

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

To: Process Help Users

From: Rebecca McAtee, Director
Bureau of Enrollment Policy and Systems

Re: **Process Help Release 16-03**

Release Date: 08/22/2016

Effective Date: 08/22/2016

EFFECTIVE DATE The following policy additions or changes are **effective 08/22/2016** unless otherwise noted. **Grey highlighted text denotes new text. Text with a strike through it in the old policy section denotes deleted text.**

POLICY UPDATES
12.1.2 Step by Step Process

Note: Policy requires that all applications be processed within 30 days. A decision must be made, even if it is a denial, so the agency should process the case and then re-run eligibility to pend the Medicaid benefits for a disability determination. This is best practice so cases do not keep showing up on reports as pending for a long time or in intake mode due to a disability determination. Depending on how long it takes for a disability determination, CARES is not going to run back to the filing date (if it is more than 9 months ago).

23.1.2 Processing a BadgerCare Plus Application Requiring a Premium

This section has multiple updates.

44.2.2.1 Birth Record Query

For individuals born in Wisconsin, the Birth Record Query can be used as verification of citizenship. As of January, 2011, the Birth Query Function is in CWW under Worker Tools in the Navigation menu. The worker can access the Birth query Search by clicking on Data Exchange Query.

This image was updated.

44.2.2.2 Social Security/SSI Income Queries

This section has multiple updates.

44.2.2.10 Wisconsin Home Energy Assistance Program (WHEAP)

This section is new.

44.2.2.11 Immigrant/Refugee Verification

This section is new.

44.4.1 Discrepancy Assignments and Work Items

The discrepancy is considered complete ~~when the worker has received the additional information to finish the discrepancy in CWW~~ when an IM worker has determined whether or not the discrepancy affected any eligibility or benefit amounts and, if needed, makes an adjustment to ongoing benefits. A benefit recovery claim does not

have to be established before marking a discrepancy as “Resolved Elig Issue” or “Resolved No Impact.” IM agencies are expected to continue pursuing any benefit recovery actions resulting from the SWICA discrepancies in a timely fashion. However, IM workers are not required to enter benefit recovery claims in CARES before listing SWICA discrepancies as resolved.

In order to mark a SWICA discrepancy as complete, an IM worker must:

1. Review the information to determine if there is a possibility of an error;
2. Contact the household or collateral contacts to verify the discrepancy, and;
3. Issue any notice of adverse action needed for ongoing benefits.

He or she must change the status to one of the following:

- Resolved - Elig Issue (this means there was an impact to benefits)
- Resolved - No Impact (this means there was no impact to benefits)
- Duplicate or Huber or Bracelet (this is for Prisoner discrepancies only)

67.0 Wisconsin SeniorCare Processing

IM Agency Coordination with the EM CAPO and SeniorCare Cases

There are situations where IM workers are unable to delete a spouse from a case that is either open for SeniorCare or was open for SeniorCare in the past. The CARES Call Center has been the contact for workers when this issue occurs. Beginning immediately, workers should contact the SeniorCare staff at 1-800-657-2038 to resolve the person delete problem.

Before contacting the SeniorCare staff to have the spouse deleted, please make sure the living arrangement for the spouse to be deleted has been updated to a '15', and the date of death is entered if appropriate.

Keep in mind that there are some cases where the spouse cannot be deleted until the end of the SeniorCare certification period. For example, if SeniorCare is currently open and the spouse to be deleted was included in the SeniorCare eligibility determination as an income spouse (IS participation code on the individual participation history query), the spouse to be deleted cannot be deleted from the case until the SeniorCare closes at the end of the SeniorCare certification period. SeniorCare staff will make case comments if they are unable to delete the spouse for this reason.

When your case fits the scenario where the spouse cannot be deleted until the next SC renewal, change the relationship codes to show the husband and wife as “Not Related”. This will prevent CARES from incorrectly deducting the Family Maintenance Allowance in Long Term Care Medicaid cost share calculations.

68.3.2 Level 1 Documentation of Citizenship and Identity

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|---|---|----|---|
| 1 | Individual is a Continuously Eligible Newborn (CEN) | NB | Use the NB code when a CEN is being added to a case. Citizenship and identity verification is not required for CEN individuals until the next review is done. This code will automatically be removed from the fields at review or intake so that a valid code can be entered at that time. NB is an obsolete code used when a CEN was added to a case. Citizenship and identity verification is no longer required for CEN individuals. This code used to be automatically removed from the fields at review or intake so that a valid code could be entered at that time. Replace any existing NB code with the MB code. |
| 1 | Individual is a Continuously Eligible Newborn | MB | Use the MB code when a CEN is being added to a case. A CEN is considered a U.S. citizen who has met the citizenship |

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|--|-------|--|---|
| | (CEN) | | documentation requirement for his/her lifetime. Citizenship and identity verification may never be required for individuals who were EVER eligible as a CEN in Wisconsin. |
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**68.3.3 Levels 2-4
Documentation of
Citizenship Only**

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|---|----------------------|----|--|
| 2 | Medicaid Birth Claim | MB | When the WI Medicaid program pays the costs associated with the birth of an infant, the infant will be considered a U.S. citizen who has met the citizenship documentation requirement. Because this is level two evidence of citizenship, the identity documentation requirement must still be met. This code was used by the Department of Health and Family Services, when the appropriate automated data matching was done. This code can also be entered by workers when presented with the appropriate documentation. |
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**68.3.4 Level 5
Documentation of
Identity Only**

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|---|---|----|---|
| 5 | Individual is a Continuously Eligible Newborn (CEN) | NB | Use the NB code when a CEN is being added to a case. Citizenship and identity verification is not required for CEN individuals until the next review is done. This code will automatically be removed from the fields at review or intake so that a valid code can be entered at that time. |
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**71.5.6 Alert 510
Potential FoodShare
Recoupment
82.4.1 W-2**

This section is new.

SAVE is the system used to verify an applicant's immigration status. To get access to the SAVE system, W-2 workers must submit the CARES Automated Systems Access Request Forms (F-00476) to the CARES Security staff.

SAVE is found at the following website:
<https://save.uscis.gov/Web/vislogin.aspx?JS=YES>. The manual for using this system and for verifying alien status is located in Process Help section 82.