

WISCONSIN DEPARTMENT OF HEALTH SERVICES
Division of Health Care Access and Accountability
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To: Process Help Users

From: Shawn Smith, Bureau Director
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Re: **Process Help Release 14-01**
 Release Date: March 7, 2014
 Effective Date: March 7, 2014

EFFECTIVE DATE

The following process additions, clarifications or changes are effective 03/07/14 unless otherwise noted. **Grey highlighted text denotes new text. Text with a strikethrough it in the old process/policy section denotes deleted text.**

CHANGES

General Updates

For eligibility confirmation on the web, the following CARES mainframe screens have been replaced with the corresponding CARES Worker Web page throughout the entire handbook and may not be listed on this cover sheet.

CARES Mainframe Screens	CWW Pages
ACRQ (Legal Guardian/Authorized Representative Questions)	Representatives Gatepost
ACPQ (Alternate/Protective Payee Questions)	Representatives Gatepost
ACDP (Designated Payee)	Representative Details
AGBI (AG Benefit Issuance)	Expedited <u>FoodShare</u> Issuance
AGEC (AG Eligibility Confirmation)	Confirm Eligibility
AGOR (Override Review Dates)	Override AG Review Dates
ACEC (Expected Change)	Expected Changes

Youth Exiting out of Home Care (YEOHC) will now be referred to as Former Foster Care Youth (FFCY).

1.1.1 Medicaid/BadgerCare Plus

If the customer wishes to apply for or indicates an interest in learning more about Medicaid the receptionist can offer the following brochures on Medicaid/BadgerCare Plus:

- A Guide to Applying for Wisconsin's Health and Nutrition Programs
- ~~Wisconsin Medicaid~~ ForwardHealth Enrollment and Benefits

If the customer wishes to continue with an application for Medicaid/BadgerCare Plus, encourage them to set their filing date and ~~explain to them the application options that are available~~ inform them of their options of how and where to apply. See PH 1.2 Request for Assistance.

1.1.2 FoodShare (FS)

If the customer wishes to apply for benefits, ~~the agency must~~ encourage them to set their filing date and ~~explain to them their interview and application options~~ inform them of their options of how and where to apply. See PH 1.2 Request for Assistance.

1.2 Requesting Assistance

Sections, previously titled **1.2.1 Medicaid/BadgerCare Plus** and **1.2.2 FoodShare Wisconsin**, have been combined into a single section, **1.2.1 Medicaid/BadgerCare Plus and/or FoodShare Request**. The text changes are too numerous to list.

1.2.4 Denied Status for RFA

~~For detailed program processing timeframes refer to:~~

Requests

- FoodShare - FS HB 2.1.2 Application Processing Timeframes
- BadgerCare Plus - BC+ HB 25.7.1 Timeframes Introduction
- Medicaid - MEH 2.7.1 Timeframes Introduction

1.7 Mail-in Application Data Entry Pages

This process is now obsolete and has been removed from the handbook.

3.3.2 Delete A Person At Review

Example 1 has been updated.

3.4.5.1 Case Closes In Month 4 (Reminder month) But Reopening In Month 5.

1. ~~Check CARES Mainframe screen AGOR~~ Check the Override AG Review Dates in CWW to determine if the case you are reopening is due for a SMRF. The SMRF due date is calculated by counting back 6 months from the review date on ~~AGOR~~ the Override AG Review Dates page.
3. Create an ACEC Expected Change alert to remind yourself to close the case for lack of SMRF if the SMRF is not returned by Adverse Action (AA).

Example 2 has been updated.

3.4.5.2 Case Closes In Month 5 (Reminder month) But Reopening In Month 6.

1. ~~Check CARES Mainframe screen AGOR~~ Check the Override AG Review Dates in CWW to determine if the case you are reopening is due for a SMRF. The SMRF due date is calculated by counting back 6 months from the review date on ~~AGOR~~ the Override AG Review Dates page.
3. Create an ACEC Expected Change alert to remind yourself to close the case for lack of SMRF if the SMRF is not returned by Adverse Action (AA).

Example 3 has been updated.

11.1.1 BC+ Emergency Services Manual Application Processing Introduction

The table has been updated effective April 1, 2014.

13.1.1 Eligibility on CWW

- ~~Confirmation (AGEC) is still located within the mainframe as well as a few pages prior to AGEC.~~

13.3.5 BadgerCare Plus MAGI Budget

This section is new with this release.

13.3.6 Family Planning Only Services MAGI Budget

This section is new with this release.

13.5 Confirmation

This section has been rewritten. The text changes are too numerous to list.

14.2.1 Removal From The Home

4. Within the Tax Dependent/Tax Co-Filer Out of Home Details section of this page, enter the appropriate response to the question: "Is this individual a tax dependent or tax co-filer living outside of the household?" If the parents/caretakers still plan to claim this child as a tax dependent, enter "yes" to this question. If the parents/caretakers will no longer claim this child as a tax dependent, enter "no" to this question (BC+ Handbook 10.1 Child Welfare Parent or Caretaker Relative).

15.1 Overview

These requirements are that the youth:

- ~~Turned 18 on or after January 1, 2008.~~
- Was under age 21 prior to December 31, 2013, or under age 26 on or after January 1, 2014.

15.3 Youth Exiting Out-of-Home Care Application Processing

- ~~10. The Confirmation Access page will be the last page in the driver. Click next to proceed to the mainframe to confirm benefits. Navigate to Confirm Eligibility in CWW.~~
- ~~11. Enter AGECE as your tran code with the case number in the parms. This will invoke a driver flow that ends at AGECE. Confirm BCP AG as appropriate on the Confirm Eligibility page.~~
- ~~12. Continue to enter through mainframe screens and review as appropriate. At AGECE confirm the BCP AG for the BCPY AG.~~

16.5 Educational Aid

This section is new with this release.

18.5 BC+ Tax Deductions

This section is new with this release.

22.3.1 Processing a BC+ Deductible Request for a Child

After the request has been recorded, the deductible is created by doing the following:

- ~~2. Navigate to the mainframe~~
2. Tran to AGECE Confirm eligibility on the Confirm Eligibility page in CWW and confirm the BCP row

24 MAGI Tax Filing/Tax Dependency Information

This chapter is new with this release.

41 Overrides

When processing an override to open an AG, the worker must check AGOR the Override AG Review Dates page in CWW and update. Upon overriding the AG to open and updating AGOR the Override AG Review Dates page, the worker must go into CWW and re run eligibility to ensure that the AG builds for future/ongoing months without an override. Example: BadgerCare fails for review and the worker cannot run a review to open it. The worker overrides individual eligibility on AIOE and then the AG eligibility on AGOE. Tran to AGOR. Navigate to the Override AG Review Dates page and update to set the 12 month certification. ~~Go back to CWW run and confirm open without overrides.~~ Run eligibility and confirm benefits open without overrides.

Note: With the conversion of Eligibility Confirmation on the Web, workers will need to run eligibility in CWW, then access CARES Mainframe to complete AIOE/AGOE overrides. Once the overrides are complete, the worker will need to return to CWW to Confirm Eligibility.

41.1 Individual Participation Status

- ~~7. The Confirmation Access page will display. Proceed to confirmation (mainframe) to run AGECE and confirm benefits only when you feel the determination is correct. Proceed to Confirm Eligibility and confirm benefits only when you feel the determination is correct.~~

41.3 Overrides On CARES Mainframe AIOE / AGOE

1. Run SFEX and continue until you get to AGECE. Run eligibility and continue until you get to the Confirm Benefits page in CWW. Do NOT confirm.
15. Do NOT run SFEX eligibility prior to confirming the override eligibility results. Tran back to AGECE and confirm. Return to CWW and navigate to the Confirm Eligibility page and confirm benefits.
16. Tran to AGOR. Navigate to Override AG Review Dates and update the review date and run eligibility in CWW if necessary. This step must be done if an AG is overridden to passing to open. Example: BC+ is failing for review, worker cannot fix it, override to open and passing, confirm on AGECE Confirm Eligibility, update AGOR Override AG Review Dates to show the correct 12 month certification and re run eligibility in CWW. BC+ should pass without

overrides.

43.1.4 Sending Yourself a Reminder

You may send yourself a message on a particular case for several reasons. The most common reason will be to remind yourself to take some action. To send yourself an alert, navigate to the Expected Changes page in CWW or click on the button on the Case Comments page. You can add, edit and delete from this page. When you create an entry on the Expected Changes page, an alert is generated. type CMMM into the next tran field and then enter. The screen that displays gives you the option of creating an alert or sending a mail message to another CARES / CWW user or to yourself. To send an alert enter an A into the first column. Complete the other fields and then enter to save the request.

Another way to send yourself a reminder is by building an ACEC screen in CARES creating an Expected Change page in CWW. Type ACEC into the NEXT TRAN field and the case number into the PARMs. Complete the fields as necessary. This You may access this page using the Navigation Menu or from the Case Comments page. Any entered Expected Change will generate an alert to you that there is an "expected change due" on this particular case. When you TRAN to ACEC navigate to the Expected Changes page, you will see the text that you wrote as a reminder to yourself.

61.6 SLMB+ Processing

If the SLMB eligibility shows a "fail" result on CARES mainframe screen AGECEC the Confirm Eligibility page in CWW solely due to excess income, and the individual is not eligible for any category of Medicaid/BadgerCare Plus , the IM worker must confirm the denial and issue CARES generated notices for the QMB/SLMB. If there aren't any programs of assistance passing, do not confirm the fail for an unrequested program of assistance. This will keep the case open and allow you to generate the alert for the next SLMB + review.

The worker may set an Expected Change for the next SLMB+ renewal date. This will generate a worker alert.

The worker may also continue to use the Manual Review Due list that is provided each month by the CARES Call Center.

68.1.4 Individuals Without Verification And Effect On Household Eligibility

When the requested verification is received before the 3 months that is allowed, enter the verification code that corresponds to the document that was provided. Run eligibility and confirm the benefits. Navigate to the Expected Change page and delete the data, using the garbage can icon. Tran to ACEC within CARES mainframe, delete the expected change data, and enter off of this page. Return to ACEC and answer the "Do you expect any changes in your household circumstances?" from Yes to No. If you do not change the answer to a N, the alert will continue to be created until you do.

80.19.1 Issue An Expedited EBT Card

Complete the following steps before entering a vault card number on EBT Expedited Card Issuance Page:

3. Access CARES Mainframe, and enter AGECEC
3. Complete AGBI the Expedited FoodShare Issuance page when it appears in driver flow:
 - a. Enter an "X" in the Issuance Method Field.
 - b. Enter an "EE" in the Issuance Method Reason field. "EE" will automatically pre-fill.
6. Return to CWW.

81.5 Med Stat Code Chart

The Med Stat Code Chart has been updated.