



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: 09-33		
DATE: 5/22/2009		
FS <input checked="" type="checkbox"/>	MA <input checked="" type="checkbox"/>	BC+ <input checked="" type="checkbox"/>
SC <input type="checkbox"/>	CTS <input checked="" type="checkbox"/>	FSSET <input type="checkbox"/>
	BC+ CORE <input checked="" 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: Automated Issuance of the Enrollment and Benefits (E&B) Brochure

CROSS REFERENCES: Income Maintenance Manual, Section 4.4
Operations Memo 08-07

EFFECTIVE DATE: June 15, 2009

PURPOSE:

The purpose of this memo is to announce the new consolidated Enrollment and Benefits brochure and the process related to issuance of this brochure. It also explains the changes in publication distribution requirements for applicants and members enrolled in BadgerCare Plus (BC+), FoodShare (FS), and Medicaid (MA), Caretaker Supplement (CTS), Medicare Premium Assistance (MPA), and Family Planning Waiver (FPW).

BACKGROUND:

According to state and federal law, agencies must furnish information about eligibility requirements, available coverage/services, and the rights and responsibilities of applicants/members in written form, and orally as appropriate, to all applicants and to all other individuals who request it. The printed materials must explain the eligibility rules and appeals process in simple and understandable language.

POLICY CHANGE:

Currently, local agencies are required to provide the Guide to Applying for Wisconsin's Health and Nutrition Programs (P-16091) to all customers who are applying for benefits or who request the information. The Department of Health Services also mails the appropriate Enrollment and Benefits brochure(s):

- BC+ Enrollment and Benefits (P-10167)
- FoodShare Enrollment and Benefits (P-16012)
- Medicaid Enrollment and Benefits (P-10025)

to anyone who applies for an IM program after an initial eligibility determination is made and then annually to households receiving benefits.

Beginning June 15, 2009, a consolidated Enrollment and Benefits (E&B) brochure will be automatically mailed to customers at application, review and program add. (See CARES Section for more detail).

This consolidated E&B will include the required information for applicants/members of BC+, FS, MA, CTS, MPA and FPW. We will continue to make the Guide to Applying for Wisconsin's Health and Nutrition Programs (PHC 16091) available to local agencies to use. However, this is no longer required to be handed out at application.

CARES:**MAILING**

The new combined E&B will be mailed in the following circumstances if no E&B was mailed in the last two months:

- An RFA is entered into CARES/CWW and becomes a case
- An ACCESS RFA becomes a case
- Program add or re-application for an IM program
- Person add to an existing household
- Person is deleted from a household and an update is made to an IM program request
- IM program add during a W-2/CC renewal/review

The new combined E&B will be mailed at review/renewal for an IM Program if no E&B was mailed out to the household in the last 10 months.

Client Correspondence

Workers will be able to view an E&B mailing history on the Correspondence History Search Results page in CWW. They will also be able to request a duplicate E&B brochure be sent if requested by the member.

PUBLICATIONS

The DHS publications list on the EM Page will be updated with the new publication as soon as it is ready for web publishing.

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/AMC