

### **Overview**

As an ongoing effort to improve the clarity of member communications, we are updating the Verification Checklist (VCL) for the October 2023 release.

**Note:** There are no policy updates associated with these updates.

The VCL will be updated to be more accessible to the applicant/member as follows:

- Add to the first page a summary of all required tasks and due dates.
- Redesign the "Action Needed," "Proof Needed," and "Information" sections.
- Simplify the agency contact information in the "Action Needed" and "Proof Needed" sections to include only the phone number.
- Rearrange the Document Tracking Sheet (DTS) sections and remove outdated information.

More generally, the VCL will be updated for clarity as follows:

- Rewrite section titles and explanatory text to be more descriptive.
- Include appropriate tone and language to achieve a fourth-grade reading comprehension level across all pages.
- Add icons and colors to text to increase readability and engagement.

Here is an example of the first page of the current VCL.

> MILWAUKEE ENROLLMENT SERVICES 5415 EVERYBODY'S ROAD W PO BOX 70 CRANDON WI 54520

Mailing Date: 04/03/2023

MII WAUKEE WI 53212

Case : 4004406943



Case#: 4004406943

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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 for FoodShare, Health Care, Child Care or Caretaker Supplement, Call 608-535-3665 or 711 (TTY) for W-2. These services are free.

### Notice of Action, Proof and Information Needed

To get or keep Child Care, Wisconsin Works (W-2), FoodShare, Caretaker Supplement and BadgerCare Plus you need to take action, provide proof of items, and provide information by the due dates listed below. The action you need to take and the proof and information you need to provide is listed on the next few pages along with examples and instructions. If you do not take action, you do not provide the proof, or you do not provide the information by the due dates, benefits will be denied, decreased, or ended.

To make sure your benefits get processed as quickly as possible, use the Document Tracking Sheet at the end of this notice.

Program(s)	Due Date	Contact Information
Child Care	Apr. 11, 2023	Milwaukee Enrollment Services Phone: 1-888-947-6583 Fax: 414-438-4580 Use fax # to send verifications
Wisconsin Works (W-2)	Apr. 11, 2023	LAKSHMI POTTUMURTHY Phone: (608) 422-9999 Fax: (715) 799-4470
FoodShare	Apr. 12, 2023	Milwaukee Enrollment Services Phone: 888-947-6583 Fax: 414-438-4580 Online at access.wisconsin.gov
Caretaker Supplement; BadgerCare Plus	May. 01, 2023	Milwaukee Enrollment Services Phone: 888-947-6583 Fax: 414-438-4580 Online at access.wisconsin.gov

Date: 04/03/2023

Here is an example of the first page of the redesigned VCL.



Mailing Date: 04/20/2022

BUCKY BADGER PO BOX 05676 MILWAUKEE WI 53205 0676



Case #: 500445158



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### Required Next Steps to Receive Your Benefits

This letter tells you what you need to do to get or keep your benefits.

- · Read the entire document for details on programs, people affected, and deadlines.
- Be sure to complete all tasks by their due dates.
- . Refer to Send in documents at the end of this letter for instructions

If you do not take the required actions or do not provide the proof by the due dates, your benefits will be denied, decreased, or ended

If you need help getting this information, call your local agency and ask for help.

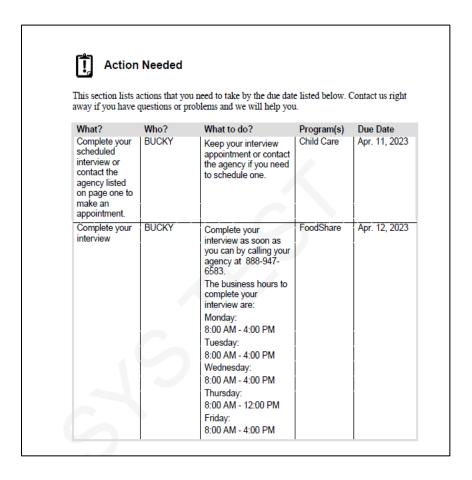
Due Date	Program(s)	Task
April 12, 2023	FoodShare	See Action to complete for details.
May 1, 2023	BadgerCare Plus; Medicaid Savings Program	See Action to complete for details.
		→ See Send in documents for details.
		See Answer questions for details.
June 1, 2023	BadgeCare Plus	→ See Action to complete for details.



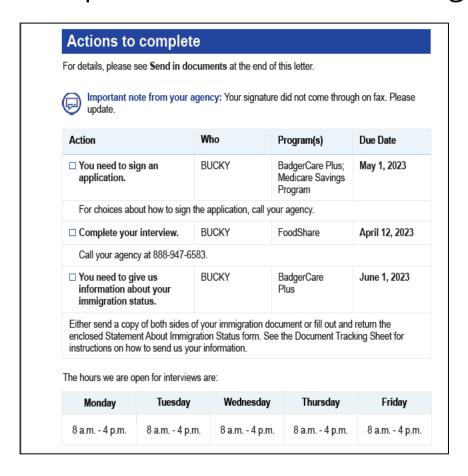
Look for this icon to read an important note from your agency.

Case: 5004405158 Date: 01/26/2023

Here is an example of the "Action Needed" section of the current VCL.



Here is an example of the "Actions to Complete" section of the redesigned VCL.



## **Agency Contact information**

Due Date	Program(s)	Task
April 12, 2023	FoodShare	→ See Action to complete for details.
May 1, 2023	BadgerCare Plus; Medicaid Savings Program	→ See Action to complete for details.
		→ See Send in documents for details.
		→ See Answer questions for details.
June 1, 2023	BadgeCare Plus	See Action to complete for details.

Agency contact information will now be found after the table, on the first page that let's the member know their tasks.



Look for this icon to read an important note from your agency.

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### If you need help:

- Call FoodShare, BadgerCare Plus, Medicare Savings Program at 888-947-6583
- Visit the online help center at access.wi.gov

# **Questions?**