



Processing Applications from Inmates

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Background

- The Department of Health Services (DHS) along with the Department of Corrections (DOC) has been exploring processes for ensuring inmates released from state correctional facilities have access to medical and pharmaceutical treatment when they leave the facility.
- Studies have shown an increased health risk for inmates released from state correctional facilities due to the inmate no longer having access to the services and medications provided when the inmate was incarcerated.



Current Process

- Re-entering offenders are currently able to submit applications for benefits online, by phone or in person on the day of release.
- If determined eligible, benefits can be backdated to the day of release.
- This process allows for a gap in coverage or no coverage if the offender does not follow up with the application process after release.



New Process

- Inmates who have a definitive release date may apply telephonically for benefits any time after the 20th day of the month before the month of release.
- Income maintenance (IM) agencies will process the application upon the initial contact, collect a telephonic signature, and if the applicant meets all eligibility criteria, confirm BadgerCare Plus (BC+) eligibility starting in the month of release.



New Process

- DOC will provide access to a telephone for up to an hour to allow the inmate time to complete the application. The Consortia Call Centers must be able to process the application at the time of the initial call.
- Most verification can be completed using current data exchanges.
- Any additional verification will be requested using the current Verification Checklist process.



DOC Process

DOC staff will help facilitate the application process by assisting the inmates to:

- Identify which income maintenance consortium to call based on the county where the inmate plans to live upon release.
- Prepare for the phone call by gathering information needed for the application.
- Determine which address(es) to provide to the income maintenance agency.
- Gather and send verification as needed.



Addresses

- If eligibility is confirmed ten days or more prior to release, the IM worker will have to collect both the prison address and the inmate's address upon release to ensure the applicant receives the Notices of Decision and the ForwardHealth card.
- If eligibility is confirmed within ten days of release, only the address upon release will have to be collected.

Note: If the person has already received a ForwardHealth card from previous eligibility, he or she will have to contact Member Services to request a new card.



Elderly, Blind or Disabled (EBD)

- Offenders who are 65 or older or disabled and receiving Medicare are not eligible for BadgerCare Plus and will have to apply for EBD Medicaid.
- These individuals may still apply telephonically but will have additional verification requirements related to assets.



Release Date

- IM workers will be able to use the Offender Locator site to verify the release date.
<http://offender.doc.state.wi.us/lop/>
- Instructions on how to use the information on this site will be included in a forthcoming Operations Memo (target publication mid-October).



Applicability to Local/County Jails

- Much of this same process may also be used for those inmates getting released from local/county jails.
- The Consortia are encouraged to establish implementation plans in partnership with the local/county jails that make the most sense for the local parties operationally.
- Additional nuances will be addressed in the forthcoming Operations Memo.



Questions?
