

CAP Correspondence Phase 2 Enhancements

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Topics

- Project Overview
- Policy and System Enhancements
- Impact
- Release Readiness

Project Overview

Background

- The Policy
 - Wisconsin is required to provide adequate notice prior to any action to reduce, deny, or terminate benefits.
 - Adequate notice is defined as a written notice that contains a statement of the action taken or intended to take and the reasons for action.
 - Adequate notice is required for BadgerCare Plus, Medicaid, Caretaker Supplement, and FoodShare.

Background

- The Issues
 - The state received corrective actions from FNS for failing to provide adequate notice.
 - When verification is requested and not supplied, the notice of decision contains generic failure reason code language that does not meet the adequate notice threshold, per FNS
 - Case processing is difficult when updating verification fields since there is not an easy way to see up-to-date outstanding pending or not verified items on a case.
 - Applicant and member notices are not clear when the reason for closure or denial is unverified information.

Project Vision

- This project will enhance notices that are issued at application, six-month report form (SMRF), change, and renewal when benefits are terminated or denied.
- Notices for BadgerCare Plus, Medicaid, Caretaker Supplement, FoodShare, Child Care, and W-2 will provide information about outstanding verification(s) due using verification logic already existing within the system.

Intended Outcomes and Goals

- Bring notices into compliance with 7 CFR §271.2, §273.10(g)(1)(ii) and §273.13(a)(2).
- Provide notices that are clear, easily understandable, and that provide information in one spot.
- Reduce quality control (QC) error rate caused by unclear notices.
- Provide information to members that enables them to take the required actions without having to refer to the previously sent verification checklist (VCL).

Policy and System Enhancements

Policy Impact

- When requested verifications are not returned by the due date, the notice of decision must list all of the items which were not verified.
 - This is not new policy. Adequate notice has been a SNAP program requirement for many years.
- The system and notice changes will support the policies.

Overview of System Enhancements

- Created a Pending/Not Verified Information page in CWW.
- New “smart driver flow” to schedule pages with outstanding verification fields.
- Reorganization of CWW Navigation menu so that Verification Checklist, FS WR/ABAWD Exemption VCL, Verification Due Dates, and Pending/Not Verified Information pages appear under new subsection.
- New “What was needed?” section in the eligibility notice of decision.

Pending/Not Verified Information page

- New page will schedule when eligibility determination has pending or not verified items linked to program eligibility.
- Page will list items related to FoodShare, Medicaid, BadgerCare Plus, Caretaker Supplement, Child Care, and W-2.
- Page is split into two sections which dynamically display information based on pending or not verified items.
- IM and FEP workers able to check boxes next to each item that will activate a driver flow targeting each checked page with relevant verification fields.

Pending / Not Verified - Verification Codes

Pending	Not Verified
? – Not Yet Verified / Unknown	NV – Not Verified
Q? – Questionable Not Yet Verified	QV – Questionable Not Verified
?O – Out Of State Verification Pending	SP – Self Declared/Proclaimed
PN – Not Yet Verified For W-2 or Child Care	FN – Never Verified For W-2 or Child Care
	WN – Not Verified W-2 Or Child Care
	F – Failed to Answer
	O – Fail W-2 and/or Child Care

Pending/Not Verified Information page

Navigation Menu

- ▶ Tax Filing Information
- ▶ Yearly Income
- ▶ W-2/Child-Care
- ▶ FoodShare
- ✔ Generate Summary
- ✔ Initiate Eligibility Determination
- ▼ Eligibility (6)
 - ▶ Run Results
 - ▶ Eligibility Results
 - ▼ Verification Details
 - ✔ Verification Checklist
 - ✔ Verification Due Dates
 - ▶ Pending / Not Verified Info
 - ▶ FS WR/ABAWD Exemption VCL
 - ▶ Budgets
- ▶ Post Eligibility
- ▶ Potential Error Listing
- ★ Confirm Eligibility
- ✔ Refer to FSET
- ▶ FS Clock
- ▶ Override AG Renewal / Review Dates
- ▶ W-2 Post Eligibility
- ★ Post Confirmation
- ▶ Query

Pending / Not Verified Information

Cancel

Pending Information - Last Eligibility Run as of 01/04/2018							<input type="button" value="Show All"/>	
Application Entry Section	Individual	Type	Pending Verification	Assistance Group / Sequence	Due Date	Verif	<input type="checkbox"/>	
Individual Demographics	JANE JOESON 12M SON	Current Demographics	Living Arrangement Type	FS 01	01/15/2018	Q?	<input type="checkbox"/>	
				MAGA 01	02/05/2018			
				MAGC 01				
Asset Information	JOE JOESON 38M PP	Asset Gatepost	Does anyone in your household own or is anyone buying a Burial asset	MS 01	01/15/2018	?	<input type="checkbox"/>	
				QMB 01	02/02/2018			
Employment	JOE JOESON 38M PP	Employment: WALMART	Average Hours Per Pay Period, Rate Per hour, Wage Type, Override Amount	FS 01	01/15/2018	Q?	<input type="checkbox"/>	
				MS 01				
				QMB 01	02/02/2018			
				MAGA 01	02/05/2018			
				CC 01				
		Self Employment: ACCOUNTING SERVICE	Monthly Hours	FS 01	01/15/2018	?	<input type="checkbox"/>	
				CC 01				
Expenses	JANE JOESON 12M SON	Support Obligations / Payments: CHILD SUPPORT	Payment Amount	FS 01	01/15/2018	?	<input type="checkbox"/>	
Medical	JOE JOESON 38M PP	Medicare	Premium Amount	FS 01	01/15/2018	Q?	<input type="checkbox"/>	
				QMB 01	02/02/2018			
				FS 01	01/15/2018	Q?	<input type="checkbox"/>	
				QMB 01	02/02/2018			

Not Verified Information - Last Eligibility Run as of 01/04/2018							<input type="button" value="Show All"/>	
Application Entry Section	Individual	Type	Not Verified	Assistance Group / Sequence	Verif	<input type="checkbox"/>		
Case Information	JANE JOESON 12M SON	Household Members	Birth Date	CC 01	NV	<input type="checkbox"/>		

ALL
 ALL

Verification Smart Driver Flow

Correct processing now requires that workers update all requested outstanding verification instead of only one prior to a denial or closure confirmation.


- Initiated by selecting checkboxes on the Pending/Not Verified Information page.
- Driver schedules pages so long as no other drivers active (this includes pages which still require update).
- Driver tied to individual worker. When information is entered or updated that normally schedules a new page, the new page will be scheduled in driver to complete as part of flow.
- Once the driver flow is complete, the worker will initiate eligibility to update the program eligibility, based on verification field entries.

Verification Smart Driver Flow








Self Employment

Cancel Reset

The following events have occurred:

 **AE734:** You are currently in the Pending/Not Verified Information smart driver flow. Review and update the verification field(s) and/or information as needed.

Total: 1


Effective Period					
* Begin Month:	<input type="text" value="07"/> / <input type="text" value="2017"/>	End Month:	<input type="text" value="MM"/> / <input type="text" value="YYYY"/>	Last Updated:	08/17/2017
Delete Reason:	<input type="text"/> 				
Additional Information					
* Individual:	JOE JOESON 38M PP	Sequence:	1		
Business Name:	<input type="text"/>	Business Tax ID:	<input type="text"/> 		
* Business Type:	<input type="text" value="AS - ACCOUNTING SERVICE"/> 	* Business Ownership Type:	<input type="text" value="SP - Sole Proprietorship"/> 		
Business Start Month:	<input type="text" value="01"/> / <input type="text" value="2017"/>	Significant Change Month:	<input type="text" value="MM"/> / <input type="text" value="YYYY"/>		
Most Recent Business Taxes Filed Year:	<input type="text" value="2014"/>				
* Self-Managed?	<input type="text" value="Yes"/> 				
Monthly Hours:	<input type="text" value="60"/>				
* Number of Months For Average:	<input type="text" value="1"/> 				
		Verification:	<input type="text" value="? - NOT YET VERIFIED"/> 		

New Section in Eligibility Notice of Decision

- The notice of decision has been updated with a new section to display outstanding verification.
- Dynamically displays when a 112/113 reason code failure is linked to a failure to verify.
- Section displays specific details related to verification fields in CWW with a failure verification code.
- The new section conditionally displays pending verifications from a systematic closure linked to SMRF or renewal processing if a SMRF or renewal has been started but not completed.

New Section in Eligibility Notice of Decision



 Who will not get FoodShare and why?	
When?	Who and Why?
As of Sep. 01, 2017	<p>MATHEW, SOPHIA, MASON: You or someone in your household did not give all the information your agency needed to process your application, change, or renewal. See the “What was needed?” section for more details.</p> <p>MATHEW, SOPHIA, MASON: You or someone in your household did not take a needed action or give the required proof of your answers to your agency. See the “What was needed?” section for more details.</p>

What was needed?	
Who?	What?
MATHEW	<p>We needed proof of your: -Date of birth -Identity</p> <p>We needed answers to these questions: -Does anyone in your home get income from interest payments?</p>
SOPHIA	<p>We needed proof of your: -Date of birth -Identity</p>
MASON	<p>We needed proof of your: -Date of birth -Identity</p>

Reason Code Updates

- Several reason codes have updated text.

112-You or someone in your household did not take a needed action or give the required proof of your answers to your agency. See the “What was needed?” section for more details.

113-You or someone in your household did not give all the information your agency needed to process your application, change, or renewal. See the “What was needed?” section for more details.

Reason Code Updates

- 727-To keep getting benefits without having to submit a new application: (1) Complete your required interview by calling your agency at the phone number listed on page 1 before your benefits end; (2) Provide any proof asked for ~~on the "Notice of Proof Needed"~~ within one month of your benefits ending.
- 728-To keep getting benefits without having to submit a new application, you must provide any proof asked for ~~on the "Notice of Proof Needed"~~ within one month of your benefits ending.

ACCESS Changes

- A new “View My Letters” tab will be added to the Benefits Details section of ACCESS Check My Benefits.

The screenshot displays the MyACCESS website interface. At the top, there are four tabs: "MyACCESS", "Benefit Details" (which is highlighted in yellow), "Contact Information", and "History". Below the tabs, the "FoodShare Details" section is visible, containing text about the Supplemental Nutrition Assistance Program (SNAP) in Wisconsin, referred to as FoodShare. It provides information about how to view other benefits and mentions that benefit information is shown as of May. A link is provided to view details for April. Below this, the "FoodShare" section features a person icon labeled "MARK" and a message stating that the user is not eligible for the benefit for the first two months of their application but may be eligible upon reapplying. The "View My Letters" section is also present, indicating that all correspondences related to the case file can be found there, with a link to view letters. At the bottom right of the interface, there is a "Go to MyACCESS" button with a green star icon.

Impact

Project Impact

- Following new processing will result in more accurate and informative notices.
- Simplified processing for pending or outstanding verification.
- Mandatory training will require a time investment of around 25 minutes to complete.

Release Readiness

Important Dates

- IMAC 1/18/2018
- IMAC Training 1/23/2018
- TAPP 2/23/2018
- Operations Memo published the week of 2/12/2018
- Training published 2/19/2018
- Production go live 3/5/2018
- Eligibility enhancements will be dated back to 1/1/2017 to account for outstanding health care applications with a three month backdate.

Questions?