



DEPARTMENT OF CHILDREN
AND FAMILIES
Secretary Reggie Bicha
201 East Washington Avenue, Room G200
P.O. Box 8916
Madison, WI 53708-8916
Telephone: 608-266-8684
Fax: 608-261-6972
www.dcf.wisconsin.gov

DEPARTMENT OF HEALTH SERVICES
Secretary Karen E. Timberlake
1 West Wilson Street
P.O. Box 7850
Madison, WI 53707-7850
Telephone: (608) 266-9622
FAX: (608) 266-7882
www.dhfs.wisconsin.gov

**State of Wisconsin
Governor Jim Doyle**

**TO: Income Maintenance Supervisors
Income Maintenance Lead Workers
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: 09-32					
DATE: 5/22/2009					
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"/>
				BC+ CORE	<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	

SUBJECT: BadgerCare Plus Premium Redesign

CROSS REFERENCES: BadgerCare Plus Eligibility Handbook, Section 19
Operations Memo 09-15

EFFECTIVE DATE: June 15, 2009

PURPOSE:

The purpose of this memo is to communicate CARES/CWW enhancements scheduled for June 15, 2009 related to the BadgerCare Plus premium process.

BACKGROUND:

Since the start of the BadgerCare Plus (BC+) program, customers, advocates and local IM agencies have reported numerous systems problems and concerns about the BC+ premium process for applicants and members. Department of Health Services (DHS) staff have met with local agency representatives and discussed these issues on several occasions. DHS is committed to addressing as many of these problems as we can and has formed a workgroup to work on solutions. Several systems fixes related to the BC+ premium and restrictive re-enrollment process are scheduled for June 15, 2009 to address some of these issues. Workers should continue to follow the processes communicated in Operations Memo 09-15.

CARES:*BADGERCARE PLUS PREMIUM SUMMARY PAGE – FREE MONTH*

Section [19.5 of the BC+ Eligibility Handbook](#) states that the first month requiring a premium is free if no one in the BC+ group was eligible for BC+ or Medicaid in the previous month and the BC+ AG has not received a free month in the previous 12 months.

Currently, when BC+ reopens after the case closed within the last calendar month, CWW incorrectly sets a free month. The free month is set for the second month of eligibility. Since the case is reopening in the month following the closure month, the case is not eligible for a free month.

CWW will be corrected so no free month is set in this situation.

BADGERCARE PLUS RESTRICTIVE RE-ENROLLMENT

Section [19.11 of the BC+ Eligibility Handbook](#) states that a member for whom a premium is owed for the current month who leaves BC+ by quitting or not paying a premium may be subject to a restrictive re-enrollment period (RRP).

Currently, if a case is pending for any reason, the RRP information is sent by interChange to CARES but the batch process to impose the RRP is not run. No alert is generated to the worker so the case remains open until the next time eligibility is run.

To make sure the RRP is correctly applied, CARES will be set to generate alert “444 BCP pended, RRP not imposed” to the worker for any cases that do not successfully go through the batch process to impose the RRP.

When the alert is received the worker should run eligibility to see if the case is still pending. If it is not pending, the worker can confirm the failure for the BCP individuals in the RRP. If the case is still pending for verification, the worker will have to determine if the verification due date has passed and follow the steps below:

- If the pending verification is past due, enter the QV code for the required verification item, run eligibility and confirm the BCP AGs.
- If the pending verification is not due until a future date, take the case out of pending status by taking out the ‘?’ or ‘Q?’, enter the information that was used prior to the information that is currently pending verification, run eligibility and confirm the BCP AGs to have the RRP appropriately applied. Once the BC+ RRP has been confirmed, re-enter the original verification codes to re-pend the case again as necessary.

Note that timely notice is required to take a negative action on a case so running eligibility after the RRP alert is received will only terminate the BCP eligibility due to the RRP for the next possible benefit month. Because of this, it is extremely important that workers act on this alert as soon as possible to impose the RRP appropriately.

PREMIUM PAYMENT TRACKING PAGE

There are times when the premium amount has changed on the Premium Summary page and the changed premium was able to be confirmed but the new premium amount does not display correctly on the Premium Payment Tracking page.

CWW will be modified to synch up the confirmed premium amount from the Premium Summary page to the Premium Tracking page as soon as the premium is confirmed on AGECE. This will eliminate the inconsistencies between the Premium Summary and Premium Payment Tracking pages.

INTAKE AND ARREARS PREMIUM INFORMATION PAGE

Currently, when a BC+ request is made late in the year and the months you are initiating eligibility for cross over between the current and previous year (for example: the request date is 11/29/08 and the case was not processed until 1/10/09 for November, December, January & February benefits), the Intake/Arrears Premium Collection page will only display premiums for January forward and nothing for November or December.

CWW will be corrected to display all months requiring a premium due in these situations.

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 – FoodShare 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.

DHS/DHCAA/BEM/ME/PH