CAP Correspondence Phase 2 Enhancements

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Income Maintenance Advisory Committee (IMAC) Meeting

Wisconsin
Department of Health Services

Topics

- Project Overview

- Policy and System Enhancements

- Impact

- Release Readiness

Project Overview

Background

- The Policy
  - Wisconsin is required to provide adequate notice prior to any action to reduce, deny, or terminate benefits.
    - Adequate notice is defined as a written notice that contains a statement of the action taken or intended to take and the reasons for action.
  - Adequate notice is required for BadgerCare Plus, Medicaid, Caretaker Supplement, and FoodShare.

Background

- The Issues
  - The state received corrective actions from FNS for failing to provide adequate notice.
  - When verification is requested and not supplied, the notice of decision contains generic failure reason code language that does not meet the adequate notice threshold, per FNS
  - Case processing is difficult when updating verification fields since there is not an easy way to see up-to-date outstanding pending or not verified items on a case.
  - Applicant and member notices are not clear when the reason for closure or denial is unverified information.

Project Vision

- This project will enhance notices that are issued at application, six-month report form (SMRF), change, and renewal when benefits are terminated or denied.

- Notices for BadgerCare Plus, Medicaid, Caretaker Supplement, FoodShare, Child Care, and W-2 will provide information about outstanding verification(s) due using verification logic already existing within the system.

Intended Outcomes and Goals

- Bring notices into compliance with 7 CFR §271.2, §273.10(g)(1)(ii) and §273.13(a)(2).

- Provide notices that are clear, easily understandable, and that provide information in one spot.

- Reduce quality control (QC) error rate caused by unclear notices.

- Provide information to members that enables them to take the required actions without having to refer to the previously sent verification checklist (VCL).

Policy and System Enhancements

Policy Impact

- When requested verifications are not returned by the due date, the notice of decision must list all of the items which were not verified.

  - This is not new policy. Adequate notice has been a SNAP program requirement for many years.

- The system and notice changes will support the policies.

Overview of System Enhancements

- Created a Pending/Not Verified Information page in CWW.

- New "smart driver flow" to schedule pages with outstanding verification fields.

- Reorganization of CWW Navigation menu so that Verification Checklist, FS WR/ABAWD Exemption VCL, Verification Due Dates, and Pending/Not Verified Information pages appear under new subsection.

- New "What was needed?" section in the eligibility notice of decision.

Pending/Not Verified Information page

- New page will schedule when eligibility determination has pending or not verified items linked to program eligibility.

- Page will list items related to FoodShare, Medicaid, BadgerCare Plus, Caretaker Supplement, Child Care, and W-2.

- Page is split into two sections which dynamically display information based on pending or not verified items.

- IM and FEP workers able to check boxes next to each item that will activate a driver flow targeting each checked page with relevant verification fields.

Pending / Not Verified - Verification Codes

Pending	Not Verified
? – Not Yet Verified / Unknown	NV – Not Verified
Q? – Questionable Not Yet Verified	QV – Questionable Not Verified
?O – Out Of State Verification Pending	SP – Self Declared/Proclaimed
PN – Not Yet Verified For W-2 or Child Care	FN – Never Verified For W-2 or Child Care
	WN – Not Verified W-2 Or Child Care
	F – Failed to Answer
	O – Fail W-2 and/or Child Care

Pending/Not Verified Information page

Verification Smart Driver Flow

Correct processing now requires that workers update all requested outstanding verification instead of only one prior to a denial or closure confirmation.

- Initiated by selecting checkboxes on the Pending/Not Verified Information page.

- Driver schedules pages so long as no other drivers active (this includes pages which still require update).

- Driver tied to individual worker. When information is entered or updated that normally schedules a new page, the new page will be scheduled in driver to complete as part of flow.

- Once the driver flow is complete, the worker will initiate eligibility to update the program eligibility, based on verification field entries.

Verification Smart Driver Flow

::: Self Employment

Cancel ☐   [Reset]

The following events have occurred:

🏁 **AE734:** You are currently in the Pending/Not Verified Information smart driver flow. Review and update the verification field(s) and/or information as needed.

Total: 1

Effective Period

* Begin Month: [07] / [2017]   End Month: [MM] / [YYYY]   Last Updated: **08/17/2017**

Delete Reason: [▾] ☰

Additional Information

* Individual: **JOE JOESON 38M PP**   Sequence: **1**

Business Name: [ ]   Business Tax ID: [ ] 🔍

* Business Type: [AS - ACCOUNTING SERVICE ▾] ☰   * Business Ownership Type: [SP - Sole Proprietorship ▾] ☰

Business Start Month: [01] / [2017]   Significant Change Month: [MM] / [YYYY]

Most Recent Business Taxes Filed Year: [2014]

* Self-Managed? [Yes ▾]

Monthly Hours: [60]   Verification: [? - NOT YET VERIFIED ▾] ☰

* Number of Months For Average: [1 ▾]

New Section in Eligibility Notice of Decision

- The notice of decision has been updated with a new section to display outstanding verification.

- Dynamically displays when a 112/113 reason code failure is linked to a failure to verify.

- Section displays specific details related to verification fields in CWW with a failure verification code.

- The new section conditionally displays pending verifications from a systematic closure linked to SMRF or renewal processing if a SMRF or renewal has been started but not completed.

New Section in Eligibility Notice of Decision

Ⓐ Your FoodShare Benefits

⊘ Who will not get FoodShare and why?	
When?	**Who and Why?**
As of Sep. 01, 2017	MATHEW, SOPHIA, MASON: You or someone in your household did not give all the information your agency needed to process your application, change, or renewal. See the "What was needed?" section for more details. MATHEW, SOPHIA, MASON: You or someone in your household did not take a needed action or give the required proof of your answers to your agency. See the "What was needed?" section for more details.

What was needed?	
Who?	**What?**
MATHEW	**We needed proof of your:** -Date of birth -Identity **We needed answers to these questions:** -Does anyone in your home get income from interest payments?
SOPHIA	**We needed proof of your:** -Date of birth -Identity
MASON	**We needed proof of your:** -Date of birth -Identity

Reason Code Updates

- Several reason codes have updated text.

112-You or someone in your household did not take a needed action or give the required proof of your answers to your agency. See the "What was needed?" section for more details.

113-You or someone in your household did not give all the information your agency needed to process your application, change, or renewal. See the "What was needed?" section for more details.

Reason Code Updates

- 727-To keep getting benefits without having to submit a new application: (1) Complete your required interview by calling your agency at the phone number listed on page 1 before your benefits end; (2) Provide any proof asked for ~~on the "Notice of Proof Needed"~~ within one month of your benefits ending.

- 728-To keep getting benefits without having to submit a new application, you must provide any proof asked for ~~on the "Notice of Proof Needed"~~ within one month of your benefits ending.

ACCESS Changes

- A new "View My Letters" tab will be added to the Benefits Details section of ACCESS Check My Benefits.

Impact

Project Impact

- Following new processing will result in more accurate and informative notices.

- Simplified processing for pending or outstanding verification.

- Mandatory training will require a time investment of around 25 minutes to complete.

Release Readiness

Important Dates

- IMAC 1/18/2018

- IMAC Training 1/23/2018

- TAPP 2/23/2018

- Operations Memo published the week of 2/12/2018

- Training published 2/19/2018

- Production go live 3/5/2018

- Eligibility enhancements will be dated back to 11/2017 to account for outstanding health care applications with a three month backdate.

Questions?