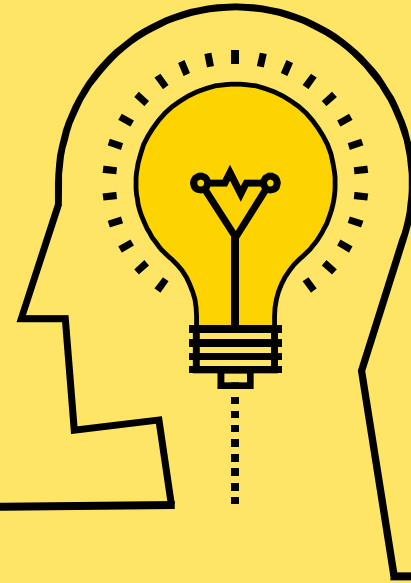


**Non-CARES Program  
Information Indicator**  
IMAC Presentation  
*January 2022*

# Project Overview



# Project Overview

## Background

The State is required to test people for Medicaid eligibility under every available category, but waiver Medicaid is not tested unless the IM worker fills out the request in CWW and obtains information from the LTC programs.

The CARES system does not have a mechanism to identify when an individual is seeking enrollment or renewal in one of the LTC programs, so IM workers are unaware that waiver Medicaid needs to be tested for. This can result in confusion or cause delays that impact access to needed services.

## Vision

- Create a LTC Program Indicator to alert and inform IM Workers when an individual is in the process of enrolling, renewing, or terminating enrollment in one of the LTC programs.
- Improve communication between Wisconsin's interChange (iC) and CARES systems

# Key Goals

Our goal is to provide clear and up-to-date information to IM workers about the status of members' Long-Term Care enrollment.



## **Provide Better information**

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Provide clear information about Long Term Care enrollment status to IM agencies to support better customer service for members.



## **Increase Timeliness**

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Improve the health and safety of members in need of long-term care services by (1) reducing delays in the provision of those services and (2) minimizing preventable losses of Medicaid.

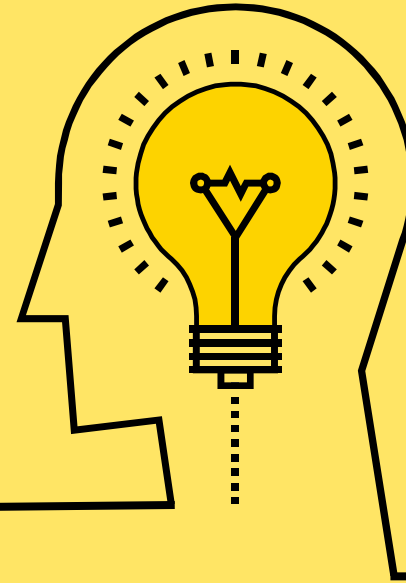


## **Foundation for the future**

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Establish a foundation for future enhancements to notices and eligibility determinations that will account for non-CARES program eligibility information.

# CWW Overview



# Key CWW Functionalities

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## **New Batch interface between CARES and interChange**

Develop a new batch interface in CARES to receive and process an extract of current and future Long-Term Care (LTC) Enrollment and Dis-Enrollment information of members from interchange (iC). This will include the below LTC programs:

- Family Care (FAMCR)
- Partnership (PACPB)
- Program of All-Inclusive Care for the Elderly(PACE)
- Children's Long-Term Support (CLTS)
- Include, Respect, I Self-Direct (IRIS)

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## **New Long Term Care Enrollment Information Page**

Develop a new page that allows the workers to view the current and future LTC enrollment/dis-enrollment information of all the cleared individuals in a case.

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## **Individual Summary page enhancement**

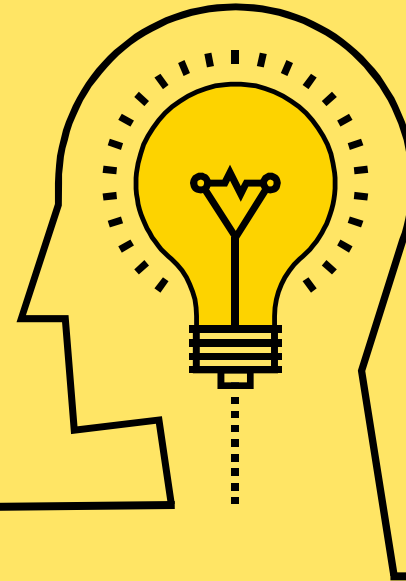
Enhance existing “Individual Summary” page to provide additional ability for the worker to navigate and view the LTC enrollment details by searching a member on an individual basis irrespective of case. The worker can also use this process before creating a case.

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## **Eligibility Online and Batch Enhancements**

Enhance the online and batch eligibility process to add an action item/alert for the worker to determine eligibility for Waiver Medicaid whenever a member is losing a non-Waiver full benefit Medicaid and is enrolled in a LTC program outside CARES.

# CWW Page Mockups



# Long Term Care Enrollment Information – Tracked outside CARES

**Scenario A:** IM worker opens a case and clicks on left navigation “Member’s LTC Enrollment Information” link under Query

CARES Worker Web

User ID: XCTX88    User Name: R BOYAPATI    Quick Select : CASE/RFA

Go Help Logout

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Primary Person : TESTING FORTYFIVE 41M PP    Case: 4004219141    Status: Pending    Mode: Intake

3.5

11/11/2021

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**Navigation Menu**

- ▶ Application Entry ( 25 )
- ▶ Spousal Signature
- \* Generate Summary
- \* Initiate Eligibility Determination
- ▶ Eligibility
- ▶ Post Eligibility
- ▶ Potential Error Listing
- ▶ Confirm Eligibility
- ▶ Refer to FSET
- ▶ FS Clock
- ▶ Override AG Renewal / Review Dates
- ▶ W-2 Post Eligibility
- ▶ Deductible Period and Bill Tracking Information
- ▶ Post Confirmation
- ▼ Query
  - ▶ Confirmed Assistance Group Summary
  - ▶ Case Member History
  - ▶ Change / SMRF / Renewal Details
  - ▶ FFM Referral
  - Member's LTC Enrollment Information
  - ▶ FS Benefit Issuance
  - ▶ W-2 Payment Issuance
- Worker Tools
  - ▶ SSI-MA Administration

### Long Term Care Enrollment Information - Tracked Outside CARES

Member's LTC Enrollment Details				
Individual: YUVI JONES 41M		MCI: 5623823984	PIN: 5623823984	
LTC Program Code	LTC Program Name	MCO/Waiver Agency Name	Enrollment Begin Date	Enrollment End Date
FAMCR	Family Care	Community Dane - Family Care	02/01/2021	

Individual: KIM JONES 51F		MCI: 3873478231	PIN: 3982347822	
LTC Program Code	LTC Program Name	MCO/Waiver Agency Name	Enrollment Begin Date	Enrollment End Date
PACE	Program of All-Inclusive Care for the Elderly	Community RACINE PACE/Partnership	03/01/2021	

Individual: MANNY JONES 10M		MCI: 4989349103	PIN: 8732422382	
LTC Program Code	LTC Program Name	MCO/Waiver Agency Name	Enrollment Begin Date	Enrollment End Date
IRIS	Include, Respect, I Self-Direct	IRIS - TMG	09/01/2021	12/31/2021
CLTS	Children's Long-Term Support	Children Care Center	03/01/2021	



# Long Term Care Enrollment Information – Tracked outside CARES

**Scenario B:** IM worker searching an individual and clicks the “View Individual Long Term Care Enrollment Information” radio button on the Individual Summary page.

**Individual Summary**

Individual  
 Name: **HJH F FDFDF** PIN: **1010442651**  
 Associated PIN(s):  
 Alias(es):  
 SSN: **554-54-6576** MCI ID/MAID: **2126193926**  
 Inmate Number:  
 Gender: **FEMALE** Birth Date: **09/09/2018**  
 Language: **ENGLISH** Cleared: **YES**  
 Where? **RFA/Case** FS Clock:

Query

- View Individual Eligibility History
- View Individual Participation History
- View Individual DX Discrepancy History
- View Individual Long Term Care Enrollment Information

Health Care Information

- View Individual Copay Limit Met Summary
- Resend Eligibility Information to MMIS

Discrepancy Overpayment Information

- Check Discrepancy Overpayment Status

FSET Information

- View FSET Participant Summary
- View FSET Referrals
- View PIN Comments
- View Track Participation
- Create FSET Referral
  - Assign Referral to Me

RFA's, Cases, Applications and Unsubmitted Requests

- CASE: 1004229011(Not Primary Person)
 

Filing Date:	<b>10/27/2021</b>	Status:	<b>OPEN</b>	Case Closed Date:	<b>N/A</b>
RFA Type:	<b>ES - ECONOMIC SUPPORT (ES)</b>	Overpayment:	<b>NO</b>		
Eligibility Office:	<b>MILWAUKEE ENROLLMENT SERVICES (5605)</b>				
County / Tribe:	<b>40 - MILWAUKEE COUNTY</b>	Worker:	<b>RENUKA DEVI BOYAPATI (XCTX88)</b>		
IM Consortium:	<b>11 - STATE CONSORTIUM</b>				
Primary Person:	<b>YUVI JONES</b>	Information Provider:	<b>YUVI JONES</b>		
Household Address:	<b>999 W VLIET AVE SUITE # 3 MILWAUKEE, WI 53212</b>		Phone:		

Pending Programs:

- Enter page one of FoodShare Mail-in application
- Enter page one of Family Medicaid Mail-in application
- Create new RFA for this individual

Navigation: [Previous](#) [Next](#)



**Long Term Care Enrollment Information - Tracked Outside CARES**

Member's LTC Enrollment Details

Individual: **YUVI JONES 41M** MCI: **5623823984** PIN: **5623823984**

LTC Program Code	LTC Program Name	MCO/Waiver Agency Name	Enrollment Begin Date	Enrollment End Date
FAMCR	Family Care	Community Dane - Family Care	02/01/2021	

Navigation: [Previous](#)

# Long Term Care Enrollment Information – Tracked outside CARES

**Scenario C:** IM worker running eligibility where a member is losing full benefit Medicaid programs and that member has a current or future enrollment in a LTC program outside CARES, a worker action item/alert will be generated to calculate “Waiver Medicaid” for that individual.

**CARES Worker Web** User ID: XCTX78 User Name: A MUDDLURU Quick Select: CASE/RFA Go Help Logout

Primary Person: IMAGETRUST DEMO 41M PP Case: 7004214273 Status: Open Mode: Ongoing 3.5 11/16/2021

Action Items (1) Documents (24) Discrepancies (0) Work Items (31)

October 27, 2021

XCTX78 - KIM JONES 55F PP: RUN ELIGIBILITY FOR WAIVER MEDICAID

Clear Checked Action Item(s)

Run	Assistance Group	Sequence	Benefit Begin Date	Benefit End Date	AG Status	Eligibility Status	Reasons
1	MA Z - MEDICAL ASSISTANCE - DID NOT APPLY	1	12/01/2021		DENIED	FAIL	054
			11/01/2021	11/30/2021	DENIED	FAIL	054
1	FS - FOODSHARE	1	12/01/2021		PEND	PENDING	
	CC Z - CHILD CARE-DID NOT APPLY	1	12/01/2021		DENIED	FAIL	054
			11/01/2021	11/30/2021	DENIED	FAIL	054
	WW Z - W-2 DID NOT APPLY	1	12/01/2021		DENIED	FAIL	054
			11/16/2021	11/30/2021	DENIED	FAIL	054

Other Program Results

Add Case Comment

Previous Next