

# Renewals to the Dashboard

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Angela Walters, Project Lead

August 18, 2016

Income Maintenance Advisory Committee (IMAC) Meeting



# Agenda

- Renewals that will display on day one
- Review of current and after CARES Worker Web (CWW) moves
- Renewal due date definitions
- Work Items
- Renewal timeliness reports
- Questions

# Renewals That Will Display on Day One

Starting September 24, 2016:

- All new renewals received through ACCESS Renew My Benefits (RMB), Pre-printed Renewal Forms (PPRFs) received and scanned, and worker-initiated renewals
- ACCESS renewals that were received prior to implementation and were not completed

# Sources of Renewals

## Current State

Only **ACCESS** renewals received through **RMB** are tracked in the **Inbox**.

## After CWW Moves

Renewals will create **Work Items** that are tracked through the following sources on the **CWW Workload Dashboard**:

- **ACCESS RMB**
- **PPRF** scanned and indexed in **Kofax**
- **Worker-initiated**

# Programs Tracked

## Current State

- Health care
- FoodShare
- Child Care

## After CWW Moves

- ACCESS renewals
  - Health care
  - FoodShare
  - Child Care
- PPRF
  - Health care
  - Family Planning Only Services
  - Caretaker Supplement
  - FoodShare
- Worker-initiated
  - Health care
  - Family Planning Only Services
  - Child Care
  - Wisconsin Works (W-2)

# IM and W-2 Programs Tracked

## Current State

- Health care
- FoodShare
- Child Care

## After CWW Moves

- FoodShare
- BadgerCare Plus
- BadgerCare Childless Adults
- Medicaid
- Medicare Premium Assistance
- Institutional Medicaid
- Family Planning Only Services
- Caretaker Supplement
- Child Care
- W-2

# Finding Renewals

## Current State

Only ACCESS renewals can be found by:

- Counts on a worker's homepage
- Alerts
- Searches in Caseload Management Tool

## After CWW Moves

Workers will now be able to find renewals by:

- Work Item searches
- Inbox searches
- Counts on the Workload Dashboard
- Workers will also have the additional options to choose the dashboards that show on their homepage:
  - Teams
  - W-2 Geographical Areas

# Renewal Assignment

## Current State

- ACCESS renewals are systematically assigned to the primary worker of the case.
- Renewals can be reassigned.

## After CWW Moves

- Health care, FoodShare, and Child Care renewals will be systematically assigned to the primary worker.
- Work Items can be reassigned just like application Work Items.

# Tracked Renewal Statuses

## Current State

- ACCESS renewals are tracked in the Inbox as
  - Received
  - In Progress

## After CWW Moves

- Workload Dashboard will track renewals as:
  - Received
  - Processing
  - Pending Verification
  - Final Statuses
    - Withdrawn
    - Completed

# Work Item Due Date Calculations

## Current State

- Dues dates are not currently tracked systematically.
- Due dates are currently the program review dates.

## After CWW moves

- Due dates for renewal Work Items will be calculated systematically based on:
  - Program type
  - Received/Initiated date
  - Review due date

# Renewal Due Date Definitions

- **Early renewals:** Renewals/Reviews that are received/initiated before the first business day after adverse action in the month prior to the review month of a program
- **On-time renewals:** Renewals/Reviews that are received/initiated on or after the first business day after adverse action in the month prior to the review month and on or before the last day of the review month of a program (also known as the “review window”)

# Renewal Due Date Definitions, continued

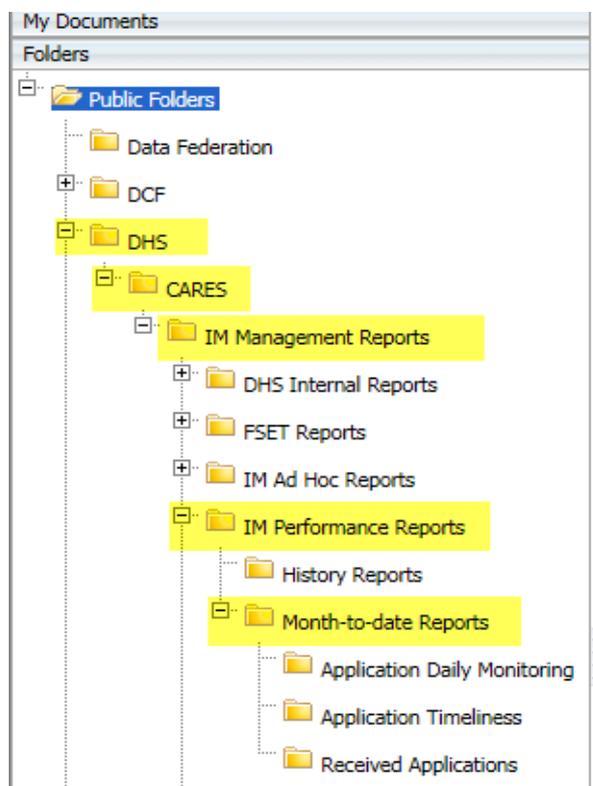
- **Late renewals:** Renewals/Reviews that are received/initiated after the last day of the review month of a program

# Work Items

- **Withdrawing Work Items**
  - Work Items are currently withdrawn at the program level. To withdraw an entire work item, all programs will need to be withdrawn individually.
  - New reasons for withdrawing have been added for applications, renewals, SMRFs, and discrepancies.
  - It requires a security level of 50 and above.
- **Reassigning Work Items:** A security level of 25 and above can reassign application, SMRF, and renewal Work Item types.

# Renewal Timeliness Reports

## Accessing Reports



## Available Reports

- Renewals Monitoring Report
- Renewals Monitoring Worker View
- 12-Month Look Back Report
- IM Renewals Due Summary

# Questions

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