



Date: October 17, 2017

DMS Operations Memo 17-48

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

Affected Programs:

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

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Division of Medicaid Services

New Functionality in CARES Worker Web for the Income Maintenance Quality Assurance Process

CROSS REFERENCE

- Process Help, [Chapter 52 IMQA](#)
- Operation Memos [12-45](#) and [14-28](#)

EFFECTIVE DATE

November 4, 2017

PURPOSE

This Operations Memo announces the implementation of new functionality in CARES Worker Web (CWW) for the income maintenance quality assurance (IMQA) process. The IMQA tool has been enhanced to allow the Income Maintenance Quality Control (IMQC) Unit to capture and view quality assurance findings on selected CWW pages and to communicate directly with consortia and tribal agency contact people from within the tool.

BACKGROUND

In September 2012, the original IMQA tool was made available to allow the IMQC Unit and IM designated reviewers to conduct second party QA reviews. Review findings provide IM agencies with practical feedback about IM workers, worker performance plans, performance reviews, error trends, and training and policy needs. The original IMQA tool will now be known as the legacy QA tool in CWW. Initial functionality of the new enhanced QA tool will be available on November 4, 2017. Additional features will be announced as they become available.

With the legacy QA tool, the IMQC Unit would contact consortia or tribal agency contact people through a centralized email inbox to inform them of the corrective action needed on a case. With the enhanced QA tool, notification and communication will be handled within CWW. Each consortia and tribal agency has provided the contact information of the agency contact person who will receive notifications and communications within CWW.

Effective November 4, 2017, IMQC workers must use the enhanced QA tool for new QA reviews. The legacy QA tool will still be available to allow review of QA reviews completed prior to November 4, 2017.

Also on November 4, 2017, reports for the enhanced QA tool will be available in the Income Maintenance Management Reporting tool, and detailed information about each new report will be available in System Help.

POLICY

There are no policy changes associated with this Memo.

CARES

On November 4, 2017, a new page, the IMQA Home page, will be added to CWW, and the existing Review Summary page will be enhanced. The new and enhanced pages will help agency contact people complete QA reviews.

Access to the new, enhanced, and legacy QA pages will be available under IMQA 2nd Party in the Worker Tools section of the Navigation Menu.

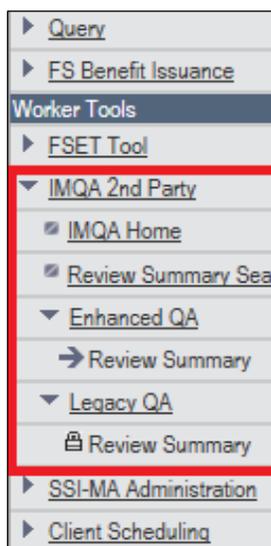


Figure 1 IMQA 2nd Party Options on Navigation Menu

IMQA HOME PAGE

The IMQA Home page will provide the agency contact person with the information necessary to prioritize responsibilities and access the specific QA Review Summary pages relevant to his or her respective responsibilities.

The IMQA Home page will display the Agency Actions Needed ('Pending Corrective Action Sent' status) table, which contains information about all QA reviews for the agency contact person's consortium or tribal agency that are in the Pending Corrective Action Sent status. QA reviews will be sorted by the date received with the oldest QA reviews at the top. "No data found" will be displayed if there are no QA reviews for the agency contact person's consortium or tribe that require action. The agency contact person should click the magnifying glass icon to navigate to the Review Summary page.

IMQA Home

Agency Actions Needed ('Pending Corrective Action Sent' status)				
Review Number	Case Number	Review Status	Date Received	
1087698986	9700464091	Pending Corrective Action Sent	12/15/2016	
1000034748	9700464093	Pending Corrective Action Sent	12/24/2016	
1000004788	9708979878	Pending Corrective Action Sent	1/2/2017	
1087949889	9700464869	Pending Corrective Action Sent	1/22/2017	
1000000987	9700478698	Pending Corrective Action Sent	2/2/2017	
1000000878	9700469860	Pending Corrective Action Sent	2/4/2017	
1008686988	9700464896	Pending Corrective Action Sent	2/8/2017	
1000086865	9700464869	Pending Corrective Action Sent	2/18/2017	
1054535562	9669887765	Pending Corrective Action Sent	2/20/2017	
1012213334	9708968888	Pending Corrective Action Sent	2/23/2017	
1033234556	9676587578	Pending Corrective Action Sent	2/23/2017	
11111369887	9700787778	Pending Corrective Action Sent	2/24/2017	

Figure 2 IMQA Home Page: Agency Contact Person View With QA Reviews That Require Action

ENHANCED QA REVIEW SUMMARY PAGE

The Review Summary page will display findings from the IMQC Unit and allow agency contact people to respond to the QA review. The page will be separated into several sections that can be used to do the following:

- View QA review findings
- Respond to QA review
- Complete QA review

Sections can be collapsed or expanded. The first time the page is loaded in CWW, the first section will be expanded and the remaining sections will be collapsed.

The screenshot displays a web interface titled "Review Summary". At the top right, there is a "View" button. Below the title is a dark blue header bar labeled "Review Findings" which contains two buttons: "Expand All" and "Collapse All". The main content area is a list of collapsible sections, each with a right-pointing triangle icon. The sections are: Case Comments, Page Comments, Household Members, Health Care Request, Medicare Savings Program (QMB/SLMB/SLMB+) Request, FoodShare Request, Priority Service Determination, FS Break in Service, Child Care Request, W-2 Request, Interview Details, Household Relationships, General Case Information, Permanent Demographics, Benefits Received, School Enrollment, Pregnancy, Disability, MAPP, Employment, Utility Costs, Medical Coverage, Generate Summary, and Missing Information. The "Page Comments" section is expanded, showing a text entry: "The Comment Type on the Case should be C-Change instead of G-General."

Figure 3 Review Summary Page

VIEW QA REVIEW FINDINGS

Each page within CWW with findings from the QA review will be listed in its own collapsible section at the top of the Review Summary page. QA review findings may be mapped to a page or an individual field on a page. Fields with review comments will be referred to as Elements on the Review Summary page. All comments will appear in their entirety for review.

Review Summary		
View		
Review Findings		
Expand All Collapse All		
▶ Case Comments		
▼ Household Members		
IMQA WASHINGTON		
Element	Discrepancy Reason	Review Findings
Birth Date	Client Error	The birth date should be changed to 06/22/1943
Estimates for Relevance Determination	Agency Error	Serves as Alien Sponsor should be Yes
IMQA_DAD WASHINGTON		
Element	Discrepancy Reason	Review Findings
Estimates for Relevance Determination	CARES Error	The individual does meet any of the following criteria
IMQA_MOM WASHINGTON		
Element	Discrepancy Reason	Review Findings
Estimates for Relevance Determination	CARES Error	This individual does meet any of the following criteria
IMQA_KID WASHINGTON		
Element	Discrepancy Reason	Review Findings
Birth Date	CARES Error	The birth date should be 09/22/1996
Page Comments		
Alias Name Information for IMQA_Mom is not added		
▶ Health Care Request		

Figure 4 Summary of QA Review Findings Section: Element Findings Expanded

Non Errors Section

The “Non Errors” section will list any errors identified by the IMQC Unit that were refuted by the consortium or tribal agency. The errors listed in this section will not be included in the agency’s error report.

Non Errors		
Expand All Collapse All		
▼ W-2 Request		
Element	Discrepancy Reason	Review Findings
Requesting this Program / Subprogram of Assistance	CARES Error	The individual requested for the Program / Subprogram of Assistance and should be marked as 'Yes'
▼ Missing Information		
Page	Discrepancy Reason	Review Findings
Employment	CARES Error	EMPLOYMENT FOR IMQA_MOM AT UNIVERSITY OF WISCONSIN MADISON IS MISSING

Figure 5 Non Errors Section

Review Type Section

The “Review Type” section will show the type of review that was conducted by the IMQC Unit. QA reviews will be one or more of the following types:

- BadgerCare Plus
- BadgerCare Plus (MAGI)
- FoodShare
- Caretaker Supplement
- EBD Medicaid including MAPP
- MSP
- LTC
- Family Planning Only Services
- SeniorCare



Figure 6 Review Type Section

RESPOND TO QA REVIEW

The Review Summary page communication functionality will replace email as the way to respond to a QA review. All communication between the IM agency and the IMQC Unit will be done through the Enhanced QA tool for tracking purposes. Communication between the agency contact person and the IMQC Unit will be done by entering review comments, uploading any necessary documents, and updating the review status.

The “Review Comments” section will be used to enter comments mapped to the CWW page for which the error has been identified. The agency contact person should enter a comment of up to 2,000 characters if he or she has questions regarding the error(s) cited on the review or disagrees with error(s) cited. The agency contact person should select a value to indicate the comment is related to a specific page using the Section and Page fields or select All to indicate the comment is for the entire QA review. Only sections or pages with findings from the IMQA Unit will be displayed in the Section and Page dropdowns. Selecting an option in the Section field will filter the options in the Page field to only display pages within that section.

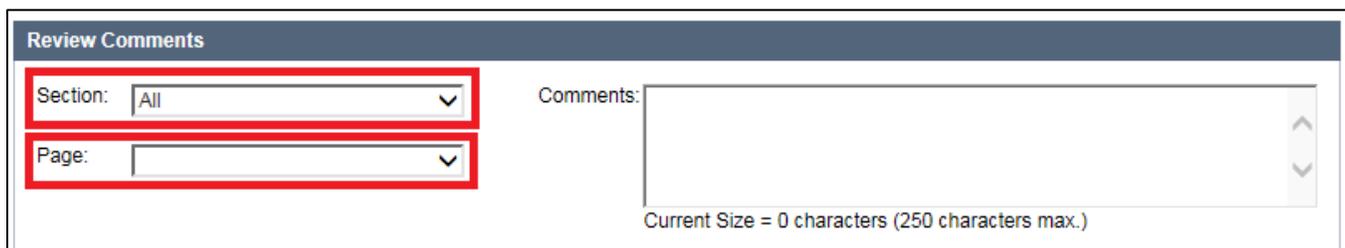


Figure 7 Section and Page Dropdowns in the Review Comments Section

All comments for the QA review will be listed in a table below the comment entry area. Comments can be edited or deleted on the same calendar day they are made. After the calendar day is over, the agency

contact person will not be allowed to edit or delete review comments. The agency contact person can only edit or delete his or her own comments. The IMQC Unit may also leave comments for the agency contact person in the “Review Comments” section.

Review Comments

Section: Comments:
 Page: Current Size = 0 characters (250 characters max.)

Page	Comments	Last Updated	Worker ID		
Household Members	The Birth Date should be 06/22/1940 instead of 06/22/1943	08/22/2017	XCTD6X		
Medicare Savings Program (QMB/SLMB/SLMB+) Request	Program Filing Date is updated with the change	08/22/2017	XCTD6X		
W-2 Request	Requesting this Program / Subprogram of Assistance is a non-error	08/22/2017	XCTD6X		

Figure 8 Expanded Review Comments Section

COMPLETE QA REVIEW

The “Review Response Document Upload” section will allow the agency contact person to upload the [Consortium Response to the State IM Second Party Review Finding \(F-00628\)](#) and any other attachments that may be relevant to the review.

A list of uploaded documents will be available on the Review Summary page. Workers can click the magnifying glass icon to view the document. Workers cannot delete documents uploaded to the ECF.

Review Response Document Upload

Description:

Document Name	Scanned Date	
AGENCY RESPONSE DOCUMENT	08/22/2017	

Figure 9 Expanded Review Response Document Upload Section

Once all comments and documents have been added, the agency contact person should update the status in the “Review Status” section. The agency contact person can choose one of three statuses from the Status drop-down:

- S – Pending Corrective Action Sent
- Y – Agency Response Sent – Agree
- D – Agency Response Sent – Dispute

The screenshot shows a 'Review Status' dropdown menu. The menu is open, displaying three options: 'S - Pending Corrective Action Sent', 'Y - Agency Response Sent - Agree', and 'D - Agency Response Sent - Dispute'. The 'S' option is highlighted. To the right of the dropdown are buttons for 'Cancel', 'Save', and 'Submit'.

Figure 10 Status Dropdown Menu Options

RESPONDING TO AN IMQA REVIEW

The agency contact person should perform the following steps to respond to an IMQA Review:

1. Review the IMQC Unit’s findings for a QA review on the Review Summary page by selecting the magnifying glass next to the review on the IMQA Home page.
2. Perform any corrective actions required.
3. Respond to the review in the “Review Comments” section of the Review Summary page if there are questions regarding error(s) cited.
4. Click **Add** to submit the comment.
5. Complete the Consortium Response to State IM Second Party Review Finding form as follows:
 - a. If the agency contact person agrees with all findings, check the **We agree with the error finding** box. Also explain the information from the member, agency, or state that would have helped to prevent the error. Proof of corrective action must be submitted within 30 days of receipt of the IMQC Unit’s findings.
 - b. If the agency contact person disagrees with one or more of the findings, check the **We disagree with the error finding** box. Provide any additional information to explain why the case details or eligibility determination is correct. Refutation of the IMQC Unit’s findings must be submitted within 10 days of receipt.
6. Upload the Consortium Response to State IM Second Party Review Finding form, proof of corrective action, and any other supporting documentation (if necessary) in the “Review Response Document Upload” section of the Review Summary page. Documents must be added one at a time and will be stored in the Electronic Case File (ECF). Upload documents by doing the following:
 - a. Click **Browse**.
 - b. Select the appropriate file from a folder, and click **Upload**.
 - c. Click **Go** to save the document to the ECF.

Note: Documents cannot be deleted after being added to the ECF. Ensure all documents are correct before uploading.

7. Change the status in the “Review Status” section of the Review Summary page to match the review findings as follows:
 - a. If the agency contact person agrees with all findings and all corrective actions have been completed, select **Agency Response Sent – Agree**.
 - b. If the agency contact person disagrees with one or more of the findings and the reasons why are properly documented, select **Agency Response Sent – Dispute**.

CWW will display a message asking the agency contact person to confirm they want to change the status. Changing the status will cause the review to become read-only and no further edits can be made by the agency contact person.

8. Click **Submit** to send the QA Review to the IMQC Unit.

9. If further communication is needed, the IMQC Unit will respond via the “Review Comments” section on the Review Summary page and set the status back to **Pending Corrective Action Sent**. The agency contact person must then repeat steps 1-8 until the QA review is complete.

PRINTING A QA REVIEW

Workers will be able to generate a Review Summary PDF in order to print or save the QA review findings once the review reaches a Complete status. The PDF will open in a new browser window and will not be stored in the ECF. A Review Summary PDF can be created multiple times for the same QA review.

Agency contact people can click **View** to generate a PDF of the following:

- Summary of “Review Findings” section
- Summary of “Non Errors” section
- “Review Type” section
- “Review Status” section

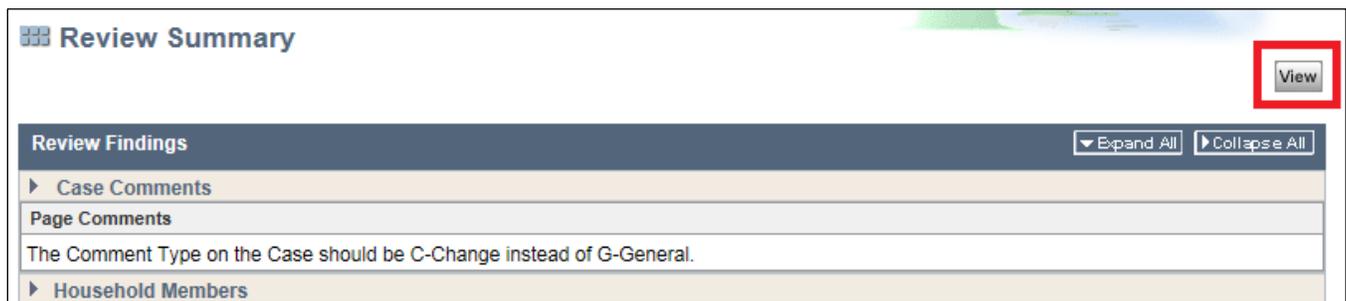


Figure 11 View Button on a Completed Review Summary

CONTACTS

BEPS CARES Information and Problem Resolution Center

DHS/DMS/BEPS/JS