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Date: August 24, 2016

DHCAA and DECE Operations Memo 16-J5

To: Income Maintenance Supervisors  
Income Maintenance Lead Workers  
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Department of Children and Families

**Affected Programs:**

- BadgerCare Plus
- Caretaker Supplement
- Child Care
- Children First
- Emergency Assistance
- FoodShare
- FoodShare Employment and Training
- Job Access Loan
- Job Center Programs
- Medicaid
- Other Employment Programs
- Refugee Assistance Program
- SeniorCare
- Wisconsin Works
- Workforce Innovation and Opportunity Act

**Enhancements to Real-Time Eligibility and Automated Case Processing Functions in CARES Worker Web and ACCESS**

**CROSS REFERENCE**

Operations Memo [15-32](#)

**EFFECTIVE DATE**

September 24, 2016

**PURPOSE**

This Operations Memo announces enhancements to certain real-time eligibility (RTE) and Automated Case Processing (ACP) functions in CARES Worker Web (CWW) and ACCESS.

**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 (MAGI) 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 Family Planning Only Services applicants who meet RTE prescreening criteria. This process, called ACP, creates a new case or re-opens a closed case when an online application qualifies for RTE. It also uses existing functions in CARES to ensure that an applicant's information is correctly recorded and verified prior to making an automated eligibility determination.

On September 24, 2016, DHS will be implementing enhancements to certain RTE and ACP functions in CWW and ACCESS based on feedback received from income maintenance (IM) agencies and other stakeholders. The purpose of these enhancements is to:

- Increase the number of cases that can be processed using ACP.
- Streamline post-ACP follow-up actions.
- Improve communication with applicants regarding their RTE determinations.
- Increase the accuracy of RTE determinations.

## **POLICY**

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

## **CARES**

The following CWW enhancements will be implemented on September 24, 2016.

### ***DRIVER FLOW CHANGES***

#### ***DIFFERENT PAGE SCHEDULED AFTER THE AUTOMATED CASE PROCESSING STATUS PAGE***

For any ACP applications requesting FoodShare and/or Child Care benefits, the Application/Review Interview Details page, and not the Initiate Eligibility page, will be scheduled after the Automated Case Processing Status page. As a result, when an IM worker updates the interview type (T – Telephone, F – Face to Face, ? – Pending Interview, or N – No Interview) on the Interview Details page and clicks Next, the appropriate driver flow will be scheduled.

#### ***NEW PAGE SCHEDULED DURING THE FOODSHARE INTERVIEW DRIVER FLOW***

The Individual Demographics Summary page will be scheduled during the FoodShare Interview driver flow.

### ***AUTOMATED CASE PROCESSING CHANGES***

#### ***NEW WORKER FOLLOW-UP ACTION***

Currently, ACP is unable to continue processing a case if the State On-Line Query Internet (SOLQI) data exchange returns information about Social Security Disability Insurance payments that were not

reported on the application and the Disability page is created in CWW as a result. To help communicate when this has occurred, a new worker follow-up action will be created. This follow-up action will indicate that the worker needs to continue processing the case from the Disability page as a result of new disability information that was returned from SOLQI.

The screenshot displays the 'Automated Case Processing Status' interface. At the top, there is a title bar with 'Automated Case Processing Status' and buttons for 'Cancel' and 'Reset'. Below this is a section titled 'Automated Case Processing Summary' containing the following information:

ACCESS Application Number:	8701660489	<a href="#">View</a>	Submission Date:	07/21/2016
Updated By:	ACPCWW		Last Updated:	07/21/2016

Below the summary is a section titled 'Follow-Up Actions' which contains a table with two columns: 'Action Needed' and 'Programs'. A red box highlights the first row of this table:

Action Needed	Programs
New disability information. Process from Disability page.	N/A

Below the follow-up actions is a section titled 'Update Agency Information' with two input fields:

- Eligibility Office: 5605
- Worker ID: XCTA6Z

At the bottom, there is a section titled 'What would you like to do?' with a radio button option for 'Complete follow-up actions'. Navigation buttons for 'Cancel', 'Previous', and 'Next' are located at the bottom right.

Figure 1 New Worker Follow-Up Action

### NEW VALUES ENTERED FOR FOSTER CARE FIELDS

Currently, ACP is unable to continue processing a case when the values for the Foster Care/Subsidized Guardianship and Foster Care Court Order fields on the Benefits Received page do not match. If an applicant indicates on his or her application that he or she is receiving Foster Care or subsidized guardianship, then the Foster Care/Subsidized Guardianship and the Foster Care Court Order fields will be updated to "Yes," and a "PN – Not Yet Verified for W2 or Child Care" verification code will be entered for the Foster Care Court Order Verification field. This will allow cases to continue processing for health care but to pend for Child Care and/or Wisconsin Works (W-2), if those programs have been requested.

**Benefits Received [1 of 2]**

**Effective Period**

\* Begin Month: 06 / 2015      Last Updated:

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**Additional Information**

\* Individual: [REDACTED]

Has the individual received any of the following benefits?

* Other State SNAP:	N - No	Verification:	
* Tribal Commodities:	N - No	Verification:	
* SSDI Payments:	No	Verification:	
* SSI Payments:	No	Verification:	
* SSI Letter:	No	Verification:	
* Foster Care/Subsidized Guardianship:	Yes	Verification:	PN - NOT YET VERIFIED FOR W-2 OR CH
* Foster Care Court Order?:	Yes	Verification:	
* QDWI Referral:	No	Verification:	

**Figure 2** Foster Care/Subsidized Guardianship and Foster Care Court Order Fields on the Benefits Received Page

**NEW VALUE ENTERED FOR EMPLOYMENT TYPE AND BEGIN DATE VERIFICATION FIELDS**

Currently, the Employment Type and Begin Date Verification fields in the “Employment Description” section of the Employment page default to “? – Not Yet Verified” during ACP. To be consistent with the defaulting logic used for regular, non-RTE applications, these fields will be defaulted to “NQ – Not Questionable” during ACP.

**Employment Description**

\* Employee Type: PE - Permanent      \* Job Title for Health Insurance: ST - Staff

\* Employment Type: R - REGULAR EMPLOYMENT      \* Verification: NQ - NOT QUESTIONABLE

\* Begin Date: 10 / 31 / 2014      \* Verification: NQ - NOT QUESTIONABLE

First Pay Check Date: MM / DD / YYYY

\* Employment Ended?: No

Employment End Date: MM / DD / YYYY      Verification:

Date Of Last Paycheck: MM / DD / YYYY      Verification:

**Figure 3** Employment Type and Begin Date Verification Fields on the Employment Page

**DELETION OF PAYCHECK INFORMATION**

Currently, ACP is unable to continue processing when an old, closed case is reopened, and an applicant provided both of the following:

- Employment information with a Federal Employer Identification Number that matches existing information.
- An employment begin date that is after the date already recorded in CWW for the first paycheck.

To allow ACP to continue processing when these two conditions are met, the existing date for the first paycheck will be removed.

The screenshot shows an 'Employment Description' form with the following fields and values:

- Employee Type: PE - Permanent
- Job Title for Health Insurance: MA - Manager
- Employment Type: R - REGULAR EMPLOYMENT
- Verification: NQ - NOT QUESTIONABLE
- Begin Date: 12 / 01 / 2014
- Verification: NQ - NOT QUESTIONABLE
- First PayCheck Date: 01 / 01 / 2015
- Employment Ended?: No
- Employment End Date: MM / DD / YYYY
- Verification: [Empty]
- Date Of Last Paycheck: MM / DD / YYYY
- Verification: [Empty]

Figure 4 Employment Page with Old, Closed Case Information

The screenshot shows the same 'Employment Description' form as Figure 4, but with the following changes:

- Begin Date: 12 / 01 / 2014
- First PayCheck Date: [Empty]
- Employment Ended?: No
- Employment End Date: MM / DD / YYYY
- Verification: [Empty]
- Date Of Last Paycheck: MM / DD / YYYY
- Verification: [Empty]

Figure 5 Employment Page with New Automated Case Processing Enhancement Applied

### CHANGE TO PERSON DELETE PROCESS

Changes will be made to ACP so that deleting a person from an old, closed case does not result in living arrangement changes on companion cases for that person.

When ACP deletes a person from an old, closed case because that person is not part of the new application, ACP will keep track of the person's current living arrangement code on any open companion cases. Automated Case Processing will initially change the person's living arrangement code to 15 (Out of Home) on all cases but will automatically restore the person's living arrangement code from 15 to the original living arrangement code on the open companion cases. This will allow ACP to correctly delete a person who was on an old, closed case but not part of the new application, while avoiding situations in which living arrangement code 15 is applied to any companion cases.

If the old, closed case is the only case from which the person needs to be deleted (there are not any open companion cases), ACP will change the living arrangement code to 15 and delete the person from the case.

### *DELETION OF EXISTING PAGES*

Currently, when ACP deletes a person from an old, closed case but there is still data on the BC+ Tax Deductions, Yearly Income, and Expense pages, it does not delete those pages. Automated Case Processing will be updated to systematically delete any BC+ Tax Deductions, Yearly Income, and Expense pages for a person deleted from an old, closed case.

### *CHANGE TO NEWBORN VALIDATION MESSAGE*

Currently, ACP is unable to continue processing if the “NB – Newborn” verification code is indicated in the Identification MA Verification field on the Current Demographics page and/or in the US Citizenship MA Verification field on the Permanent Demographics page for a child who is older than 13 months. A validation message is displayed if the “NB – Newborn” verification code is indicated in either of these situations.

As a reminder, the “NB – Newborn” verification code is valid even after a child is older than 1 year as long as the child was originally found eligible for health care benefits as a newborn (a child younger than 1 year). The “NB – Newborn” verification code is not valid for any child older than 1 year when he or she is first applying for health care benefits.

To support this policy during both ACP and worker processing, the validation message will only display when a worker initially enters the “NB – Newborn” verification code for a child who is older than 1 year. If the code was initially entered for a child who is younger than 1 year, the validation message will not be displayed even if a worker returns to the page once the child is older than 1 year. The “NB – Newborn” verification code will remain in the MA Identification and MA Citizenship fields during renewals, and workers will not be required to update the “NB – Newborn” verification code at that time.

The screenshot shows the 'Current Demographics' form for individual TINY JENKINS 3F DAU. The 'Effective Period' section shows a begin month of 06/2016 and a last update of 06/24/2016. The 'Individual Details' section includes fields for Identification Verification (AF - AGENCY FORM), Identification MA Verification (NB - NEWBORN (CEN)), SSN Cooperation (Yes), Marital Status (SI - SINGLE-NEVER MARRIED), Resides In WI (Yes), Intent To Reside In WI (Yes), Migrant Farm Worker (No), Special Needs Child (No), and Fleeing Felon Or In Violation Of Probation / Parole (No). Verification fields for Marital Status, Resides In WI, and Migrant Farm Worker are all set to 'NQ - NOT QUESTIONABLE'. The 'Physical Exam' section includes Physical Exam Completed? (Yes), Physical Exam Date (MM/DD/YYYY), Good Cause, and Source. The 'Obsolete Information' section includes Offender Working Without Pay (Yes) and its verification field.

Figure 6 Identification MA Verification Field on the Current Demographics Page

The screenshot shows the 'Permanent Demographics' form for individual TINY JENKINS 3F DAU. The 'Effective Period' section shows a last update of 06/24/2016. The 'Individual Details' section includes fields for Language (E - ENGLISH), Are you a US citizen? (Yes), Birth Place, Date Of Death (MM/DD/YYYY), SSN Application Date (MM/DD/YYYY), Alert Flag 1, and Alert Flag 2. The 'US Citizenship MA Verification' field is highlighted in yellow and set to 'NB - NEWBORN (CEN)'. Other verification fields include Language (AF - AGENCY FORM), Good Cause, and Source.

Figure 7 US Citizenship MA Verification Field on the Permanent Demographics Page

## ***OTHER CARES CHANGES***

### ***NEW VALIDATION TEXT***

Currently, when the Federal Data Services Hub Immigration data exchange cannot find a match, the validation text listed in the “Immigration Results” section of the Immigration/Refugee Information page always says, “Institute Additional Verification.” This text will be updated to distinguish between when secondary verification is needed and when verification fails because there is a demographics mismatch and no match is found. When verification fails, the text will instead say, “Verification Failed: Name or DOB Mismatch or Record Not Found.” When this text is displayed, workers should review the demographic information to be sure that the data entry was accurate and/or to determine whether or not paper verification of the immigration status is needed.

### **ACCESS:**

The following changes will be implemented on September 24, 2016.

### ***BACKDATED COVERAGE PAGE RESCHEDULED***

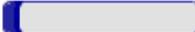
If an applicant who is requesting backdated health care coverage begins an online application in one month, saves it for later, and returns to complete it in the following month, the Backdated Coverage page will be rescheduled since the months for which backdated coverage could apply have changed. A message notifying the applicant that the months for which he or she is requesting backdated coverage have changed will be displayed at the top of the page.

**\*\* THIS WEBSITE SHOULD ONLY BE USED FOR TESTING AND TRAINING \*\***



**ACCESS**  
Your Connection to Programs for Health, Nutrition and Child Care

Hello, Tre | [Español](#)



2% Complete

Your tracking number: **3701630739**

**Attention:**  
 Your options for getting benefits in the past three months have changed. Check the box for each month for which you would like to apply for benefits.

-  **Start**
-  **People**
-  **Other Benefits**
-  **Liquid Assets**
-  **Other Assets**
-  **Job Income**
-  **Other Income**

### Backdated Coverage

If you had medical or family planning services in the past 3 months that were not covered by insurance, you may be able to get benefits for those months. [Click here](#) to read more about this.

Did you have any medical or family planning services in the past 3 months that were not covered by insurance?     Yes     No

Check the box for each past month you want to ask for BadgerCare Plus benefits.

March     April     May

Check the box for each past month you want to ask for Family Planning Only Services (FPOS) benefits.

March     April     May

 **Back**    **Save & Exit**    **Next** 

Figure 8 Backdated Coverage Page With New Message

**RECENT CHANGES QUESTION REQUIRED**

Applicants who are requesting backdated coverage will be required to complete the Recent Changes question on the Before You Submit the Application page before moving forward. This question was not previously required.

**\*\* THIS WEBSITE SHOULD ONLY BE USED FOR TESTING AND TRAINING \*\***

**ACCESS** Hello, Tre | [Español](#)

Your Connection to Programs for Health, Nutrition and Child Care **Print** **Help**

**97% Complete** Your tracking number: **2701627125**

**Start** **People** **Other Benefits** **Liquid Assets** **Other Assets** **Job Income** **Other Income** **Housing Bills** **Other Bills** **Health Insurance** **Submit**

**Recent Changes**

You are applying for health care and/or Family Planning Only Services, and you have also asked for coverage for March, April, and May.

\* Has your household had any changes since the beginning of March?  Yes  No  
This could be changes in income, expenses, tax dependents, marriage, divorce, or who is living in your home.

**Before You Submit the Application**

There are a few things missing from your application. You do not have to answer all of the questions before you submit your application, but in most cases, you will have to answer them in order to get benefits.

The more complete your application is, the faster it can be processed.

Section	Completed	Go Back
Housing Bills	No	<a href="#">Go Back</a>

**Back** **Save & Exit** **Next**

Figure 9 Before You Submit the Application Page

**NEW MESSAGE GENERATED**

If a minor is listed as the primary applicant on the Getting Started page, a new message encouraging the applicant to list an adult as the primary applicant will be generated at the top of the page. (The age of an applicant is determined based on the date of birth entered on the Getting Started page). An adult does not have to be listed as the primary applicant; however, only applications that list an adult as the primary applicant can receive an RTE determination. If a minor is listed as a primary applicant with a parent or caretaker in the household, the application will be processed using the regular process.

**\*\* THIS WEBSITE SHOULD ONLY BE USED FOR TESTING AND TRAINING \*\***



# ACCESS

Your Connection to Programs for Health, Nutrition and Child Care

Hello, Tre | [Español](#)

 **Print**  **Help**

3% Complete

**Your tracking number: 7701627979**

**Attention:**

 You have told us that you are younger than 18 years old.

If you have a parent or caretaker living with you who is 18 years old or older, you should give their name and basic information on this page instead. Otherwise, click Next to keep going.

-  **Start**
-  People
-  Other Benefits
-  Liquid Assets
-  Other Assets
-  Job Income
-  Other Income
-  Housing Bills
-  Other Bills
-  Health Insurance
-  Submit

### Getting Started

Let's get started on the application! First, please give us some basic information about you.

### Information About You

\* First Name :  Middle Initial :  \* Last Name :

Gender :  Male  Female

Date of Birth :  Ex: mm/dd/yyyy

What is the primary language spoken in your home?

\* What county do you live in?

People who live on tribal land may be able to apply through a tribal agency, if one is available. If you would rather apply with your tribal agency than with your county, click the box to see if the tribe is on the list. We've only listed the tribes with agencies that accept applications for these kinds of benefits. If the tribe where you live isn't on the list, or you would rather apply through the county, leave this question blank.

### Where You Live

If you are staying in a shelter or living with a friend or family member, you can give us that agency or person's address. Be sure to put the name of the person or agency on the second line, and write c/o in front of the name.

Figure 10 New Message on the Getting Started Page

## CONTACTS

BEPS CARES Information and Problem Resolution Center

For Child Care policy questions outside of Milwaukee County: Bureau of Regional Operations (BRO), Child Care Coordinators at [http://dcf.wisconsin.gov/regional\\_operations/pdf/contact-list.pdf](http://dcf.wisconsin.gov/regional_operations/pdf/contact-list.pdf)

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For Child Care CARES/CWW, CSAW, and CCPI IT systems processing questions statewide and policy questions in Milwaukee County: Child Care Help Desk at [childcare@wisconsin.gov](mailto:childcare@wisconsin.gov) or 608-264-1657

DHS/DHCAA/BEPS/AA, EC

DCF/DECE/BELP/AO