



Extending the Verification Due Date

IMAC Presentation

January 2023

Overview

A request in the form of a Verification Checklist (VCL) is sent when information must be verified to determine eligibility for benefit programs. The applicant or member must reply to the request by the verification due date or eligibility may be denied or terminated.

Currently, for applications, the verification due date is set during the 30-day application processing timeframe. However, the verification due date must be set no fewer than 10 days after the verification request.

Also true for ongoing cases (including renewals and SMRFs), the verification due date must be set no fewer than 10 days after the verification request.

However, due U.S. Postal Service delays, many applicants and members have received their VCL on a day close to, or past, the verification due date.

Overview

In addition to extending the verification due date to allow for potential postal delays, this project addresses a related issue to align verification due dates (when verification is needed) for combined health care/FoodShare submitted from ACCESS. The filing date for both programs can differ because, in some situations, the policy for filing dates for health care and FoodShare can be different in certain circumstances.

This happens when:

- The application is submitted in ACCESS after 4:30pm.
- The application is submitted in ACCESS on the weekend (Saturday or Sunday) or a holiday.

Policy Update

To account for U.S. Postal Service delays, the Department of Health Services (DHS) will increase the minimum number of days for verification from 10 days to 20 days for CTS, FoodShare, and/or health care.

Note: This requirement does not change any of the following:

- The FoodShare interview timeframe
- The FoodShare On Demand process in CWW
- The 30-day application processing timeframe
- The verification due date for any application or pending case on or before 02/25/23

CWW Enhancements

CWW will be enhanced to increase the minimum number of days set from the verification request to the verification due date for CTS, FoodShare, and/or health care programs.

The increased number of days will be automatically set for applicants and members on the Verification Due Dates page in CWW. The logic for calculating the verification due date will account for different case modes:

- Application and Intake (Including Add a Program)
- Ongoing (Including Add a Person)
- Renewal and SMRF

And the verification due date for health care for a combined application submitted in ACCESS after 4:30pm, or on a weekend or holiday, will match the due date for FoodShare if verification is needed.

Application and Intake (Including Add a Program)

Here is how the verification due date will be calculated at application or intake (including Add a Program) on the Verification Due Dates page.

Two due dates will be calculated:

- 30 days after the application submitted; or
- 20 days after the date the IM worker pends.

Whichever date is later will be the effective due date.

Note: The 20-day calculation starts as of the first business day after worker pends for verification and, if the last day in a calculation falls on a weekend or holiday, then the due date is the next business day.

Example of an Application

On 11/01/23, an individual dropped off a health care application at their local IM agency. On 11/7/23, the IM worker acted on the case and pended it for verification.

Two due dates are calculated:

- When the individual submitted the application + 30 Calendar Days = 12/01/23
- When the worker pended the application + 20 days = 11/27/23

The later date is **12/01/23**, so that is the date is displayed on the Verification Due Dates page in CWW.

Ongoing (Including Add a Person), or Renewal, or SMRF

Here is how the verification due date will be calculated for an ongoing case, or renewal, or SMRF:

20 days after the date the IM worker pends for verification

Note: The 20-day calculation starts as of the first business day after worker pends for verification and if the last day in a calculation falls on a weekend or holiday, then the due date is the next business day.

On 11/01/23 at 1:00pm, a BadgerCare Plus member reported a change in income in the Report My Changes module in ACCESS.

The IM worker pended it for verification on 11/7/23. 20 days following that date is 11/27/23.

So **11/27/23** is displayed on the Verification Due Dates page in CWW.

Combined FS and HC Application From ACCESS

Here is how the verification due date will be calculated when an individual submits a combined FoodShare and health care application in ACCESS after 4:30pm, or during the weekend or on a holiday:

The health care verification due date will match the FoodShare verification due date if verification is needed.

An individual applies for FoodShare and health care in ACCESS at 8:00pm on 11/01/23.

However, the filing date for the FoodShare application is 11/02/23, and the filing date for the health care application is 11/01/23.

The health care program verification due date is matched with the FoodShare one, so **12/02/23** will be displayed on the Verification Due Dates page in CWW.

Manual Extension of the Verification Due Date

Note: IM workers still have the flexibility to manually extend the verification due date. They can enter a date in the Verification Extended Due Date field and select a reason.

The screenshot shows a software interface for managing verification due dates. The main section is titled 'Verification Due Dates' and contains a table with the following columns: Assistance Group, Sequence, Verification Due Date, Verification Extended Due Date, Verification Extended Due Date Reason, Application/Renewal Due Date, and Application/Renewal Reason. The first row of data shows 'BCP - CHILDLESS ADULT' with a sequence of '01' and a verification due date of '12/14/2022'. The 'Verification Extended Due Date' field is highlighted with a red box and contains a date picker with 'MM', 'DD', and 'YYYY' fields. The 'Verification Extended Due Date Reason' field is a dropdown menu. Below this table is a section titled 'Employments Pending Verification' with columns for Individual, Employer, Pending Information / Verification, Assistance Group / Sequence, Suppress EVFE?, and Reason to Suppress EVFE. The first row shows '33F PP' as the individual, 'BUCKS' as the employer, and 'MAGS 01' as the assistance group. At the bottom of the form, there are buttons for 'Add Case Comment', 'Cancel', 'Previous', and 'Next'.

Assistance Group	Sequence	Verification Due Date	Verification Extended Due Date	Verification Extended Due Date Reason	Application/Renewal Due Date	Application/Renewal Reason
BCP - CHILDLESS ADULT	01	12/14/2022	MM / DD / YYYY		MM / DD / YYYY	

Individual	Employer	Pending Information / Verification	Assistance Group / Sequence	Suppress EVFE?	Reason to Suppress EVFE
33F PP	BUCKS	- Average Hours Per Pay Period, Rate Per hour, Wage Type	MAGS 01	<input type="checkbox"/>	

Questions?