

DEPARTMENT OF WORKFORCE  
DEVELOPMENT  
Secretary Roberta Gassman  
201 East Washington Avenue  
P.O. Box 7946  
Madison, WI 53707-7946  
Telephone: (608) 266-7552  
FAX: (608) 266-1784  
www.dwd.state.wi.us



State of Wisconsin  
Governor Jim Doyle

DEPARTMENT OF HEALTH AND  
FAMILY SERVICES  
Secretary Helene Nelson  
1 West Wilson Street  
P.O. Box 7850  
Madison, WI 53707-7850  
Telephone: (608) 266-9622  
FAX: (608) 266-7882  
www.dhfs.wisconsin.gov

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  
Section  
Bureau of Eligibility Management  
Division of Health Care Financing

BEM/DWS OPERATIONS MEMO					
No:	05-33 Amended (9/9/05)				
DATE:	09/08/05				
FS	<input checked="" type="checkbox"/>	MA	<input checked="" type="checkbox"/>	SC	<input checked="" type="checkbox"/>
CTS	<input checked="" type="checkbox"/>	CC	<input type="checkbox"/>	W-2	<input 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: **Temporary Policies for FoodShare, Medicaid/BadgerCare, Senior Care,  
Caretaker Supplement for Hurricane Katrina Evacuees**

**CROSS REFERENCE:** FSH 7.2.1  
MEH 7.1.7.4

**EFFECTIVE DATE:** August 29, 2005

**PURPOSE**

Both the Food and Nutrition Service (FNS) and The Centers for Medicare and Medicaid Services (CMS) are providing policy guidance that enables State agencies to better serve people who have evacuated from disaster areas as a result of Hurricane Katrina and are applying for Medicaid, FoodShare and/or SSI Caretaker Supplement benefits. Evacuees include individuals and families evacuated by governmental and nongovernmental organizations, family, friends and/or who have left the disaster area on their own.

These temporary policies are in effect until further notice for new applications and apply to evacuees from areas devastated by Hurricane Katrina including counties and parishes in the Gulf Coast region in Alabama, Louisiana, and Mississippi (see below). The unprecedented damage from Hurricane Katrina has made it necessary for people to leave the states where they have resided.

We will continue to keep you updated as information from federal sources is provided to us regarding program policies and procedures.

<b>List of Areas Affected by Hurricane Katrina</b>	
<b>Alabama</b>	Baldwin, Clarke, Choctaw, Mobile, Sumter, and Washington Counties
<b>Louisiana</b>	The parishes of Acadia, Ascension, Assumption, Calcasieu, Cameron, East Baton Rouge, East Feliciana, Iberia, Iberville, Jefferson, Jefferson Davis, Lafayette, Lafourche, Livingston, Orleans, Pointe Coupee, Plaquemines, St. Bernard, St. Charles, St. Helena, St. James, St. John, St. Mary, St. Martin, St. Tammany, Tangipahoa, Terrebonne, Vermilion, Washington, West Baton Rouge, and West Feliciana
<b>Mississippi</b>	Adams, Amite, Attala, Chickasaw, Choctaw, Claiborne, Clarke, Clay, Copiah, Covington, Forrest, Franklin, George, Greene, Hancock, Harrison, Hinds, Itawamba, Jackson, Jasper, Jefferson, Jefferson Davis, Jones, Kemper, Lamar, Lauderdale, Lawrence, Leake, Lee, Lincoln, Lowndes, Madison, Marion, Monroe, Neshoba, Newton, Noxubee, Oktibbeha, Pearl River, Perry, Pike, Rankin, Scott, Simpson, Smith, Stone, Walthall, Warren, Wayne, Webster, Wilkinson, and Winston Counties.

The following telephone numbers can be used to assist Hurricane Katrina evacuees in obtaining information regarding their benefits.

<b>CONTACT NUMBERS</b>		
Alabama	FS – 1-866-465-2285 or  MA – 1-800-362-1504	To request a replacement EBT Card or obtain EBT Card Number:  <b>1-866-465-2285</b>
Louisiana	FS – 1-888-524-3578 (Disaster Support Line)  MA - 1-888-524-3578 (Disaster Support Line)	To obtain EBT Card Number 1-866-334-8304 (toll free state help line) <b>1-888-997-1117</b> <b>1-888-524-3578</b>  Non-toll free Numbers 1-225-925-7251 1-225-925-7252 1-225-925-7253 1-225-925-7255 1-225-925-7246  For PIN number information: 1-888-997-1117 (JP Morgan help line)
Mississippi	FS and MA - 1-800-948-4060	To request a replacement EBT Card or obtain EBT Card Number:  1-866-449-9488

### **TEMPORARY POLICY CHANGES FOR MA/FS/CTS**

#### ACCESS AND INFORMATION

Local IM agencies must assure evacuees have easy access to application processing staff to submit Medicaid, FoodShare and CTS applications. In addition to the usual procedures, in some circumstances, this can be accomplished by sending staff on-site to the evacuation, reception or shelter sites, conducting home visits, etc. Whether or not an agency provides service on-site, information regarding the programs must be made available to the evacuation

sites, including the FoodShare Eligibility and Benefits brochure, the Wisconsin Medicaid Program Eligibility and Benefits brochures, the new program fact sheets written for evacuees (see attached), as well as program application forms that have been revised to include a question regarding evacuee status (see attached).

#### APPLICATION PROCESSING

FoodShare and Medicaid applicants who identify themselves as Katrina evacuees will be given priority status by local IM agencies. Provide same day application interviews and determine eligibility in CARES. Provide benefits as soon as possible, but no later than seven days of receipt of a signed Combined Application Form (CAF) or an EBD, Family Medicaid/BadgerCare or FoodShare application form.

#### VERIFICATION

Verification of mandatory and questionable items will not be pursued for Katrina evacuees. Self-declaration of all information will be accepted. Use the **AF** verification code. Document the applicant is a Katrina evacuee using the Hurricane Katrina Evacuee Information Form (HCF 10170) attached to this memo.

#### **Exceptions:**

1. Alien/immigration status should be verified through the SAVE process. When this cannot be done because the applicant has no documents, s/he should be referred to the US Bureau of Citizenship and Immigration Services office in Chicago to obtain new copies of his/her alien registration cards. In the meantime, accept his/her declaration of immigration status and determine eligibility accordingly. Do not delay or deny eligibility while waiting for him/her to obtain verification.

#### [US Bureau of Citizenship and Immigration Services](#)

ATTN: Immigration Status Verifiers  
10 W. Jackson Blvd.  
Chicago, IL 60604  
(312) 385-1702

USCIS National Customer Service Center  
1-800-375-5283

2. Disability verification policies are not changing at this time. Additional information will be provided in a subsequent Operations Memo.

#### STATE RESIDENCE

Katrina evacuees need only be physically present to be considered residents for Medicaid, FoodShare and CTS eligibility purposes. They do not have to state an intent to reside.

#### TEMPORARY ABSENCE

- Apply temporary absence policy to applicants who are parents separated from their natural or adoptive children.
- Anyone can apply on behalf of a child separated from his/her parent(s). This also applies to BadgerCare cases with evacuated individuals.

INCOME AND ASSETS

Income and asset rules are not changing. Applicants must still meet the income and asset limits for the programs. However, since some evacuees may not have access to their income and assets (i.e. a bank card was lost or isn't working); consideration should be given concerning the availability of any income and assets before counting them.

The charitable donation policy has not changed.

**Exception:** The Department of Homeland Security's Federal Emergency Management Agency (FEMA) is assisting individuals severely impacted by Hurricane Katrina by distributing ATM cards with a \$2000 balance. This emergency assistance is provided to help with disaster needs such as transportation, clothing, food, and rental and other housing accommodations.

Assistance from FEMA is received under the Disaster Relief and Emergency Assistance Act and is totally exempt as both income and assets for FoodShare, CTS and all categories of EBD and Family Medicaid/BadgerCare.

CERTIFICATION PERIODS

Certification periods for cases processed under these guidelines should be set for the application month plus three months. Update the review date on AGOR to reflect the adjusted certification period.

MA SPECIFIC POLICIESBACKDATING

Medicaid can be backdated to the date of arrival in Wisconsin. There is no backdating allowed for BadgerCare.

HMO ENROLLMENT

Evacuees are exempt from the requirement to enroll in an HMO.

SSI RECIPIENTS:

Recipients of SSI in Alabama, Louisiana, and Mississippi are eligible for Medicaid in Wisconsin. However, since MA benefits for SSI recipient can't be issued in CARES, use a 3070 to certify these individuals until they are certified through the Wisconsin SSI system. Use an SSI medical status code applicable to the individual's situation and demographic. (See the MMIS Guide [Appendix B](#).)

Enter these cases into CARES even though the Medicaid will fail so they can be tracked as Hurricane Katrina cases. Suppress the notices.

Write "Katrina evacuee" plus the state s/he came from on the top of the 3070 before sending it in.

## **FOODSHARE SPECIFIC POLICIES AND PROCESSES**

FNS will hold the State agency harmless from QC errors for such certifications if there are indicators in the system or case comments indicating the applicant is an evacuee (see CARES Changes section for appropriate coding).

### **PURCHASING AND PREPARING**

The applicant and his/her family may be certified as a household separate from anyone they are living with and purchasing and preparing food with. If the household has split up, the separate parts of the original household may be certified as separate households.

If an evacuee is living with a household that includes people who are not evacuees and they request to include all household members (evacuees and non-evacuees), process the application using regular FoodShare policies.

### **FSET REFERRALS**

Grant temporary exemption from FSET requirements for victims of the disaster for four months from the date of application. On AIWP, enter Special Circumstance code NR (No Requirements for FS) when overriding the FSET participation status from Mandatory (M) to Exempt (E).

### **EVACUEES NOT CURRENTLY CERTIFIED FOR FS**

When a person is evacuated, or self-evacuates, to Wisconsin, the local agency where the evacuee is now living may certify the person under priority service/expedited issuance rules. The eligibility worker in this case must:

- Treat the application as a request for priority service;
- Document the evacuee was living in an area affected by Hurricane Katrina when the hurricane struck. Use the Hurricane Katrina Evacuee Information form (attached). Also, see list of affected areas below; and
- Check with the evacuee that he/she is not currently certified to receive food stamp benefits in that area, or any other area.

### **EVACUEES WHO ARE CURRENTLY CERTIFIED FOR FS**

When a person who is currently certified in an area affected by Hurricane Katrina visits a local agency in Wisconsin to ask about disaster benefits, the eligibility worker should take the following actions:

- Assure the person that s/he can use his/her current EBT card in local stores, and that s/he may continue to use food stamp benefits during his/her certification period; and
- Assist the evacuee in getting a new EBT card, if his/her current card has been lost or left behind in the area affected by Hurricane Katrina.

If the evacuee believes s/he will be residing in the local area, or for the foreseeable future, the eligibility worker should assist the client in closing his/her case in the disaster area by calling the state FS program numbers provided in this memo.

FNS is allowing EBT card numbers to be shared with clients from Alabama, Louisiana or Mississippi who have lost their cards as a result of their evacuation. With the card number and their PIN, a manually-keyed EBT transaction is possible. FNS is notifying retailers, nationwide, to the extent possible. This process is advantageous as it eliminates the four to five days it could take to receive a replacement card in the mail and because PIN selection for a new replacement card through Customer Service is very difficult due to phone service disruption. This procedure is effective immediately and will end at midnight on September 17, 2005.

If all attempts to access benefits issued in one of the disaster areas are unsuccessful (i.e., attempts to acquire PIN, card isn't working, etc.) process a new application for Wisconsin FoodShare benefits and indicate "not receiving" on ANBR (mainframe) or the Benefits Received page (CWW).

## **SENIORCARE**

The local agency must provide a SeniorCare application form and instructions to elderly evacuees (those age 65 or older) who are determined ineligible for full-benefit Medicaid for financial reasons. Assist the applicant with completing the form and mail or fax the form to:

Wisconsin  
Central Application Processing  
208 E. Olin Avenue  
Madison, WI 53713  
FAX (608)221-8815

Please write "Katrina" and the state applicant came from on the top of the application form and on the envelope.

The SeniorCare application form is at: <http://dhfs.wisconsin.gov/forms/dhcf/hcf10076.pdf>  
and the instructions are at: <http://dhfs.wisconsin.gov/forms/dhcf/hcf10076a.pdf>

## **CTS**

The above temporary program policies apply to CTS also, except for the following:

- Receipt of Wisconsin SSI must be verified through SOLQ.
- We have not changed the CTS temporary absence policy for CTS. The child must be residing with the parent.

**NOTE** ➤ A CTS fact sheet is available at <http://dhfs.wisconsin.gov/ssi/pdfs/caretaker.pdf>

## **PROCEDURE**

### **ISSUING BENEFITS CARDS**

**FoodShare:** Issue Quest vault cards to evacuee applicants. (See Appendix 2 for instructions or see FSH 7.2.1). Have the permanent card sent to the most convenient place for the evacuee (i.e. local Red Cross chapter, evacuation site, family member/friend, etc.).

**Medicaid:** Issue a temporary Medicaid card to evacuee applicants found eligible for Medicaid benefits. To issue a temporary card, see Appendix 1 for instructions or see MEH 7.1.7.4. Have the permanent card sent to the most convenient place for the evacuee (i.e. local Red Cross chapter, evacuation site, family member/friend, etc.).

If no mailing address is available for individuals or families applying for benefits, permanent cards should be mailed to the agency and delivered to the eligible individuals.

If a Medicaid applicant provides a valid Medicaid ID card from his/her state, but is found ineligible when entered in CARES, please contact the CARES Call Center for further instructions.

## **CARES CHANGES**

New CARES codes have been created and must be entered when processing applications for Hurricane Katrina evacuees. Use of these codes will allow the State to identify evacuee cases. This will allow us to track these cases for purposes related to FS quality control hold harmless provisions and HMO enrollment exemptions.

This information must also be entered on any MA/BC, FS or CTS evacuee case already processed manually or in CARES.

### CLIENT REGISTRATION

**Contact Method:** New codes for “contact method” on **CRIN** (mainframe) or the **Additional Data** page (CWW) have been added to table TCTM. Use these codes when entering client registration information for a Hurricane Katrina evacuee. The codes are:

- 1 Katrina - Mail
- 2 Katrina - Phone
- 3 Katrina - Walk-in

### APPLICATION ENTRY

**Alert Flag Codes:** Three new alert flag codes (KA, KL, KM) have been added to table TRFL for entry on **ANDA** (mainframe) and the **Permanent Demographics** page (CWW).

- KA – Katrina Evacuee from Alabama
- KL – Katrina Evacuee from Louisiana
- KM – Katrina Evacuee from Mississippi

## **APPENDICES**

**Appendix 1** - TEMPORARY MA ID CARDS (MEH 7.1.7.4.1 Green Cards)

**Appendix 2** - EBT VAULT CARDS (FoodShare Handbook EBT Chapter 7)

**ATTACHMENTS**

HCF 10170 Hurricane Katrina Evacuee Information Form  
Medicaid/BadgerCare and FoodShare Fact Sheet  
Temporary FS Application Form for Katrina Evacuees  
Temporary MA/BC Application Form for Katrina Evacuees  
Temporary EBD Medicaid Application Form for Katrina Evacuees

**CONTACTS**

BEM 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 – Evacuee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.  
DHFS/DHCF/BEM/AM

## Appendix 1

**TEMPORARY MA ID CARDS (MEH 7.1.7.4.1 Green Cards)**

EDS does not issue temporary cards. The Income Maintenance (IM) Agency issues them.

Each agency must issue a temporary card if the client does not already have a Forward card and needs health care within the two to three days before s/he receives one in the mail. The green temporary card is the only way the client may be able to receive services without having to pay out-of-pocket, for the period when eligibility is not yet on MMIS for the provider to verify.

Include the following on each temporary ID card you issue:

1. MA ID number.
2. Agency code.
3. Medical status code.
4. Client's full name.
5. Client's date of birth.
6. Client's sex (M or F).
7. Client's address.
8. Valid dates: Do not use future dates beyond the current benefit month.
9. Other insurance coverage. If private insurance, include the name. If Medicare, include the Medicare number as it appears on the client's Medicare card with "A" for Part A and/or "B" for Part B.

Do not issue a temporary card to clients who would not normally receive a Forward card. Clients in the following categories do not get a Forward card, so should not be issued temporary cards:

1. AE – Alien Emergency services. No card is necessary because only services directly related to the emergency are reimbursable by MA.
2. FC - Family Care Non-MA. MA does not cover services provided to clients in this category. If the client is enrolled in a Family Care CMO, limited services are provided entirely by that CMO.
3. Medicare Premium Assistance Programs
  - a. SB – SLMB only
  - b. SLMB+ – Qualified individual, group 1
  - c. ALMB – Qualified individual, group 2
  - d. QW – QDWI

MA pays for these clients' Part A and/or Part B Medicare premiums. No health care services are payable by MA.

Order the green temporary MA ID card stock from:

Medicaid Eligibility Maintenance  
P.O. Box 7636  
Madison, WI 53707-7636  
Phone: (608) 221-4746  
Fax: (608) 221-0885

When ordering, indicate the agency, contact person, and number of blank cards desired.

Appendix 2

EBT VAULT CARDS (FoodShare Handbook EBT Chapter 7)

**24.02.07** Emergency Vault Card Issuance (Initial Issuance)

The initial issuance of an emergency vault card only applies to an expedited case. An expedited case is a CARES application—either a new case or a case closed for more than one day. The case must meet Food Stamp Handbook Appendix Ch. 24 EBT 17 CARES expedited criteria. In addition, the following process only applies to an initial card issuance.

If a cardholder is a current cardholder on BIET, refer to the emergency card replacement process.

If the primary cardholder in an expedited case needs an initial Wisconsin QUEST card and the card will not be received timely in the mail to meet the expedited processing standard, the local office must issue a vault card to the primary cardholder. The local office may determine that an emergency exists for other reasons and may issue a vault card to the primary cardholder in an expedited case.

A vault card is issued to the primary cardholder by the local agency using the following process:

**AGBI – Assistance Group Benefit Issuance**

Enter an “X” in the Issuance Method field, “EE” in the Issuance Method Reason field, and confirm the case. The expedited FS switch is set to Y when it is appropriate to issue expedited benefits. It will be N when expedited issuance is not appropriate.

Caution: AGBI MUST BE COMPLETED before the case is confirmed. Otherwise, you will be unable to access BIPN.

AGBI		ASSISTANCE GROUP BENEFIT ISSUANCE				08/02/99 08:16		
CASE: 6700166161		WORKER: XCT116		XCT116 J WOELFEL				
LAST UPDATED: 08 02 99		CASE STATUS: PENDING		CASE MODE: INTAKE				
ISSUANCE								
CAT	SEQ	ISSUANCE METHOD	EXP	DIRECT	EFT	VENDOR	HOLD	OFFICE
FS	1	METHOD REASON	FS	DEPOSIT	PAYMENT	PAYMENT	BENEFIT	LOCATION
		X EE	Y					
NEXT TRAN: _____ PARMS: 67001661								
Next Tran: AGBI					Parms: Case Number			

**BIPN - Primary Account Number (PAN) Details**

After the case is confirmed, enter “BIPN” in the “NEXT TRAN“ line and the case number in the “PARM” field. The case number and primary person name will be displayed. Enter the PAN from the vault card in the “Primary Account Number” field for the primary person. Verify that the PAN entered on BIPN exactly matches the PAN on the vault card. If entered incorrectly, the client’s card cannot access their EBT account.

BIPN	PRIMARY ACCOUNT NUMBER (PAN) DETAILS XCT117 J WOELFEL	08/02/99 08:21
CASE NUMBER: 6700166161	CATEGORY:FS	SEQ NUM : 01
PRIMARY PERSON NAME: GEORGE KOONCE		
PRIMARY ACCOUNT NUMBER: 507708900002873 TIME PAN ENTERED: 08.21.42		
ALTERNATE PAYEE: PAYEE TYPE:		
PRIMARY ACCOUNT NUMBER: _____		
NEXT TRAN: _____ PARMS: 6700166161 _____		
Next Tran: BIPN		Parms: Case Number

If a FS payee has been designated on ACDP, the name and payee type will display on the screen. Enter the PAN number of the vault card in the "Primary Account Number" field below the alternate payee name. Verify that the PAN entered on BIPN exactly matches the PAN on the vault card. If entered incorrectly, the client's card cannot access their EBT account.

BIPN	PRIMARY ACCOUNT NUMBER (PAN) DETAILS XCT117 J WOELFEL	08/04/99 13:37
CASE NUMBER: 6700166969	CATEGORY:	FS SEQ NUM: 01
PRIMARY PERSON NAME: CRAIG NEWSOME		
PRIMARY ACCOUNT NUMBER: _____ TIME PAN ENTERED: 13.37.42		
ALTERNATE PAYEE: RAY RHODES PAYEE TYPE: AR		
PRIMARY ACCOUNT NUMBER: 507708900002204		
NEXT TRAN: _____ PARMS: 6700166969 _____		
Next Tran: BIPN		Parms: Case Number

An emergency vault card can only be issued to the primary cardholder. An emergency vault card cannot be issued to a secondary cardholder (Authorized Buyer).

The worker who confirmed the case cannot enter the PAN on BIPN. BIPN will not be accessible if the primary cardholder for the case is a current cardholder on BIET. The worker will receive the error message "EBT CARD ALREADY EXISTS FOR THE PAYEE IN THIS CASE" if an attempt is made to access BIPN for an individual that is a current cardholder.

A vault card can be issued to an EBT case that has closed and reopened as an expedited case if there is a change in the primary cardholder and the new primary cardholder is not a current EBT cardholder. Examples: The primary person changes; an AP is removed (the PP will get the card), an AP is added or changed.

If the case is not eligible for expedited food stamps, the worker will not be able to access BIPN and will receive an error message "CASE NOT ELIGIBLE FOR EXPEDITED SERVICES". If

AGBI was not completed before confirmation, the BIPN error message will be "X ISSUANCE METHOD NOT ENTERED ON AGBI BEFORE CONFIRMATION."

BIPN must be completed by the end of the day that the case is confirmed in CARES in order for the information to be sent to J.P. Morgan EFS in one of that day's emergency files. If this does not occur, CARES will process the demographic file in the nightly batch process and a card will be mailed to the FS AG the next day through the normal process. BIPN will not be available and the vault card will not be usable because the card was not attached to the EBT account for the case.

Card issuance staff must also assist the cardholder with PIN selection using the CAPS (PIN select) device. Staff must provide any other EBT training, if needed. Inform the cardholder when the benefit will be available to him or her. Also provide information verbally and in writing on the use of the vault card and selection of a PIN for the permanent cards (see Appendix H for a sample handout). Advise the cardholder to check the balance in his/her account by calling J.P. Morgan EFS customer Service at 1-877-415-5164 before shopping. The cardholder should not contact recipient customer service to change a PIN for the vault card.

A permanent replacement card is ordered on the same night a vault card is issued.