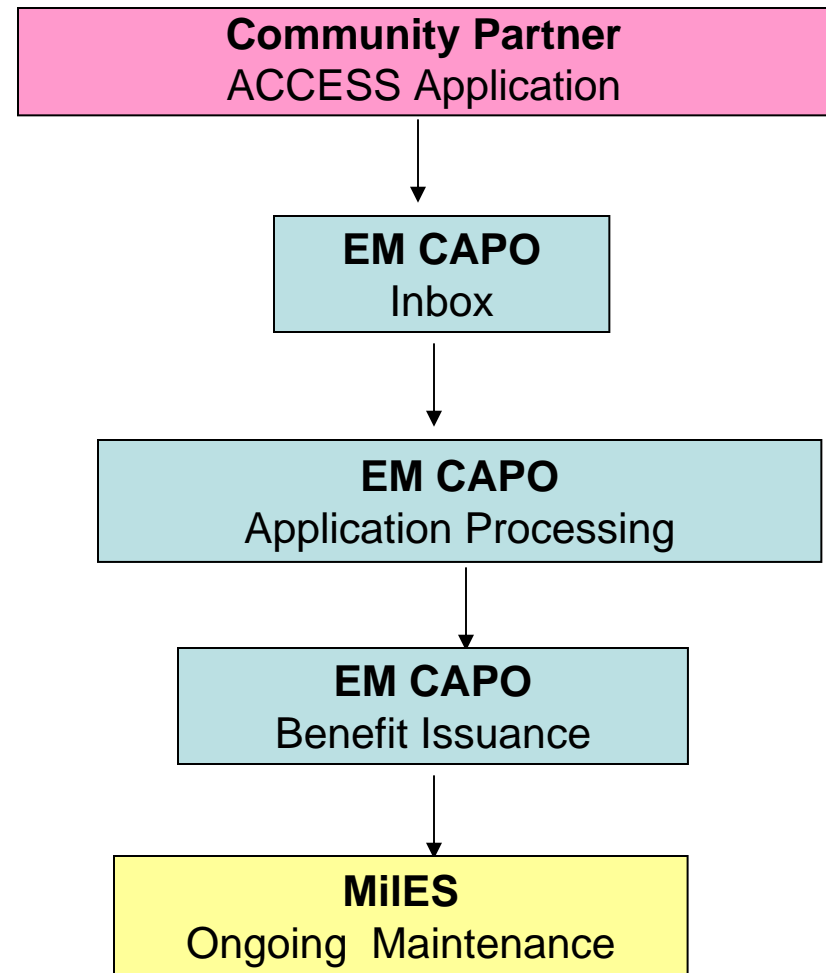


# EM CAPO

Best Practices for Successful  
Partnerships

# EM CAPO Workflow Model

- The intent of the EM CAPO is to process applications for BadgerCare Plus and FoodShare from community partners. The applications are submitted via ACCESS from the Community Partner to the EM CAPO, where they are processed and eligibility is determined and confirmed. The ongoing case is assigned to MiES.
- Applications are directed to the EM CAPO when a Community Access Point (CAP) number is attached to the application, and that CAP number is attached to XCP052.



# EM CAPO Statistics

**377** cases processed in June 2009 including 239 new applications (also baby adds, changes, and problem resolutions)

## **Cumulative Application Processing**

- **4789** applications received since February 2008
- **4647** applications confirmed/benefits issued as appropriate
- **4006** approved for BC+ and **1163** approved for FS benefits also
  
- **Customer Service – Monthly Phone Calls for May 2009**
- *Community Partner Line*
- 793 calls
- Average talk time 3:13 minutes
- 91% of calls answered in 30 seconds or less
- *Customer Line*
- 186 calls
- Average talk time 3:27
- 90% of calls answered in 30 seconds or less
- **\*\*\*Note:** additional screening takes place by email, reducing approximately 20 calls per week to Community Partner line.

# What Makes the EM CAPO Process a “Best Practice”?

- Development of efficient and effective partnerships with Community Based Organizations (FQHC, Public Health Clinics, Hospitals)
- Attention to Customer Service
- Customized forms, training, and communication

# Partner Responsibilities

- Meet with customer/patient face to face to complete application
- Contact EM CAPO prior to starting application to ensure a new application is appropriate.
- Contact EM CAPO by phone with customer present when application includes a request for FoodShare.
- Give supporting materials to customer/patient (child support notices, EBT card, fact sheets)
- Collect any verification needed from customer/patient and submit to EM CAPO via fax machine.
- Collect and submit BadgerCare Plus premium payments if appropriate.

# EM CAPO Responsibilities

- Conduct initial screening phone call and advise clinic on how to proceed with application.
- Conduct FoodShare interview when appropriate.
- Receive and process application.
- Provide customer/patient and community partner an explanation of any verification items needed to complete processing.
- Make a determination of eligibility and notify the community partner and customer/patient.

# Tips for Successful Partnerships

- **Meet your partners**

- Meet face to face with partners at their agencies prior to start up to complete an assessment of their logistics, anticipated volume, and experience with ACCESS

- **Provide Training**

- Provide walk through of the application process, including explanation of program policies, verification requirements, and partner/customer/EMCAPO responsibilities. We divided into small groups and worked through application scenarios

- **Communicate**

- EM CAPO provides an 800 number exclusively for partner agency use that is staffed from 8:00-4:30 Monday-Friday. We also have a group email address that is monitored by all staff so emails aren't neglected in the absence of a particular worker

- **Appreciate successful outcomes**

- Provide positive feedback to partners when quality information is provided. Work through difficult situations together.

# Examples

- Following are some examples of documents we use for partner communication and training

## **COMMUNITY PARTNERS**

### **Important Things to Remember**

Follow these instructions when assisting a customer completing an ACCESS application. These applications will be sent to and processed by the Central Application Processing Operation (CAPO) in Madison, not Milwaukee County.

#### **Before the ACCESS application**

Before you start an ACCESS application, please call EM CAPO at 1-xxx-xxx-xxxx to find out if your customer is already receiving services or may have already submitted an application within the last 30 days. CAPO will also be able to tell you what documents have already been received for this customer such as verification of citizenship and identity which are only required to be verified once.

#### **During the ACCESS application**

It is critical that complete and accurate information is entered in the ACCESS application. This will make processing the application quicker and more accurate.

- Answering all questions in the ACCESS application as completely as possible will reduce the amount of follow up contact required from the applicant.
- In the event that follow up is needed directly with the customer, please be sure to obtain complete contact information, phone numbers and the best time to reach the applicant at that number.

In addition, for BadgerCare Plus, please be sure to:

- Answer the questions about tribal membership
- Answer the questions about “youths exiting out-of-home care”.

For FoodShare applications, please be sure to indicate the following when completing the section on doing a FoodShare Interview:

- Check the “By phone” indicator when asked “Would you prefer to talk with a worker on the phone or in person?”
- Select “Other – I am unable to go to the local agency because ”Type in “agency out of town”
- This will allow us to conduct a phone interview with the customer, rather than require a face-to-face meeting. This phone interview should be completed as soon as possible especially if the customer is eligible for priority service for FoodShare. If it is at all possible, this phone interview should be completed while the customer is still at your agency.

#### **After the ACCESS application**

Please remember, when faxing documents to CAPO, the ACCESS tracking number must be on the FAX Cover Sheet and on each of the documents that go along with this application.

If the customer submits documents to you later, please remember to write the ACCESS tracking number on each of these documents so that we can match them to the appropriate case.

Give the customer the “Customers - Important things to Remember” fact sheet to know where to send any additional documents requested during the application process.

**\*\* Important \*\***  
**Understanding your ACCESS application and  
What happens next?**

- Your ACCESS application is being processed by the State of Wisconsin's Central Application Processing Operation (CAPO) located in Madison, not at Milwaukee County.
- If you are notified that there is information or types of proof still needed to process your application, please take the needed documents or provide the information promptly to the health clinic that assisted you with your ACCESS application.
- The staff person from the health clinic is your primary contact during this process and will work with you to gather types of proof necessary for the CAPO to process your application.
- The staff person will work with you until you have received your Notice of Decision.
- If you have any questions about this process or have changes to report before you receive your Notice of Decision, please contact the health clinic where you applied.
- After you receive your Notice of Decision, your case will be transferred to Milwaukee County.
- After your case has been transferred to Milwaukee County, please report changes directly to Milwaukee County Dept. of Health and Human Services. You may also report changes using ACCESS online at <https://access.wisconsin.gov> .
- **Note:** Until your application is processed, **DO NOT** send or take any documents to any Milwaukee County office. If the documents go to Milwaukee County, your application may be delayed because you did not apply there.

# BadgerCare Plus Premium Collection Process

- Sometimes, an individual will need to pay a premium in order to become eligible for BadgerCare Plus. This is determined by their income level.
- When someone owes a premium, EM CAPO sends them a letter that explains how much the premium is, what months it is for, and when it is due. It also instructs them to take the premium payment back to the agency that helped them apply.
- The individual will come to your office with a check, money order, or cashier's check (no cash) for their premium.
- ***Steps for Processing the Premium Payment***
  - Complete a premium coupon.
  - Photocopy the coupon and payment.
  - Fax the coupon and payment to EM CAPO.
  - Put the coupon and payment in envelope provided and mail to EDS.
- This process is critical, because benefits cannot be issued until the initial premium payment has been made. You are not responsible for collecting ongoing premiums, and neither is EM CAPO. The individual will send those payments directly to EDS, or may choose to have an EFT or payroll deduction set up.

# Other Forms

- Customer Information and Required Forms for Badger Care Plus and FoodShare
- Important Links
- Customer Materials Checklist for BC+ and FoodShare
- FoodShare Phone Interview (for use with complete ACCESS or mail-in applications)