



Disability Redetermination Enhancements for the October 2023 CARES Release

IMAC Presentation
August 2023

Overview

On Saturday, October 21, 2023, CARES will be enhanced to automate Disability Determination Bureau (DDB) redeterminations. These updates will enhance correspondence with members, help them maintain the benefits they are eligible for, and reduce workload for IM workers.

The important updates include:

- Creating a new member correspondence to request redetermination paperwork and automatically sending the appropriate redetermination forms.
- Updating the Disability page in CWW with the redetermination details.
- Automatically confirming most open health-care cases for approved disability redeterminations in CWW using the Robotic Process Automation (RPA). This is like the RPA process/bot used for processing Six-Month Report Forms for FoodShare.

New Initial Redetermination Letter

Disability redeterminations are initiated through an automated process. Individuals who have a diary date within the next 45 days will be sent the new Initial Redetermination letter, with the Medicaid Disability Redetermination Report (MADR), and the Authorization to Disclose Information (ADDD) forms.

The due date to return the MADR and ADDD is 20 days after the mailing date.

MILWAUKEE
MILWAUKEE ENROLLMENT SERVICES
6055 N 64TH STREET
MILWAUKEE WI 53218

Mailing Date: 03/02/2023



State of Wisconsin

PIN #: [REDACTED]

Milwaukee Enrollment Services

Phone: 888-947-6583

Fax: 414-438-4580

Online at access.wisconsin.gov



The State of Wisconsin is an equal opportunity service provider. This letter contains information that affects your benefits. If you need this material in a different format because of a disability or if you need this letter translated or explained in your own language, please call 1-888-947-6583. These services are free.

Our records show that a redetermination of your disability status is required. As a result, you must complete the Medicaid Disability Redetermination Report and the Authorization to Disclose Information to Disability Determination Bureau (DDB). You must complete and return both forms to us by **DUE DATE**. If you do not take action by the due date, your benefits will be denied, decreased, or ended.

Enclosed please find the following forms:

- Medicaid Disability Redetermination Report (F-10114)
- Authorization to Disclose Information to Disability Determination Bureau (DDB) (F-14014)

Once we receive the completed forms, we will submit them to the Disability Determination Bureau, and they will make the determination of your disability status. If they determine you are no longer disabled, you will have the right to appeal, and they will send you the appeal forms. If you have questions, please call your income maintenance or tribal agency at the phone number at the top right of this page.

CWW Changes – Disability Page

When that Initial Redetermination Letter is sent, the Disability page in CWW will be updated automatically as follows:

1. Update the current month for the “Begin Month” field.
2. Update the mailing date for the “Date new redetermination forms sent to individual” and “Last Updated” fields.
3. Clear the value for the “Has the individual submitted MADR form?” and “Has the individual submitted ADDD for redetermination?” fields.

The screenshot displays the 'Disability' page in the CWW system. The page is divided into several sections:

- Effective Period:** Contains 'Begin Month' (03/2023), 'End Month' (MM/YYYY), and 'Last Updated' (03/17/2023). The 'Begin Month' and 'Last Updated' fields are highlighted with red boxes.
- Delete Reason:** A dropdown menu.
- Additional Information:** Contains several questions and verification fields:
 - 'Has individual been established blind by Disability Determination Bureau?' (No) with verification 'DE - DATA EXCHANGE'.
 - 'Has individual been established disabled by Disability Determination Bureau?' (Yes) with verification 'DE - DATA EXCHANGE'.
 - 'Has individual been established Medicaid Purchase Plan (MAPP) disabled by Disability Determination Bureau?' (No) with verification 'DE - DATA EXCHANGE'.
 - 'Presumptive Disability?' (dropdown) with verification (dropdown).
 - 'Presumptive Disability Type:' (dropdown).
 - 'Presumptive Disability Determination Date:' (MM/DD/YYYY).
 - 'Is individual considered disabled for FoodShare (DDB Disabled, Blind, Presumptive Disability, MAPP Disabled, VA Disabled or RRB Disabled)?' (Yes) with verification 'DE - DATA EXCHANGE'.
- Application Process:** Contains two questions:
 - 'Has the individual submitted MADA form?' (Y - Yes).
 - 'Has the individual submitted ADDD form for application?' (Y - Yes).
- Redetermination Process:** Contains three questions:
 - 'Date new redetermination forms sent to individual:' (03/17/2023).
 - 'Has the individual submitted MADR form?' (dropdown).
 - 'Has the individual submitted ADDD form for redetermination?' (dropdown).
- Disability Determination Bureau (DDB) Status:** Contains several fields:
 - 'Send Medicaid Disability Application?' (Yes).
 - 'Application Type:' (NE - New Application - Electronic).
 - 'Electronic Application Status:' (RD - Received).
 - 'Date Sent to DDB:' (03/23/2021) and 'Date Received from DDB:' (03/24/2021).

CWW Changes – Disability Page

If the member returns the disability redetermination forms on time, the documents are uploaded to the CWW Document Viewer. Workers validate the forms in the ECF are complete and scanned correctly.

Workers enter information in two new sections of the Disability page: “Redetermination Process” and “Disability Determination Bureau (DDB) Status.”

The screenshot displays the 'Disability' page in a web application. The page is titled 'Disability' and includes a 'Cancel' button and a 'Reset' button. A 'Total: 1' indicator is visible in the top right corner. The page is divided into several sections:

- Effective Period:** Includes fields for 'Begin Month' (04/2023), 'End Month' (MM/YYYY), and 'Last Updated' (04/05/2023). There is also a 'Delete Reason' dropdown menu.
- Additional Information:** This section contains several questions and verification fields:
 - 'Has individual been established blind by Disability Determination Bureau?' with a 'No' dropdown and a 'Verification' field set to 'DE - DATA EXCHANGE'.
 - 'Has individual been established disabled by Disability Determination Bureau?' with a 'Yes' dropdown and a 'Verification' field set to 'DE - DATA EXCHANGE'.
 - 'Has individual been established Medicaid Purchase Plan (MAPP) disabled by Disability Determination Bureau?' with a 'No' dropdown and a 'Verification' field set to 'DE - DATA EXCHANGE'.
 - 'Presumptive Disability?' with a dropdown menu and a 'Verification' field.
 - 'Presumptive Disability Type:' with a dropdown menu.
 - 'Presumptive Disability Determination Date:' with MM/DD/YYYY fields and a calendar icon.
 - 'Is individual considered disabled for FoodShare (DDB Disabled, Blind, Presumptive Disability, MAPP Disabled, VA Disabled or RRB Disabled)?' with a 'Yes' dropdown and a 'Verification' field set to 'DE - DATA EXCHANGE'.
- Application Process:** Includes two questions with 'Y - Yes' dropdowns:
 - 'Has the individual submitted MADA form?'
 - 'Has the individual submitted ADDD form for application?'
- Redetermination Process:** This section is highlighted with a red box and includes:
 - 'Date new redetermination forms sent to individual:' (03/17/2023)
 - 'Has the individual submitted MADR form?' (Y - Yes)
 - 'Has the individual submitted ADDD form for redetermination?' (Y - Yes)
- Disability Determination Bureau (DDB) Status:** This section is also highlighted with a red box and includes:
 - 'Send Medicaid Disability Application?' (Yes)
 - 'Application Type:' (RE - Redetermination - Electronic)
 - 'Electronic Application Status:' (IR - Initiate Request)
 - 'Date Sent to DDB:' (MM/DD/YYYY) and 'Date Received from DDB:' (MM/DD/YYYY) fields with calendar icons.

CWW Changes – Return of MADR and ADDD

If the member does not return the MADR and/or the ADDD forms, an alert is created for the worker one day after the diary date.

Workers update the response to the MADR and ADDD for redetermination questions on the Disability page appropriately (if one or both forms have not been returned) and re-run eligibility for healthcare.

CWW Changes – Return of MADR

Here is an example of the reason code for failing to provide the MADR form for redetermination.

Non-Financial Summary Cancel ☐ Reset

Assistance Group Overview

Assistance Group: **MS - SSI RELATED MA FOR AGED, BLIND AND DISABLED (CAT NDY)** Sequence: **1**

Benefit Begin Date: **06/01/2023** Benefit End Date:


Determination Date: **05/11/2023**


Results

Assistance Group Status: **C - CLOSED** Eligibility Status: **FAIL**

Individual Details

Individual	Result	Non-Financial Eligibility Reasons
TESTGAP ABC 43MPP	FAIL	812 - Failed to provide MADR form for redetermination



Assistance Group: **MS - SSI RELATED MA FOR AGED, BLIN** Sequence: Updated on or before: MM DD YYYY Go 

Add Case Comment Cancel ☐ Previous Next

CWW Changes – Return of ADDD

Here is an example of the reason code for failing to provide the ADDD form for redetermination.

Non-Financial Summary Cancel ☐ Reset

Assistance Group Overview

Assistance Group: **MS - SSI RELATED MA FOR AGED, BLIND AND DISABLED (CAT NDY)** Sequence: **1**

Benefit Begin Date: **06/01/2023** Benefit End Date:

Determination Date: **05/11/2023**

Results

Assistance Group Status: **C - CLOSED** Eligibility Status: **FAIL**

Individual Details

Individual	Result	Non-Financial Eligibility Reasons
TESTGAP ABC 43MPP	FAIL	813 - Failed to provide ADDD form for redetermination

Assistance Group MS - SSI RELATED MA FOR AGED, BLIN **Sequence** **Updated on or before** MM DD YYYY Go

Add Case Comment Cancel ☐ Previous Next

CWW Changes – Automated Updates

A nightly batch process identifies disability redeterminations ready to send to the DDB. This includes checking the ECF to make sure all forms are scanned correctly.

Those cases ready for review will be automatically to DDB with CARES case information, the latest MADR and ADDED forms in ECF and all ECF documents with codes DDDOC, DDWSH, REP, and DDB for all dates.

The Disability page is automatically updated to reflect the electronic redetermination information has been sent.

CWW Changes – Automated Updates

When the DDB returns the redetermination for the member, the appropriate fields will be updated. Updated fields vary (and are outlined in red on the next several slides) depending on the DDB's decision of either:

- Approval
- Denial
- No Decision

New Redetermination Approval Letter

If the redetermination for disability is **approved**, a new letter is sent to the member informing them that their ongoing disability status has been approved.

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Disability Status Has Been Approved

The Disability Determination Bureau (DDB) has reviewed and APPROVED the ongoing disability status for (FIRST NAME LAST NAME).

The next disability status review is planned for (DATE). A letter will be sent 45 days before this date with the forms you need to complete.

CWW Changes – Automated Update for Approval

And, for an **approval**, the Disability page in CWW is automatically updated to reflect the approval.

Also, if the redetermination for disability is approved and the case is health care-only, an automated process will run (and confirm) eligibility when it can, for full-benefit health care and an automated case comment is entered.

The screenshot displays the 'Disability' form in the CWW system. The form is divided into several sections, each with a title bar. The 'Effective Period' section shows 'Begin Month' as 05/2023 and 'End Month' as MM/YYYY, with a 'Last Updated' date of 05/05/2023. The 'Additional Information' section contains several questions with dropdown menus for 'Yes', 'No', and 'Verification'. The 'Application Process' section has dropdowns for 'Has the individual submitted MADA form?' and 'Has the individual submitted ADDD form for application?'. The 'Redetermination Process' section shows 'Date new redetermination forms sent to individual' as 03/17/2023 and dropdowns for 'Has the individual submitted MADR form?' and 'Has the individual submitted ADDD form for redetermination?'. The 'Disability Determination Bureau (DDB) Status' section includes 'Send Medicaid Disability Application?' (Yes), 'Application Type' (RE - Redetermination - Electronic), 'Electronic Application Status' (RD - Received), 'Date Sent to DDB' (04/28/2023), and 'Date Received from DDB' (05/05/2023). The 'Disability Dates' section shows 'Onset Date' (01/01/2021) and 'Diary Date' (06/01/2025). Red boxes highlight the 'Last Updated' date, the 'Has individual been established disabled by Disability Determination Bureau?' question, the 'Electronic Application Status' dropdown, and the 'Date Received from DDB' and 'Diary Date' fields.

Disability

Cancel ☐ Reset

Total: 1

Effective Period

* Begin Month: 05 / 2023 End Month: MM / YYYY Last Updated: 05/05/2023

Delete Reason:

Additional Information

* Individual:

* Has individual been established blind by Disability Determination Bureau? No Verification: DE - DATA EXCHANGE

* Has individual been established disabled by Disability Determination Bureau? Yes Verification: DE - DATA EXCHANGE

* Has individual been established Medicaid Purchase Plan (MAPP) disabled by Disability Determination Bureau? No Verification: DE - DATA EXCHANGE

Presumptive Disability? Verification:

Presumptive Disability Type:

Presumptive Disability Determination Date: MM / DD / YYYY

* Is individual considered disabled for FoodShare (DDB Disabled, Blind, Presumptive Disability, MAPP Disabled, VA Disabled or RRB Disabled)? Yes * Verification: DE - DATA EXCHANGE

Application Process

Has the individual submitted MADA form? Y - Yes

Has the individual submitted ADDD form for application? Y - Yes

Redetermination Process

Date new redetermination forms sent to individual: 03/17/2023

Has the individual submitted MADR form? Y - Yes

Has the individual submitted ADDD form for redetermination? Y - Yes

Disability Determination Bureau (DDB) Status

Send Medicaid Disability Application? Yes

Application Type: RE - Redetermination - Electronic

Electronic Application Status: RD - Received

Date Sent to DDB: 04 / 28 / 2023 Date Received from DDB: 05 / 05 / 2023

Disability Dates

Onset Date: 01 / 01 / 2021 Diary Date: 06 / 01 / 2025

CWW Changes – Automated Update for Denial

If the redetermination is a **denial**, the disability page is automatically updated to the current date for the “Date Received from the DDB” and “Last Updated” fields (the “Diary Date” field remains unchanged).

Note that the DDB will send the Denial letter to the member and will only send the denial to CWW after the DDB appeal window has passed.

The screenshot displays a web form titled "Disability" with a "Cancel" button and a "Reset" button. The form is divided into several sections:

- Effective Period:** Includes "Begin Month" (05 / 2023), "End Month" (MM / YYYY), and "Last Updated" (05/05/2023).
- Additional Information:** Includes "Individual:" and a table with three rows of questions and verification options. The first three rows are highlighted with a red box.

Question	Answer	Verification
Has individual been established blind by Disability Determination Bureau?	No	DE - DATA EXCHANGE
Has individual been established disabled by Disability Determination Bureau?	No	DE - DATA EXCHANGE
Has individual been established Medicaid Purchase Plan (MAPP) disabled by Disability Determination Bureau?	No	DE - DATA EXCHANGE
- Presumptive Disability:** Includes "Presumptive Disability Type:" and "Presumptive Disability Determination Date:" (MM / DD / YYYY).
- Application Process:** Includes "Has the individual submitted MADA form?" (Y - Yes) and "Has the individual submitted ADDD form for application?" (Y - Yes).
- Redetermination Process:** Includes "Date new redetermination forms sent to individual:" (03/17/2023) and "Has the individual submitted MADR form?" (Y - Yes).
- Disability Determination Bureau (DDB) Status:** Includes "Send Medicaid Disability Application?" (Yes), "Application Type:" (RE - Redetermination - Electronic), "Electronic Application Status:" (RD - Received), "Date Sent to DDB:" (04 / 28 / 2023), and "Date Received from DDB:" (05 / 05 / 2023).
- Disability Dates:** Includes "Onset Date:" (01 / 01 / 2021) and "Diary Date:" (05 / 01 / 2023).

CWW Changes – Automated Update for No Decision

If the redetermination is a **no decision**, the Disability page is automatically updated to the current date for the “Date Received from the DDB” and “Last Updated” fields (the “Diary Date” field remains unchanged).

Workers can review the notes in the ECF to correct the redetermination paperwork and resend to the DDB.

Questions?