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TO: **Income Maintenance Supervisors**
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Income Maintenance Staff
W-2 Agencies
Workforce Development Boards
Job Center Leads and Managers
Training Staff
Child Care Coordinators

FROM: Amy Mendel-Clemens, Chief
Technical Assistance and Training Section
Bureau of Enrollment Management
Division of Health Care Access and
Accountability

BEM/DFS OPERATIONS MEMO					
No:	09-14				
DATE:	2/27/09				
FS	<input type="checkbox"/>	MA	<input type="checkbox"/>	BC+	<input checked="" type="checkbox"/>
SC	<input type="checkbox"/>	CTS	<input type="checkbox"/>	FSET	<input type="checkbox"/>
CC	<input type="checkbox"/>	W-2	<input type="checkbox"/>	EA	<input type="checkbox"/>
CF	<input type="checkbox"/>	JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>
RAP	<input type="checkbox"/>	WIA	<input type="checkbox"/>	Other	<input type="checkbox"/> *
				EP	
PRIORITY: HIGH					

SUBJECT: Adding A Newborn Child to CWW (CARES) For BadgerCare Plus as a Continuously Eligible Newborn (CEN)

CROSS REFERENCE: Process Help 3.1, Newborn Add

EFFECTIVE DATE: March 2, 2009

PURPOSE:

This memo outlines the new process for adding newborns, reported by HMOs and hospitals to EDS, to CARES and ForwardHealth interChange for eligibility as Continuously Eligible Newborns (CENs). This new process has been developed to reduce the number of newborns that have multiple MCI numbers in ForwardHealth iChange.

BACKGROUND

For the past several years when a child was born to a woman who was eligible for BC+ or MA, the hospital, the HMO or a health care provider reported the birth of the baby to the Department of Health Service's (DHS) Medicaid Fiscal Agent, EDS-HP. EDS-HP staff manually certified the newborn as eligible in MMIS, from the date of birth until the end of the month in which the child turned 1 year old. A Pseudo SSN was created as the Member ID number for medical claims billing.

Recently EDS-HP has replaced MMIS with ForwardHealth interChange. In the new ForwardHealth interChange system the member ID number and the MCI number are the same. ForwardHealth interChange system and CARES both interact with the MCI database to assign MCI numbers for new members. EDS has been certifying newborns manually on interChange while the local agencies have been adding the newborns to CARES. This has often resulted in duplicate MCI ID numbers being issued for these newborns and has caused billing confusion for the medical providers.

To prevent these problems, the DHS has decided to allow EDS-HP staff to add these newborn babies directly to CWW using the Person Add workflow option, from the Household Member page and completing pages through the Clearance and the Relevance page. At this point they will query the "Case Member History" page and use that MCI number assigned within CWW to certify the newborn's CEN eligibility within ForwardHealth interChange.

EXISTING PROCESS

When a child was born to a woman eligible for MA, the hospital, HMO or other health care provider reported the birth to EDS HP. EDS staff will then:

1. Certify the newborn as eligible, from the date of birth until the end of the month in which the child turned 1 year old, in MMIS. A pseudo MCI number was created for the Member ID number.
2. Send a letter to the mother, copying the county agency, telling her to report the birth of her child to her worker. She was to indicate whether the child was continuing to live with her and whether she and her child were residing in Wisconsin. The letter included the child's pseudo-MCI number as the Member ID number.
3. Once the birth of the child was reported, the local agency was expected to add the child to the mother's CWW (CARES) case as a CEN eligible newborn. .

NEW PROCESS

Effective March 2, 2009, a new process will be implemented to ensure that children born to BC+ and Medicaid mothers receive their CEN eligibility for the first full year of birth and are issued only one Member ID number.

When the Hospital, HMO, or other health care provider reports the birth of a child of a BC+ or MA eligible mother to EDS, the local agencies and EDS will follow the process outlined below to certify CEN babies in CARES for BC+ and MA mothers with an active CARES case.

If the newborn is reported to the IM Agency by the mother and the IM worker is adding the baby to the case prior to the EDS update, the IM worker should follow the Newborn Add Process in PH 3.1

ACTIVE CARES CASES

Active CARES case means the mother has an open case or a case that has closed within the previous 30 days for any program. This includes mothers eligible for MA through SSI, Foster Care, Adoption Assistance or Katie Beckett that are in an open FoodShare case.

EDS PROCESS

1. EDS will query iChange using the mother's Member ID number to find the CWW (CARES) case number; then query CWW (CARES) to determine that the mother has an open CWW (CARES) case.
2. If the mother is currently eligible or listed as a member of an active case (open or closed less than 30 days) for any program in CWW (CARES), EDS staff will follow the instruction in Process Help 3.1 Newborn (Baby) Add to add the newborn to CWW. EDS staff will complete the following CWW pages:
 - Case Summary (for Person Add workflow option)
 - Household Member
 - Program Request
 - Household Relationship
 - Clearance and Relevance
 - Case Member History
3. Once these pages are complete and the baby has passed clearance, EDS will navigate to the Case Member history page to find the newly added baby's MCI number. EDS will use this MCI number to certify the baby manually within the iChange system.
4. EDS will email a list of the cases that have had newborns added to them to the IM agencies with cases on the list each day. The email notification will include the following information:
 - Mother's first name and CARES case number
 - Newborn first name and CARES MCI number
 - The case assigned worker CARES ID number

Since these emails will not be encrypted, last names will not be included in the emails to insure privacy.

5. EDS will no longer send the CEN newborn notice to the mother or to the IM agency. The IM worker will act on the reported change and confirm the newborn add and issue the CARES Notice of Decision to the case head within 10 days.

EDS has been trained to answer the required fields on each CWW page, to complete the Person Add driver flow through clearance and relevance pages. EDS will not run eligibility on the case or confirm benefits. IM workers are expected to review these screens for accuracy and to finish the person add driver flow and determine eligibility and confirm benefits. See IM Agency Process below.

IM AGENCY PROCESS

The list of newborns will be sent to the agency Newborn Coordinator each day the agency has a newborn on the list. IM agencies are expected to act on the newborn report from EDS within 10 days. This includes reviewing and finishing the Person Add driver flow that was begun by EDS, running eligibility, confirming and issuing the Notice of Decision to the case. Please follow the process outlined below:

1. The Newborn Coordinators should forward the email notification that is received from EDS, to each IM worker who has a newborn listed in the email.
2. The worker should follow the instructions in Process Help 3.1 Newborn (baby) Add to review and finish the baby add driver flow on the case within 10 days of receiving the e-mail from EDS. A Notice of Decision should be generated to notify the case head of the CEN eligibility for the newborn within 10 days.

The screens listed below that were completed by EDS will no longer be scheduled in the person add driver flow. It is extremely important that the IM worker review the screens that were completed by EDS staff to check for accuracy.

- Household Member page: EDS will be instructed to use the MB verification code for date of birth on this page. This date is reported by the Provider so is considered verified.
- Program Request page: The IM Worker will have to update the program request dates per the instructions in PH 3.1.
- Household Relationship page: If the newborn's relationship to other household members is not obvious, EDS will enter Q? in the verification field. The IM Worker must update the relationship and verification code with the appropriate code.

Finish the rest of the Person Add driver flow that includes entering the baby's birth date as the pregnancy end date on the pregnancy page and completion of the "newborn" page to create CEN eligibility for the newborn.

3. Run with appropriate dates and confirm in CARES within 10 days of the EDS report to generate the proper positive CARES notice to the mother indicating the newborn's CEN eligibility.
 - **Note:** Whenever running with dates is not possible or CARES will not allow eligibility confirmation for the birth month, the Manual Positive Notice (F16015) must be issued for the month(s) that cannot be confirmed in CARES.

MA MOTHER NOT KNOWN TO CARES

If the mother is eligible for MA as an SSI, Foster Care, Adoption Assistance or Katie Beckett and is not currently a member of an active case in CWW/CARES, EDS will manually certify the child for MA for his/her first year and send a notice of the eligibility and certification dates for the newborn..

NEWBORN COORDINATOR LIST

As a default we will use the existing CARES coordinator list to create the Newborn Coordinator list available at the link below. But you may assign a different individual as the Newborn Coordinator as well as a backup by e-mail to david.hippler@wisconsin.gov or to the link below.

To ensure we have the most up-to-date information for your Coordinator (including name, phone number and e-mail address), please review the agency directory at <http://dhs.wisconsin.gov/em/imagencies/imagencyinfo.htm>

This information may be updated by via e-mail through this site as well.

CONTACTS

BEM CARES Information & Problem Resolution Center

Program Categories – FS – FoodShare, MA – Medicaid, BC+ – BadgerCare Plus, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DHFS/DHCAA/BEM/JL/PH