



Date: October 20, 2017

DMS Operations Memo 17-50

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

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

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CARES Enhancements to Support Extension and Premium Policies

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CROSS REFERENCE

- BadgerCare Plus Eligibility Handbook, [Chapter 18 BadgerCare Plus Extensions](#) and [Chapter 19 Premiums](#)
- Medicaid Eligibility Handbook, [Chapter 26 Medicaid Purchase Plan](#)
- Process Help, [Chapter 23 BC+ and Premiums](#)
- Operations Memo [14-24](#)

EFFECTIVE DATE

November 4, 2017

PURPOSE

This Operations Memo announces enhancements to CARES functionality related to BadgerCare Plus extensions, BadgerCare Plus premiums, Medicaid Purchase Plan (MAPP) premiums, and related correspondence. On November 4, 2017, enhancements will be made to the following:

- BadgerCare Plus earned income and spousal support extension eligibility determinations
- The Intake and Arrears Premium Information page
- Late payment processing for premium assistance groups (AGs) and confirmation when running eligibility with dates
- Extension and premium-related correspondence

BACKGROUND

BadgerCare Plus members who are parents or caretakers and the minors under their care may be eligible for a BadgerCare Plus extension if the AG's income increases to be more than the BadgerCare Plus limit of 100 percent of the federal poverty level (FPL). Some members may be required to pay a monthly premium to become or remain eligible for a BadgerCare Plus extension. In addition to some members in BadgerCare Plus extensions, some children in BadgerCare Plus and members eligible for MAPP with income greater than a certain amount are required to pay monthly premiums.

A member who does not pay required premiums will be subject to a restrictive re-enrollment period (RRP).

Income maintenance (IM) workers occasionally must correct BadgerCare Plus extension eligibility and premium amounts that are determined by CARES and manually send eligibility and premium correspondence to members. CARES will be enhanced to correctly determine BadgerCare Plus and

MAPP eligibility and premiums in most situations, allow confirmation by workers, and automatically send related correspondence to applicants or members for BadgerCare Plus.

The enhancements announced in this Memo will align CARES Worker Web (CWW) with existing BadgerCare Plus and MAPP premium payment policy, improve premium-related correspondence, and improve BadgerCare Plus earned income and spousal support extension processes and related correspondence.

POLICY

There is no change in policy associated with this Memo.

CARES

The following enhancements will be made to CARES on November 4, 2017:

- CWW will automatically end BadgerCare Plus earned income extension eligibility for members of an AG when no child younger than 19 years old remains in the AG. However, spousal support extension eligibility will continue even though no child younger than 19 years old remains in the AG.
- Workers will be able to determine and confirm BadgerCare Plus and MAPP eligibility when running with dates, either after late premium payments are received or when first determining eligibility with a premium, as long as no negative action results.
- The premium collection pages (for example, the Intake and Arrears Premium Information page) will now be scheduled when workers are running with dates and a premium payment is required to be collected. This will allow workers to request that a verification checklist and premium coupon be sent.
- The appearance and functionality of the Intake and Arrears Premium Information page, when used during application to record an initial premium payment, will not change. However, this page will now be scheduled in the Eligibility Driver Flow between the Verification Checklist page and the Verification Due Dates page. This page will also be scheduled when running eligibility with dates to allow workers to send a premium coupon with the verification checklist and will allow multiple months to be requested.
- New reason codes will be added so that correspondence will better explain the loss of eligibility when an extension ends.

BADGERCARE PLUS EXTENSION AND MEDICAID PURCHASE PLAN ELIGIBILITY ENHANCEMENTS

EXTENSION ELIGIBILITY WHEN A PERSON TURNS 19 YEARS OLD OR WHEN ALL CHILDREN HAVE LEFT THE HOUSEHOLD

CWW will correctly determine whether members of a case (household) that has been including a child younger than 19 years old can remain in a BadgerCare Plus extension in the event that the child turns 19 years old, or all children leave the household. Continued extension eligibility depends on whether the members qualified for the extension due to an increase in earned income or spousal support income.

Earned Income Extensions

Eligibility for a BadgerCare Plus earned income extension will end when all children who are part of an extension meet any of the following conditions and eligibility is run by a worker:

- Are at least 19 years old
- Have left the household
- Have become tax dependents outside the home
- Have been deleted

Beginning November 4, 2017, workers will be able to confirm these closures without a system error occurring. If the child returns to the household during the current month or within the calendar month after closure, the child and any persons who qualify again as a parent or caretaker may reopen under an unexpired BadgerCare Plus earned income extension.

Note: If the living arrangement is being updated, workers must update the effective date correctly for CARES to re-establish the extension.

Example 1: Tim, his wife Sharon, and their only child, Billy, are open for a BadgerCare Plus earned income extension. Their eligibility ended on December 31, 2017, because Billy left the household. Billy returned to the household on January 10, 2018, and Tim reports the change to his IM agency. The worker must update Billy's living arrangement to 01 with an effective date of January 2018 to reinstate the extension eligibility. Because Billy returned to the home and the change was reported within the calendar month after closure, extensions for Billy, Tim, and Sharon may be reinstated.

Spousal Support Extensions

Members in spousal support extensions remain eligible after all children have turned 19 years old or have left the household. The remaining household members continue to be eligible through the extension period unless they meet any of the criteria for losing an extension listed in [BadgerCare Plus Eligibility Handbook, Section 18.5 Losing an Extension](#). A 19-year-old who remains in the household also remains eligible for the spousal support extension and will continue to receive benefits under the X9 medical status code. Those benefits will continue until the end of the extension or until eligibility is terminated for another reason.

Extension Considerations

Listed below are additional considerations for processing earned income and spousal support extensions.

- A child younger than 19 years old on the first day of the month is eligible for a spousal support extension. If earned income increases to more than 100 percent of FPL and the person turns 19 years old on the second day of that same month, that person may be included in a BadgerCare Plus spousal support extension. However, if the child is 19 years old on the first day of the month, CARES will treat that person as an adult for the entire month and will not create a spousal extension for that person.
- A child in a spousal support extension who turns 19 years old will remain in that existing spousal support extension. However, the person would not be included later in any newly determined spousal support extension.
- Parents who are cooperating with a reunification plan will remain in either type of extension if they continue to cooperate. However, parents who are no longer cooperating will be ineligible for an earned income extension, though they continue to be eligible in a spousal support extension.

PREMIUMS AND RUNNING ELIGIBILITY WITH DATES

In addition to being used as it has been for collection of initial premium(s) at application, the Intake and Arrears Premium Information page will now be scheduled when a worker is running eligibility with dates and a premium is required. Currently, CARES does not allow workers to pend for premiums owed or send a verification checklist and coupon when a member requests to reinstate BadgerCare Plus eligibility during an RRP. This enhancement will allow workers to determine premiums and provide workers the option to send premium coupon correspondence.

CWW will automatically schedule this page, the Verification Checklist page, and Verification Due Dates page when workers run eligibility with dates and a premium payment is required. Workers running eligibility with dates for BadgerCare Plus will be able to send members a verification checklist and premium coupon correspondence that will show the unpaid premium owed for each month as well as the total due (see [Premium Correspondence](#) on page 17.) Workers will need to continue to send a coupon for MAPP cases but will be able to send the verification checklist requesting the premium payment. Workers will be able to reopen health care benefits after closure for nonpayment of a premium or when requiring a new premium once all owed premium(s) are paid.

Confirmation will be allowed when running eligibility with dates in scenarios when the member is paying a late premium or being determined eligible for the first time with a premium, as long as there is no negative action being taken on the case. CWW will automatically prevent confirmation when workers run eligibility with dates, and there is a negative action, such as in the following scenarios:

- The household's total premium amount increases for BadgerCare Plus or the MAPP premium increases.
- Any person in the newly determined BadgerCare Plus or MAPP premium group is already confirmed open for the eligibility determination month for any non-BadgerCare Plus or non-MAPP health care AG.
- Any BadgerCare Plus or MAPP AG has already been confirmed as open for the eligibility determination month where there is no case level premium, and a person who is in the newly determined premium group is already confirmed open for BadgerCare Plus or MAPP for that month.
- The case has a BadgerCare Plus or MAPP premium amount confirmed that is less than the newly determined premium amount.

EXTENSION FREE PREMIUM MONTHS

Because workers will be able to confirm past months, which will allow continuous eligibility in CARES, BadgerCare Plus extension free premium months will be determined correctly in most situations. Currently, CWW incorrectly grants free months when there is a gap in eligibility. As of November 4, 2017, this will no longer occur. In addition, CWW will not allow a free month for any BadgerCare Plus AG that includes a person in an RRP.

INTAKE AND ARREARS PREMIUM INFORMATION PAGE ENHANCEMENTS

INTAKE AND ARREARS PREMIUM INFORMATION PAGE SCHEDULING

If a premium payment is required when workers are running eligibility with dates, CWW will automatically schedule the Intake and Arrears Premium Information page in the driver flow. The page will be scheduled between the Verification Checklist page and Verification Due Date page, both at application and when running with dates.

At application, the Intake and Arrears Premium Information page will appear the same as it does currently.

Assistance Group Overview			
Program Type:	BCP - BADGERCARE PLUS	Sequence:	
Premium Payment Details			
Premium Month	Amount	Paid	Worker Payment Information
12/2017	70.00		

Figure 1 Intake and Arrears Premium Information Page During Application

NEW PREMIUM COUPON CORRESPONDENCE SECTION

The Intake and Arrears Premium Information page will display a new section, “Premium Coupon Correspondence,” but only for BadgerCare Plus cases for which all of the following criteria are met:

- The Intake and Arrears Premium Information page is scheduled in the driver flow after running eligibility with dates.
- Any BadgerCare Plus premium is required.
- The only item pending for BadgerCare Plus is the premium payment.

Note: The Intake and Arrears Premium Information page does not display the “Premium Coupon Correspondence” section at application.

The “Premium Coupon Correspondence” section will allow workers to choose whether to send premium coupon correspondence when a premium payment is required by selecting either **Yes** or **No** from the “Do you want to send a coupon with the VCL for this month?” drop-down menu.

Assistance Group Overview			
Program Type:	BCP - BADGERCARE PLUS	Sequence:	
Premium Payment Details			
Premium Month	Amount	Paid	Worker Payment Information
09/2017	34.00		
Premium Coupon Correspondence			
Do you want to send a coupon with the VCL for this month? Y - Yes			

Figure 2 Intake and Arrears Premium Information Page With Premium Coupon Correspondence Section

Currently, when a case is run with dates and later run again (either with or without dates), the information from the prior eligibility run is deleted, including any notices or verification checklists. For example, if another worker runs with dates to redetermine eligibility for another program, such as a FoodShare supplement, any notices or verification checklists will be deleted.

CWW changes will ensure that verification requests and coupons are saved and sent nightly. However, if later in the day the same worker or another worker chooses to suspend the RRP in order to send a premium coupon and then runs eligibility for the same month(s), CWW will delete the prior coupon send request and the worker will be required to choose whether to send a premium coupon again. If a worker needs to cancel the previous coupon and verification request, the worker must lift the RRP and run with dates for the appropriate month(s) and select **No** from the "Do you want to send a coupon with the VCL for this month?" drop-down menu.

Note: The RRP will be reinstated after the initial request to send a coupon. If eligibility is rerun without suspending the RRP, the previous coupon send request remains in effect. This prevents a worker who is not making a health care determination from deleting a coupon send request.

PAGE VALIDATION

CWW will display an informational message on the Intake and Arrears Premium Information page when both of the following conditions are met:

- The worker has not selected a value from the Paid drop-down menu in the "Premium Payment Details" section.
- The worker has not selected a value from the "Do you want to send a coupon with the VCL for this month?" drop-down menu in the "Premium Coupon Correspondence" section.

The informational message will state: "A premium is due for this month. IM Worker: If the premium has been paid, select 'Yes' in the 'Paid' field. If sending a VCL/coupon for an unpaid premium, select 'Yes' in the Premium Coupon Correspondence section."

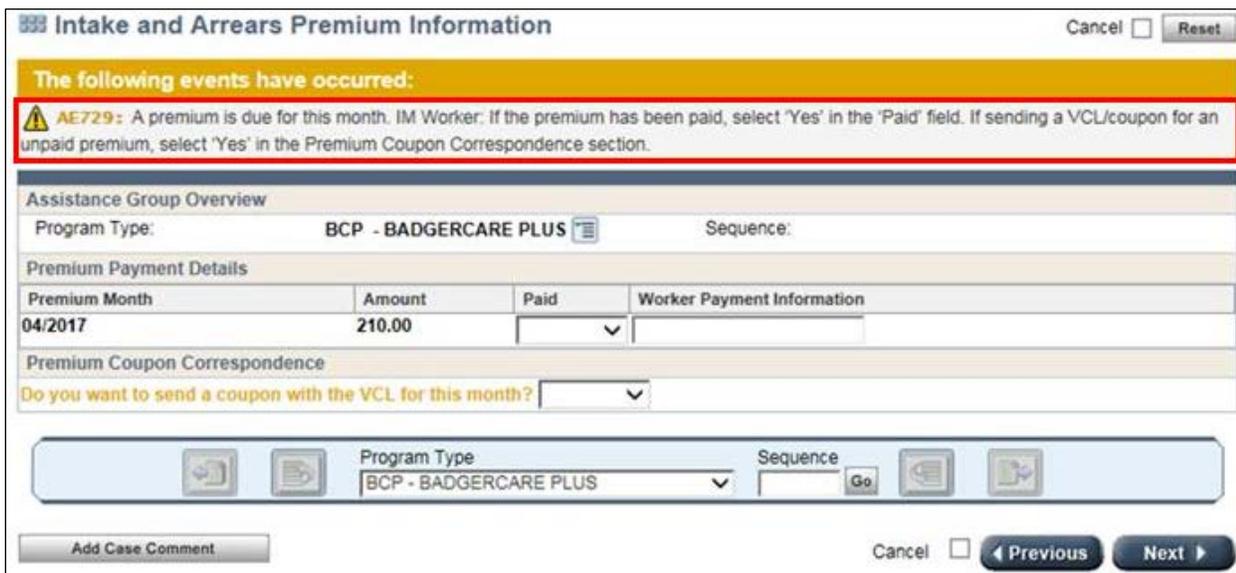


Figure 3 Intake and Arrears Premium Information Page With Informational Message

REINSTATING ELIGIBILITY DURING AN RRP OR LATE PREMIUM PAYMENT PROCESSING

Under current policy, the member must pay all premium arrears, including the premium(s) for the current month(s), in order to reopen BadgerCare Plus extension and MAPP eligibility with a late premium payment. This could be the premiums for all months on or before the current month, or for all months within an RRP, which could include the current month. The member must make the payment directly to the IM agency.

In order to support this process and to ensure RRPs are not incorrectly deleted (without premiums being paid), a new process will allow workers to suspend (temporarily lift) an RRP in order to request a premium payment and send a coupon for all month(s).

Note: Workers may reopen BadgerCare Plus benefits after an RRP ends without requiring the member to pay any arrears.

Workers will be able to suspend RRPs to run eligibility with dates and pend for BadgerCare Plus premiums. They will be able to indicate whether they want to send a premium coupon for the month(s) being determined from the Intake and Arrears Premium Information page. An RRP will not be deleted until the premiums for the month(s) in the RRP are entered as paid in CWW.

Workers must run eligibility with dates in chronological order, beginning with the oldest payment month. When running with dates for multiple months, the verification checklist will combine the premium amounts for all months requested (see [Premium Correspondence](#) on page 17.)

When all required premiums are paid, workers must do the following:

- Delete the RRP
- Run eligibility with appropriate dates and confirm, in chronological order beginning with the oldest month in the RRP
- Run eligibility without dates and confirm

RESTRICTIVE RE-ENROLLMENT PERIOD REINSTATEMENT

CWW will automatically reinstate all suspended BadgerCare Plus RRPs that a worker has deleted on a case when all of the following criteria have been met:

- The worker runs eligibility with dates for the month(s) that includes the RRP.
- The worker leaves the Paid field on the Intake and Arrears Premium Information page blank or selects **No** from the Paid drop-down menu.
- The worker navigates away from the Intake and Arrears Premium Information page (the worker must click **Next**, press the Enter key, or navigate elsewhere).

Note:

- If the worker checks the **Cancel** box and navigates away from the Intake and Arrears Premium Information page, the information on the Intake and Arrears Premium Information page will not be saved and the RRP will not be reinstated.
- The RRP reinstatement process does not apply to MAPP. MAPP enrollees can only reopen if they pay the owed premiums up to one month past closure. When the late MAPP premium is received through MMIS, the RRP is automatically deleted. Because the premium that put the individual into

an RRP has been paid, an RRP will not be reinstated if the worker leaves the Paid field blank or selects **No** from the Paid drop-down menu on the Intake and Arrears Premium Information Page.

LATE PAYMENT PROCESSING

BadgerCare Plus or MAPP Premium Paid Between Adverse Action and Closure (Before RRP Begins)

Workers who process a premium payment between the time of adverse action and closure can re-establish benefits and delete the RRP.

Example 2: Jane’s BadgerCare Plus extension is closing August 31, 2017, for nonpayment of the August premium, and an RRP starts September 1, 2017. Jane contacts the IM agency on August 20, 2017, and requests to reopen. She must pay the August premium by August 31, 2017, to reopen for September. On August 22, 2017, she pays the premium.

Workers can re-establish benefits for an individual who is going into an RRP by completing the following steps:

1. Verify the member has paid the missed premium that resulted in the RRP. If the late payment was received through interChange, the premium payment and alert 280 (BadgerCare Plus) or alert 329 (MAPP) may be displayed in CWW to indicate the payment was received.
2. If the premium payment was not updated through MMIS, record the premium payment on the Premium Payment Tracking page. Select **Yes** from the Paid drop-down menu, enter the month, day, and year that the member paid his or her premium in the Paid Date field, and enter how the payment was made (for example, the check number or money order) in the Worker Payment Information field.

Note: If alert 280 or 329 is displayed, CWW will indicate the premium was paid by MMIS.

3. Click **Update** to record the payment.

Benefit Month	Premium Amount	Paid	Paid Date	Source Indicator	Worker Payment Information
12/2017	70.00	Yes	11/05/2017	Worker	CHECK #1756
08/2017	70.00	Yes	03/28/2017	System	

Figure 4 Premium Payment Tracking Page Showing Recorded Payment

4. Navigate to the BadgerCare Plus Restrictive Re-enrollment Period Information page and delete the RRP using the Late Pay reason. The MAPP RRP will be automatically deleted.

BadgerCare Plus Restrictive Re-enrollment Period Information Cancel Reset

Effective Period

Delete Reason: ADMINISTRATIVE ERROR Last Updated: 12/18/2017

Additional Information LATE PAY

* Individual: OSCAR WILDE 45M PP RRP Sequence: 1

Individual Type: ADULT

* Restrictive Re-enrollment Begin Date: 01/01/2018 Restrictive Re-enrollment End Date: 03/31/2018

Override Restrictive Re-enrollment End Date: MM/DD/YYYY Override Reason:

Re-request Information

BadgerCare Plus Re-request: No Re-request Date: MM/DD/YYYY

Re-request Reason:

Case Comments

Case Comments (Relevant to the restrictive re-enrollment period):

Current Size = 0 characters (200 characters max.)

Individual: OSCAR WILDE 45M PP RRP Seq: Updated on or before: MM/DD/YYYY

Cancel Update

Figure 5 BadgerCare Plus Restrictive Re-enrollment Period Information Page Showing RRP Deletion

5. Navigate to the Initiate Eligibility page.
6. (As Needed) Run eligibility with dates for the month that needs eligibility reopened and confirm.

Note: Only run eligibility with dates for the months that need to be reopened (starting with the oldest month first).

 - a. If other health care coverage is open on the case, the worker may need to run eligibility with the starting date of the RRP to reopen.
 - b. If no other health care coverage is open on the case, the worker can skip this step and run ongoing eligibility (not with dates) and BadgerCare Plus may pop open.
7. Rerun eligibility without dates and confirm ongoing benefits.

Note: As long as eligibility is confirmed open in CARES by day 10 of the month after closure, a premium coupon will be sent automatically from ForwardHealth.

RECEIVING LATE PAYMENTS OR REINSTATING ELIGIBILITY WHEN AN RRP HAS BEEN IMPOSED

RRP in Effect and the Premium That Closed BadgerCare Plus Has Been Paid

When an RRP is in effect and a late premium payment is received, the worker can process the payment but cannot reinstate eligibility before all owed premiums are received.

Example 3: Jane's BadgerCare Plus extension closed March 31, 2017, for nonpayment of the March premium, and an RRP is set for April, May, and June 2017. After Jane mails her March payment to interChange, she contacts the IM agency in June requesting to reinstate enrollment back to April. The worker sees that the payment was received through interChange. However, Jane must now pay the April, May and June premiums in order to have her coverage reinstated. Once Jane pays her arrears, the worker must run eligibility for the case with April dates, then May dates, and then June dates.

When a late premium payment is received for an individual who is in an RRP, workers should complete the following steps:

1. Verify the member has paid the missed premium that resulted in the RRP (in this example, March 2017). If the late payment was received through interChange, the premium payment and alert 280 may be displayed in CWW to indicate the payment was received.
2. If the premium payment was not updated through MMIS, record the premium payment on the Premium Payment Tracking page. Select **Yes** from the Paid drop-down menu, enter the month, day, and year that the member paid their premium in the Paid Date field, and enter how the payment was made (for example, the check number, money order, etc.) in the Worker Payment Information field.
3. Click **Update** to record the payment.
4. Navigate to the BadgerCare Plus Restrictive Re-enrollment Period Information page and delete the RRP with the Late Pay reason. This will suspend the RRP so that the worker can run with dates to pend BadgerCare Plus and send a verification checklist and premium coupon for all month(s).
5. Navigate to the Initiate Eligibility page.
6. Run eligibility with dates for the oldest month that needs to be pended for a premium. If the extension closed March 31, 2017, for nonpayment of the March premium and an RRP is set for April, eligibility must first be run for April.
Note: As a reminder, workers can only run with dates for the months that need to be pended, and must run with the oldest month first.
7. On the Intake and Arrears Premium information page select **Yes** from the "Do you want to send a coupon with the VCL for this month?" drop-down menu to send the verification checklist and coupon.

Intake and Arrears Premium Information			
Assistance Group Overview			
Program Type: BCP - BADGERCARE PLUS		Sequence:	
Premium Payment Details			
Premium Month	Amount	Paid	Worker Payment Information
09/2017	34.00	[Dropdown]	
Premium Coupon Correspondence			
Do you want to send a coupon with the VCL for this month? Y - Yes [Dropdown]			

Figure 6 Intake and Arrears Premium Information Page With Request to Send Premium Coupon

8. Repeat steps 4 through 7 for each month requiring a premium payment.

Reinstating Eligibility Once all Owed Premiums Are Paid

Once the member has paid all owed premiums, workers must complete the following steps:

1. Navigate to the BadgerCare Plus Restrictive Re-enrollment Information page.
2. Select **Late Pay** from the Delete Reason drop-down menu and click **Update**.
3. Run eligibility for the month(s) the member paid, starting with the oldest month.
4. On the Intake and Arrears Premium Information page select **Yes** from the Paid drop-down menu, enter the Worker Payment Information, and click **Next**.
5. Rerun eligibility for the oldest month and confirm eligibility.
6. Repeat steps 3 through 5 for each remaining month from the oldest to most recent.
7. Rerun eligibility without dates and confirm to establish ongoing eligibility.

RRP in Effect and the Premium That Closed BadgerCare Plus Has Not Been Paid

When an RRP is in effect and the member requests to reinstate BadgerCare Plus eligibility, but the premium that closed BadgerCare Plus has not been paid, the worker would need to collect or request the premium(s) due.

Example 4: Jane's children, John and Ed, were eligible for BadgerCare Plus MAGC with a premium. John and Ed's eligibility ended November 30, 2017, for nonpayment of the November premium, and an RRP is set for December, January, and February 2018. Jane contacts the IM agency in January requesting to reinstate enrollment back to December. She must pay the November, December, and January premiums in order to have her coverage reinstated. Once Jane pays the arrears, the worker must run eligibility for the case with December dates, then January dates, and then February dates.

CARES cannot pend for the premiums required for the months in the RRP until the owed premium is paid. For a scenario in which the premium that closed the BadgerCare Plus AG has not been paid, the worker can do one of the following:

- Collect the payment prior to sending a verification checklist and premium coupon for the month(s) in the RRP.
- Manually request all months (the owed premium and the months in the RRP) by sending a manual verification checklist and coupon (BadgerCare Plus Premium Information/Payment form (F-10139)).

Once the premium(s) are paid, the worker should follow the process for [Receiving Late Payments or reinstating Eligibility When an RRP has Been Imposed](#) on page 11 or [Reinstating Eligibility Once all](#)

[Owed Premiums Are Paid](#) on page 12 depending on whether the member paid only the arrears or all premiums.

Reinstating Eligibility Once All Owed Premiums Are Paid

Once the member has paid all owed premiums, workers should complete the following steps:

1. Navigate to the Premium Payment Tracking page and select **Yes** from the Paid drop-down menu, enter the month, day, and year that the member paid their premium in the Paid Date fields, and enter how the payment was made (for example, the check number or money order) in the Worker Payment Information field (in the case of Example 4, November's premium).
2. Navigate to the BadgerCare Plus Restrictive Re-enrollment Information page. Select **Late Pay** from the Delete Reason drop-down menu and click **Update**.
3. Run eligibility for the month(s) the member paid, starting with the oldest month (in the case of Example 4, December).
4. On the Intake and Arrears Premium Information page, select **Yes** from the Paid drop-down menu, enter the Worker Payment Information, and click **Next**. Rerun eligibility for the oldest month and confirm eligibility.
5. Repeat step 3 and step 4 for each remaining month from the oldest month to the most recent month.
6. Rerun eligibility without dates and confirm.

Example 5: Bob's MAGM BadgerCare Plus extension closed March 31, 2018, for failure to pay the March premium. An RRP was set for April, May, and June 2018. On April 5, Bob contacted his IM agency and requested to reinstate his BadgerCare Plus coverage. Bob must pay the March premium before the worker can run eligibility with April dates to send a verification checklist and coupon for April, May, and June.

Example 6: Sammy's MAGC BadgerCare Plus closed March 31, 2018, for failure to pay the March premium. An RRP was set for April, May, and June 2018.

On April 10, 2018, Sammy's mother went to her IM agency and requested to reinstate Sammy's coverage and provided the March 2018 premium payment. The worker must indicate that the March premium payment has been received on the Premium Payment Tracking page, and then suspend the RRP using the Late Pay (LP) delete reason. The worker must then run eligibility for the case with April 2018 dates. Sammy's mother is not prepared to pay the premium, so the worker indicates that a premium coupon must be sent for April on the Intake and Arrears Premium Information page. Once the worker navigates away from this page, the RRP will be reinstated because eligibility cannot be granted for April until that premium has been paid.

On April 22, 2018, the agency receives the April premium. At that time, the worker must delete the RRP with the LP code, run eligibility with April dates, update the premium as paid on the Intake and Arrears Premium Information page, rerun eligibility with April dates, and confirm BadgerCare Plus. Because it is after adverse action, the worker must rerun with May dates, confirm BadgerCare Plus open, and then run for the recurring month of June for ongoing BadgerCare Plus coverage.

Example 7: Larry's MAGM BadgerCare Plus extension closed March 31, 2018, for failure to pay the \$100 premium for March. An RRP was set for April, May, and June 2018. During this time, Larry's daughter Maggie is in a MAGC AG that remains open, and Maggie is required to pay a \$50 premium.

On May 10, 2018, Larry goes to his IM agency and requests to reinstate his MAGM coverage. He provides his March 2018 premium payment of \$100. The worker must indicate that the March premium has been paid on the Premium Payment Tracking page and then suspend the RRP using the Late Pay delete reason. The worker must then run eligibility with April 2018 dates. Larry is not prepared to pay the April premium, so the worker indicates that a premium coupon must be sent.

The newly calculated MAGM premium for Larry (\$100) is higher than the already paid MAGC premium for Maggie for April (\$50). The worker must determine the difference between the premium paid and the remaining owed premium, and indicate this amount on the Verification Checklist. In this case, \$50 was already paid for Maggie and Larry's premium is \$100, so an additional \$50 must be collected to make up the difference for April's premium payment. This \$50 must be collected before Larry's eligibility can be reinstated.

The worker will not be able to confirm for April since CARES will see this as a negative action. Once the additional \$50 is received by the IM agency for April's premium payment, the worker must manually certify Larry's MAGM coverage in interChange using the 9R premium paying medical status code and send a manual positive notice for April. The worker will then need to ask the CARES Coordinator to contact the DHS CARES Call Center to request that this case be added to the premium adjustment file to ensure that the fiscal agent can apply the payment correctly.

Note: The [Medicaid/BadgerCare Plus Certification](#) (F-10110) will eventually be updated to include premium information so that these cases will not need to be sent to the DHS CARES Call Center. That change will be communicated at a future date via a CARES Coordinator notice.

Example 8: Erika's MAGC closed March 31, 2018, when her dad, John, did not pay the March premium. John is not on Medicaid or BadgerCare plus because his income is too high. Erika's mom, Jane, is only open on FPOS.

On May 10, 2018, John goes to his IM agency and requests to reinstate Erika's MAGC coverage. He provides the March premium payment but is not prepared to pay the April and May's premiums. The worker must indicate that the March premium has been paid on the Premium Payment Tracking page and then suspend the RRP using the Late Pay delete reason. The worker must then run eligibility with April and May 2018 dates and indicate that a premium coupon must be sent.

On May 19, John pays the premiums. At that time, the worker must delete the RRP with the LP code, run eligibility with April dates, update the premium as paid on the Intake and Arrears Premium Information page, rerun with April dates and confirm BadgerCare Plus. Because this is adverse action, the worker must rerun with May dates and confirm BadgerCare Plus open, and then run for the recurring month of June for ongoing BadgerCare Plus coverage.

RRP in Effect and the Premium That Closed MAPP Plus Has Been Paid

When an RRP is in effect and a late premium payment is received, the worker can process the payment but cannot reinstate eligibility before the owed premium is received.

Example 9: Dan's MAPP closed March 31, 2017, for nonpayment of the March premium, and an RRP is set for April 2017 through March, 2018. After Dan mails his March 2017 payment to MMIS, he contacts the IM agency in April requesting to reinstate. The worker sees that the payment was received through MMIS, and the RRP was automatically deleted. However, Dan must now pay the April premium in order to have his coverage reinstated. The worker must send the verification checklist for the April premium and include a [Medicaid Purchase Plan Premium Information Payment coupon](#) (F-00332). Once he pays the April premium, the worker must run eligibility for the case with April dates, then May dates (if paid after April adverse action) and then run ongoing.

When a late premium payment is received for an individual who is in an RRP, workers should complete the following steps:

1. Verify the member has paid the missed premium that resulted in the RRP (in this example, March 2017). If the late payment was received through interChange, the premium payment and alert 329 may be displayed in CWW to indicate the payment was received and the RRP will be deleted.
2. If the premium payment was not updated through MMIS, record the premium payment on the Premium Payment Tracking page. Select **Yes** from the Paid drop-down menu, enter the month, day, and year that the member paid their premium in the Paid Date fields, and enter how the payment was made (for example, the check number, money order, etc.) in the Worker Payment Information field.
3. Click **Update** to record the payment.
4. Navigate to the Initiate Eligibility page.
5. Run eligibility with dates (if necessary) for the month after closure (in the case of Example 9, April), which needs to be pended for a premium. If MAPP closed March 31, 2017, for nonpayment of the March premium, and an RRP is set for April, eligibility must first be run for April. If other health care coverage is open on the case, the worker may need to run eligibility with the starting date of the RRP to reopen. If other health care coverage is not open on the case, the worker can skip this step and run ongoing eligibility (not with dates), and MAPP may pop open.
Note: As a reminder, workers can only run with dates for the months that need to be pended, and must run with the oldest month first.
6. On the Intake and Arrears Premium information page select **Yes** from the "Do you want to send a coupon with the VCL for this month?" drop-down menu to send the verification checklist and include the [Medicaid Purchase Plan Premium Information Payment coupon](#) (F-00332) .
7. Once April is paid, run eligibility (as needed) with dates for the month that needs eligibility reopened and confirm.
Note: Only run eligibility with dates for the months that need to be reopened (starting with the oldest month first).

RRP in Effect and the Premium That Closed MAPP Plus Has Not Been Paid

When an RRP is in effect and the member requests to reinstate MAPP eligibility, but the premium that closed MAPP has not been paid, the worker would need to collect or request the premium(s) due.

Example 10: Ed was eligible for MAPP with a premium. Ed's eligibility ended November 30, 2017, for nonpayment of the November premium, and an RRP is set for December 2017 through November 2018. Ed contacts the IM agency in December requesting to reinstate enrollment back to December 1. He must pay the November and December premiums to have his coverage reinstated. Once he pays the arrears, the worker must run eligibility for the case with December dates, then January dates, and so on.

CARES cannot pend for the premiums required for the months in the RRP until the owed premium is paid. For a scenario in which the premium that closed the MAPP AG has not been paid, the worker can do one of the following:

- Collect the payment prior to sending a verification checklist and premium coupon for the first month of the RRP.
- Manually request all months (the owed premium and the first month of the RRP) by sending a manual verification checklist and coupon.

Once the premium(s) are paid, the worker should follow the process for Receiving Late Payments or reinstating Eligibility When an RRP has Been Imposed on page 11 or Reinstating Eligibility Once all Owed Premiums Are Paid on page 12 depending on whether the member paid only the arrears or all premiums.

Example 11: Susan's MAPP closed November 30, 2018, for failure to pay her November premium. The worker receives alert 329 on December 5, indicating that Susan's premium was paid late. The RRP was automatically deleted. The worker must run eligibility with December dates to send the verification checklist for the December premium and include a [Medicaid Purchase Plan Premium Information Payment coupon](#) (F-00332). Susan pays her December premium by December 31. The worker can re-open MAPP for Susan by updating the premium paid on the Premium Payment Tracking page, running with December dates and confirming, and then running and confirming ongoing eligibility.

WORKER ALERTS FOR LATE PREMIUM PAYMENTS

Currently, when a late payment is received, alert 280 is only displayed if the BadgerCare Plus extension has been closed for less than one calendar month due to nonpayment of the premium.

Effective November 4, 2017, alert 280 will be displayed if the BadgerCare Plus premium payment is received and applied any time before the end of the RRP. Therefore, a case may be closed for up to three calendar months and display alert 280 when a payment is received. In addition, the alert text will be updated as shown in the table below. The late premium process will no longer automatically delete the RRP with the LP reason code; this must be done manually by the worker.

Alert 329 will continue to only be displayed if MAPP has been closed for less than one calendar month due to nonpayment of the premium. However, the alert text will be updated, and will match the text for alert 280.

Alert	Current Text	New Text
280	BC premium was received past the due dates. Run eligibility.	BC premium was received late. Take required action.
329	MAPP late premium received. Run eligibility	MAPP premium was received late. Take required action.

Help text for alerts 280 and 329 can be accessed in CARES mainframe by using transaction code CUAH.

CORRESPONDENCE ENHANCEMENTS

BadgerCare Plus extension and premium-related correspondence will inform people about premiums they owe and explain why they are no longer enrolled in BadgerCare Plus or MAPP.

PREMIUM CORRESPONDENCE

The verification checklist will be updated to remove the word “initial” as the notice may be sent for existing cases when it is not the person’s first premium payment. The “BadgerCare Plus Premium Coupon and Information” section will indicate “Enclosed is the premium information and coupon for your BadgerCare Plus premium. Before you can enroll in BadgerCare Plus, the total amount listed below must be paid.”

Since workers can run eligibility with dates for multiple months and indicate that premium coupon correspondence should be sent for each of those months, a single notice will be sent with information for all of these months. The premium coupon will indicate the premium for each month as well as the total amount due.

Example 12: A worker runs eligibility with dates from the oldest RRP month to the most recent RRP month:

1. Runs eligibility with dates for August 2017 and indicates the premium coupon correspondence should be sent
2. Runs eligibility with dates for September 2017 and indicates the premium coupon correspondence should be sent

The member owes a \$34 premium for each month. One verification checklist will be sent that includes a coupon for August and September that identifies the \$34 owed for each benefit month and shows that \$68 is due.

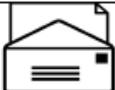
BadgerCare Plus Premium Coupon and Information		
Dear ANNA MEMBER:		
Enclosed is the premium information and coupon for your BadgerCare Plus premium. Before you can enroll in BadgerCare Plus, the total amount listed below must be paid.		
Who	Benefit Month	Amount
ANNA MEMBER	Dec. 2017	\$69.00
IMA MEMBER	Nov. 2017	\$69.00
Total		\$138.00
YOU MAY PAY YOUR PREMIUM IN ONE OF TWO WAYS:		
 MAIL	By mail with a personal check, money order, cashier's check or certified check. Use the enclosed payment coupon and send your payment to: MILWAUKEE ENROLLMENT SERVICES 1220 W VLIET ST MILWAUKEE WI 53205	
 IN PERSON	You can make your payment at the following agency: MILWAUKEE ENROLLMENT SERVICES 1220 W VLIET ST MILWAUKEE WI 53205	
Please allow 5-7 days for us to process your payment and update your account.		
BadgerCare Plus Premium Coupon Case: 1234567890		
This payment is for: ANNA MEMBER		Premium Amount Due: <input type="text" value="\$138.00"/>
Payment Method: Check/Money Order		Due Date: <input type="text" value="12/13/2017"/>
Please make your Check/Money Order payable to "BadgerCare Plus". Please write your case number, listed above, on the check/money order and include this premium coupon. Do not send cash.		
Send payment with this premium coupon to: MILWAUKEE ENROLLMENT SERVICES 1220 W VLIET ST MILWAUKEE WI 53205		

Figure 7 BadgerCare Plus Notice of Action Needed With Premium Coupon and Information

REASON CODE TEXT UPDATES

CARES notices will include new and updated reason code text to better explain why a person is losing eligibility under a BadgerCare Plus extension in some scenarios. The following reason codes will be displayed in the "Who is not enrolled?" section of the Notice of Decision. These reason code updates will also be reflected in CWW and on the Check My Benefits page in MyACCESS.

A new reason code, **752**, will be displayed in CWW and on notices when an adult is no longer eligible under an earned income extension due to no longer qualifying as a parent, caretaker, or pregnant woman. This may be due to any of the following reasons:

- All children in the household have become at least 19 years old.
- All children have left the household.
- The parent or caretaker is no longer cooperating with a reunification plan.

Reason code **577** is displayed for a child who loses eligibility due to becoming 19 years old. The text will be updated to more accurately describe why the child lost eligibility.

Reason code **115** is displayed when a person no longer qualifies for benefits on the case due to not having a qualifying relationship to the primary person. The person may still qualify for benefits, but must apply independently or with someone with whom the person has a qualifying relationship (for example, a spouse). Reason code 115 will be displayed along with reason code 577 on the notice when a child loses eligibility due to becoming 19 years old.

Reason Code	CWW Description	Text Prior to November 4, 2017	Text Effective November 4, 2017
752	Not a parent or caretaker	None	You are not a parent, stepparent, or relative of a child under age 19 who is living in your home.
577	The target has turned 19.	You no longer have a child under age 19 in your home. To get health care benefits, you must be a child under age 19, pregnant, disabled, 65 or older, or blind.	You are no longer under age 19, so you cannot get this benefit on your parent or relative's case.
115	Does not have a qualifying relationship to Primary Person.	The person who applied is not your spouse, parent or other relative who meets the program rules. To get this benefit, you will need to apply on your own or with your spouse, parent or other relative. You should apply at your local agency.	Your relationship to the person who applied for benefits does not meet program rules. However, you may still be able to get this benefit. To see if you can get this benefit, apply on your own.

Who is not enrolled?		
When?	Which plan?	Who and why?
As of May. 01, 2017	BadgerCare Plus	<p>SALLY: The income we counted for your household is over the program limit. To learn more, please see the part of your letter that shows how we counted your income.</p> <p>SALLY: You may be able to buy and get help paying for private health insurance through the federal Health Insurance Marketplace (Exchange). Your application has been sent to the Marketplace. If you have questions, call the Marketplace at 1-800-318-2596 (TTY 1-855-889-4325) or go to HealthCare.gov.</p> <p>SALLY: This benefit is a BadgerCare Plus Earned Income Extension. An Extension starts when a household's earnings go up and its income goes over the limit for adults. An Extension ends after 12 months, or earlier if you no longer meet the rules or fail to pay a required premium for an adult.</p> <p>SALLY: You are not a parent, stepparent, or relative of a child under age 19 who is living in your home.</p> <p>SALLY: You are now earning more money from your business or farm. To learn more, please see the part of your letter that lists your household's income.</p> <p>FRED: You are no longer under age 19, so you cannot get this benefit on your parent or relative's case.</p>
		<p>This new text is for reason code 752. →</p>
		<p>This modified text is for reason code 577. →</p>
Supporting Laws: S.49.471, 42 CFR 435.1200		

Figure 8 Notice of Decision Showing Reason Codes 752 and 577

Who is not enrolled?		
When?	Which plan?	Who and why?
As of Apr. 01, 2017	BadgerCare Plus	<p>DOUG: You are no longer under age 19, so you cannot get this benefit on your parent or relative's case.</p> <p>DOUG: Your relationship to the person who applied for benefits does not meet program rules. However, you may still be able to get this benefit. To see if you can get this benefit, apply on your own.</p>
		<p>This modified text is for reason code 115. →</p>
Supporting Laws: S.49.471		

Figure 9 Notice of Decision Showing Reason Code 115

REMINDERS AND FUTURE BADGERCARE PLUS ENHANCEMENTS

Even with the updates described in this Memo, CARES may still open premium extensions incorrectly when late verifications or premiums are received. Workers must still review the case to ensure the correct eligibility. Additional enhancements are planned for a future CARES update.

When renewals and/or verifications are processed late, CARES may continue to skip a month of eligibility. Workers must run with dates to ensure there are no gaps in eligibility when renewals and/or verifications are processed late.

Example 13: Bob's BadgerCare Plus renewal is due October 31, 2017. Bob completes the renewal requirements on October 28. If other Health Care is open on the case, BadgerCare Plus will only run for December. The worker must run eligibility with November dates and confirm (while in renewal mode) in order to approve BadgerCare Plus for November and ensure no gaps in eligibility.

CONTACTS

BEPS CARES Information and Problem Resolution Center

DHS/DMS/BEPS/NH