

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 Kevin R. Hayden
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: **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:	07-68		
DATE:	12/14/2007		
FS	<input type="checkbox"/>	MA	<input checked="" type="checkbox"/>
CTS	<input type="checkbox"/>	CC	<input type="checkbox"/>
FSET	<input type="checkbox"/>	EA	<input type="checkbox"/>
JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>
WIA	<input type="checkbox"/>	Other	<input type="checkbox"/>
SC	<input type="checkbox"/>	W-2	<input type="checkbox"/>
CF	<input type="checkbox"/>	RAP	<input type="checkbox"/>
EP	<input type="checkbox"/>	★	<input type="checkbox"/>
PRIORITY: HIGH			

SUBJECT: CARES/CWW Access for Aging and Disability Resource Centers and Managed Care Organizations

CROSS REFERENCE: None

EFFECTIVE DATE: IMMEDIATELY

PURPOSE

This memo is being issued to inform workers in the local Income Maintenance (IM) agencies, who process Family Care and Pace or Partnership cases, that the Department of Health and Family Services (DHFS) will grant CARES/CWW (CARES Worker Web) query-only access to certain staff within the Aging and Disability Resource Centers (ADRCs), as well as the Family Care, Pace and Partnership Managed Care Organizations (MCOs).

BACKGROUND

Currently, ADRCs serve Green Lake, Sheboygan, Waushara, Jackson, Trempealeau, Marathon, Wood, Barron, Brown, Calumet, Manitowoc, Outagamie, Waupaca, and Green Counties, as well as the original Family Care pilot counties (Richland, Fond du Lac, Milwaukee, Portage and LaCrosse). There are MCOs operating in Fond du Lac, La Crosse, Milwaukee, Portage, Richland, Racine, Kenosha, Chippewa, Dunn, Eau Claire and Dane Counties. There are plans to expand managed long-term care to other counties beginning in early 2008.

CARES/CWW query access will be provided to the ADRC and MCO staff in the expansion counties prior to Family Care implementation.

Some of the functions of the ADRC and MCO include:

- Determining medical remedial expenses
- Assessing the client's level of care
- Collecting cost share
- Answering client questions regarding cost share
- Determining room and board amount
- Facilitating completion of the Medicaid review

At this time, when ADRC and MCO staff need eligibility information about a case to perform these functions, they must rely on screen prints provided by the IM workers. This practice can delay decisions on enrollment, room and board determinations, etc. and represents a workload issue for the IM workers. In order to expedite the processing of these cases and to decrease IM workload, the Department has determined there is a business need for staff in the ADRCs and MCOs to query case information in CARES/CWW.

POLICY

Currently operating ADRCs and MCOs (including PACE, Partnership and Family Care organizations, both public and private non-profit) that do not already have CARES/CWW access, will be provided query-only access to CARES/CWW as soon as possible. The ADRC and MCO staff will be able to query the Application Entry pages within CARES/CWW, as well as the budget screens on the mainframe and after January 14, 2008 in CWW with the implementation of CWW 3.0.

As new ADRCs and MCOs begin operation, they will also be provided the same query-only access.

Because the ADRC and MCO staff will not have update access to CARES/CWW, IM workers will still be responsible for updating information reported by ADRC and MCO staff, and will also continue to be responsible for reviewing and updating any incorrect information entered on the case.

Once an ADRC or MCO has been granted query access to CARES/CWW, the IM agency should discontinue the practice of printing CARES/CWW pages for all staff working with that ADRC or MCO.

The MCO will also assume responsibility for determining the action necessary for enrollment reconciliation with the MMIS. IM staff will no longer be responsible for reporting or resolving enrollment discrepancies. However, IM staff may need to make CARES/CWW changes, in accordance with Medicaid eligibility and managed care policy, to assist the MCO in resolving enrollment discrepancies.

TRAINING

IM workers and agencies are not expected to provide CARES/CWW-related training to ADRC and MCO staff. Instructions outlining how to obtain CARES/CWW access is included in the ADRC and MCO contracts.

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/SR