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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: Vicki Jessup, Policy Section Chief
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Division of Health Care Access and Accountability**

BEPS/DFS OPERATIONS MEMO					
No: 10-56					
DATE: 7/20/2010					
FS <input checked="" type="checkbox"/>	MA <input checked="" 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: Processing Returned/Undeliverable Mail

CROSS REFERENCE: BadgerCare Plus Handbook, Section 27.2
Medicaid Handbook, Section 12.1
Operations Memo 09-24

EFFECTIVE DATE: Immediately

PURPOSE:

This memo is intended to clarify the process agencies must follow when they receive returned/undeliverable mail for household's receiving Health Care and/or FoodShare benefits.

BACKGROUND:

Operations Memo 09-24 was issued to clarify the difference between the verification policies for address, household composition, and State residency. This memo included direction on the process to follow when Wisconsin residency is determined questionable after mail is returned to the agency as 'undeliverable with no known forwarding address'. It has come to the Department's attention that additional direction is needed related to this process. In addition to the process steps listed in Operations Memo 09-24, agencies should also attempt to contact the customer to obtain his/her new address prior to taking steps to pend a case due to receipt of returned mail.

POLICY CLARIFICATION:

Wisconsin residency is an eligibility factor for Health Care and FoodShare. Since it is residency and not household address that impacts eligibility, agencies must make a valid effort to avoid negatively impacting member's eligibility due to actions taken after receiving undeliverable mail.

CARES:RETURNED MAIL WITH FORWARDING ADDRESS

If mail is returned as undeliverable that lists a forwarding address located in Wisconsin, residency is not questionable and the case may be updated with the new address without additional verification.

If the agency receives returned mail that lists a forwarding address located outside of Wisconsin, the agency should update the case with the forwarding address, update the 'Resides in WI' field to 'No' on the Current Demographics page for the primary person using the current Begin Month, initiate eligibility, and confirm the case closure as appropriate.

RETURNED MAIL WITH NO KNOWN FORWARDING ADDRESS

If mail is returned to the agency with no known forwarding address, Wisconsin residency becomes questionable. The agency must attempt to contact the member to determine his/her current state of residence. All attempts to obtain a member's current address in order to determine Wisconsin residency must be documented in case comments. Suggested methods to obtain a member's address include the following:

- Contact the member using all of the most recently provided email and phone contacts to request the updated address. Check the case record, including ECF, to make sure that all outstanding documents and change reports listing updated contact information has been recorded in CWW. If the agency is successful in reaching the customer, accept the customer's statement regarding the new address and update CWW appropriately. Verification should be requested only if the agency determines that the customer's statements cause state residency to continue to be questionable.
- If applicable, check work program case comments and/or KIDS to determine if an address change has been recorded in any of these systems.
- If applicable, check data exchanges to see if an address update has been recorded with the Social Security Administration or Unemployment.
- Perform a free online address search or reverse phone lookup using a site such as <http://www.addresses.com/> or <http://www.yellowbook.com>
- If applicable, query Wisconsin Circuit Court Access case details for any recent court cases listing an updated address.

If the agency is unable to obtain the member's current address to determine Wisconsin residency after attempting at least two of the above suggestions, the worker must document the attempts and take the following actions:

- Enter a “?” in the Loss of Contact field on the General Case Information page to pend FS. Enter a “Q?” in the Address Verification field on the General Case Information page to pend health care.
- Add text to the FS verification checklist via CNIN to explain to the customer what information needs to be clarified (that current household address information is needed and that state residency requires verification).

If information is provided by the customer, make the necessary updates to the case. If there is no response from the customer by the verification due date, update the Loss of Contact field with a “Y”, enter a “QV” in the Address Verification field, initiate eligibility, and confirm the case closure as appropriate.

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/ME