

WISCONSIN DEPARTMENT OF HEALTH SERVICES
Division of Health Care Access and Accountability
1 W. Wilson St.
Madison WI 53703

To: Process Help Users

From: Shawn Smith, Bureau Director
Bureau of Enrollment Policy and Systems

Re: **Process Help Release 14-02**

Release Date: October 3, 2014
Effective Date: October 3, 2014

EFFECTIVE DATE The following process additions, clarifications or changes are effective 10/3/2014 unless otherwise noted. **Grey text denotes new text. Text with a strikethrough it in the section denotes deleted text.**

CHANGES

1.6.6 Collecting a Telephonic Signature *This subsection is new with this release. The changes are too numerous to list.*

3.1.2 Adding a Newborn to a Case 11. **Newborn** page

Answer Yes if the mother received non-CARES MA such as:

- Emergency Services Medicaid or
- Katie Becket or
- SSI Medicaid or
- Foster Care Medicaid
- Adoption Assistance Medicaid or
- Wisconsin Well Woman Medicaid.
- BC+ Prenatal Program (as a non-qualifying immigrant)

3.1.4 Change in Relationship *This section is new with this release.*

3.16 Process Return Mail *This section is new with this release.*

PH 4.7 BC+ Core Plan Recertification Process *This section has been removed with this release.*

6.1.2 Transfer In Agency/Office **The Transfer Coordinator receives an alert that a transfer has occurred.**

2. The Transfer Coordinator assigns case to a worker who does the interview and processes the application for assistance in the new agency.

Note: A new application is not required to be completed for Transitional FoodShare, Caretaker Supplement or Medicaid/ BadgerCare Plus case.

16.4.3 Converting Income To A Monthly Amount If income is received on a semi-monthly basis (i.e. 1st and 15th of every month), multiply the average semi-monthly pay by 2 to determine the best estimate of anticipated income. ~~When a new job is reported, the ESS may use 2.15 or 4.3 as a multiplier to determine an initial best estimate until an average can be determined.~~ Workers must convert the hours worked in a pay period using either 2.15 or 4.3 to allow for pay periods that include additional days. (See example 6 below).

Example 6 has been updated.

41 Overrides

When overriding eligibility for BadgerCare Plus for families, enrollment and premium information will not be sent to ForwardHealth, a manual certification must be done to update eligibility. ~~When overriding BadgerCare Plus Core, eligibility will be sent but not premium information. Also be sure to choose the correct BCLA MED STAT LEVEL status code on AGOE. If the Core individual has a premium, use the MED STAT LEVEL 2.~~

When FoodShare allotments are overridden, the allotment will be issued via CARES (an auxiliary is not needed).

44.7 Data Exchange Work Flows

This section is new with this release.

45.5.5.1 Conditions

Program Status

- ~~BC+ Core Plan (Pending for Renewal, ACCESS Renewal Received/In-Progress, Pending for Change, Pending for Application, ACCESS application In-Progress, Ongoing, None of the Above)~~

45.8.2 CDPU Process

- ~~13. If a county receives a BadgerCare Plus Core Plan processing fee, it should be recorded as paid in the CWW. See 51.11.1~~

48.2 Address Search Tool

This subsection is new with this release. The changes are too numerous to list.

50.3.3 Logging into IntegriMatch System

1. Open up an Internet Explorer Window. In the address bar, type in the following website ~~https://ecenter.hmsy.com~~ <https://intg.hms.com>.

53.1 Workload Dashboard Overview

The Workload Dashboard is a tool that may be used to monitor timely case processing, efficiency and accuracy, predict upcoming workload and support increased caseloads and team structures. The Workload Dashboard provides a quick view of all ~~RFA/Apps/New Program Requests and SMRFs~~ Applications, Six Month Report forms (SMRFs) and Potential Errors currently assigned to a Worker, Team, County/Tribe, IM Consortium and State.

Workers can access the Workload Dashboard from ~~either~~ the Cares Worker Web (CWW) Navigation Menu located under the Worker Tasks heading. There is a link to both the Workload Dashboard and the Work Item Search Page. The Dashboard can also be access on the CWW Homepage.

~~A worker is able to open the Workload Dashboard from the CWW Navigation Menu under the Worker Tasks heading where there is a link to both the Workload Dashboard and the Work Item Search Page.~~

53.2.1 Opening A Workload Dashboard Introduction

- ~~5. The next several screens display the various dashboards that can be opened and viewed. Enter the Worker ID or click on the Search tool to find the desired worker. Then click the Open button.~~

53.3.2 Work Items

A 'Work Item' is created when an application or RFA is submitted to the Inbox, when a program request is entered in CWW, ~~or~~ when a SMRF is logged in as 'received', 'complete' or 'incomplete' ~~or~~ when a Potential Error is detected on the case. Work items will always be assigned. Potential Error Work Items are assigned to either the Primary Worker or the worker currently running eligibility. An e-mail was sent to the IM agencies from the DHS CARES Call Center asking for each agency's preference. If no response was received, the default assignment will be set to the Primary Worker. This preference may be updated at any time. A request to do so should be sent by a Supervisor to the DHS CARES Call Center.

Paper SMRFs will create the Work Item on the Primary Worker's Dashboard as well

as in the worker's CWW home page. The SMRF can be re-assigned from either the Dashboard or inbox. Potential Errors will be assigned to either the Primary Worker or the worker currently running eligibility on the case, whichever the agency designates.

Work items that display are displayed on the Dashboard are for Applications and SMRFs include the following Work Item categories:

- Applications
- SMRFs
- Potential Errors

53.3.6.1 Error Prone Profile (EPP) Types

This subsection is new with this release.

The EPP Types that display on the Workload Dashboard are:

- Questionable Income and/or Expenses
- Unresolved Discrepancies
- IPV/Overpayment History

53.3.6.2 Potential Error Work Item Statuses

This subsection is new with this release.

53.4.1 Work Item Information Panel

1. Open a case CARES Worker Web Homepage.
4. Click the magnifying glass history icon to navigate to the Work Item Details Page (See PH 53.6).

53.5.5 Work Items Search Results

Additional Search Criteria

- Category - Defaulted to "Any". The dropdown will have the following values.
 - Any
 - Application
 - Potential Error
 - SMRF

The table has been updated to include Potential Error.

53.6.1 To Reach This Page

1. From the search results.
 - a. Click the magnifying glass history icon in the Work Item row.

58.1.5 Parts Of A Notice

Other Information

Key contacts, change reporting rules, fair hearing information.

Note: AELJ/FoodShare Disqualification Notices notices (IPV) do not include the "Other Information" section. Members sanction for an IPV cannot request a fair hearing, the only recourse is through circuit court.

70 Error Prone profile

This chapter is new with this release.

71 BC+ Core Plan And The ESC (Enrollment Services Center)

This chapter is now obsolete and has been marked as reserved for future releases.

80.2.3 Initial Card Issuance

EBT cards that have been delivered to the local agency and not picked up by the customer may be cut up and disposed of if it is "inactive/deactivated". If the card is "active", mail it to: ~~Tim Burnett~~ Dan Raudonis, P.O. Box 2057, Madison, WI 53701-2057. When mailing the card back indicate the reason that the card is being returned, your agency contact name, and a contact phone number. If the card is deactivated, you may cut it up and dispose of it.

80.3.6 Benefit Replacement Process Help Release 14-02

If there is a situation where benefits need to be replaced, contact:

Tim Burnett, DHFS: email – timothy.burnett@wisconsin.gov, fax (608) 261-7792

Dan Raudonis, DHS, e-mail: Daniel.Raudonis@wisconsin.gov

80.12.1 Vault Card Inventory Procedure And Security

Contact [Dan Raudonis](#) from DHS to obtain additional vault cards. His mailing address is DHS, Division of Health Care Access and Accountability, 1 West Wilson, P.O. Box 2057, Madison, WI 53701-2057 Email: Dan.Raudonis@wisconsin.gov.

80.18 EBT Transaction Detail Page

- Records are available for up to six months prior to the current date. Data Warehouse report #25 can be used for transactions up to a year based on the months and case number entered. If you need to view information older than six months and the report doesn't have enough history, e-mail the State of Wisconsin's EBT Unit at Dan.Raudonis@wisconsin.gov.

82.2 The SAVE VIS (Verification Information System) Training Course Tutorial

The SAVE ~~Training Course~~ [Tutorial](#) is designed to assist new users in using the SAVE system (SAVE login required):

<https://save.uscis.gov/Web/media/resourcesContents/SAVETrainingCourse.pdf>

http://www.uscis.gov/sites/default/files/SAVE_Redesign_Tutorial.pdf

82.3 CARES Processing

The VIS SAVE Verification Response table with the suggested Alien/Refugee codes below does not replace how you currently determine alien eligibility status. To determine alien eligibility status, you must continue to follow each specific program manual and its processing guide:

FSH: 3.12.1

BCP: 4.3

MEH: 7.3

W-2: 2.04.2

CC: Chapter 1