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**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: 10-05					
DATE: 01/13/2010					
FS <input checked="" type="checkbox"/>	MA <input checked="" type="checkbox"/>	BC+ <input checked="" type="checkbox"/>			
SC <input type="checkbox"/>	CTS <input checked="" type="checkbox"/>	FSET <input type="checkbox"/>			
		BC+ CORE <input checked="" type="checkbox"/>			
CC <input checked="" 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: Online Renewals and Six Month Reports in ACCESS

CROSS REFERENCE: ACCESS Handbook (emhandbooks.wi.gov/ah)

EFFECTIVE DATE: JANUARY 25, 2010

PURPOSE:

The purpose of this memo is to announce the implementation of the new "Renew My Benefits" (RMB) tool in ACCESS. RMB will allow members to complete FoodShare (FS), health care (HC) and Child Care (CC) renewals online and to submit FoodShare and Child Care Six Month Reports forms online.

POLICY CHANGE:

There are no policy changes being implemented with these system changes.

ACCESS CHANGES

Beginning January 25, 2010, individuals will be able to submit renewals for health care, FoodShare, and Child Care online through the new "Renew My Benefits" (RMB) tool in ACCESS. RMB will also allow the member to electronically submit a Six Month Report form (SMRF) for both FoodShare and Child Care.

RMB is accessed through the member's "MyACCESS" page. The MyACCESS page has been restructured to give customers a quick look at their benefits and a list of the actions they need to complete in order to receive or continue to receive benefits. These actions now include renewals and SMRFS.

The ACCESS Handbook will be updated with information on the new functionality that will be available in Renew My Benefits. In addition to the implementation of RMB, changes have been made to the following existing ACCESS Apply for Benefits pages:

- Self Employment
- Drug Felony
- Medical Expense Information
- Asset Information
- Comments
- Help from Others
- Recent Accidents

For information on the specific changes and on how the MyACCESS page has been restructured for members, see the ACCESS handbook at: emhandbooks.wi.gov/ah.

RENEWALS

Approximately 45 days before a program certification period is scheduled to end, ACCESS account users will receive a message on their MyACCESS page indicating that it is time to renew their benefits for that program. By clicking on the Renew My Benefits link on the MyACCESS page, members will be directed to complete their renewal by answering a series of questions based on the information currently known to CARES and the programs they are renewing. CARES generated notices will continue to be sent to members whose programs are due for renewal, whether or not they have created an ACCESS account.

The information and questions displayed in RMB will be taken from the current entries in CARES/CWW. Members will be asked to make any necessary changes to the information, or indicate that there has been no change to the information that is displayed.

Exceptions:

- Current health insurance information in the CARES system will not be displayed in ACCESS. Users will be asked if they have any health insurance coverage, and if so, detailed information about the health insurance will be requested. Workers will need to resolve any conflicting health insurance information, when they process the renewals in CARES.
- Although known assets will be displayed in ACCESS, the asset values in CARES will not be displayed. Users will be asked to provide a value for each known asset.

Users will be required to answer all the questions that are presented to them in order to sign and submit their renewals online.

The renewal will be submitted to the Primary Worker's inbox.

SIX MONTH REPORTS

Two days after the paper SMRF has been mailed, members will be able to complete the SMRF online by choosing the SMRF option from the MyACCESS page. ACCESS will require all questions on the SMRF be answered and the form signed before it can be submitted.

- **Note:** Because all questions required for a FoodShare SMRF must be answered and the signature collected before the SMRF is submitted, the SMRF is considered 'complete' for FoodShare purposes.

The SMRF Reminder letter has been revised to inform members of the option to complete the SMRF online using ACCESS. The SMRF and the SMRF instructions will be updated in the future to also inform the member of the option to complete the SMRF online.

The online SMRF will only be available if the SMRF status in CARES is SNT, MNL or DUP.

The SMRF will be submitted to the Primary worker's inbox. An alert will be generated for the CC worker, if the SMRF request includes CC and the CC worker is different than the Primary worker on the case.

CARES/CWW CHANGES:

Changes will be made to some CWW pages to allow the worker to access and process the renewals and SMRFs submitted through ACCESS.

HOME PAGE

Two new lines have been added to the "My Inbox Items" section:

- Online Renewals Received
- Online SMRFs Received

These lines will display the counts for Renewals and SMRFs received as well as allow the worker to pull up the list of Renewals and SMRFs by clicking on the magnifying glass icon.

CARES Worker Web Home

Recent Cases/RFAs/ACCESS Applications/Change Reports

Type	Number	Primary Person	Accessed
Case	0000860409	TONYA JONES 35F PP	10/26/2009
Case	6000860161	LORI SMITH 42F PP	10/22/2009
Case	4000859641	BABY CARMICHAEL 45F PP	10/22/2009
Online Renewal	0700429301	LEWIS CLARKE	10/15/2009
Case	2000856721	LEWIS CLARKE 42M PP	10/15/2009
Case	2000859224	LAURA PEER 42F PP	10/15/2009
Case	3000859136	FSSMRF1	10/15/2009
Case	6000851669	LUIS C.OO	10/15/2009
Case	0107742705	BEVERLY	10/15/2009
Online Renewal	8700426784	BEVERLY	10/15/2009

My Inbox Items

Type	Counts
Apps with Priority Service	7
Apps Received Before 10/16/2009	2
Apps Received After 10/16/2009	1
Total number of Apps	10
Online Change Reports	19
Online Renewals Received	20
Online SMRFs Received	3

My T

Type	Counts
SMRF	29
Empl Applications	28
Case Applications Unprocessed	0
Documents	0
Having Outstanding Verification Approaching	0
Having Outstanding Verification Past Due	0

New counts for "Online Renewals Received" and "Online SMRFs Received".

NAVIGATION MENU CHANGES

The "Changes" selection under the Inbox Search and the Query sections on the Navigation Menu has been changed to include Online Renewals and Online SMRFs as well as Change Reports.

CARES Worker Web ACCEPTANCE

Navigation Menu

- Search
 - CARES Home
 - Search
 - Inbox Search
 - RFAs / Applications
 - Central Enrollments
 - Changes / SMRFs / Renewals
 - Unlinked Documents
- RFA / Case
 - Client Registration (0)
 - Case Summary
 - Case Comments
 - Application Entry (0)
 - Generate Summary
 - Instate Eligibility Determination
 - Eligibility
 - Post Eligibility
 - Confirmation Access
- Query
 - Confirmed Assistance Group Summary
 - Case Member History
 - Change / SMRF / Renewal Details
 - Benefit Assistance
- Worker Tools
 - SSI-MA Administration
 - Worker Tasks
 - Case Management

INBOX SEARCH CRITERIA-CHANGES/SMRF'S/ RENEWALS PAGE

The screenshot displays the 'Inbox Search Criteria - Changes / SMRFs / Renewals' page in the CARES Worker Web system. The interface includes a navigation menu on the left, a basic search section, and an advanced search section. The advanced search section is highlighted with red circles and numbers 1 through 5, indicating specific criteria being updated. A red arrow points to the 'Changes / SMRFs / Renewals' menu item in the navigation menu.

Navigation Menu:

- Search
 - CARES Home
 - Search
 - Unsubmitted Requests
 - Inbox Search
 - RFA's / Applications
 - Central Enrollments
 - Changes / SMRFs / Renewals
 - Unlinked Documents
- RFA / Case
 - Client Registration (0)
 - Case Summary
 - Case Comments
 - Application Entry (1)
 - Case Information
 - Individual Demographics
 - Benefits/School
 - Individual Non Financial
 - Other Health Care Programs
 - Asset Information
 - Employment / Unemployment Queries
 - Employment
 - Unearned Income
 - Expenses
 - Medical
 - W-2/Child-Care
 - Generate Summary
 - Initiate Eligibility

Basic Search:

What would you like to do?

- View and Select Inbox Items
- View and Select to Reassign Inbox Items
- Display Counts of Inbox Items

Advanced Search:

Inbox Search Criteria

Restore to Default Search Criteria Save Search Criteria

- * County / Tribe: 40 - MILWAUKEE COUNTY
- Assigned Worker: XCTH40
- 1** * Inbox Item Type: RENEWAL
- Inbox Item Status: ALL
- Office:
- Supervisor Unit:
- Case Worker:
- Language: - Any Language
- 2** Received Date:
 - Any Day
 - Between [] / [] / [] and [] / [] / []
 - Any Month
 - Between [] / [] / [] and [] / [] / []
- 3** SMRF / Renewal Due Date:
 - Any Day
 - Between [] / [] / [] and [] / [] / []
 - Any Month
 - Between [] / [] / [] and [] / [] / []
- 4** Search by Program: Any Program
 - Health Care
 - Medicare Premium Assistance
 - FoodShare
 - Child Care
 - Family Planning Waiver
 - Child Care with KC / FC
- 5** Has Related Unprocessed Items: All

What would you like to do?

- View and Select Inbox Items Meeting the Above Criteria
- View and Select Inbox Items to Reassign Meeting the Above Criteria
- Display Counts of Inbox Items Meeting the Above Criteria

1. Inbox Item Type — The “Inbox Item Type” section under the Advanced Search section on the Inbox Search Criteria — Changes / SMRFs / Renewals page will be updated to include Renewal and SMRF as an option. This will allow the worker to search for only Renewals, SMRFs or Change Reports.
2. Received Date — The Received Date is the date that the Change / SMRF / Renewal item is received in the Inbox. It represents the date that the worker needs to keep in mind in order to process the item in a timely fashion. Any one of the following options can be selected.
 - o If the first option is selected, the dropdown will have the following options:
 - Any Day
 - Any Future Day
 - Within the past 5 days
 - Within the past 10 days
 - More than 10 days old

-
- If the second option is selected, the dropdown will have the following options and a date must be entered:
 - Before
 - On
 - After
 - If the third option is selected, the From and To dates must be entered.
3. SMRF / Renewal Due Date — SMRF / Renewal Due Date is the date when the SMRF / Renewal is due. For renewals, this would be the last day of the renewal month. For SMRFs, this would be the last day of the processing month (month 6). Any one of the following options can be selected.
- If the first option is selected, the dropdown will have the following options:
 - Any Month
 - Current Month
 - Any Future Month
 - Prior Month
 - Two months prior or before
 - If the second option is selected, the dropdown will have the following options and a date must be entered:
 - Before
 - On
 - After
 - If the third option is selected, the “From” and “To” dates must be entered.
 - If the Inbox Item Type “CHANGE” is selected, the SMRF / Renewal Due Date and Search by Program options will be disabled
4. Search by Program — This will be defaulted to “Any Program”.
- The dropdown would include the following options:
 - i. Any program
 - ii. Any of the programs checked below (OR)
 - iii. All of the programs checked below (AND)
 - iv. All of the programs checked below and only those programs (EXCLUSIVE AND)
 - v. All of the programs checked below and only those programs (EXCLUSIVE OR)
 - If the user selects an option other than “Any Program” the associated Program checkboxes become enabled. The Program checkboxes include:
 - i. Family Planning Waiver
 - ii. Health Care
 - iii. FoodShare
 - iv. Child Care
 - v. Medicare Premium Assistance
 - vi. Child Care with KC / FC
5. Has Related Unprocessed Items — This will be defaulted to “All”. This allows the worker to search for inbox items that have related unprocessed items in the Application or Change / SMRF / Renewal Inbox.

- An application, RFA or Page One is considered “Related Unprocessed” if it is in “Assigned” or “Unassigned” status and has one or more of the same individuals with an exact SSN match.
- A Change / SMRF / Renewal is considered “Related Unprocessed” if it is in “Received” status for the same case as the Change / SMRF / Renewal.

INBOX LISTING-VIEW CHANGE/SMRF/RENEWAL PAGE

The screenshot shows the 'Inbox Listing - View Change / SMRF / Renewal' page in the CARES Worker Web system. The user is A PALANIVEL with User ID XCTJ18. The search criteria are: County/Tribe: 40 - MILWAUKEE COUNTY, Assigned Worker: JX2189, Inbox Item Type: RENEWAL, and Received Date: After 09/01/2009. The table below lists search results with columns for Assigned Worker, Due Date, Received Date, Inbox Item Status, Case Number, Primary Person Name, Case Worker, Programs, Related Items, and Flag. A red arrow points to the 'Companion' flag in the row for Case Number 2000854524.

Select	Assigned Worker	Due Date	Received Date	Inbox Item Status	Case Number	Primary Person Name	Case Worker	Programs	Related Items	Flag
Select Next Inbox Item Meeting the Above Criteria (Received Status Only)										
<input type="radio"/>	JX2189	04/30/2009	09/22/2009	In Progress	2125656728	ROBLES, J	XCT138	FS,MPA	No	
<input type="radio"/>	JX2189	10/31/2009	09/22/2009	In Progress	6000855761	BROWN, M	JX2372	HC,FS,MPA	No	
<input type="radio"/>	JX2189	09/30/2009	09/17/2009	In Progress	2000854524	JOE, D			No	Companion
<input type="radio"/>	JX2189	03/31/2009	09/23/2009	In Progress	9124302899	JOHNSON, N	XCT199	FS,FPW	No	Companion
<input type="radio"/>	JX2189	04/30/2009	09/23/2009	In Progress	2125656728	ROBLES, J	XCT138	FS	No	
<input type="radio"/>	JX2189	09/30/2009	09/15/2009	In Progress	8000854384	MAN, R	XCTJ18	FS	No	
<input type="radio"/>	JX2189	10/31/2009	09/22/2009	In Progress	9124831590	DILLON, S	XCT138	HC,FS	No	
<input type="radio"/>	JX2189	10/31/2009	09/22/2009	In Progress	5000855752	BROWN, F	JX2372	HC,FS	No	

Flag: a flag will indicate ‘Companion’ if the case is connected to a companion case.

Once an item is selected from the listing the worker will be taken to the Summary Page of the renewal, SMRF or Change.

CARES Worker Web User ID: XCTH69 User Name: R BERKSHIRE Quick Select: CASE/RFA 11/07/2010

Navigation Menu

- Search
 - CARES Home
 - Search
 - Inbox Search
 - Unlinked Documents
- RFA / Case
 - Client Registration (0)
 - Case Summary
 - Case Comments
 - Application Entry (0)
 - Generate Summary
 - Instate Eligibility Determination
 - Eligibility
 - Post Eligibility
 - Confirmation Access
 - Query
 - Benefit Issuance
- Worker Tools
 - SSI-MA Administration
 - Worker Tasks
 - Case Management
 - Client Correspondence
 - Reference Tools
 - System Tools
 - Check My Benefits Worker View
 - CWW Suggestions
 - CARES Mainframe Access

Change / SMRF / Renewal Summary [Reset]

Inbox Item Information

Inbox Item Number: 4800107547
 Item Type: SMRF
 Due Date: 12/31/2009
 Received Date: 01/06/2010
 Assigned Worker: XCTK96
 Inbox Item Status: In Progress
 Inbox Item Details: [View](#)

Case Information

County / Tribe: MILWAUKEE COUNTY
 Language: ENGLISH
 Companion: NO
 Office: 5605
 Supervisor Unit: 236
 Case Number: 9700472094
 Case Worker: XCT266
 Secondary / Other Worker:
 Primary Person Name: WIFE SUMM-ONE

Related Submissions

Item Type	Number	Status	Filing Date/Received Date	Programs Requested
No data found.				

Worker Attention

Changes Reported	Changes Reported
Notes	County Change

Companion Case Information

Case Number:
 Case Worker:
 Primary Person Name:

What would you like to do?

Start/Continue Processing Inbox Item
 No Action Required on Inbox Item Reason:

Cancel **Next**

This page will allow the worker to view the summary of the Change / SMRF / Renewal in the Inbox Item Information section, the case information, related submissions and any flags set for worker attention. The “View” button on the page will bring up a PDF file that will contain the details of the request that was submitted by the client.

A new section, “Worker Attention” will display only for online SMRFs and Renewals. This section will show one or more of the following changes that were reported and will require worker action:

- Designated Payee: A Payee was named
- County Transfer: Customer reported a new address that is in a different county
- Notes: Members are able to add comments/notes on their Renewal or SMRF form. This flag indicates the member has entered notes on the form. The member notes will not display in CWW, so the worker will have to open the PDF to view them.

Once the worker has viewed the request and decided to process it, s/he will choose the “Start Processing Inbox Item” option and click the Next button. This will take the worker to the Case Summary page and change the status of the renewal / SMRF from “Received” to “In Progress”.

If no further processing is required for the Change / SMRF / Renewal request, the worker can choose the “No Action Required on Change / SMRF / Renewal” option. When this option is chosen the worker will then have to select a reason from the “Reason” dropdown and click the Next button. This will change the status of the Change / SMRF / Renewal request from “Received” to “No Action Taken” and redisplay the same page.

CASE SUMMARY PAGE

CARES Worker Web User ID: JX2189 User Name: G ANNYAPU Quick Select: CASE/RFA Go Help Logout

Primary Person: TONYA JONES 35F PP Case: 0000860409 Status: Open Mode: Ongoing 3,2 10/26/2009

Navigation Menu: Search, CARES Home, Unsubmitted Requests, Inbox Search, Unlinked Documents, RFA / Case, Client Registration (0), Case Summary, Case Comments, Application Entry (1), Case Information, Individual Demographics, Benefits/School, Individual Non Financial, Other Health Care Programs, Asset Information, Employment / Unemployment Queries, Employment, Unearned Income, Expenses, Medical, W-2/Child-Care, Generate Summary, Initiate Eligibility Determination, Eligibility, Post Eligibility, Confirmation Access

Case Summary [Reset]

The following events have occurred:

AE411: The Renewal '9700467996' has been linked to this case. Please select 'Process Renewal' and click Next to process the Renewal.

Summary Information

Primary Person: TONYA JONES 35F PP

Contact Information

County / Tribe of Residence: 40 - MILWAUKEE COUNTY
 Household Address: 245 W LINCOLN AVE, P O BOX 123, MILWAUKEE WI 532071115
 Phone: 608-222-2222

Office / Filing Information

Office: MILW CO REG 5 W-2.GOODWILL-EMPLOY SOLUTN (5605)
 Agency: 40 - MILWAUKEE COUNTY
 Assigned Worker: MUTHUKUMARASWAM P SUBRAMANIAN (XCTH40)
 File Location: IN - INTAKE
 Meets ESC Criteria?: No
 Caseload: 3000
 File Location Date: 11/01/2008

Case Information

Language: E - ENGLISH
 Last Review Date: Next Review Date: 09/30/2009
 Case Closed Date: Case Web Status: WEB

Associated RFA Information / ACCESS Application Information

Number	Agency	Contact Method	RFA Status	Contact Date	ACCESS App
0000860409	40	Walk-in	INDIVIDUALS PROCESSED	11/01/2008	

What would you like to do?

Workflow Options	Case Maintenance
<input type="radio"/> Continue with Driver / Navigate Through Completed Pages	<input type="radio"/> Reactivate Case
<input type="radio"/> Add Person	<input type="radio"/> Transition Mainframe Case to Web Case
<input checked="" type="radio"/> Process Renewal	<input type="radio"/> Initiate, Resume, or Terminate Simulation
<input type="radio"/> Record New Group Level Program Request	<input type="radio"/> Change Primary Person
<input type="radio"/> Process Group Level Program Request	<input type="radio"/> Make Case Confidential
<input type="radio"/> View / Record Six Month Report Actions	<input type="radio"/> Transfer Case
<input type="radio"/> Process linked ACCESS application	<input type="radio"/> Begin Intake Interview for Asset Assessment Case

Enter Begin Month for New Data: MM / YYYY

Add Case Comment [Next]

The “Begin Review” radio button has been renamed “Process Renewal”.

The “Process Renewal” button will be automatically checked for online renewals after the renewal has been linked to the case.

The “View / Record Six Month Report Actions” will be automatically checked when an online SMRF is selected from the inbox and linked to the case. When the worker clicks on the Next button s/he will be taken to the View / Record Six Month Report Actions page.

- Note: Two new options will now display on the information bar at the top of the page.
 - Action Items: When the ‘Action Items’ box is open, it will display actions items and alerts associated with the case. See CARES updates for more information.
 - Documents: When the ‘Documents’ box is open it will display unprocessed scanned items for scan first counties only. See Ops Memo 10-02 for more details.

View Six Months Report Actions

The screenshot shows the CARES Worker Web interface. The browser address bar displays <https://uat.cares.wisconsin.gov/>. The page title is "CARES Worker Web - Record Six Month Report Actions - Windows...". The user is logged in as R BERKSHIRE (User ID: XCTH69). The case is 9700472094, with a primary person of WIFE SUMM-ONE 40F PP. The status is Open and the mode is Ongoing. The date is 1/06/2010.

The navigation menu on the left includes options like Search, RFA / Case, Client Registration, Case Summary, Application Entry, Case Information, Individual Demographics, Benefits/School, Individual Non Financial, Other Health Care Programs, Asset Information, Employment / Unemployment Queries, Employment, Unearned Income, Expenses, Medical, W-2/Child-Care, Generate Summary, Initiate Eligibility Determination, Eligibility, Post Eligibility, Confirmation Access, and Query.

The main content area is titled "Record Six Month Report Actions". It features a green alert bar stating: "The following events have occurred: AE415 : Online SMRF for 'FoodShare' received on 01/06/2010." Below this is a form for recording actions with fields for Action Date (MM/DD/YYYY), Action Code, and Select Program(s) (FS - FoodShare, CC - Child Care). There are "Reset" and "Add" buttons.

A table titled "Review Six Month Report Actions" is displayed:

Action Date	Action Code	FS - FoodShare	CC - Child Care	Process Month	Update Worker ID
11/21/2009	SNT - Original Form Sent	✓		12/2009	
10/17/2009	RMD - Reminder Letter Sent	✓		12/2009	

At the bottom of the form, there is an "Add Case Comment" button and "Previous" and "Next" navigation buttons.

Because Online FoodShare SMRFs are always considered “complete”, the worker should update the action items to show the FS SMRF as “complete” as of the received date shown at the top of the page.

Application / Review Interview Details

The Interview type for FS/CC Online Renewal will be defaulted to “? – Pending Interview”. The code should be updated to the appropriate interview type at the time the interview is conducted.

The screenshot shows the CARES Worker Web interface. At the top, it displays user information: User ID: JX2189, User Name: G ANNYAPU, and Quick Select: CASE/RFA. The primary person is TONYA JONES 35F PP, with Case: 0000860409, Status: Open, and Mode: Ongoing. The date is 10/26/2009. The page title is 'Application / Review Interview Details'. A green banner states 'The following events have occurred:' followed by an event: AE416: Online Renewal for 'FoodShare, Child Care and Health Care' received on 10/26/2009. Below this is a table with columns: Request / Review Date, Program, Mode, Interview Type, and Last Updated. The table contains three rows: 10/26/2009 for FS - FOODSHARE (Review mode, ? - Pending Interview type), 10/26/2009 for CC - CHILD CARE (Review mode, ? - Pending Interview type), and 10/26/2009 for MA - HEALTH CARE (Review mode, A - ACCESS applicatio type). A red callout box points to the 'Interview Type' column with the text 'Will default to \"?- Pending Interview\".' Below the table is a date range selector with 'From Date' and 'To' fields, and a 'Go' button. At the bottom, there is an 'Add Case Comment' button, a 'Cancel' checkbox, and 'Previous' and 'Next' navigation buttons.

Request / Review Date	Program	Mode	Interview Type	Last Updated
10/26/2009	FS - FOODSHARE	Review	? - Pending Interview	
10/26/2009	CC - CHILD CARE	Review	? - Pending Interview	
10/26/2009	MA - HEALTH CARE	Review	A - ACCESS applicatio	

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/LA