

## CARES/ACCESS Updates for September 26<sup>th</sup> 2016 DHS Income Maintenance Programs (Medicaid/BadgerCare Plus/FoodShare/Caretaker Supplement)

### ACCESS

- Enhancements to support the process for the presumptive/express enrollment for certain individuals in ACCESS to CARES. See Operations-Memo 16-24.
- Enhancements to the Real-Time Eligibility application process and Automated Case Processing Functions in CARES Worker Web and ACCESS. See Operations-Memo 16-J5.
  - If a member starts an application in one month and returns to complete it the next month, the backdated coverage page will be rescheduled.
  - When a backdate is requested, the Recent Changes Question will be required.
  - If a minor starts an application, a prompt will be displayed to provide the parent/caretaker's information that they are living with.

### CARES

- A "Gap Filling" indicator has been added to the Inbox Search

The screenshot shows the 'Advanced Search' window with the following details:

- Inbox Search Criteria:** Includes 'County / Tribe' (selected) and 'IM Consortium' (unselected).
- Additional Search Criteria:**
  - Assignment Status:**  Assigned,  Unassigned
  - Eligibility Office:** [Text Field]
  - Worker ID:** [Text Field]
  - Programs Requested:** [Dropdown: Any Program]
  - Health Care Programs:** [Dropdown: Any Program]
  - Special Attention:**
    - Health Care,  FoodShare,  Family Planning Waiver
    - Caretaker Supplement,  Child Care,  W-2
    - BadgerCare Plus,  BadgerCare Plus CLA
    - EBD Medicaid,  Institution
    - Tuberculosis,  Emergency Medicaid
    - LTC,  Gap Filling (highlighted)

- CWW has been enhanced to track Renewals on the Workload Dashboard and automatically send PrePrinted Renewal forms. Operations Memo 16-J6.
- Child Care Development Block Grant (CCDBG Phase 1: Elimination of the Six Month Report Form (SMRF) for Child Care. Updates were made to delink SMRFing for Child Care and Food Share cases. See Operations-Memo 16-20.
- There was a problem where new cases were created for an individual who was already known to CARES as the primary person on a closed/denied case. As a result, a new case number was created with the same pin, so the same pin number would be listed on 2 different case number as the primary person. This is being fixed so that new cases should not be created.

- Changes have been made to the 'Override AG Renewal / Review Dates' page to ensure that cases with open for TFS cannot have an 'AG Override review date' greater than the TFS benefit certification period (5 months). If the worker enters a date greater than the 5 month TFS renewal date, a validation (XE132) is displayed on the page informing the worker that Transitional FS is open, and 'eligibility review month' cannot be overridden beyond 5 months.

## FoodShare

- Federal Fiscal Year 2017 FoodShare Mass Change. See Operations-Memo 16-25.
- The Record Six Month Report Action page has been renamed to FoodShare Six Month Report Actions page:

Action Date	Action Code	Process Month	Update Worker ID
02/20/2016	SNT - Original Form Sent	03/2016	
01/20/2016	RMD - Reminder Letter Sent	03/2016	

- An edit that FS and CC review dates must match has been removed.
- Process and System Changes Related to the FoodShare Work Registration Requirements. See Operations Memo 16-29.
- An update has been made to replace the worker generated alert with a case comment when an active case is selected for FSQC. This will help reduce confusion when members call the Consortia Call Center and inquire about the FSQC process.

Flag	Date Entered	Entered Time	Entered By	Type	Comments
	07/02/2016	2:19 PM	CARES	General	This case has been selected for State Quality Control. If the member contacts the agency or call center with questions, please inform them they are required to cooperate.

- There was an issue with the current NOD text, which required homeless non-EBD individuals to report changes within 10 days. Current reduced reporting FS policy (FSHB 1.1.4, 6.1.1 and Ops-Memo 04-06) does not require this so the text has been removed.
- An update has been made to allow workers to confirm expedited FS benefits for FS that has previously closed for not providing or completing a SMRF (reason codes 554/555).

## FSET/ABAWD

- A known issue where individuals were incorrectly referred to FSET from cases they had already been removed from has been fixed.

- A problem with clocks updating incorrectly from a companion case has been fixed. This happened when an individual who has exhausted all TLBs was added to a companion case. The clock status on the companion case would show Ineligible which updated his/her own case to Ineligible instead of TLB on his own case.
- CWW has been updated to correctly determine ABAWDs that are employed or self-employed with earnings of at least \$935.25 per month as meeting the ABAWD work requirement. Operations Memo 14-25.

## HealthCare

- Enhanced Renewal and Review Functionality in CARES Worker Web; New Automated Process for sending Pre-Printed Renewal Forms. See Operations-Memo 16-J6.
- For cases confirmed through Automated Case Processing (ACP), there was an issue where the message “The Automated Case Processing case is still assigned to the original caseload” displayed incorrectly when workers were assigning those cases to themselves and completing follow-up items. This has been fixed.
- There was a problem where the ACP process stopped on the School Enrollment page because required fields were missing. Because of this, cases were not confirmed and workers had to finish processing manually. This has been fixed.
- EBD parents/caretakers are required to cooperate with the Child Support Agency for medical support liability. CARES has been updated to fail EBD related Medicaid when there is non-cooperation with Child Support.
- Updates to the 1095B Administration Tool in CWW. See Operations Memo 16-28.