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State of Wisconsin
Governor Scott Walker



TO: **W-2 Agencies
Training Staff**

FROM: Margaret McMahon, Director
Bureau of Working Families
Division of Family and Economic Security
Department of Children and Families

BWF OPERATIONS MEMO

No: 15-10

DATE: 10/13/2015

W-2 EA CF
JAL RAP Other EP *

SUBJECT: *Impact of Real-Time Health Care Eligibility Determinations on Wisconsin Works Case Processing*

CROSS REFERENCE: [DHCAA and DECE Operations Memo 15-32](#)

EFFECTIVE DATE: October 24, 2015

PURPOSE

The purpose of this memo is to explain the impact of real-time health care eligibility determinations on Wisconsin Works (W-2) case processing. There are no W-2 policy changes associated with this memo.

BACKGROUND

Provisions in the Patient Protection and Affordable Care Act of 2010 require the Department of Health Services (DHS) to complete certain health care eligibility determinations on a real-time basis. To meet these requirements, DHS developed a new process to automate eligibility determinations for BadgerCare Plus and Family Planning Only Services (FPOS) applicants who apply online and meet real-time eligibility (RTE) prescreening criteria. For details on the RTE prescreening criteria, please see [DHCAA and DECE Operations Memo 15-32](#).

Effective October 24, 2015, a new Automated Case Processing (ACP) function in CARES Worker Web (CWW) will create a new case or reopen a closed case when an ACCESS application qualifies for RTE. The RTE process will use existing functions in CWW to record and verify the applicant's information prior to making an automated eligibility determination for BadgerCare Plus or FPOS.

If an online ACCESS application does not meet the RTE prescreening criteria, it will continue to be a regular ACCESS application and the application process will be the same as it is for an ACCESS application received prior to the implementation of RTE.

If an online ACCESS application meets the RTE prescreening criteria, case processing for Financial and Employment Planners (FEPs) will be impacted as described in the CWW Changes section below. These impacts will be minimal.

POLICY

There are no policy changes associated with this memo.

CWW CHANGES

FEPs will see the following ACP-related changes in CWW:

- 1) New AC deletion code: In limited situations, the RTE process will delete pages from CWW. A new delete code, "AC," has been created, which functions as an NL delete when deleting CWW pages. Workers will not be able to enter the "AC" deletion code.

The most common use of the "AC" delete code will be for pregnancy records. If a pregnancy is reported on the ACCESS application and a case has been reopened that has an existing Pregnancy page, the system will delete the old Pregnancy page using the "AC" deletion code and create a new Pregnancy page from the information reported on the current ACCESS application.

- 2) New question on the Asset Gatepost page: Because ACCESS does not collect all required asset information, the system cannot properly create, update, end date, or delete existing asset pages in CWW. To allow ACP in situations where some household members are elderly, blind or disabled but may qualify for BadgerCare Plus or FPOS, a new ACP question has been added to the Asset Gatepost page: "Has the asset information from the latest ACP application PDF been processed?"

This new question will have no impact on FEPs. If a W-2 request is made on the case prior to the IM worker completing the asset driver flow, FEPs will be able to process asset information without changing the "? – Asset information not yet processed" entry to "Y – Yes."

- 3) New CWW page: Some cases that go through the RTE process will be confirmed by the system and not require IM worker follow-up. Other RTE cases will require one or more IM worker follow-up actions before the IM assistance group or groups can be opened.

If a W-2 request is made on an RTE case before all IM follow-up actions are completed, FEPs will see the new Automated Case Processing Status page when recording and processing the W-2 request. FEPs will be able to select Record/Process W-2 request, then Next, to continue in the driver flow.

Automated Case Processing Status
Cancel **Reset**

Automated Case Processing Summary

ACCESS Application Number: XXXXXXXXXX View	Submission Date: 08/25/2015
Updated By: ACPCWW	Last Updated: 08/25/2015

Follow-Up Actions

Action Needed	Programs
Schedule interview or send VCL with interview times.	FS
Review pending verification items.	BC+

What would you like to do?

Record/Process W-2 request

Cancel
← Previous
Next →

FEPs will see this new CWW page only when an ACCESS application passes RTE pre-screening and the system begins the ACP process, but at least one benefit requested on the application cannot be confirmed. For example, this will occur when there is a FoodShare or Child Care request on the ACCESS application that requires IM worker follow-up, such as an intake interview. If the individual requests W-2 before the IM worker has completed processing the FoodShare or Child Care request, then the new page will display when the FEP adds W-2 to the case. It will also occur when BadgerCare Plus or FPOS cannot be confirmed. For example, if the applicant has reported a type of income that cannot be verified through a data exchange.

- 4) New IM worker ID: When a case is created, reopened, or processed using the ACP process, the case will be assigned to worker ID ACPCWW.
- 5) Automatically entered case comments: Case comments will be automatically entered to indicate that a case was created or reopened by ACP. Comments will also be entered when the ACP process end-dates existing CWW pages. Worker ID ACPCWW will display as having entered the comments.

CONTACTS

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

DCF/DFES/BWF/GS