



Worker Prompt for FFM Transfers at Phone Renewal

IMAC Presentation

February 2023

Overview

When renewals resume after the continuous coverage requirement ends, BadgerCare Plus members may no longer be eligible for benefits at renewal.

Those members may lose eligibility at renewal for a non-procedural reason, such as exceeding monthly income limits.

As part of an overall effort to reduce the incidence of health care coverage gaps for members, DHS wants to encourage these members to sign up for health care coverage on the Federally Facilitated Marketplace (FFM) during a phone renewal.

New CWW Page for Member Referral to FFM

A new page in CWW will display a script for workers to encourage members to contact the FFM during a phone renewal.

The page is displayed when:

- The member is completing a renewal by phone
- BadgerCare Plus eligibility is ending for non-procedural reasons (Reason Codes 713 and 714).
- A telephonic signature was collected prior to eligibility termination

Note: The page is not accessible by the navigation menu.

New CWW Page for Member Referral to FFM

This page is displayed after the Confirm Eligibility page. The script refers to which members are losing BadgerCare Plus eligibility and the date their coverage ends.

Worker Script

Verbal Referral to the FFM

Read the following text to the member to urge them to contact the federal Health Insurance Marketplace:

- Based on the information you've given today, GEORGENE [REDACTED] does not meet the rules for getting BadgerCare Plus after 06/30/2023.
- However, it may be possible to keep getting health insurance through the federal Health Insurance Marketplace. Many plans are available at a very low cost.
- It's important to contact the Marketplace quickly, so you don't have a time without health care coverage. If you contact the Marketplace after 06/30/2023 you could have a time when you have no health insurance.
- Would you like the information to contact the Marketplace?
---1-800-318-2596
---TTY for Hearing Impaired: 1-855-889-4325
---www.healthcare.gov
- When you contact the Marketplace, you need to be sure to tell them that BadgerCare Plus coverage will end for GEORGENE [REDACTED] as of 06/30/2023.

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Questions?