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**State of Wisconsin
Governor Scott Walker**

**TO: Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff
W-2 Agencies
Workforce Development Boards
Job Center Leads and Managers
Training Staff
Child Care Coordinators**

**FROM: Sabrina Fox, Policy Section Chief
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BEPS/DFS OPERATIONS MEMO					
No: 12-51					
DATE: 09/06/2012					
FS	<input checked="" type="checkbox"/>	MA	<input checked="" type="checkbox"/>	BC+	<input checked="" type="checkbox"/>
SC	<input type="checkbox"/>	CTS	<input checked="" type="checkbox"/>	FSET	<input type="checkbox"/>
BC+ Basic	<input type="checkbox"/>	BC+ CORE	<input checked="" type="checkbox"/>		
CC	<input type="checkbox"/>	W-2	<input checked="" type="checkbox"/>	EA	<input type="checkbox"/>
CF	<input type="checkbox"/>	JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>
RAP	<input type="checkbox"/>	WIA	<input type="checkbox"/>	Other	<input type="checkbox"/> *
				EP	

SUBJECT: Automatic Matching of Prisoner Data with Social Security

CROSS REFERENCE: Ops Memo 99-38 and [11-14](#); BCPlus Handbook [2.3](#), [3.6](#), [41.4](#), [41.7](#); MEH [6.9](#); FSH [3.2.1.2.2](#)

EFFECTIVE DATE: August 27, 2012

PURPOSE:

The purpose of this Operations Memo is to announce a new monthly automated Prisoner Match with the Social Security Administration (SSA). The goals of this project are to improve payment accuracy, program integrity and prevent future overpayments by ensuring that ineligible incarcerated individuals are not receiving Medicaid (MA), BadgerCare Plus (BC+), FoodShare (FS), Caretaker Supplement (CTS) or Wisconsin Works (W-2). Child Care will be issuing a separate operations memo. The new process will also reduce agency workload for those agencies currently managing ad hoc prisoner matches with the local jails.

BACKGROUND:

Operations Memo 99-38 introduced the Prisoner Verification Query available to IM agencies through a data-sharing agreement with the SSA via the State Verification Exchange System (SVES) match. This process allowed a worker to query specific individuals for incarceration records when questionable household composition information was received.

To strengthen procedures that will help ensure incarcerated individuals are not receiving benefits when they are not eligible, a joint effort between the Department of Health Services (DHS) and the Department of Children and Families (DCF) is changing the process for identifying incarcerated individuals.

CARES / NEW PROCESS:

CARES will send a monthly request for Prisoner Match Data from SSA for all individuals included in eligibility determinations who are 18 years old and older as long as there is a valid SSN (Verification code V, C or W). This process will set any discrepancies related to the match prior to Adverse Action when the Social Security/BENDEX file is run (always on a Saturday).

Discrepancies and alerts will be set on cases **requiring immediate worker follow up** for individuals who have an incarceration date (federal, state or county jail) on/after 1/1/2012, have been incarcerated for more than 30 days and have no release date. Because these matches are not verified on receipt they will require further verification of incarceration before taking any negative action.

Discrepancies will not be recreated monthly. If there was a discrepancy previously created and the confinement date has not changed a new discrepancy will not be set.

New discrepancies will be created if the confinement date has changed for the individual. Discrepancies are set to the primary worker and can be viewed from the Case Summary page or any page within the case. Workers can also search for discrepancies on the Caseload Management Search page and view the results on the Caseload Management Search Results page. If there is a secondary worker assigned to the case, an alert will be set in addition to the discrepancy already set for the primary worker.

The functionality for navigating and resolving discrepancies is the same process used for Unemployment Income (UI) and SWICA discrepancies. Workers can view the prisoner match details via the discrepancy or the DX Query page once the discrepancy is created. The following pages will be updated to include Prisoner Discrepancy details:

- Caseload Management Search Criteria: Workers will be able to search by Prisoner Discrepancy or include Prisoner Discrepancies in their search criteria.
- Caseload Management Search Result Criteria: Will include Prisoner Discrepancies.
- CARES Worker Web Home Page: Will include Prisoner Discrepancies under "Cases with DX Discrepancies."
- Data Exchange Discrepancy History: Will include Prisoner Discrepancies. This page is accessed from the Individual Summary page.

Individual Summary

Individual	
Name:	PIN:
Associated PIN(s):	
Alias(es):	
SSN:	MCI ID/MAID:
Gender: FEMALE	Birth Date:
Language: ENGLISH	Cleared: YES
Where? RFA/Case	
Query	
<input type="radio"/> View Individual Eligibility History	
<input type="radio"/> View Individual Participation History	
<input type="radio"/> View Individual DX Discrepancy History	

A new page, Prisoner Response Details page will be created to include match information:

Prisoner Response Details Page



User ID: XCTH06 User Name: K SHANMUGARA Quick Select: CASE/RFA Go Help Logout 3.5 05/29/2012

Prisoner Response Details

Prisoner Verification Details			
Name:	SONN	Action:	JX2501
Action Date:	01/01/0001	Match Date:	04/15/2001
SSN:	██████████	PIN:	8000000000
Date of Birth:	██████████	Sex:	MALE
SSA Data			
Prisoner Update Processing System SSN:	██████████	Date of Birth:	██████████
Name:	SONN FSCC2 SONNNN2	Sex:	FEMALE
Confinement Data			
Prisoner Number:	--	Report Date:	04/29/1999
Confine Date:	05/24/1998	Prisoner City:	WAUTOMA
Release Date:	10/30/2000	State:	WI - WISCONSIN
Prisoner Name:	WAU SHARA COUNTY JAIL	Phone:	xxx-xxx-6591
Contact Name:	LT MICHAEL	Fax:	

Match Date MM / DD / YYYY Go

Return

When a discrepancy is set, the worker must verify match results through a secondary source and update cases (according to each program's change reporting rules) timely after receipt of the discrepancy for MA, BC+, FS, CTS and W-2.

This secondary verification can be through online resources, phone calls or faxes to the facility and/or contact with the individual. Agencies should still continue to follow specific program policies regarding Huber and individual's at home under bracelet monitoring.

ONLINE VERIFICATION RESOURCES

VINELink

For record results in Wisconsin and outside the State of Wisconsin, agencies can verify incarceration matches through VINELink, the online version of VINE (Victim Information and Notification Everyday), located at: <https://www.vinelink.com/vinelink/initMap.do>. VINELink's home page does have information on how to use the query.

Workers may have to do more than one query. if the first online check does not return results. If VINELink does not verify incarceration information, workers should also access other resources such as direct contact with the facility and/or contact with the individual.

STATE OF WISCONSIN OFFENDER LOCATOR

For matches within the State of Wisconsin, workers can verify the information through the Offender Locator website at: <http://offender.doc.state.wi.us/lop/home.do>. This website provides records of incarcerated offenders through the Wisconsin Department of Corrections (DOC).

Workers can also access this site through VINELink (see screenshot above). The database is limited in its scope to adults who are incarcerated in the Wisconsin prison system. It is a good practice to include aliases in your search:

FEDERAL PRISONER INFORMATION

For federal prisoner verification, agencies can verify the accuracy of those results at: <https://www.bop.gov/inmateloc/>.

If the online queries do not result in verification of incarceration information for individuals in county jails, workers should continue to use resources at the local agency level such as faxes, phone calls and contact with the individual to verify the incarceration information.

If an individual open for MA/BC+, FS, Caretaker Supplement, or W-2 and is verified to be ineligible due to incarceration in a federal, state or county facility, the following action must be taken in accordance with existing policy for the programs impacted:

- Terminate eligibility for the incarcerated individual with respect to program rules.
- Determine if an overpayment occurred according to the program's change reporting requirements and if an overpayment has occurred, calculate the amount and establish a benefit recovery claim.
- Make appropriate updates to the case to ensure accurate future benefits for others within the household assistance group.

➤ **NOTE:** For FoodShare and BadgerCare Plus, workers must consider reduced reporting rules in determining if there is an overpayment.

Example: A FS reduced reporting household opened effective April 3rd. When the match process ran for June, a discrepancy was created in July and the worker verified the individual was incarcerated since May 15th. The worker should take action to terminate the FS benefit effective July 31st following Adverse Action logic. There is no overpayment for May through July since the individual was not required to report this change until the SMRF was due in September.

Except for BC + Prenatal Services (BCPP with a 567 reason code), CARES will be updated to fail individuals and AGs when that individual's living arrangement type on the Current Demographics page is updated to the "Incarcerated" code (26).

Living Arrangement Information	
Effective Period	
* Begin Month: 07 / 2012	Last Updated: 10/27/2009
Living Arrangements	
* Living Arrangement Type: 26 - INCARCERATED	* Verification: OW - OTHER ACCEPTABLE WRITTEN S
* Living Arrangement Date: 07 / 01 / 2012	
* Minor Parent Living Arrangement:	

Two new reason codes have been created for eligibility and notices when a 26 is entered:

- 681 — new individual reason code failure: You cannot get this benefit because you are incarcerated.
- 684 — new group reason code failure: You cannot get this benefit because the person who applied is incarcerated. You may be able to get this benefit if you apply on your own.

Once the worker has taken the appropriate corrective action to resolve the discrepancy, the worker must update the status of the discrepancy by choosing one of the options displayed next to the discrepancy. W-2 and secondary workers will take the appropriate action to resolve the alert. **Case comments are essential** in order to track actions on the case.

Workers can mark discrepancies as "in progress", by selecting:

- C - Waiting for Client info,
- F - Fraud, or
- T - Third Party Verification.

Once a discrepancy is resolved, it should be updated to:

- D - Duplicate,
- N - No Impact,
- R - Resolved,
- W - Withdrawn or
- H - Huber or Bracelet.

If a discrepancy is not resolved within 45 days, the discrepancy will be highlighted in red and an alert will be sent to the primary worker's supervisor providing notification of the past due discrepancy. This does not mean that the worker has 45 days to resolve the discrepancy. Because these matches can potentially affect eligibility, workers must take timely action to verify the match information and take the necessary action.

Workers can search for a list of discrepancies from the worker's CWW Home page under the "My Tasks" section or from the Caseload Management Search Criteria page.

DATA EXCHANGE QUERY

The query has been modified to allow workers to query Prisoner Match details after a discrepancy has been received. Workers cannot request prisoner information at this time. When SOLQ-I is implemented, a search will also be added for that information.

Data Exchange Query



CARES Worker Web User ID: XCTH06 User Name: K SHANMUGARA Quick Select: CASE/RFA Go Help Logout 3.5 05/31/2012

Navigation Menu

- Search
 - CARES Home
 - Search
 - ▶ Inbox Search
 - Unlinked Documents
- RFA / Case
 - ▶ Client Registration (0)
 - ▢ Case Summary
 - ▢ Case Comments
 - ▶ Application Entry (0)
 - ▢ Generate Summary
 - ▢ Instate Eligibility Determination
 - ▶ Eligibility
 - ▶ Post Eligibility
 - ▢ Confirmation Access
 - ▶ Query
 - ▶ Benefit Issuance
- Worker Tools
 - ▶ SSI-MA Administration
 - ▶ TCLA Administration
 - ▶ Worker Tasks
 - ▶ Case Management
 - ▶ Client Correspondence
 - ▼ Data Exchange

Data Exchange Query Reset

Identification Numbers

PIN:

SSN:

What would you like to do?

UIB Search

SOLQ-I Search

BENDEX, SDX, WTPY, STATE SSI

Prisoner Details

Go

Birth Query Demographic Information

First Name: Starts With Exact

Last Name: Starts With Exact

Birth Date (Year Required): MM / DD / YYYY

Pin / Case / RFA / Tracking Number:

Go

ALERTS:

Alerts will only be generated through Batch.

Alert 477 — Prisoner Match Discrepancy: Sent to the W-2 worker.

Alert 468 — Discrepancy Not Resolved: Sent to the primary worker's supervisor if the discrepancy is not resolved within 45 days. This process will run every Friday to check for the past week and will alert supervisors if any outstanding discrepancies are overdue.

FUTURE ENHANCEMENTS:

Future CARES enhancements include implementing real time online SOLQ queries (i.e.: SOLQ-I). Once SOLQ-I is implemented, the Prisoner Discrepancy process will be enhanced to do real time checks for applications, renewals, person adds and program adds.

CONTACTS:

BEPS CARES Information & Problem Resolution Center

For W-2 Policy Questions in the Balance of State: Bureau of Regional Operations, W-2 Regional Coordinators

For W-2 Policy Questions in Milwaukee: Milwaukee Operations Section Regional Administrators

For W-2 CARES Processing Questions: W-2 Help Desk

*Program Categories – FS – FoodShare, MA – Medicaid, BC+ – BadgerCare Plus, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – FoodShare Employment and Training, BC+ Core – BadgerCare Plus Core, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DHS/DHCAA/BEPS/LT