



Date: September 8, 2016

DHCAA Operations Memo 16-27

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

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

From: Rebecca McAtee, Bureau Director  
Bureau of Enrollment Policy and Systems  
Division of Health Care Access and Accountability

**CARES to Transmit Eligibility Information to InterChange in Real Time for Real-Time Eligibility Determinations**

**CROSS REFERENCE**

[Operations Memo 15-32](#)

**EFFECTIVE DATE**

September 24, 2016

**PURPOSE**

The purpose of this Operations Memo is to announce that CARES will transmit eligibility information to interChange in real time when a person applying online for BadgerCare Plus and/or Family Planning Only Services (FPOS) receives a real-time eligibility (RTE) determination.

**BACKGROUND**

As described in [Operations Memo 15-32, "Real-Time Eligibility Determinations,"](#) provisions in the Patient Protection and Affordable Care Act of 2010 require states to complete eligibility determinations on a real-time or near-real-time basis for applicants whose eligibility is determined under Modified Adjusted Gross Income rules. To meet these requirements, the Wisconsin Department of Health Services (DHS) implemented a new process on October 24, 2015, to automate online eligibility determinations for BadgerCare Plus and/or FPOS applicants who meet RTE prescreening criteria.

As an enhancement to the RTE process, DHS has implemented a web service that will allow CARES to transmit eligibility information to interChange in real time when a person applying online for BadgerCare Plus and/or FPOS receives an RTE determination. As a result, eligibility information will be immediately available through the ForwardHealth Portal for almost all of the people determined eligible

for BadgerCare Plus or FPOS through RTE. Previously it took 48 hours for an RTE determination that was confirmed in CARES to be available through the ForwardHealth Portal.

## **POLICY**

There are no policy changes associated with this Memo. For RTE policy, refer to Operations Memo 15-32, "Real-Time Eligibility Determinations."

## **CARES**

When a person applying online for BadgerCare Plus and/or FPOS receives an RTE determination, CARES will transmit the determination to interChange in real time. As a result, eligibility information will be immediately available through the ForwardHealth Portal for almost all of the people determined eligible for BadgerCare Plus or FPOS through RTE, which will make it easier for Medicaid-enrolled providers to verify a member's eligibility.

On rare occasions, such as a connectivity failure, CARES may be unable to transmit eligibility information to interChange. If CARES is unable to initially transmit eligibility information to interChange, it will attempt to transmit the information again prior to the nightly batch cycle. If both attempts are unsuccessful, the eligibility information will be sent during the nightly batch cycle. It will then take 48 hours for the eligibility information to be available through the ForwardHealth Portal.

**Note:** When a worker confirms eligibility in CARES, the eligibility information is also sent to interChange during the nightly batch cycle and is available through the ForwardHealth Portal in 48 hours.

Even if there is a delay in eligibility information being available through the ForwardHealth Portal, per current good faith policies, Medicaid-enrolled providers are still required to provide services if a member presents a valid temporary identification (ID) card.

## **ACCESS**

### ***TEMPORARY IDENTIFICATION CARD***

Once their application has been successfully processed and their benefits confirmed through Automated Case Processing, members are able to print a PDF version of their eligibility results. For members who are eligible for benefits in the current month or next month, the PDF will include a temporary ID card that they must present when requesting health care or pharmacy services from a Medicaid-enrolled provider.

The text on the temporary ID card will be updated on September 24, 2016, to reflect the real-time transmission of eligibility information from CARES to interChange. The temporary ID card will still only be valid for the dates listed on the card and will still allow a member to receive immediate health care or pharmacy services after receiving an RTE determination. Members should continue to use the temporary card as proof of coverage while waiting to receive their permanent ForwardHealth ID card.

**Note:** Members who were previously enrolled in BadgerCare Plus, Medicaid, or FPOS will not automatically receive a new permanent ForwardHealth ID card. If they still have their ForwardHealth ID

card, they should use that card. If they do not have their ForwardHealth ID card, they should request a new card through their MyACCESS account or by calling Member Services at 1-800-362-3002.

|   |  |                  |                |                  |             |                 |            |
|---|--|------------------|----------------|------------------|-------------|-----------------|------------|
| <p><b>To the Provider</b></p> <p>The individual listed on this card has been enrolled in BadgerCare Plus. This card entitles the listed individual to receive health care services, including pharmacy services, through BadgerCare Plus from any Medicaid-enrolled provider. For additional information, call Provider Services at 800-947-9627 or refer to the ForwardHealth Online Handbook at <a href="http://www.forwardhealth.wi.gov">www.forwardhealth.wi.gov</a>.</p> <p><b>NOTE:</b></p> <p>It is important to provide services when this card is presented. Providers who render services based on the enrollment dates on this card will receive payment for those services, as long as other reimbursement requirements are met. All policies regarding covered services apply for this individual, including the prohibition against billing members. If "Pending Assignment" is indicated after the name on this card, the member identification (ID) number will be assigned within one business day; the card is still valid. Refer to the ForwardHealth Online Handbook for further information regarding this temporary ID card. Providers are encouraged to keep a photocopy of this card.</p> | <div style="text-align: center;"> <p>WISCONSIN DEPARTMENT OF<br/>HEALTH SERVICES</p> <p><b>TEMPORARY IDENTIFICATION CARD<br/>FOR BADGERCARE PLUS</b></p>  </div> <table border="0" style="width: 100%;"> <tr> <td style="width: 33%;"><b>Name:</b></td> <td style="width: 33%;"><b>Program</b></td> <td style="width: 33%;"><b>ID Number</b></td> </tr> <tr> <td>IM A MEMBER</td> <td>BadgerCare Plus</td> <td>0987654321</td> </tr> </table> <p>DOB: 09/01/1984</p> <p>This card is valid from <b>October 01, 2016 to November 30, 2016.</b></p> <p>This individual's eligibility should be available through the ForwardHealth Portal. Eligibility should always be verified through the ForwardHealth Portal prior to services being provided.</p> | <b>Name:</b>     | <b>Program</b> | <b>ID Number</b> | IM A MEMBER | BadgerCare Plus | 0987654321 |
| <b>Name:</b>  | <b>Program</b>   | <b>ID Number</b> |                |                  |             |                 |            |
| IM A MEMBER   | BadgerCare Plus  | 0987654321       |                |                  |             |                 |            |

Figure 1 Updated Temporary Identification Card for BadgerCare Plus

|   |   |                  |                |                  |             |                      |            |
|---|---|------------------|----------------|------------------|-------------|----------------------|------------|
| <p><b>To the Provider</b></p> <p>The individual listed on this card has been enrolled in Family Planning Only Services. This card entitles the listed individual to receive health care services, including pharmacy services, through Family Planning Only Services from any Medicaid-enrolled provider. For additional information, call Provider Services at 800-947-9627 or refer to the ForwardHealth Online Handbook at <a href="http://www.forwardhealth.wi.gov">www.forwardhealth.wi.gov</a>.</p> <p><b>NOTE:</b></p> <p>It is important to provide services when this card is presented. Providers who render services based on the enrollment dates on this card will receive payment for those services, as long as other reimbursement requirements are met. All policies regarding covered services apply for this individual, including the prohibition against billing members. If "Pending Assignment" is indicated after the name on this card, the member identification (ID) number will be assigned within one business day; the card is still valid. Refer to the ForwardHealth Online Handbook for further information regarding this temporary ID card. Providers are encouraged to keep a photocopy of this card.</p> | <div style="text-align: center;"> <p>WISCONSIN DEPARTMENT OF<br/>HEALTH SERVICES</p> <p><b>TEMPORARY IDENTIFICATION CARD<br/>FOR FAMILY PLANNING<br/>ONLY SERVICES</b></p>  </div> <table border="0" style="width: 100%;"> <tr> <td style="width: 33%;"><b>Name:</b></td> <td style="width: 33%;"><b>Program</b></td> <td style="width: 33%;"><b>ID Number</b></td> </tr> <tr> <td>IM A MEMBER</td> <td>Family Planning Only</td> <td>0987654321</td> </tr> </table> <p>DOB: 09/01/1984</p> <p>This card is valid from <b>October 01, 2016 to November 30, 2016.</b></p> <p>This individual's eligibility should be available through the ForwardHealth Portal. Eligibility should always be verified through the ForwardHealth Portal prior to services being provided.</p> | <b>Name:</b>     | <b>Program</b> | <b>ID Number</b> | IM A MEMBER | Family Planning Only | 0987654321 |
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| IM A MEMBER   | Family Planning Only  | 0987654321       |                |                  |             |                      |            |

Figure 2 Updated Temporary Identification Card for Family Planning Only Services

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**CONTACTS**

BEPS CARES Information and Problem Resolution Center

DHS/DHCAA/BEPS/PJH