

CARES/ACCESS Updates for June 8th, 2015

DHS Income Maintenance Programs

(Medicaid/BadgerCare Plus/FoodShare/Caretaker Supplement)

ACCESS

• Applicants were getting system errors in Apply For Benefits (AFB) on the Burial Assets pages, this has been fixed.

CWW

Citizenship/Identity and Alien/Refugee Page updates

- Real time Citizenship and Identity verification updates for Health Care applicants through SOLQI has been delayed. Immigration Updates to the Alien/Refugee Page will be implemented. Operations memo is in progress.

Correspondence

- The case number has been added to the top of the confirmation email message for members who receive paperless correspondence.

Example:

Subject: Online Delivery Confirmation – ###548684231908012014
From: mail@wisconsin.gov
To: [REDACTED]@gmail.com

	The State of Wisconsin is an equal opportunity service provider. This letter contains information that affects your benefits. If you need this material in a different format because of a disability or if you need this letter translated or explained in your own language, please call 1-800-362-3002, press option #7 and state your language. Or, e-mail us at: memberservices@wisconsin.gov . These services are free.
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Case #: XXXXXXXXX

You have asked to get letters and information about your benefits online instead of by regular mail. Whenever you have a new letter to view, we will let you know by sending an email to:

- LEP language translation boxes have been updated on notices and verification checklists to direct members to their local Consortia for translation services. Member Services will continue to provide translation services and “warm” transfers to the IM Consortia for eligibility questions until June 30th. CWW correspondence will include the correct translation image depending on the programs requested, county of administration and household language indicated on the general case information page. FSET letters will instruct FSET participants to “call the number shown above” which will be the phone number of the FSET worker. See operations Memo 15-J4 for more information.

Medicaid

- Changes are being made to the Community Waivers page to support Group C to B+ changes in CWW, an operations memo is in progress. Effective July 1st, a Developmental Disability field will be added and the “MA card coverable expenses” and “med remedial expenses” will be moved to the obsolete information part of the page.

The Community Waiver budget page will now show a Group B Plus as the group indicator (instead of Group C). The budget will reflect a Community Waiver eligibility determination which is based on the developmental disability response from the Community Waivers page and will reflect the gross income minus the cost of institutional care and the Medically Income Limit. The

Group B Plus spousal allocation will now be done in CWW and worksheet 7 will no longer be needed.

- Using Equifax to verify Earned Income for reasonable compatibility. Please see Operations Memos 15-16 and 14-50.

Enhancements

- "FRAUD" and "Discrepancy" comment types have been added.

IMAC IT Wish List items

- Several enhancements have been made to the Case Comments page:

The screenshot shows the 'Case Comments' interface. At the top, there is a navigation bar with 'User ID: XCTE98', 'User Name: L TEUBERT', and 'Quick Select: CASE/RFA'. Below this, a secondary bar shows 'Primary Person: ██████████ \$7M PP', 'Case: ██████████', 'Status: Pending', and 'Mode: Intake'. A 'Case Comments' window is open, showing a form to 'Add/Edit Comments'. The 'Date Entered' is 05/27/2015 and 'Entered By' is XCTE98. The 'Comment Type' dropdown menu is open, showing options: G - General, B - Fraud, C - Change, D - Discrepancy (highlighted), G - General, I - Intake, and R - Renewal/SMRF. A text box contains the note: 'The Reset button has moved. A "Discrepancy" comment type and time stamp has been added to case comments. Calendar icons have been added to allow workers to pre populate dates when viewing comments.' An arrow points from this note to the 'Reset' button in the top right of the window. Below the form is a 'Review Comments (Past 90 Days)' table with columns: Flag, Date Entered, Entered Time, Entered By, Type, and Comments. A row shows a comment from 05/27/2015 at 9:37 AM by XCTE98, with Type 'General' and Comment 'This is a test case comment.' Below the table are date pickers for 'From Date' and 'To Date', and navigation buttons 'Add Expected Change(s)', 'Cancel', 'Previous', and 'Next'.

- A "Comment" section has been added to the Self-Employment Page

The screenshot shows the 'Self-Employment Page'. At the top right are 'Reset' and 'Add' buttons. Below is a table with columns: Gross Income, Verification, Gross Expense, Verification, Depreciation Amount, Other Disallowed Expense, CC Only Invalid Exp., and Delete. A row shows values: 0.00, TX - TAX RECORDS, 0.00, 0.00, 0.00, 0.00, 0.00. Below the table is a 'Comment:' section with a text area and a character count: 'Current Size = 0 characters (240 characters max.)'. At the bottom, there is an 'Obsolete Information' section.

- The Household Members Page has been added to the SMRF Driver Flow.

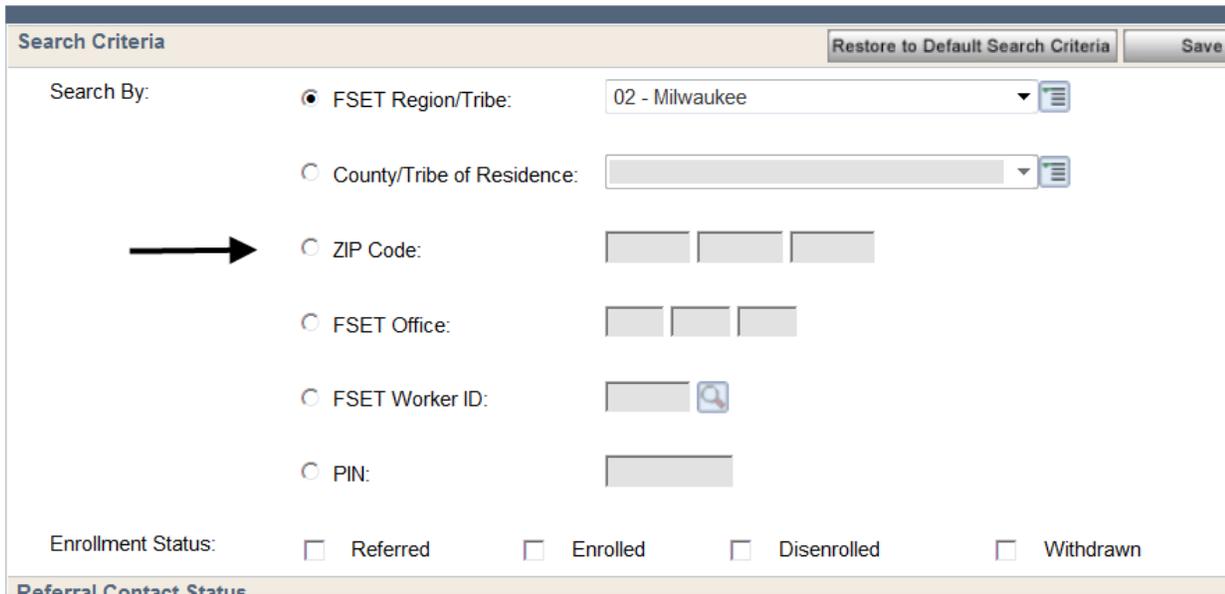
FOODSHARE

- Federal regulations require that there should be no more than 40 days between issuances of ongoing FoodShare Benefits. Currently, if FoodShare has closed at or before Adverse Action and FoodShare reopens between Benefit Pull Down and the end of the month, CARES issues the benefits for the next month as a daily issuance. This causes ongoing allotments to be issued more than 40 days apart. An additional interface with eFunds (FIS) has been added to issue the next month's FoodShare allotment based on the primary person's eighth digit of their ssn (the usual monthly allotment date).

FSET

- An option to search by ZIP Code (up to 3) has been added to the Referral Search Criteria Page. The Referral Search Results and FSET Multiple Transfer Results page will display zip codes (if selected) in the search criteria section at the top of the page.

Referral Search Criteria



Search Criteria

Restore to Default Search Criteria Save

Search By:

- FSET Region/Tribe: 02 - Milwaukee
- County/Tribe of Residence:
- ZIP Code:
- FSET Office:
- FSET Worker ID:
- PIN:

Enrollment Status: Referred Enrolled Disenrolled Withdrawn

Miscellaneous

- EOS is being replaced by Control D (sometime in June). A link will be added to the Systems Gateway page. An operations memo is in progress.

Fixes

- The FSET referral details pages was incorrectly displaying alias name information. This has been fixed. Individuals affected must be re-referred.
- CARES was enhanced to postpone the expedited FS interview if ALL individuals in the household who have exhausted three TLB's in the current 36 month clock period have reported or verified a Non-ABAWD status or exemption. The expedited FS interview may not be postponed when there is at least one ABAWD with three TLB's in the household who have not reported or verified a Non-ABAWD status or exemptions. See Ops Memo 14-55 for more information.
- The FS ABAWD Exemption page will now allow workers to enter a Begin Month for up to two months into the future.
- The FS Gatepost Page questions have been grayed out and will no longer require responses. This page will still be part of the driver flow for FS requests and if the worker enters Y they will be required to go to the corresponding page. If the ABAWD Relevant Individuals or Out of State Clock page has existing information the worker will be taken to those pages in the driver flow. If worker creates an ABAWD Relevant Individuals or Out of State Clock page the system will auto update the FS Gatepost page to YES and a report that lists all cases where an ABAWD Relevant Individuals screen exists and the Call Center will send the list to agencies to delete incorrect pages and run/confirm eligibility.

User ID: XCTE98 User Name: L TEUBERT Quick Select: CASE/RFA Go Help Logout

Primary Person: [Redacted] Case: [Redacted] Status: Open Mode: Ongoing 3,5/27/2015

▶ Action Items (3) ▶ Documents (0) ▶ Discrepancies (0) ▶ Work Items (0)

FoodShare Gatepost

Cancel Reset

Effective Period

Last Updated: 02/25/2015

Additional Information

Is there a child under the age of 18 who lives in your home and is not part of your FoodShare group?

Has any individual ages 17 to 49 received SNAP benefits from another state in the last 36 months, on or after April 1, 2015?

Based on client's response, populate blank fields as N

Add Case Comment Cancel ◀ Previous Next ▶

- Some cases were setting a verification due date on the VCL for 10 days instead of 30 for some applications, this has been fixed.
- A system error confirming BC+ extension cases where income has decreased to under 100% and not been verified has been fixed. Confirmation of the failure can now occur without the error.
- On 10/26/2012, changes were made to CARES for FS cases that were closed more than 30 days to go through an automatic update changing the request to N to avoid pop opens and issues running with dates, this wasn't always working. This has been fixed.
- The following changes have been made to the 'Generate Summary' page and the 'Case Summary' PDF:
 - 1) The text under the 'Telephonic Script' section will be based on the programs requested on the case.
 - 2) The title of the Electronic/Telephonic signature text on the Case summary PDF will reflect the programs requested on the case. The Telephonic signature has been enhanced so that it is relevant to the program being processed/reviewed. For example, a case for FS/MA will not include ChildCare specific text in the telesig.
- To prevent the shelter deduction errors, the question asking customers if they receive any help paying their rent through subsidized housing such as Section 8 or HUD has been added back to the Expense Gatepost page and ACCESS. This question was incorrectly removed.

Housing Assistance Information

Last Updated:

* Effective Month: /

* Does your household get housing or rent assistance?

- Some FS applications that should only pend for interview were also pending for other items (Wisconsin residence, shelter, etc), this has been fixed.
- In some cases, the ACCESS accounts are not being refreshed properly. Individuals that were deleted from the case are still viewable in CMB and paperless correspondence because the ACCESS account was not refreshed. This has been fixed.