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TO: **Economic Support Supervisors  
Economic Support Lead Workers  
Training Staff  
Child Care Coordinators  
W-2 Agencies  
Workforce Development Boards  
Job Center Leads and Managers**

FROM: Amy Mendel-Clemens  
Technical Assistance, Training & Education  
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Bureau of Eligibility Management  
Division of Health Care Financing

BEM/DWS OPERATIONS MEMO					
No:	05-20				
DATE:	06/16/2005				
FS	<input checked="" type="checkbox"/>	MA	<input checked="" type="checkbox"/>	SC	<input type="checkbox"/>
CTS	<input type="checkbox"/>	CC	<input checked="" type="checkbox"/>	W-2	<input checked="" type="checkbox"/>
FSET	<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	EP	<input type="checkbox"/>	★
<b>PRIORITY: HIGH</b>					

**SUBJECT: Functional Screen Information Access Being Added to MCI**

**CROSS REFERENCE:** Operations Memo 05-01

**EFFECTIVE DATE:** June 20, 2005

### **PURPOSE**

Effective June 17, 2005, Functional Screen Information Access (FSIA), the Wisconsin public assistance program that collects information on Long-Term Care (LTC) requests, will begin using Master Customer Index (MCI) for individual data validation. With this change, workers using the CARES system, will see a new field on CARES Mainframe screen CRIS and new values will appear on the Individual Clearance List page in CARES Worker Web (CWW). You may also begin to see matches returned on individuals known to MCI (though FSIA) which are not known to CARES.

### **BACKGROUND**

The Master Customer Index (MCI) was built to accommodate the exchange of customer information between public assistance systems. It allows multiple systems to share a single, unique identifier for an individual so that when information about an individual is exchanged, we are sure it is the same individual. Beginning in June 2005, FSIA will start using MCI for validation purposes.

**NEW PROCESS**

Effective June 20, 2005, a new field will be displayed on CARES Mainframe screen CRIS. The new field indicates if the individual's name is: S = SAME (known to CARES with the same name), D = Different (known to CARES but with a different name), or N = Not (Not found in CARES).

**Example 1**

Mary Jones, with [REDACTED], presents herself at the county agency, requesting Medical Assistance. When Mary received assistance in the past, she was known as Mary Smith. She has recently gotten married and changed her name to Mary Jones.

CRIS		INDIVIDUAL CLEARANCE LIST				05/20/05 10:37		
AGENCY: 40		RFA : 7000598778		WORKER: XCTA69		XCTA65 Y NAGARIMADU		
PIN : 700								
	FIRST	MI	LAST	SUF	DOB	S		
	MARY		JONES		05 05	F		
S	S	FIRST	MI	LAST	SUF	NT	DOB	S SCORE CARES
9	MARY		JONES		1	05 05 1955	F	100 D
_	MARY		JONES		1	05 06 1955	F	90 N

In the example above, Mary is known to CARES, on an old, closed case, as <MARY SMITH> with [REDACTED]. Mary is also known in MCI (from another program) as <MARY JONES>, with the [REDACTED]. During the clearance process, you would select <MARY JONES> as the match because the match is 100% based on the verified SSN data in CARES. The <D> under the <CARES> field indicates that she was previously known to CARES with a different name (Mary Smith).

**Example 2**

Had Mary stated her name was Mary Smith, CARES would display the following:

CRIS		INDIVIDUAL CLEARANCE LIST				05/20/05 10:37		
AGENCY: 40		RFA : 7000598778		WORKER: XCTA69		XCTA65 Y NAGARIMADU		
PIN : 708191								
	FIRST	MI	LAST	SUF	DOB	S		
	MARY		SMITH		05 05 1955	F		
S	SSN	FIRST	MI	LAST	SUF	NT	DOB	S SCORE CARES
	MARY		SMITH		1	05 05 1955	F	100 S

CWW MCI Clearance with SSN

On the CWW Individual clearance results page, you will begin seeing “Different”, “Same”, and “Not Found” under the “Name in CARES is” field.

**Current View for Different**

In this example, the current view of the Individual Clearance List page will show the following:

User ID: XCT752 User Name: V GNANAMANI Quick Select: CASE/RFA Go Help Logout  
 Primary Person: MARY JONES 50F PP RFA: 5000592255 Status: CR Complete 05/25/2005

Individual Clearance List Reset

	%	First Name	MI	Last Name	Suffix	Birth Date	Gender	Alias/Name Type	Name in CARES is
		MARY		JONES		05/05/1955	Female		
99		MARY		JONES		05/05/1955	Female	Primary	Different

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**Current View for Same:**

Should Mary have presented herself as Mary Smith, the current view of the Individual Clearance List page would show the following:

User ID: XCT752 User Name: V GNANAMANI Quick Select: CASE/RFA Go Help Logout  
 Primary Person: MARY SMITH 50F PP RFA: 5000592255 Status: CR Complete 05/25/2005

Individual Clearance List Reset

	%	First Name	MI	Last Name	Suffix	Birth Date	Gender	Alias/Name Type	Name in CARES is
		MARY		SMITH		05/05/1955	Female		
99		MARY		SMITH		05/05/1955	Female	Primary	Same

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**Current View for Not Found:**

Had Mary Jones presented herself without providing an SSN, the current view of the Individual Clearance List page would show “Not Found” in the “Name in CARES is “ field because Mary Jones is not known to CARES.

User ID: XCT752 User Name: V GNANAMANI Quick Select: CASE/RFA Go Help Logout  
 Primary Person: MARY JONES 50F PP RFA: 5000599551 Status: CR Complete 05/25/2005

Individual Clearance List Reset

	%	First Name	MI	Last Name	Suffix	Birth Date	Gender	Alias/Name Type	Name in CARES is
		MARY		JONES		05/06/1955	Female		
99		MARY		JONES		05/06/1955	Female	Primary	Not Found

Previous Next

## **CONTACTS**

BHCE CARES Information & Problem Resolution Center

★Program Categories – FS – FoodShare, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp 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.

DHFS/DHCF/BEM/JE