

## CARES/ACCESS Updates for October 2015 DHS Income Maintenance Programs (Medicaid/BadgerCare Plus/FoodShare/Caretaker Supplement)

### ACCESS

- ACCESS has been updated to allow applicants to apply for BadgerCare Plus Family Planning Only Services (FPOS) and receive a real time determination. See Operations Memo 15-32.

### IMQA

- In August, the monthly IMQA report process was enhanced pull more effective error data from the monthly reports. This will allow the State to obtain and provide accurate monthly data based upon the actual financial and non-financial case elements from IMQA, streamline the process for second party reviewers and IM agency administrative staff, allow for more transparent reporting with the intention of having the data in an easily accessible place (eventually included in the IMMR), and will help thee State better identify trends and improve payment accuracy and program integrity.

### BadgerCare Plus/Medicaid

- Real Time Eligibility: provides real-time, online eligibility results for BadgerCare Plus and/or Family Planning Only Services (FPOS) to applicants who meet certain prescreening criteria and whose application information can be verified using real-time data exchanges. See Operations Memo 15-32.
- Program Add: ACCESS Apply for Benefits (AFB) allows members with an open case already enrolled in at least one program to apply for another program without submitting a full application. See Operations Memo 15-36.

### FoodShare

- FNS CAP (Corrective Action Plan) EBT 4+ replacement card changes: The 4+ Card Replacement project changes the policy and process for the issuance of replacement EBT cards to FoodShare members. Federal regulation requires states to monitor the number of replacement EBT cards issued to households. Written notice is to be sent to households who have been issued four or more replacement cards in a rolling 12-month period informing them that their case is being monitored. The case must be referred for investigation if another replacement card is issued and trafficking is suspected. While system changes are happening in October, the process will not begin until December. An operations memo is in progress.

### Miscellaneous

- CARES Worker Web (CWW) is now compatible with IE 11 in enterprise mode and/or Compatibility View mode. ACCESS (AFB) is now compatible with IE 11.
- HOD 11 is available for agencies to use. An email was sent from the DHS CARES Systems Unit on 10/24/2015 with an attachment. From the email:  
This message is being sent to the IT, CARES Coordinators, Consortia Operational Leads, Tribal agencies and state cc'd list.

Income Maintenance and W-2 agencies must start using HOD version 11 by Monday, November 8, 2015. Currently, most individuals are using HOD version 10. If you do not upgrade to HOD version 11 before Monday, November 8, you will be automatically redirected to HOD v11.0.13 and the "cached client executable" will download. Depending on your PC and/or network configuration, technical support may be required.

To determine which version of HOD you currently use, please refer to "How to Determine your HOD Version" (attached).

To start using HOD version 11.0.13 before Monday, November 8, please follow the instructions in "Technical Guide for Administrators" (attached).

**IMPORTANT NOTE:** Java 1.6.23 is required in order to use HOD version 11, Call Center Anywhere (CCA), and CARES Worker Web (CWW) Document Viewer. It is likely that if a different instance of Java is installed on the computer, one of the three applications will not work. With HOD version 10, more instances of Java were available. Java 1.6.23 is the new "sweet spot".

- CMCM: A validation has been updated to include ACP when a worker tries to delete a caseload attached to an ACP caseload: CR016:The worker does not have a permanent caseload in this office or the worker's only permanent caseload is a restricted ACP caseload.

## Fixes

- The Priority Service Page System Help has been updated to reference entering the HSUA to align with policy (it currently says to enter the total amount the household expects to be billed).
- A system error when clicking verify on the Immigration page has been fixed.
- Fixes/Changes were made to the EVHI Employer health insurance self-service process for employers.
- CUAH was updated to add instructions for alert code 517.
- A problem which prevented entering email addresses in CARES containing and @ or “-“symbol has been fixed. This was usually for work email address for an authorized representative.
- When workers deleted clocks in simulation, the update carried over to production, this has been fixed.
- MAGS pended incorrectly when a ? answered to the question “Does anyone in your household receive money for room and / or meals?” on the Employment Gatepost Page (only FS should pend), this has been fixed.
- The Gross Amount column on the Employment Queries page for the FDSH Wage Match was displaying the rate of pay. This has been fixed to display the Gross Amount instead.
- A system error merging an RFA with a case has been fixed. The error message is:  
 Exception ID: 6062857  
 CARES ID: PWRDXX  
 WAMS Login ID: X XXXXXXXX  
 Exception Type: Application  
 Exception Text: gov.wisconsin.framework.exceptions.FwException  
 Package/Class Name: gov.wisconsin.cares.business.rules.MergeCaseBO  
 Method Name: updateRfaCmtInT0057  
 Primary Keys: | RFA 0000000000Calling Class:  
 gov.wisconsin.cares.business.services.AETransactionManagedEJBBean  
 Calling Method: mergeRFAWithCase  
 Message Code:  
 Message:  
 System Time: 2015-06-08 08:50:50.225  
 IP Address: 159.158.101.92, 10.69.6.11  
 Server Name: aplmad0p0463/10.68.131.164  
 Page ID: AECMR  
 Previous Page ID: AECCR
- Certain BC+ AGs that closed for renewal re opened when a change was reported later (without a renewal being completed) incorrectly. This has been fixed. Per Ops-Memo 13-32 When the case level renewal date is based on an AG’s 12-month certification and a time limited benefit AG on the same case has a later renewal date, the time limited benefit would remain open even if the household failed to complete a renewal for the AG with the 12-month certification period. If the renewal for the AG with the 12-month certification period is completed, the renewal date for the time limited benefit would remain the same.
- Fixes have been made to the medical coverage page to no longer allow special characters. Frequently, workers would get stuck and have to call the Call Center to be moved by the page and the case had to be fixed.

- Several specific BC+ Extension problems have been fixed:
  - When a change was reported on a case with an extension that put the adult into MAGA under 100% and that person was non-financially ineligible (ie: non-cooperation with child support), a system error occurred when confirming. This has been fixed and a new reason code, 724, will display for the extension and allow confirmation of the MAGS closure/denial.
  - In some cases, reason code 608 was showing on notices incorrectly where MAGA failed for review (077) because the extension was running in the background. However, the extension should not re open if a renewal was due. This has been fixed.
  - A system error occurred confirming when MAGA closed over income and MAGM should open. The spouse was not included in the MAGM. This has been fixed so there is no longer a system error confirming and the spouse is included in the extension.
  - Individuals in an extension who were incarcerated continued to be eligible for an extension incorrectly, this has been fixed.
  - Women previously open for MAGP whose pregnancy ended and income went over 100% and should qualify for extensions were not being found eligible, this has been fixed.
  - Fixes were made to create an extension for the 2nd month when an extension was created in the first month then closed and re opened. When re opening and running ongoing, MAGM opened for the 2<sup>nd</sup> month but not the recurring month. MAGM failed 054/608 and MAGA fail over income/referred to the FFM 014/714. Example: MAGM closed 11/30 for non-payment of premium, received premium for November and December premium. This has been fixed.
- A Validation has been added to the following pages to prevent the entry of begin month that is greater than two months from the current date:
  - Vehicle Assets
  - Real Property Assets
  - Personal Property Assets Burial Assets
  - Lump sum Received
  - Life Insurance Assets
  - Transfer / Divestment
- CARES was not building MAGN for a caretaker over 65, this has been fixed.
- By policy, some disability pay is countable for BC+ some is not (16.5 #11). CWW would not allow the worker to override the BC+ taxable income field on the Unearned Income page for MAGS, this has been fixed.

Monthly MA Amount: \$ [ ] . [ ]

Monthly BC+ Taxable Amount: \$ [ ] . [ ]

- Some Potential Errors related to FS and SWICA were not marked as 'Complete' even after the errors have been resolved and the affected programs have been confirmed. A fix has been made so that when a worker confirms expedited FS, the work item will change from Waiting for Confirmation to Complete.
- In certain situations, the due date on the Generate Summary Cover letter sent with the Summary (when a signature was needed) did not match the verification checklist. The logic was modified to set the due date for FoodShare/HealthCare/CTS programs to the mailing date + 9 days. If this date falls on a weekend or CARES holiday, then next business day will be the due date.
- In some situations when someone applied via ACCESS, some programs are showing on the Application Summary in CARES as requested when they are not. This usually resulted in a phone call to the applicant to clarify. This may have been caused by an applicant changing their request during the ACCESS application process. This has been fixed.

In this example, the applicant was only applying for HC for his child.

Special Attention				
Description				
Signature matches name				
Programs			Filing Date	
Health Care			10/06/2014	
Family Planning Waiver			Not Requested	
FoodShare (Priority Service ineligible)			10/06/2014	
Child Care			Not Requested	

  

<b>Person</b> [Redacted] Age: 43	<b>Date of Birth</b>	<b>Gender</b>	<b>Marital Status</b>	<b>Language</b>
	04/05/1971	Male	Never Married	Spanish
	<b>Programs Requested</b>			
	[Redacted]			
	<b>SSN</b>	<b>SSN Application Date</b>		
	[Redacted]			
	<b>Migrant Farm Worker?</b>	<b>Where does he/she live?</b>		
No	In This Home			
<b>Race and Ethnicity</b>				
Hispanic				
<b>Person</b> [Redacted] Age: 14	<b>Date of Birth</b>	<b>Gender</b>	<b>Marital Status</b>	<b>Language</b>
	03/27/2000	Female	Never Married	English
	<b>Programs Requested</b>			
	Health Care			
	<b>SSN</b>	<b>SSN Application Date</b>		
	[Redacted]			
	<b>Migrant Farm Worker?</b>	<b>Where does he/she live?</b>		
No	In This Home			
<b>Race and Ethnicity</b>				
Hispanic				

- ACCESS RMB has been enhanced to improve the process to notify the member if a SMRF is due so a renewal is not submitted.