

CARES/ACCESS Updates for April 28th, 2014

DHS Income Maintenance Programs

(Medicaid/BadgerCare Plus/FoodShare/Caretaker Supplement)

ACCESS

- Apply for Benefits, Renew My Benefits and Report My Changes have been updated to support FoodShare Utility allowance/WHEAP policy changes (Operations memo 14-16).
- Has been updated to reflect the new tax filing thresholds for children and tax dependents. New Earned Income threshold is \$6200 and the new Unearned income threshold is \$1000 for the tax year 2014.
- Has been updated to accommodate changes for the Single Streamlined Application for Health Care (ops memo 14-15).

CWW

- Employment Page: The problem with income details on the employment page disappearing when income details are entered, the worker saves the page and then returns to the page has been fixed.
- APTC related questions (Single Streamlined Application operations memo 14-15) have been added to the following pages: Medical Coverage, Permanent Demographics and Benefits received. A new page, Yearly Income, has been added to the Navigation Menu.
- Tax filing Details page: The Earned and Unearned Income tax filing thresholds have been updated to reflect the new amounts when the Begin Month on the page is updated with a 2014 date. The new threshold limits will display in the Notices.
- The Expense Gatepost page has been changed to update to “blank” instead of “Y” for the “Have you received WHEAP at the current address in the current or previous heating season?” question at review. This change is to accommodate policy changes in operations memo 14-16 (Utility Allowance / WHEAP FoodShare Changes). This field will no longer be disabled with a Y entry; workers will have to enter Y or N.
- Priority Service Determination Page: When creating RFA and in Application Entry driver flow, the PS Determination will no longer auto-populate \$450 HSUA in Monthly Utilities field. Workers must enter the applicable obligation amount.

CWW In Box

- The following Core Plan related functionality was removed from the Application/RFA Inbox:
 - Core Plan Criteria section from the Application/RFA Search and Results Page.
 - 'Extend Full Fee Due Date' Radio Option and 'Reason for Insufficient Fee' dropdown from the 'What would you like to do?' section of the Application Summary Page.
- The following Core Plan related functionality was removed from the Change/Renewal/SMRF Inbox:
 - Core Plan Criteria section from the Change/Renewal/SMRF Search and Results Page.
 - Core Plan' program search option was removed from the Search Page
 - Core Plan Detail information should not be displayed on the Renewal Summary Page

- An enhancement was made to display “CLA” on the Application Summary page (previously, it displayed as FAM).

Application Summary Reset

Individuals on Application										
Name	Birth Date	Gender	SSN	U.S. Citizen	Relationship	Programs Requested	HC Programs	Disabled	Language	Match
KEVIN	12/24/1984	MALE	[REDACTED]	Yes	PP	HC	CLA	Yes	GERMAN	NO

Application Information

ACCESS Application Number: 6701225764 View	Status: Unassigned
Filing Date: 03/12/2014	Community Access Point Number:
Data Collection Method: Customer	Item Type: Application
Phone/Mail Application Submitted Worker:	

Office Information

County / Tribe: MILWAUKEE COUNTY	Office:
Assigned Worker:	IM Consortium: STATE CONSORTIUM

Contact Information

County of Residence: MILWAUKEE COUNTY	Homeless: No
Household Address: 500 N HARBOR DR MILWAUKEE, WI 53202	
Phone:	

CW/W Information

Resulting RFA:	Resulting Case:
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Special Attention

Description
<input checked="" type="checkbox"/> Signature matches name

Programs

Programs	Filing Date
Health Care	03/12/2014
Family Planning Waiver	Not Requested

Dashboard/Work Items

- Work Items that are completed, withdrawn or deleted more than 3 months ago will be archived weekly.
- The problem with work items being re-assigned for counties with a one digit county code has been fixed.
- The problem with work item search results page is not displaying FFM Work Items when navigating from the dashboard, particularly when selecting an aggregated work item count (selecting at the status or category level) has been fixed. This issue occurred regardless of the dashboard type as well (worker, county, consortium).
- Sometimes work item completion dates were updated incorrectly when certain Health Care programs were confirmed twice causing incorrect reporting in IMMR, this has been fixed.
- An untimely work item that had already been counted in one month was appearing as untimely in the next month for expedited FS. Example: FS was confirmed in March, then regular FS confirmed in April. The same untimely work item for March would also appear as untimely in April. This has been fixed.

FFM Referrals

- Various problems were causing problems with FFM applications either not storing in CWW or with workers not being able to view the pdf. The problems were identified and have been fixed.
- Some individuals were being shown as homeless incorrectly, this has been fixed.

System Errors

- Workers who saved search criteria on the Application/RFA Search Page without selecting a County or Consortium value encountered a system error and could not access the In Box without a fix by the State. This has been fixed.
- CWW system error when paging through Broadcast Messages in CWW has been fixed.