Mainframe Notices to Web

January 18, 2018

Income Maintenance Advisory Committee (IMAC) Meeting

Wisconsin
Department of Health Services

Goal

- Move as many letters out of mainframe as possible

- Create an easier avenue to view and send letters

- Allow letters to be viewed in CWW Client Correspondence History

- Automatic storage to ECF

Expected Benefits

- Move relevant notices from mainframe to CWW

- Reduce reliance on mainframe print technology

- Combine similar notices if possible

- Remove obsolete notices

- Modernize notices

- Continued preparation for modernizing infrastructure, moving away from mainframe technology.

- Save on printing costs

How Did We Choose the Letters to Move?

- Report that provided count of times a letter was generated for the last 2 years, (some as far back as 2009)

- Workgroup reviewed each letter individually

Manual Letters That Were Moved
(Health Care & Food Share)

- Health Care
  - NCBP – Manual BCP Premium
  - NCRA – Manual RFA MIPPA
  - NWWW – Well Woman
- FoodShare
  - NFST – ABAWD Exemption Letter
  - NOMI – Notice of Missed Interview
  - NAIR – Incomplete SMRF Letter

Manual Letters That Were Moved
(Senior Care)

- Senior Care
  - NSC2 – Senior Care Verification Request
  - NSC3 – SeniorCare Authorized Rep
  - NSC5 – Missing Application
  - NSC6 – Missing Renewal
  - NSC8 – Income Correction
  - NSCA – SeniorCare Closure letter

Manual Letters That Were Moved
(Child Care & W2)

- Child Care
  - NCMI – Notice of Missed Interview (CC Only)
- W-2
  - NWNC – W2 Non Co-operation

Batch Letters

- ASLM - Senior Care Additional Info Letter
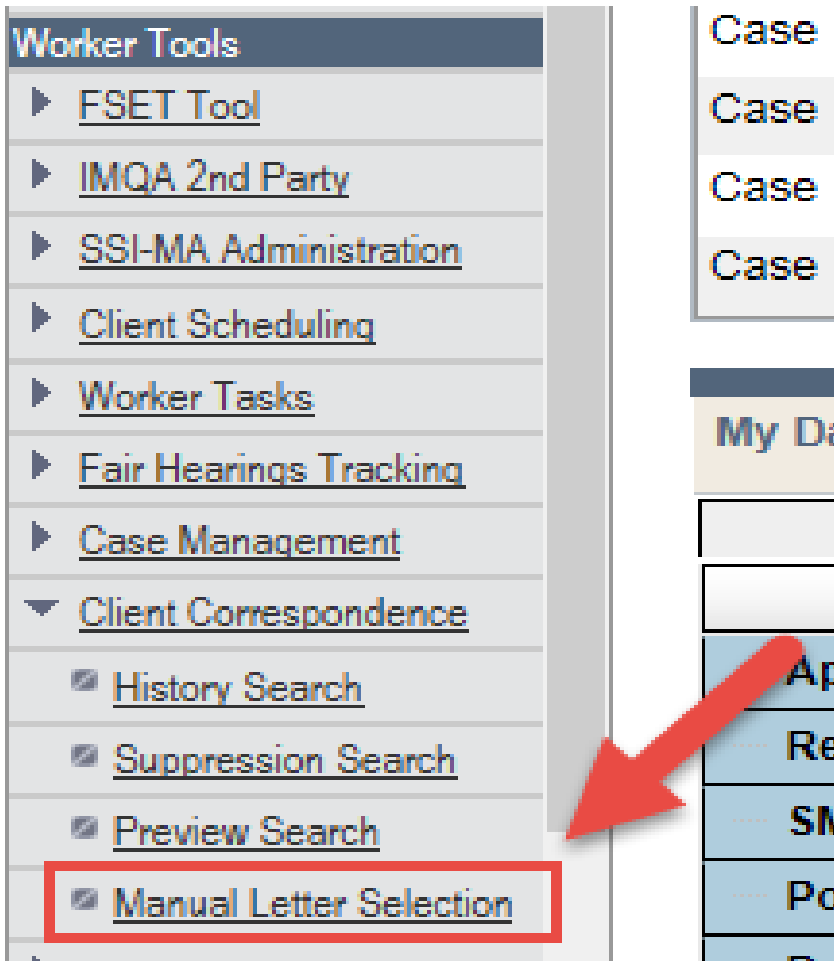- CML4 – Change in Eligibility Worker
- CMLS – Senior Care Renewal

Impacts to Agencies

- New location for letters

- Additional training for new letters

- Learning curve for using new pages and features

Enhancements

- CWW Manual Letter Changes
  - A new frame work created in CWW in order to generate manual letters
  - Letters shall be viewable in CWW Client Correspondence history
- Modernization of Letters
  - Letters will have LEP and Consortia Headers based on case information and program
  - Letters will be mailed as part of the overnight process
  - Workers will have ability to print and view PDF's of letters before sending
- ECF Storage
  - Letters will automatically stored to ECF
  - Workers will no longer have to manually scan documents or send copies to CDPU

CWW Navigation

Worker Tools
- ▶ FSET Tool
- ▶ IMQA 2nd Party
- ▶ SSI-MA Administration
- ▶ Client Scheduling
- ▶ Worker Tasks
- ▶ Fair Hearings Tracking
- ▶ Case Management
- ▼ Client Correspondence
  - ⚙ History Search
  - ⚙ Suppression Search
  - ⚙ Preview Search
  - ⚙ Manual Letter Selection

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- In CWW left hand navigation, a new menu added for Manual Letters

Letter Selection Page

Example Letter (NAIR)

Preview Page

Correspondence Preview Summary   Cancel ☐   Reset

Preview Correspondence Search Criteria		
Case / RFA:	███████	Work Program PIN:
ACCESS Tracking Number:		
Description:	**FS SMRF INC LTR**	

What would you like to do?

○ Continue

◉ Preview the correspondence in [E - ENGLISH ▾] ▤ [View]

- User will have ability to preview letter in PDF format.

Additional Info

- TAPP Demo January 26, 2018

- Not all letters were moved

  - Benefit recovery letters remain at their request

- Free Format letters exist for all programs

- More extensive list of letters in the OPS Memo

  - OPS MEMO Published 02/15/2018

Questions?

Please contact the CARES Call Center with any questions following the IMAC presentation.