

**WISCONSIN DEPARTMENT OF HEALTH SERVICES**  
**Division of Health Care Access and Accountability**  
**1 W. Wilson St.**  
**Madison WI 53703**

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To: Process Help Users

From: Angela Dombrowicki, Director  
Bureau of Enrollment Management

Re: Process Help Release 09-06

Release Date: 07-31-09

Effective Date: 07-31-09

**EFFECTIVE DATE**                      The following process additions, clarifications or changes are effective 07/31/2009; unless otherwise noted. **Bold text denotes new text. Text with a ~~strikethrough~~ it in the old process/policy section denotes deleted text.**

**CHANGES**

**Tools (41-55) > ESC  
Application Services Tool  
(AST) 51**

This new chapter "ESC Application Services Tool (AST) 51" was added. It is intended for staff that work at the Enrollment Services Center (ESC). The AST is a series of scripts used by ESC staff. This AST Tool provides guidance for using those scripts.

**Other (56-79) > BC+ Core  
Plan And The ESC 71 > PH  
71.9 BC+ And The ESC  
(Enrollment Services Center)**

Chapter 83 was renumbered, renamed, and moved to the "Other" section of the Process Help. It is now "**BC+ Core Plan And The ESC 71.**"

**Other (56-79) > BC+ Core  
Plan And The ESC 71 > PH  
71.9 BC+ And The ESC  
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References to "Childless Adults" or "CLA" have been changed to "Core Plan" throughout this chapter.