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

BEM/DWS OPERATIONS MEMO					
No:	07-57				
DATE:	10/01/2007				
FS	<input checked="" type="checkbox"/>	MA	<input checked="" type="checkbox"/>	SC	<input checked="" type="checkbox"/>
CTS	<input 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"/>	*
PRIORITY: HIGH					

SUBJECT: EM Global Search and Navigation Tips for Using EM Handbooks

CROSS REFERENCE:

FoodShare Handbook (FSH), Income Maintenance Manual (IMM), Income Maintenance Quality Assurance (IMQA) Second Party Review Manual, Medicaid Eligibility Handbook (MEH), CWW Process Help (PH), Wisconsin Funeral and Cemetery Aids (WFCAP) Program Manual

EFFECTIVE DATE: Immediately

PURPOSE:

The purpose of this memo is to announce the availability of a new search tool that is designed to allow IM workers to search all IM handbooks simultaneously.

BACKGROUND

Because IM staff often have the need to search for policy and process in more than one reference manual, we developed a way to search them all simultaneously. The EM Global Search provides IM workers the ability to simultaneously search the following policy and process manuals:

- FoodShare Handbook (FSH)
- Income Maintenance Manual (IMM)
- Income Maintenance Quality Assurance Second Party Review Manual (IMQA)
- Medicaid Eligibility Handbook (MEH)
- CWW Process Help (PH)
- Wisconsin Funeral and Cemetery Aids Program Manual (WFCAP)

➤ **Note:** The EM Global Search does not search Operations Memos.

The EM Global Search tool offers the same three navigation and searching options found in other EM handbooks:

- Contents
- Search
- Index

ACCESSING THE EM GLOBAL SEARCH TOOL

The EM Global Search can be found at the following web-site
<https://prd.cares.wisconsin.gov/help/emglobal/emglobal.htm>

A WAMS ID and Password are required to access the EM Global Search. Information regarding WAMS passwords and password recovery can be found at:
<http://dhfs.wisconsin.gov/em/gw/gateway-help.htm>



Using Contents

The Contents Tab in all EM handbooks provides a table of contents for the entire handbook. The Contents Tab displays the structure and organization of the handbook.

The Contents Tab in EM Global Search contains a chapter for each handbook.

To navigate in the Contents Tab, click on a closed book to open it and see the contents. A book may contain a page or another chapter. Once a book is opened, the icon changes to an opened book. Click on a subfolder until you get to the lowest level of organization, the page.

When you click on a page, the information will appear on the right side of your browser window.

The screenshot shows a web browser window with the 'Contents' tab selected. The navigation bar includes 'EM Global Home', 'Contents', 'Index', 'Search', and 'Contact Us'. The main content area is divided into two panes. The left pane shows a tree view of the 'FoodShare Handbook' with subfolders and pages. The right pane displays the content for the selected page, '1.1.4 ELIGIBILITY OVERVIEW', including a DHFS logo and introductory text.

open book → [FoodShare Handbook icon]

subfolder → [1.1 Introduction icon]

page level → [1.1.4 Eligibility Overview icon]

closed book → [Income Maintenance Manual icon]

1.1.4 ELIGIBILITY OVERVIEW

This section gives the "big picture" of the eligibility requirements for the FoodShare program.

Non-Financial Eligibility
The application process begins with the local agency. The local agency must determine if the applicant is a boarder, foster person, or if their needs are already met.

Food Unit
The food unit is everyone who lives in the same household. There are some exceptions regarding who is included in the food unit.



Using Search

The Search Tab in all EM handbooks can be used to find the pages where a word can be found. The Search function in EM Global Search provides the locations in the following handbooks where a search term or word can be found.

FSH: FoodShare Handbook
IMM: Income Maintenance Manual
IMQA: IM Quality Assurance Manual
MEH: Medicaid Eligibility Handbook
PH: Process Help
WFCAP: Wisconsin Funeral and Cemetery Manual

To begin a search in EM Global, click the Search icon in the toolbar.

Type the word that you would like to search for, and click "Go" to start the search.

The screenshot shows the EM Global Search interface. The top navigation bar includes links for EM Global Home, Contents, Index, Search, Contact Us, Operations Memos, and Eligibility Mngmt. The search bar is active, showing the text "backdating" and a "GO" button. The search results are displayed in a list on the left and a detailed view on the right.

Search Results:

- IMQA 03 Application Processing
- MEH 2.2.1 Begin Dates
- MEH 3.6.8 Presumptive Disability
- MEH 4.5.2 Availability
- MEH 4.9.3 Deductible Period
- MEH 4.9.4 Choosing Not to Have a Deductible
- MEH 4.9.5 Calculating the MA Deductible
- MEH 4.9.6 Deductible Examples
- MEH 4.9.8 Meeting the Deductible
- MEH 5.10.7 Effective Date
- MEH 5.12.5 Premiums
- MEH 5.14.9 Backdating
- MEH 5.15.3 Application
- MEH 5.17.6 Application
- MEH 5.2.5 Newborn Child
- MEH 5.2.6 Certification Period
- MEH 5.7.2 Application
- MEH 5.7.7 Deductible Choice
- PH 16.1 Earned Income
- PH 2.3 New Applications
- PH 61.2 Creating Medicare Premium Assistance in CARES
- PH 9.1 Wisconsin Well Woman Medicaid

3.6.8 PRESUMPTIVE DISABILITY

- [3.6.8.1 PD Determined by the Economic Support Work](#)
- [3.6.8.1.1 Definition of Urgent Need](#)
- [3.6.8.1.2 Impairments](#)
- [3.6.8.1.3 PD Certification Process](#)
- [3.6.8.2 PD Determined by DDB](#)
- [3.6.8.3 Deceased Applicants](#)
- [3.6.8.4 Eligibility](#)
- [3.6.8.5 Disability Application Denials](#)
- [3.6.8.5.1 DDB returns a negative Presumptive Disabili](#)
- [3.6.8.5.2 Recipient ineligible for non-medical reasons](#)
- [3.6.8.5.3 DDB reverse PD decision made by DDB or b](#)

In the EM Global, as with other EM handbooks, the search results are sorted alpha-numerically and will list handbook locations where the word or term is found. Handbook locations are preceded by an abbreviation of the handbook in which the word or term is found.



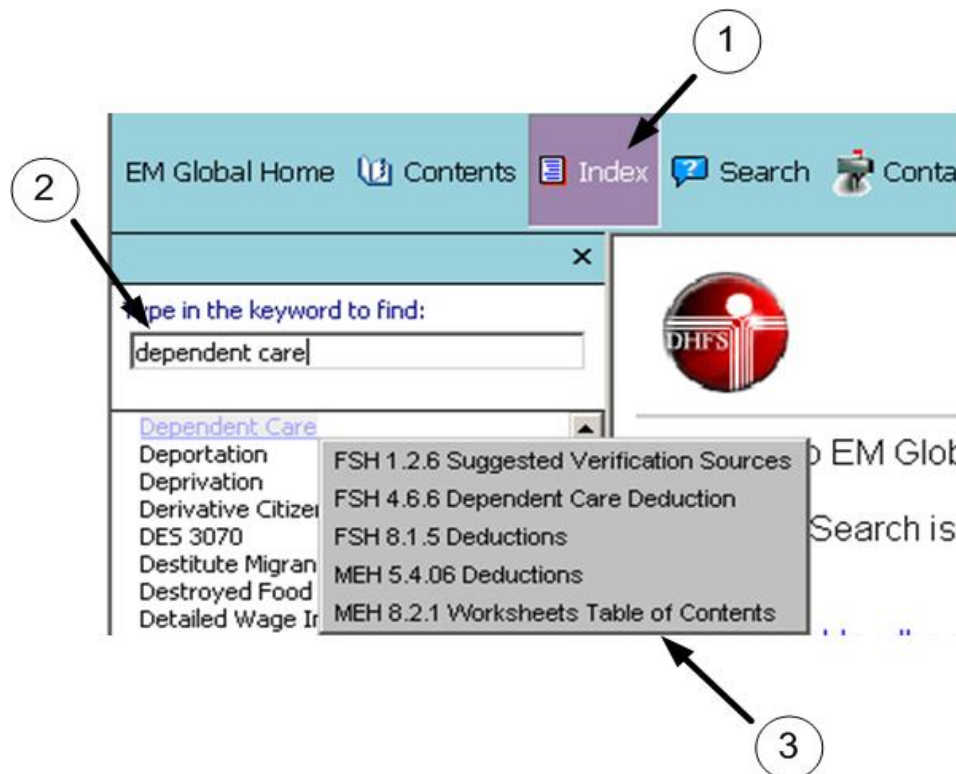
Using Index

The index in the EM handbooks functions in much the same way as an index in a book. The index, located at the end of a book, lists the pages on which words or concepts can be found. The index in an EM handbook also provides a list of words and concepts. Instead of listing a page number where a word or concept can be found, the index in an EM handbook provides a direct link to the EM handbook page where the word or term is found.

To use the Index feature in the Global Search:

- ① Click on the “Index” icon. This will bring up a listing of index words from all the handbooks in EM Global.
- ② Type your search word(s) in the field provided and press “Enter”.
or Scroll down the list of index words and click the word you are looking for.
- ③ The page that has been associated with the index word will appear when you click on the index word.

Note: If an index word has been associated with more than one page, all the pages that have been associated with the index word will appear.



Refining your search

When using any EM Handbook you may find you have too many search results when searching for a particular word or concept.

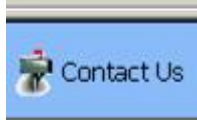
The screenshot shows the top navigation bar with links: EM Global Home, Contents, Index, Search, Contact Us, Operations Memos, and Eligibility Mngmt. Below the navigation is a search box containing the text 'backdating' and a 'GO' button. To the right of the search box is the DHFS logo and the text 'Wisconsin Depa Medicaid'. The search results are listed on the left, including: IMQA 03 Application Processing, MEH 2.2.1 Begin Dates, MEH 3.6.8 Presumptive Disability, MEH 4.5.2 Availability, MEH 4.9.3 Deductible Period, MEH 4.9.4 Choosing Not to Have a Deductible, MEH 4.9.5 Calculating the MA Deductible, MEH 4.9.6 Deductible Examples, MEH 4.9.8 Meeting the Deductible, MEH 5.10.7 Effective Date, MEH 5.12.5 Premiums, MEH 5.14.9 Backdating, MEH 5.15.3 Application, MEH 5.17.6 Application, MEH 5.2.5 Newborn Child, MEH 5.2.6 Certification Period, MEH 5.7.2 Application, MEH 5.7.7 Deductible Choice, PH 16.1 Earned Income, PH 2.3 New Applications, PH 61.2 Creating Medicare Premium Assistance, and PH 9.1 Wisconsin Well Woman Medicaid. The detailed view for '4.5.4 ACCOUNT' includes a sub-section '4.5.4.1 Joint Accounts' with links to '4.5.4.1.1 EBD Medicaid Applicant/Recipient EBD co-owner', '4.5.4.1.2 EBD Medicaid Applicant/Recipient Non EBD Co-Owner', '4.5.4.1.3 Exception to Joint- Accounts policy', and '4.5.4.2 Jointly Held Real Property'. A definition of 'Account' is provided: 'Account means a deposit of funds with a financial institution (bank, sa company, etc.).' Below this is another sub-section '4.5.4.1 Joint Accounts'.

You can refine your search by adding terms which are unique to the topic you are searching.

The screenshot shows the same search interface as above, but the search box now contains 'backdating slmb'. The search results list is significantly shorter, containing only two items: 'MEH 5.14.9 Backdating' and 'PH 61.2 Creating Medicare Premium Assistance'. The detailed view for '5.14.9 BACKDATING' includes sub-sections '5.14.9.1 QMB' and '5.14.9.2 SLMB, SLMB+, QDWI'. An arrow points from the 'slmb' part of the search box to the 'MEH 5.14.9 Backdating' result in the list.

Help us Improve the EM Handbooks

Please use the “Contact Us” button found in any EM handbook to give us your suggestions on ways we can improve the handbooks and manuals found on the EM Page.



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 – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DHFS/DHCF/BEM/JDL