

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

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To: Process Help Users

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

Re: **Process Help Release 14-03**  
Release Date: December 5<sup>th</sup>, 2014  
Effective Date: December 5<sup>th</sup>, 2014

**EFFECTIVE DATE**

The following process additions, clarifications or changes are effective 12/05/2014 unless otherwise noted. **Grey text denotes new text. Text with a strikethrough it in the old process/policy section denotes deleted text.**

**CHANGES**

**3.13.2 Break In Service During The Certification Period**

~~Take the following steps if you have determined that a FS group needs to be reopened and benefits need to be prorated during a certification period:~~

- ~~1. Navigate to the Confirmed Assistance Group Summary page to find the current review date before reopening the case.~~
- ~~2. Navigate to the FoodShare Request page and update the Program Filing date to the date the required action was taken by the household. Click Next.~~
- ~~3. This will initiate a CWW Driver. Complete the pages as they display being sure to record the required action by the household.~~
- ~~4. Initiate and confirm eligibility.~~
- ~~5. Navigate back to the Confirmed Assistance Group Summary page and check the review date to ensure that the FS certification period has not been extended beyond the original 12 months for a break during the certification period; if needed, correct the review date on the Override AG Review Dates page in CWW.~~
- ~~6. Document actions in case comments.~~

**3.13.3 Break In Service At SMRF**

~~Take the following steps if you have determined that a FS group needs to be reopened and benefits need to be prorated due to a break in service at SMRF:~~

- ~~1. Navigate to the Confirmed Assistance Group Summary page to find the current review date before reopening the case.~~
- ~~2. Navigate to the View/Record Six Month Report Actions page and enter an action date that is within the SMRF process month, click Add. Note that the SMRF must have an action date on the View/Record Six Month Report Actions page that is within the process month or CWW will continue to fail the FS AG for lack of SMRF.~~
- ~~3. Navigate to the FS Request page and enter the date the required action was taken by the recipient, as the Program Filing date, click Next.~~
- ~~4. A SMRF driver will be initiated, complete the pages as they display.~~
- ~~5. Initiate eligibility and confirm benefits.~~
- ~~6. Navigate back to the Confirmed Assistance Group Summary page and check the review date to ensure that the FS certification period has not been extended beyond the original 12 month certification period; if needed, correct the review date on the Override AG Review Dates page in CWW.~~
- ~~7. Enter Case Comments.~~

**3.13.4 Break In Service At**

~~Take the following steps if you have determined that a FS group needs to be~~

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## Review

~~reopened and benefits need to be prorated due to a break in service at review:~~

- ~~1. Navigate to the Confirmed Assistance Group Summary page to find the current review date before reopening the case.~~
- ~~2. Navigate to the FoodShare Request page and update the Program Filing date to the date the required action was taken by the household, click Next.~~
- ~~3. This will initiate a CWW Driver. Complete the pages as they display being sure to record the required action by the household.~~
- ~~4. Initiate and confirm eligibility.~~
- ~~5. Navigate back to the Confirmed Assistance Group Summary page and check the review date to ensure that the FS certification period has not been extended beyond 12 months for a break at review; if needed, correct the review date on the Override AG Review Dates page in CWW.~~
- ~~6. Document actions in case comments.~~

### 3.13.5 FS Break in Service Page in CWW

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

### 6.1.2 Transfer In Agency/Office

#### All Programs

1. When a customer contacts the agency in the county in which s/he has moved, the transfer-in Agency collects the customer's information about changes. The Transfer Coordinator evaluates the case and programs requested to determine whether or not a review and/or application is needed in the new agency.
  - Query the Confirmed Assistance Group Summary page or Override AG Review Date page to determine what type of case this is.
  - If it is a CC or W-2 ~~or FS~~ case, a review must be completed in the new agency to continue receiving benefits.

### 58.1.2.1 Enrollment and Benefits Brochure

~~Beginning June 15, 2009, a consolidated~~ An Enrollment and Benefits (E&B) brochure will be automatically mailed or posted to a member's MyACCESS account ~~to customers~~ at application, review and program add.

The E&B will be mailed in the following circumstances when no E&B has been mailed out or posted to a member's MyACCESS account ~~to the customer~~ within the last two months:

The E&B will be mailed and/or posted to a member's MyACCESS account at review/renewal for an IM Program if no E&B was mailed out to the household in the last 10 months.

### 58.1.3 Electronic Correspondence

*This subsection is new with this release.*

If a customer calls to update their election status you will be able to update this on the General Case Information Page by updating the "Get letters online with email notifications instead of by regular mail" to yes or no.

Members that have chosen to do electronic correspondence will receive most items via MYACCESS. Some correspondence items will continue to be mailed. The list of documents that will continue to always be mailed includes: *[new tables inserted]*

**Note:** W-2 work program correspondences that are generated through CARES mainframe and Wisconsin Shares provider notices will be sent by postal mail and will not be included in MyACCESS to view.

Even though these correspondence items will always be mailed, individuals who have chosen the online delivery method will also receive an email notification, and all individuals will be able to view these documents from their MyACCESS page.

All correspondence related to benefit recovery will only be sent to the individual through postal mail due to confidentiality requirements. These documents, which will never be viewable in My ACCESS, include: *[new table inserted]*

Correspondence that is generated through CARES mainframe will not be included in MyACCESS. As noted above, this includes W-2 work program correspondence that is generated through CARES mainframe. This correspondence will be sent by postal mail and will not be included in MyACCESS.

**Note:** The agency must mail a paper copy of a given correspondence item to individuals at their request, even if they have opted for the online delivery method.

#### 58.1.4.3 Correspondence History Search Results page for Electronic Notices

*This subsection is new with this release.*

When a notice is available to be viewed by the member and they have elected into electronic correspondence, the page will display the date it was made available with "Online" in the Distributed by column. If an e-mail has been returned as undeliverable, the page will display the date the undeliverable e-mail was returned with "Mail (Failed E-mail)" in the Distributed By column. This will indicate that the e-mail failed and that a copy of the correspondence was sent through postal mail. The duplicate button is disabled for these entries because the same document was listed as "online."

#### 80.4.5 Requesting A Password To EBT Account

Sometimes a cardholder needs to put a password on their EBT account. This should not happen very often, but if it does, they will contact eFunds FIS with the request. The cardholder should contact Quest Customer Support at 1-877-415-5164 and they will assist them with setting up a password. ~~who will then refer the caller to their IM agency. When this happens, the IM worker must verify the person's identity (this can be done in person or over the phone) and determine what password the cardholder wants. Knowing that password does not give the IM Worker any more access to a persons account than they had before.~~ The password prevents somebody from ordering or cancelling a card or changing the PIN through eFunds Quest customer service.

~~Contact Dan Radounis of the State of Wisconsin's EBT Unit at 608-267-4573. The EBT unit will assist in getting a password and notify the IM agency when this password is active.~~

The cardholder may also go to their local IM agency and an IM worker can assist them with setting up a password. The IM worker must call State Support at (800) 848-6960 and will be assisted with setting up, changing or removing an EBT password. This telephone number should not be given to the cardholder.

#### 80.7 Expunged Benefits

*This section has been rewritten with this release. The changes are too numerous to list.*