Vital Records

IMAC Presentation

August 2022

Background

- On October 29, 2022, DHS will implement a real-time call to Wisconsin Vital Records Office at the Department of Public Health for date of death (DOD) information.

- Using Vital Records as a primary source for DOD information will help improve identification and processing for deceased members under all programs administered by CARES (FoodShare, health care, Child Care, W-2, and Senior Care programs).

- Specifically, using Vital Records for DOD information will reduce the number of individuals who have a refutation period set in CWW. When Vital Records verifies a DOD, any refutation period already in place (from a previous SSA DX match) is ended and any date of death letters suppressed (if possible).

- DOD match information from Vital Records is verified 1.) Upon receipt when there is a definitive match (i.e., automatically updated); or 2.) When a potential match is created, and the worker can verify the DOD using the Data Exchange query.

DOD Updates During Case Processing

- A real-time call to Vital Records will automatically happen on the General Case Information page during the processing of applications, renewals/reviews, person add, program adds, and whenever the worker marks the SMRF complete.

- The call happens after CARES checks the State Online Query Internet (SOLQ-I) data exchange and has verified the SSN.

- A DOD match from Vital Records will either be a definitive or potential match.

    Definitive: The SSN, first five letters of the last name, first initial, and DOB match exactly. The DOD will be considered verified upon receipt and automatically updated in CARES. For health care cases with surviving members, alerts will be created to prompt workers to update the case and redetermine eligibility.

    Potential: The SSN matches but the name or DOB does not. For potential matches, alerts will be created to prompt workers to research and verify if the match is valid; and, if so, to update the verification source.

DOD Updates During an Overnight Batch Process

- An overnight batch process will call Vital Records to retrieve any deaths registered on the previous day. The death records received in the response will be matched against CARES individuals.

- The batch process will use the same DOD match criteria (definitive and potential) as the real-time call during case processing.

  Definitive: The DOD will be automatically updated in CARES (if not already verified), a case comment will be added, and a batch eligibility trigger will be set. For health care cases with surviving members, alerts will be created to prompt workers to update the case and redetermine eligibility.

  Potential: Alerts will be created to prompt workers to research and verify if the match is valid; and if so, to update the verification source.

DOD Received on the Permanent Demographics Page

If there is a definitive match during case processing, a banner message will be displayed on the Permanent Demographics page stating the DOD was received. VR - Vital Records System Update is a new value automatically entered in the Source field (workers cannot update it).

Potential DOD Match (Manual Inquiry)

There are different ways a worker can learn about a potential DOD match for a member. Here is the alert displayed as an action item:
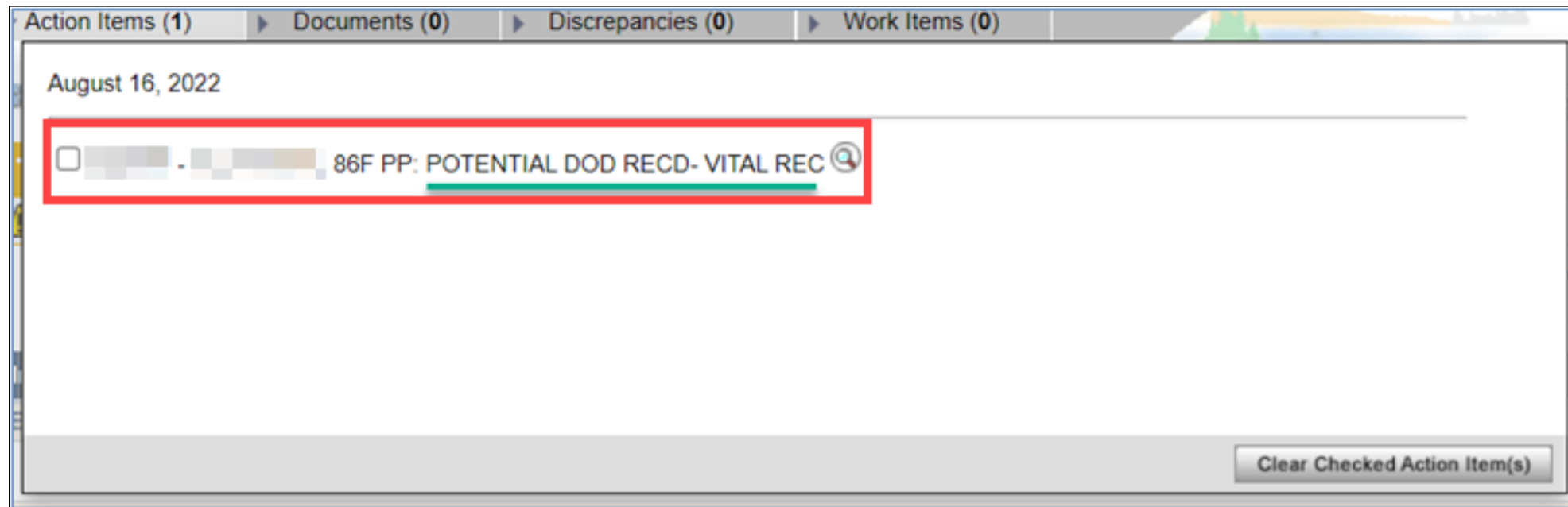
Potential DOD Match (Manual Inquiry)

Here is the banner on the Permanent Demographics page:

Potential DOD Match (Manual Inquiry)

Here is the follow-up action on the Automatic Case Processing Status page:
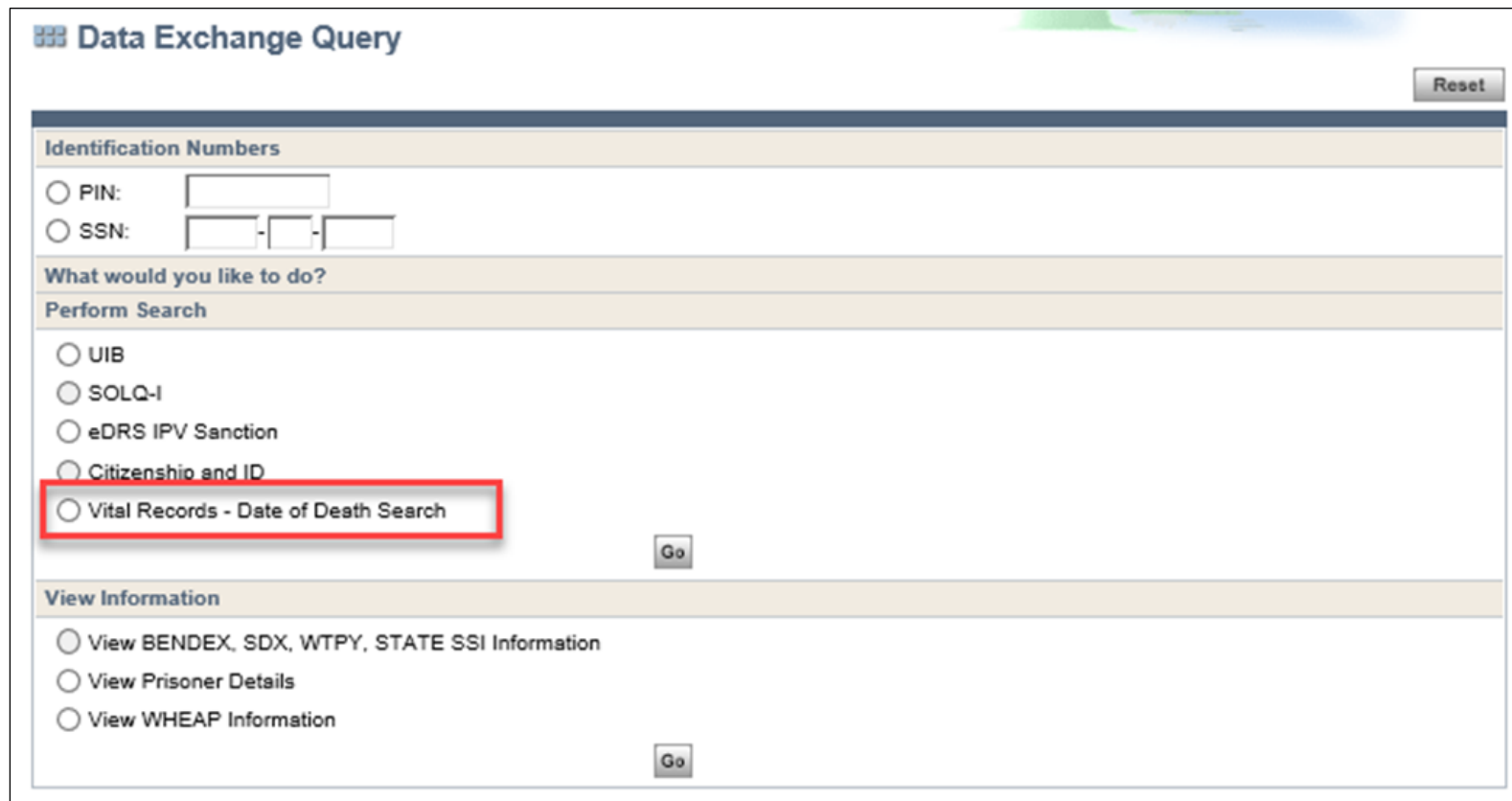
Potential DOD Match (Manual Inquiry)

The Data Exchange Query page will be enhanced to provide workers an option to query the Vital Records DOD service to verify a member's DOD. The worker can enter either a PIN or SSN for the query.

Date of Death Search Results Page & Date of Death Details Page (New)

Vital Records - Date of Death Search Results page will provide the search results for the DOD search criteria entered on the Data Exchange Query page.

Vital Records - Date of Death Details page will provide more detailed Vital Records information for the selected individual from the Search Results page.

DOD Updates on the Permanent Demographics Page

If the worker confirms the DOD is a definitive match, they navigate to the Permanent Demographics page, update the Date of Death, and select **VQ - Vital Records Query**.