



**Reviewing Member
Communications in CWW**

IMAC Presentation
April 2024

Overview

DHS often sends email and text messages to members detailing information and action steps regarding their applications and active cases.

Income Maintenance (IM) workers need awareness of these emails and text messages to better assist applicants and members. This is especially true when they contact the IM agency with questions or concerns prompted by these communications.

Updates to new and existing pages in CWW will allow IM workers to view and search for emails and text messages easily.

Unsubscribe to Texts or Emails

Members are still able to unsubscribe to texts and emails by:

- Replying **STOP** to any text message they receive
- Clicking unsubscribe near the bottom of any email they receive.

CWW Enhancements

Several new pages in CWW will help IM workers identify email and text notifications sent to members on a case:

- Text/Email History Search
- Text/Email Search Results
- Email Correspondence Summary Search
- Email Correspondence Summary Results

CWW Enhancements

Several existing pages in CWW will be updated as described below:

- Undelivered email and text notifications will be recorded on the Case Summary, General Case Information, and Electronic Contact Information pages.
- Emails or text notifications will be recorded as system-generated case comments on the Case Comments page.

Text/Email History Search

On the Text/Email History Search page, workers can search for information on emails and text notifications sent to applicants and members.

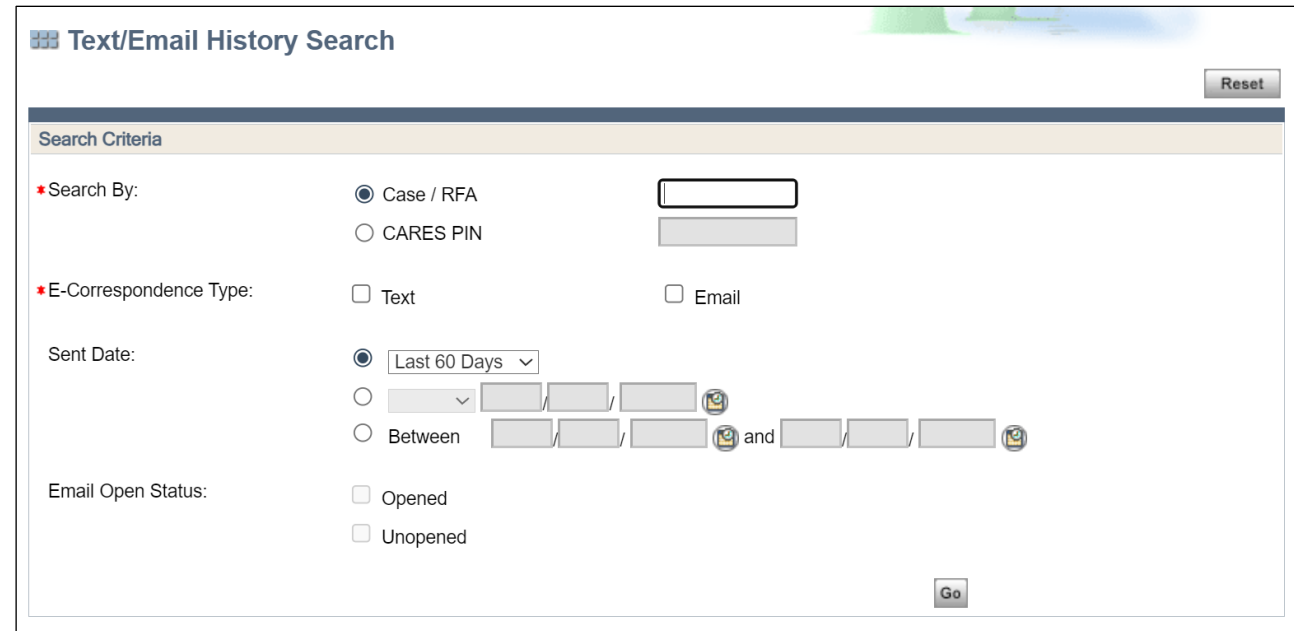
They can access the page in the Navigation menu under Worker Tools.

Worker Tools
▶ FSET Tool
▶ IMQA 2nd Party
▶ Pre-certification Review
▶ SSI-MA Administration
▶ Client Scheduling
▶ Worker Tasks
▶ Overpayment Claims Compromise
▶ Case Management
▶ Client Correspondence
▼ Electronic Text/Email
<input checked="" type="checkbox"/> Text/Email History Search
<input checked="" type="checkbox"/> Email Summary
▶ 1095-B Administration
▶ Data Exchange

Text/Email History Search

Workers will be able to search by:

- Case, RFA, or CARES PIN for Primary Person
 - If a worker is in a case the system will populate that Case/RFA number in the search field
- E-Correspondence Type
- Sent Date
- Email Open Status



The screenshot shows a web interface titled "Text/Email History Search". At the top right is a "Reset" button. Below the title is a "Search Criteria" section. The "Search By:" field has two radio buttons: "Case / RFA" (selected) and "CARES PIN". There are two input fields to the right. The "E-Correspondence Type:" field has two checkboxes: "Text" (selected) and "Email". The "Sent Date:" field has a radio button for "Last 60 Days" (selected) with a dropdown arrow, and another radio button for "Between" followed by two date input fields and a calendar icon. The "Email Open Status:" field has two checkboxes: "Opened" and "Unopened". A "Go" button is located at the bottom right of the search criteria section.

Text/Email Search Results

Once a search is successfully initiated, the system will redirect workers from the search page to the result page.

The Text/Email Search Results page will include two sections:

- Search Criteria
- Text/Email Listing

Search Criteria

The Search Criteria section will display all user defined search values from the previous Search page as reference.

Text/Email Search Results							
Search Criteria							
CARES PIN:		Sent Date:	Last 120 Days				
E-Correspondence Type:	Text, Email	Email Open Status:	Opened, Unopened				
Text/Email Listing							
Sent Date	Sent Time	Sent To	E-Correspondence Type	Campaign Name	Delivery Status	Email Open Status	
02/22/2024	08:21 PM	@gmail.com	Email	Renewal Nudge 3	Delivered	Unopened	
02/20/2024	05:21 PM	@gmail.com	Email	Return Mail Nudge	Delivered	Opened	
02/10/2024	03:21 PM	@gmail.com	Email	Recurring Invite to ACCESS	Delivered	Opened	
01/26/2024	11:13 AM	608-	Text	Address Nudge	Undelivered	N/A	
01/26/2024	12:13 PM	608-	Text	Address Nudge	Undelivered	N/A	
01/26/2024	03:21 PM	608-	Text	Address Nudge	Undelivered	N/A	
01/26/2024	04:33 PM	608-	Text	Address Nudge	Undelivered	N/A	
01/04/2024	11:21 AM	@gmail.com	Email	Renewal Nudge 1	Delivered	Unopened	
01/02/2024	07:21 AM	@gmail.com	Email	Verification Nudge	Delivered	Opened	

Text/Email Listing

The Text/Email Listing section will display the communication results based on the defined search criteria.

Workers can sort results by Sent Date, E-Correspondence Type, and Delivery Status.

Text/Email Search Results

Search Criteria

CARES PIN: [Redacted] Sent Date: **Last 120 Days**

E-Correspondence Type: **Text, Email** Email Open Status: **Opened, Unopened**

Text/Email Listing

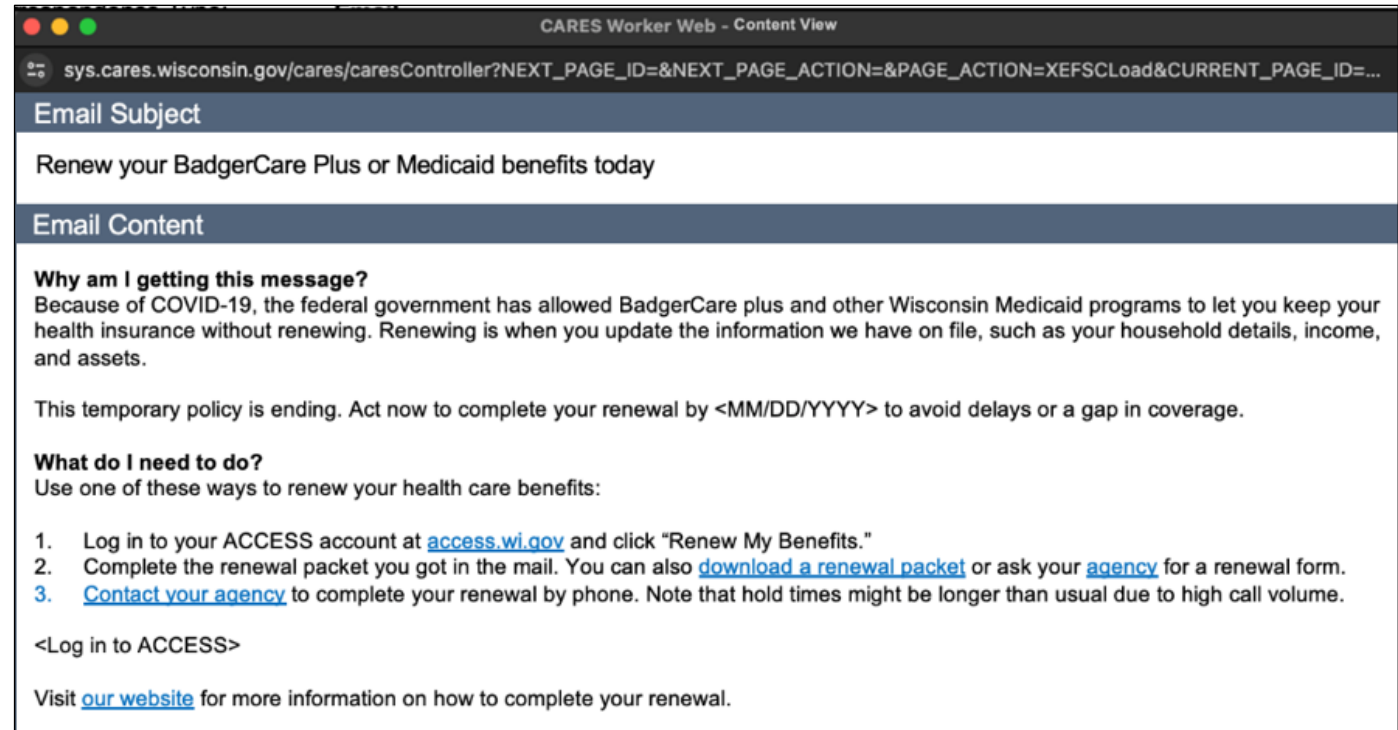
Sent Date	Sent Time	Sent To	E-Correspondence Type	Campaign Name	Delivery Status	Email Open Status	
02/22/2024	08:21 PM	[Redacted]@gmail.com	Email	Renewal Nudge 3	Delivered	Unopened	
02/20/2024	05:21 PM	[Redacted]@gmail.com	Email	Return Mail Nudge	Delivered	Opened	
02/10/2024	03:21 PM	[Redacted]@gmail.com	Email	Recurring Invite to ACCESS	Delivered	Opened	
01/26/2024	11:13 AM	608-[Redacted]	Text	Address Nudge	Undelivered	N/A	
01/26/2024	12:13 PM	608-[Redacted]	Text	Address Nudge	Undelivered	N/A	
01/26/2024	03:21 PM	608-[Redacted]	Text	Address Nudge	Undelivered	N/A	
01/26/2024	04:33 PM	608-[Redacted]	Text	Address Nudge	Undelivered	N/A	
01/04/2024	11:21 AM	[Redacted]@gmail.com	Email	Renewal Nudge 1	Delivered	Unopened	
01/02/2024	07:21 AM	[Redacted]@gmail.com	Email	Verification Nudge	Delivered	Opened	

Text/Email Listing

Workers will be able to view the text or email content by clicking on the magnifying glass.

All URLs will be accessible in the content pop-up.

Dynamic fields included in the text or email correspondence will be replaced by a set of brackets.



CARES Worker Web - Content View

sys.cares.wisconsin.gov/cares/caresController?NEXT_PAGE_ID=&NEXT_PAGE_ACTION=&PAGE_ACTION=XEFSCLoad&CURRENT_PAGE_ID=...

Email Subject

Renew your BadgerCare Plus or Medicaid benefits today

Email Content

Why am I getting this message?
Because of COVID-19, the federal government has allowed BadgerCare plus and other Wisconsin Medicaid programs to let you keep your health insurance without renewing. Renewing is when you update the information we have on file, such as your household details, income, and assets.

This temporary policy is ending. Act now to complete your renewal by <MM/DD/YYYY> to avoid delays or a gap in coverage.

What do I need to do?
Use one of these ways to renew your health care benefits:

1. Log in to your ACCESS account at access.wi.gov and click "Renew My Benefits."
2. Complete the renewal packet you got in the mail. You can also [download a renewal packet](#) or ask your [agency](#) for a renewal form.
3. [Contact your agency](#) to complete your renewal by phone. Note that hold times might be longer than usual due to high call volume.

<Log in to ACCESS>

Visit [our website](#) for more information on how to complete your renewal.

Email Correspondence Summary

On the Email Correspondence Summary, workers will be able to view a monthly summary of email correspondence.

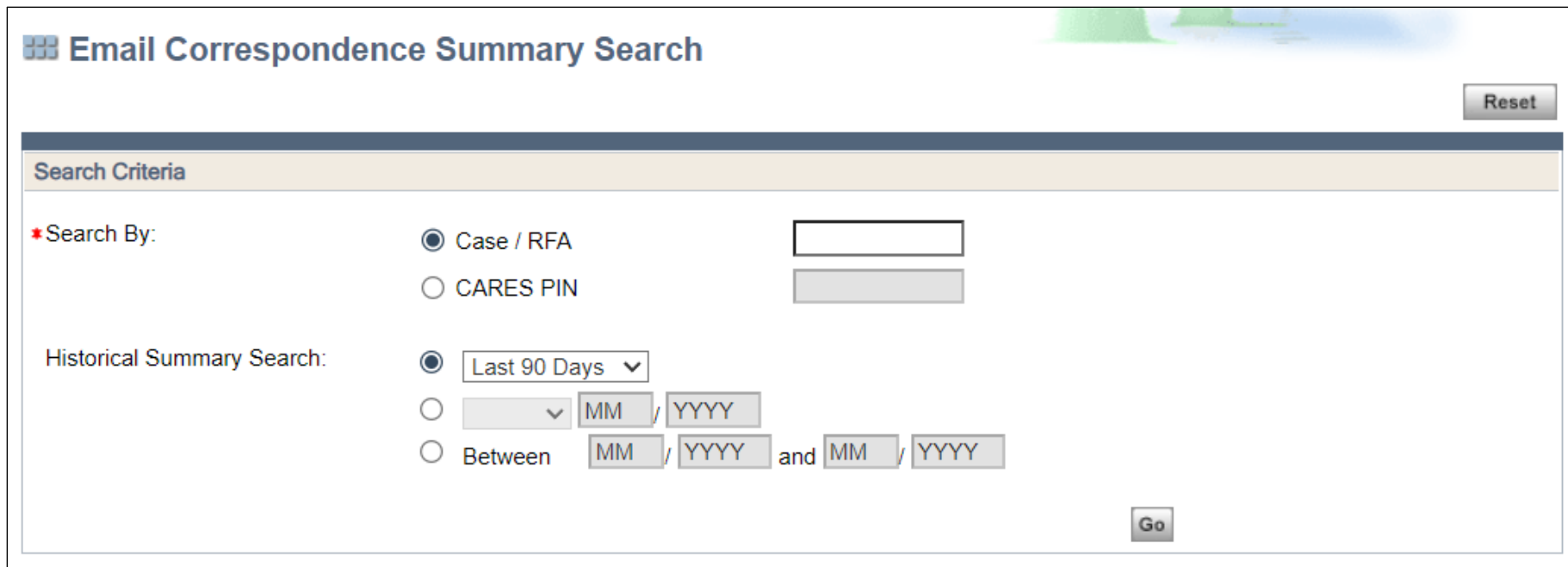
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▶	Case Management
▶	Client Correspondence
▼	Electronic Text/Email
☑	Text/Email History Search
☑	Email Summary
▶	1095-B Administration
▶	Data Exchange

Email Correspondence Summary Search

Workers will be able to search by:

- Case, RFA, or CARES PIN for Primary Person
- Historical Summary Search



The screenshot displays a web interface for "Email Correspondence Summary Search". At the top left, there is a logo and the title "Email Correspondence Summary Search". A "Reset" button is located in the top right corner. Below the title bar is a section titled "Search Criteria". Under "Search By:", there are two radio button options: "Case / RFA" (selected) and "CARES PIN". Each option has a corresponding text input field. Below this, the "Historical Summary Search:" section has three radio button options: "Last 90 Days" (selected) with a dropdown arrow, "MM / YYYY" (with a dropdown arrow), and "Between MM / YYYY and MM / YYYY" (with two dropdown arrows). A "Go" button is positioned at the bottom right of the form area.

Email Correspondence Summary Results

Once a search is successfully initiated, the system will redirect workers from the search page to the result page.

The Email Correspondence Summary results page will display Month, Year, and Email Summary in a table format.

Email Correspondence Summary Results		
Search Criteria		
CARES PIN:	<input type="text"/>	Historical Summary Search: Last 90 Days
Email Summary		
Month	Year	Email Summary
February	2024	2 out of the 3 emails opened
January	2024	1 out of the 2 emails opened

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Undelivered Email and Text Notification

Undelivered email and text notifications will be displayed in red text on the Case Summary, General Case Information, and Electronic Contact Information pages if email or text correspondence was not delivered to the member.

Case Summary		Reset
Summary Information		
Primary Person:	[Redacted]	W-2 Placed Participant:
Contact Information		
An email correspondence was non-deliverable to the email address provided.		
County of Residence:	[Redacted]	
Household Address:	[Redacted]	Alternate Address:
Phone:	[Redacted]	Phone:
Case in Protective Placement:		

Undelivered Email and Text Notification





These notifications will be removed when one of the following occurs:

- A more recent email or text correspondence is successfully delivered.
- A worker updates the phone number and/or email address on file in CWW.

System-Generated Case Comments

Case comments will be system generated for email and text correspondence.

Additionally, a new Comment Type "Text/Email" will be added.

Review Comments (Past 180 Days)						
<u>Flag</u>	<u>Date Entered</u>	<u>Entered Time</u>	<u>Entered By</u>	<u>Type</u>	<u>Comments</u>	
Ⓡ	07/19/2023	5:07 PM	CARES	Text/Email	A text message reminding the member to renew their health care was successfully sent to the Primary Person (703-) on 07/19/2023.	 
Ⓡ	07/19/2023	5:09 PM	CARES	Text/Email	An email reminding the member to renew their health care was successfully sent to the Primary Person (@gmail.com) on 07/19/2023.	 

Questions?