least half-time, or enrolled in an institution of higher learning at least half-time may receive the TLB notification letter.

The TLB notification letter will only be sent once during a FoodShare member’s current 36-month FoodShare Clock period. If the Clock’s start month is adjusted and the member meets the listed criteria, he or she may receive an additional letter.

LETTER GENERATION

The TLB notification letter is a PIN-based letter sent from CWW on the Monday following the second Saturday of the month. It will be generated in either English or Spanish based on the individual’s preferred language, which is indicated on the Permanent Demographics page. For other languages, the letter will be generated in English but will include the applicable Limited English Proficiency translation language box based on the individual’s preferred language, which is indicated on the Permanent Demographics page.

The letter will be viewable in CWW as well as in the Electronic Case File and history. Duplicates can be created from the CWW Client Correspondence History or also suppressed if they are requested in error. This letter will not be available via paperless correspondence.

CONTACTS

BEPS CARES Information and Problem Resolution Center

DHS/DHCAA/BEPS/EM