DEPARTMENT OF HEALTH SERVICES
DIVISION OF HEALTH CARE ACCESS AND ACCOUNTABILITY
ADMINISTRATOR'S MEMO SERIES

NOTICE: 16-03

DATE: March 1, 2016
DISPOSAL DATE: Ongoing

RE: Customer Service

TO: County Departments of Human Services Directors
County Departments of Social Services Directors
Tribal Chairpersons/Human Services Facilitators
Tribal Economic Support Directors

FROM: Kevin E. Moore KEM
Medicaid Director/Administrator

PURPOSE

The purpose of this memo is to provide clarification of expectations regarding the provision of services at local and tribal agencies where customers can receive services. This memo has been amended to:

a) Provide clarification on the specific FoodShare (FS) brochure that is required to be available to all lobby customers.
b) Clarify the ability of an agency to close for a full day no more than twice per year for the purpose of holding staff trainings and/or staff meetings.

BACKGROUND

The Income Maintenance Contracts between DHS and Consortium or Tribes requires grantees to provide lobby services as defined in Wis. Stat. § 49.78(2)(b). The definition of "lobby services" requires additional clarification, which is described below. In addition, policies and procedures written in Eligibility Management Handbooks and Manuals are also applicable.

Wisconsin law states that lobby services must be available in each county and provide service a minimum of 35 hours per week. Lobby services include services provided to both walk-in customers and to customers who call the agency. Agencies may close lobby services for a full day no more than twice per year in order to hold staff trainings and/or staff meetings. Agencies must notify the Call Center Agency (CCA)/Genesys administrator at least 10 business days in advance of a scheduled closure so accommodations can be made to routing rules on the call center system.

Federal SNAP regulations require State agencies to provide individuals that complete an online FoodShare application or renewal in person at a local or tribal IM agency office the opportunity to review the information that has been recorded electronically and must provide them with a hard copy of that information for their records.

Effective May 1, 2015, the United States Department of Agriculture (USDA), Food and Nutrition Service (FNS) approved a waiver for the above requirement. This waiver allows the State to provide applicants with a hard copy of their online application information if requested by the customer. In order to comply with the conditions of this waiver, certain requirements must be implemented by local and tribal IM agencies, which are described in the section below entitled "Services to Customers Completing an Online FoodShare Application or Renewal at the Local Agency.

LOBBY SERVICES FOR WALK-IN CUSTOMERS

If an applicant and/or participant are physically in the agency, they must be given the option to speak to someone who can provide them with program information or to utilize a self-service option if they choose not to wait for in-person assistance. The following list outlines the services that must be provided to a walk-in customer:

1) Answer general questions about Income Maintenance (Health Care/FoodShare) programs, processes, and services. This includes information about options available through the federal Health Insurance Marketplace. Individuals working in this area must be able to answer questions about:
    - Available programs;
    - Options of how to apply;
    - Information on where to apply; and
    - The importance of setting a filing date.
2) Accept Requests for Assistance (RFAs).
3) Print copies of CARES notices.
4) Print replacement six (6) month report forms.
5) Schedule face-to-face appointments and interviews with Income Maintenance staff.
6) Accept verification forms and other documentation.
7) Accept initial BadgerCare Plus premiums.
8) Issue vault QUEST cards for expedited FS benefits and replacement cards.
9) Facilitate access to interpreter services.
10) Provide dedicated, confidential space, which includes a telephone for the purpose of fair hearings, face-to-face appointments, or interviews.
11) Receive and hold mail for individuals who have no permanent mailing address.
12) Display and make available to all visitors the current state and USDA publications (pamphlets, informational flyers, posters, and other materials) that inform and advise of benefits and eligibility requirements. These publications must be available in all office locations and in both English and Spanish languages. The required brochure for FoodShare that must be available in all lobby areas is P-16063 - FoodShare Makes Wisconsin Healthier. This brochure can be found in the DHS publications library and can be ordered in color copy via the DHS online order form. Other forms and publications are available in the library and are recommended to be available to lobby customers as well.
13) Provide a computer for people to complete ACCESS, and/or federal Marketplace applications.
14) Provide a telephone to enable a customer to call the Consortium Call/Change center as needed.

LOBBY SERVICES FOR CALL-IN CUSTOMERS

Local agencies are encouraged to publish the Call Center contact information for their consortium on their promotional materials and/or websites. However, if a customer calls the **local agency number** and indicates a need for FoodShare or Health Care it is expected that the agency will provide them with:

- All options on how to apply (ACCESS, Call Center, mail, or at the local agency); and
- The importance of setting the filing date.

Customers must be informed of ALL of their options for applying – in person, over the telephone, online, by mail – and provided the necessary information (e.g., CCA telephone number, local office address, web site) for them to do so.

Local agencies are encouraged to use the attached script for receptionists to insure that the required information is being shared with call-in customers or transfer the caller to the Consortium's Call Center.

SERVICES TO CUSTOMERS COMPLETING AN ONLINE FOODSHARE APPLICATION OR RENEWAL AT THE LOCAL AGENCY

IM agencies must ensure the following for customers completing online FoodShare applications or renewals in person at the local or IM tribal agency office:

1) Afford customers the opportunity to receive a paper copy of the submitted FoodShare application or renewal information or ACCESS application summary:
   - Customers should have the option to print their information at the time of application or renewal, or the IM agency must provide a paper copy of the information upon the customer's request.
2) Have staff available to assist customers in printing the application or renewal summary.
3) Post signs near the area where customers complete their online applications or renewals that inform them of their right to receive a paper copy of their application or renewal and the process for doing so. For more information on agency signage that can be used to comply with this requirement, please see the "Agency Signage" section below.

DHS highly encourages all staff providing program information to complete the "IM New Worker Training for Clerical Staff", if they have not already completed the "IM New Worker Training".

AGENCY SIGNAGE

In order to comply with the FoodShare waiver requirement described earlier in this memo, local agencies must post the Department of Health Services "Print Your FoodShare ACCESS Summary" sign near the area where customers complete online applications. These signs inform customers that

they have the right to receive a copy of the ACCESS summary when completing a FoodShare application or renewal in the local office and explain the process for printing and obtaining the paper copy of the ACCESS application summary.

Two (2) signage options are available, "Print Your FoodShare ACCESS Summary Poster—Agency Printing Information" (P-01157A) and "Print Your FoodShare ACCESS Summary Poster—Applicant Printing Instructions" (P-01157). Local agencies should choose the option which aligns with their service model for printing and providing copies of ACCESS application summaries to customers. These signs are available in English, Spanish, and Hmong. The signs are on the FoodShare and FSET Forms and Publications web page: https://www.dhs.wisconsin.gov/foodshare/fsforms-pubs.htm. Required signs and posters can be ordered online at https://www.dhs.wisconsin.gov/forms/printformsonline.htm.

As a reminder, IM agency offices are also required to post the FNS "And Justice for All" poster and the Department of Health Services "Your FoodShare Rights" poster which includes the minimum application filing requirements. "Your FoodShare Rights" posters are available in English (P-00102), Hmong (P-00102H) and Spanish (P-00102S). The correct FNS "And Justice for All" poster can be found at http://www.fns.usda.gov/cr/and-justice-all-posters. Posters must be displayed where they are clearly visible to agency visitors and printed at 11" wide by 17" high per DHS Operations Memo 15-43. In addition, the Office of Civil Rights requires that all agency offices post the "I Speak" You Have the Right to an Interpreter P-00417 poster in a location that is visible to both the customer and receptionist in order to determine which language translation is needed. This poster can be found in the DHS publications library and ordered online via the DHS online order form.

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