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TO: **Income Maintenance Supervisors  
Income Maintenance Lead Workers  
Training Staff  
Workforce Development Boards  
Job Center Leads and Managers**

FROM: Amy Mendel-Clemens  
Communications Section  
Bureau of Health Care Eligibility  
Division of Health Care Financing

**BHCE/BWP OPERATIONS MEMO**

No: 06-37

DATE: 08/07/2006

FS	<input checked="" type="checkbox"/>	MA	<input checked="" type="checkbox"/>	SC	<input type="checkbox"/>
CTS	<input checked="" 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"/>	WtW	<input type="checkbox"/>		
Other EP	<input type="checkbox"/>	★			

PRIORITY: HIGH

SUBJECT: **ACCESS "Report My Changes" Implementation**

**CROSS REFERENCE:** Operations Memo 06-31  
Operations Memo 05-38

**EFFECTIVE DATE:** SEPTEMBER 6, 2006

**PURPOSE**

This memo briefly describes the ACCESS "Report My Changes" (RMC) online tool. This new tool allows FoodShare, Medicaid, and Caretaker Supplement (CTS) participants throughout the state to report a new job, a job that has ended, or a change in an existing job through ACCESS.

**ACCESS "REPORT MY CHANGES" TOOL**

Starting on September 6, 2006, recipients of FS, MA, FPW, and CTS will have an opportunity to report changes in job information through ACCESS. This September 2006 release represents the first phase of Report My Changes. Other types of changes – such as address changes, changes in household composition, and changes in expenses – will be added to Report My Changes in 2007.

The Report My Changes tool is located within the existing structure of Check My Benefits (CMB). The customer can log onto Check My Benefits to view his/her benefit information and then click on Report My Changes when they wish to report a change to their worker. All of the security and access rules that are in place for CMB will apply to RMC. A customer does not have to create a new account if they have already done so. For more on security and access to benefit information, please refer to Operations Memo 05-38.

### ***CWW CHANGE REPORT INBOX***

CWW will also have a new set of screens that make up the Change Report Inbox. This inbox is separate from the Inbox used for RFAs and/or ACCESS applications. The Change Report Inbox gives workers a quick way to access Change Reports submitted by customers and assigned to them. The Inbox can also be used to re-assign Change Reports from one worker to another.

Change Reports will be assigned automatically to the primary caseworker. Each caseworker may access his or her assigned Change Reports directly from his or her CWW home page. Once a Change Report has been processed, it will no longer be displayed in the Inbox.

### ***CARES/CWW CHANGES***

CWW Process Help chapters and Systems Help will be available September 6, 2006 with the implementation of this new tool.

### ***TRAINING***

More detailed information regarding the new ACCESS Report My Changes pages, the new CWW Inbox, and Change Report Processing can be found in the training materials attached to this memo.

### ***ATTACHMENTS***

Report My Changes Training Presentation – available in the following formats:

- [PowerPoint presentation](#)
- [PDF](#) – (968KB)

### ***CONTACTS***

BEM IM Training Call Center for questions regarding the training materials. Call (608)261-6378 Option #2 or email [IMTraining@dhfs.state.wi.us](mailto:IMTraining@dhfs.state.wi.us)

BEM CARES Information & Problem Resolution Center regarding production case specific issues.

★Program Categories – FS – Food Stamps, 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, WtW – Welfare to Work, WIA – Workforce Investment Act, Other EP – Other Employment Programs.