



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, Section Chief
Technical Assistance, Training & Education
Bureau of Enrollment Policy & Systems
Division of Health Care Access and Accountability**

BEPS/DFS OPERATIONS MEMO					
No: 10-37					
DATE: 05/07/2010					
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 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					

SUBJECT: Employer Verification of Health Insurance (EVHI)

CROSS REFERENCE: Operations Memo 08-01
BC+ Handbook Chapter 7.0

EFFECTIVE DATE: May 7, 2010

PURPOSE:

This memo announces a change made to the Employer Verification of Health Insurance (EVHI) process for employers and related CWW changes.

BACKGROUND:

Since January 14, 2008, the mailing of the EVF-H form to the applicant/member was no longer triggered from CWW. The State has been sending a paper request for health insurance information directly to the employer. When the employer responds to the State with the information, it is entered into the EVHI database which auto-populates the health insurance access fields in CWW if the information is received within 60 days from the date the "Verify" button is clicked. An alert is then sent to the worker to run eligibility.

Beginning May 7, 2010, employers will be able to enter information about health insurance coverage using an online process. Because the online system is more flexible and dynamic, employers will be able to provide more complete and accurate information that will be updated in CWW much faster than the old process using the paper form.

NEW EVHI PROCESS:

Beginning May 7, 2010, there will be two changes to the EVHI process:

- (1) Employers will be able to send the health insurance information to the State using an online process;
- (2) Employer comments submitted to the EVHI database will be available in CWW for IM workers to view.

EMPLOYER ONLINE PROCESS

Beginning May 7, 2010, employers will receive a letter with a PIN number and will be asked to go to the ACCESS.WI.gov website to answer questions regarding if and how their company provides health insurance to their employees. Examples of letters the employer may receive through the EVHI system are:

[Attachment 1: General Request for Information letter](#)

[Attachment 2: Individual Employee Request for Information letter](#)

[Attachment 3: PIN Replacement letter](#)

Note: The existing EVHI F-10155 paper form has been made obsolete and replaced by two new forms:

- General Health Insurance Information Employer form, [F-10181 \(Attachment 4\)](#) and
- Individual Follow up Health Insurance Information form, [F-00246 \(Attachment 5\)](#).

These forms will only be available to employers who do not have access to the Internet by calling EVHI customer service at 1-866-710-2026. The attached examples are for your information only. Agencies should not print copies of these forms.

Based on answers provided by the employer, the EVHI database will designate the employer as one of the following two types:

1. **General Health Insurance Information Employer** – These employers can report general health insurance information about what their company offers to its employees using this new process. Once the employer reports general health insurance information through the ACCESS website for the first BadgerCare Plus applicant from that company, this information will be used for future BadgerCare Plus applicants employed by that company for the next 12 months.
2. **Individual Follow Up Employer** – These employers are not able to report general health insurance information for their company because coverage offered to employees varies. For example, a small company may base each employee's premium on his/her health status, age, and gender or a large company's employees may get insurance through their union. Employers will be provided the names of individuals applying for BadgerCare Plus and will be asked to give us information for each individual employee.

The designation of employer into either of these categories does not affect how the interaction between CARES and the EVHI database works. It only makes it easier for employers to report information.

The EVHI unit will be able to view the employer PIN number the day after the "Verify" button has been clicked if the employer's name, address and FEIN were entered on the employment screen. If the employer has an urgent reason to go online to report the health insurance information prior to receiving the PIN letter in the mail, the employer can call the EVHI customer service number at 1-866-710-2026 to ask for their PIN.

EMPLOYER COMMENTS

Comments entered by employers about their health insurance offerings will be available in the CWW employment page, under the EVHI insurance pop-up window. These comments should provide useful information that cannot be captured by an automatically updated database.

CWW SYSTEM CHANGES:

Effective May 7, 2010:

NEW PO CODE (PROCESS OVERRIDE)

The "PO" code is a new, worker enterable code designed specifically to be used when the case must be processed timely and the employer's response to the EVHI request has not yet been received either by the 30 or 10 day processing timeline and the employment page for access to health insurance has not been updated with the "EV" or "UN" codes. The PO code will appear in the dropdown choice after the worker clicked the "Verify" button, the "?"s are populated to the page, and the case is processed past the employment page.

Family Major Medical Insurance Access For BadgerCare Plus

Effective Period
 • Begin Month: 04 / 2010 Last Update
 Delete Reason: [dropdown]

HIPP Details
 • Cooperating with Health Insurance Premium Payment (HIPP)? Y - Yes [dropdown]

EVHI Database Verification / Query
 Last Verified: 04/09/2010 [Verify] [icon]

State Employee
 • Does this employee have access to the state employee health plan? ? - Unknown [dropdown]

Current Access
 • Can this employee apply for health insurance through this employer and have coverage within the next 3 months? ? - Unknown [dropdown] Verification: ? - QUESTIONABLE [dropdown]
 If yes, will the employer pay at least 80% of the premium? ? - Unknown [dropdown]
 ? - QUESTIONABLE
 EV - EMPLOYER VERIFIED
PO - PROCESS OVERRIDE
 UN - UNAVAILABLE
 WV - WORKER VERIFIED

Individuals Who Have Current Access
 TEST CUSTOMER 40F PP TEST

Past Access
 • Could this employee have signed up for health insurance through this employer within the last 12 months? ? - Unknown [dropdown] Verification: PO - PROCESS OVERRIDE [dropdown]
 If yes, would the employer have paid at least 80% of the premium?

Individuals Who Have Past Access

In this case, the EVHI response was not received by the end of the application processing period. The worker has returned to the Employment page and is now able to select the new 'PO' code in order to finish processing the request.

As shown here, the worker will leave the original '?' marks that were returned by the system in all fields to the left when the new 'PO' code is used.

EVHI Verification Code	Code Descriptions
“?” (QUESTION)	This code is auto-populated in CWW when the “Verify” button is clicked and the EVHI database does not have the employer’s health insurance information on file. The “?” will then trigger the EVHI letter to be sent to the employer, set the 30-day clock for the employer to go online to report the health insurance information.
“EV” (EMPLOYER VERIFIED)	This code is auto-populated when the “Verify” button is clicked and the EVHI database has the employer’s health insurance information on file.
“UN” (UNAVAILABLE)	This code is auto-populated when the EVHI database does not get a response from the employer and the employer’s 30-day clock has expired.
“WV” (WORKER VERIFIED)	<p>The only time the “WV” code should be used is when the member or the worker has actually verified the health insurance information with the employer on the same day the “Verify” button was clicked. The verification obtained should be documented in case comments and/or the Electronic Case File. Using this code any day after the “Verify” button is clicked will cancel all requests sent to the EVHI database and the EVHI database will not return any employer health insurance information back to CWW once the database is updated.</p> <p>If the employer health insurance access is verified any day after the “Verify” button was clicked, use the “PO” code to process the case as outlined below.</p>
“PO” (PROCESSING OVERRIDE)	<p>This is a worker enterable code designed specifically to be used when the case must be processed timely and the employer’s response has not yet been received. The use of this code will not prevent the EVHI database from updating the verification fields with the “EV” or “UN” code once the information has been returned by the employer. As long as the employer provides health insurance information within 365 days of the original letter sent to them, CWW will be updated with the information provided.</p> <p>Note: Use the “PO” code when either the 30 or 10 day processing timeline is due and the employment page for health insurance access has not updated with the ‘EV’ or ‘UN’ codes. The “PO” can also be used when the applicant has an urgent medical condition and the employer health insurance access has been verified by the worker or applicant any day after the “Verify” button was clicked if all other conditions of eligibility are met. This will ensure that request sent to the EVHI database is not canceled.</p>

CWW INSURANCE UPDATE TIMELINE

The EVHI database will now update health insurance information in CWW on a daily basis when employer information is provided within 365 days from the day the employer received the request for information. The alert “430 HI ACC Updated – Run Elig” will be generated to tell the worker to run eligibility for the case when the EVHI information has been updated. Workers should run eligibility and take the appropriate action.

Example: A BadgerCare Plus family application with household income over 150% of FPL is filed on June 1, 2010. An EVHI PIN letter is mailed out to the employer. On June 30, 2010, the EVHI unit hasn't received any information from the employer, and the CWW Employment Page still has "?" codes for health insurance access verification. Assuming all other eligibility rules were met, the agency uses the "PO" code and approves eligibility for BadgerCare Plus.

On August 1, 2010, the employer provides health insurance information stating the employer pays 80% of the premium and open enrollment was in July 2010. CARES alert "430 HI ACC Updated – Run elig" is generated to the worker. When the worker runs eligibility the BadgerCare Plus will close effective August 31, 2010, due to current access. (The coverage would have begun within three calendar months from June 2010.)

If the agency had this information by June 31 2010, the applicant would have been denied BadgerCare Plus for access to health insurance. No benefit recovery should be initiated for the benefits issued from June through August.

CASE COMMENTS BY EMPLOYER

Comments entered by employers about their health insurance offerings can be view by IM workers under the EVHI insurance pop-up window. These comments should provide useful information that cannot be captured by an automatically updated database.

The screenshot displays a web interface titled "Employer Reported Health Insurance Access Information". A red box highlights a "Comments" section containing the text: "04/23/2010: WORKER 68 - Employer May offer Affordable Insurance in future". A red callout box points to this comment with the text: "Workers will be able to view Employer comments here." Below the comments, the interface shows "Major Medical Health Insurance Details" including an "Effective Period" from 01/01/2009 to 12/31/2009, an "Annual Open Enrollment Begin Month" of 09/01, and a "Summary" section with FEIN: 267974891 and Employer Name: PCR41531 EMP TEST. A "Premium Details" table is also visible at the bottom.

Type	Total Premium	Premium Paid by Employer	Percentage Paid by Employer
Employee only	\$200.0	\$150.0	75%
Employee + Child(ren)			
Employee + Spouse			
Employee + Family			

FEDERAL EMPLOYER IDENTIFICATION NUMBER (FEIN)

It is extremely important that the IM workers complete the employer's FEIN number on the employment screen to CWW auto-populate the address and phone number for EVHI. If the FEIN number is not found or can not be matched up to, the employer's physical address and phone number where the employee reports to work everyday should be completed on the employment page. If this information is left blank or incomplete, the EVHI database will not be able to send a letter to the employer to request the information, and staff from the EVHI unit may need to contact the assigned IM worker to obtain the additional information.

Example, Subway, Madison, WI, this employer cannot link to any Subway employer in the database and no letter is sent out. Thus, no health insurance information will ever come back to CWW.

WI Employer Number:	<input type="text"/>	FEIN:	<input type="text" value="391782599"/>	<input type="button" value="Q"/>
* Employer Name:	<input type="text" value="SWEET PEAS INC"/>			
Address:	<input type="text" value="304 E BADGER ST"/>			
City:	<input type="text" value="WAUPACA"/>	State:	<input type="text" value="WI - WISCONSIN"/>	
ZIP:	<input type="text" value="54981"/> - <input type="text" value="0591"/>	Phone:	<input type="text" value="715"/> <input type="text" value="258"/> <input type="text" value="8909"/>	
Fax:	<input type="text"/>			

The FEIN is very important!

*Tip: >Check the Employment / Unemployment Queries page for a FEIN.
>Use FEIN find tool.*

>Contact your customer when a FEIN is not found and obtain address and phone number of their employer.

Caution:

When FEIN and/or address and phone number are not entered onto the Employment page, a worker from EVFHI may contact the assigned worker to obtain the additional information.

Employment Desc	
* Employee Type:	<input type="text"/>
* Employment Type:	<input type="text"/>
* Begin Date:	<input type="text"/>
First Pay Check Date:	<input type="text"/>
* Employment Ended?	<input type="text"/>
Employment End Date:	<input type="text" value="MM/DD/YYYY"/>
Verification:	<input type="text"/>

ATTACHMENTS:

- [General Request for Information letter \(Attachment 1\)](#)
- [Individual Employee Request for Information letter \(Attachment 2\)](#)
- [Pin Replacement letter \(Attachment 3\)](#)
- [F-10181 \(Attachment 4\)](#)
- [F-00246 \(Attachment 5\)](#)

CONTACTS:

BEPS 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, BC+ Core – BadgerCare Plus Core, 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/BEPS/MA/PH