



Date: February 10, 2023

DMS Operations Memo 23-04

To: Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff
FSET Agencies

Affected Programs:

- | | |
|---|--|
| <input checked="" type="checkbox"/> BadgerCare Plus | <input checked="" type="checkbox"/> Caretaker Supplement |
| <input checked="" type="checkbox"/> FoodShare | <input type="checkbox"/> FoodShare Employment and Training |
| <input checked="" type="checkbox"/> Medicaid | |
| <input type="checkbox"/> SeniorCare | |

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Change in the Verification Due Date for BadgerCare Plus, FoodShare, Medicaid and Caretaker Supplement

CROSS REFERENCE

FoodShare Wisconsin Policy Handbook, [Section 1.2.1.2 Request for Verification](#)
BadgerCare Plus Handbook, [Section 25.7 Time Frames](#)
Medicaid Handbook, [Section 20.7 When to Verify](#)
Caretaker Supplement Handbook, [Section 2.6 Time Frames](#)

EFFECTIVE DATE

February 25, 2023

PURPOSE

This memo announces an extension of verification due dates for FoodShare, health care, and Caretaker Supplement (CTS).

BACKGROUND

Currently, when verification of information is needed to determine eligibility for FoodShare, health care, or CTS, a request for verification is sent to the household with a date by which the verification must be returned or eligibility may be denied or terminated. For applications, the verification due date is set

based on the 30-day application processing timeframe, but households have no less than 10 days to provide verification. For ongoing cases, the verification due date is set to at least 10 days from the date when the verification checklist (VCL) is mailed to the household. The verification due dates can be manually extended at the applicant's or member's request. However, due to U.S. Postal Service mail delays, some applicants and members have been receiving the verification checklist very close to the verification due date or even after the due date has already passed.

Due to the mail delays, the Department of Health Services (DHS) is increasing the minimum timeframe for the verification due date to 20 days when a member or applicant must provide verification for a FoodShare, health care, or CTS case.

POLICY

Effective February 25, 2023, applicants and members will have at least 20 days to provide verification when it is required to determine eligibility for FoodShare, health care, and CTS. If the 20th day falls on a weekend or holiday, the due date will be set to the next business day. These changes only apply to FoodShare, health care, and CTS.

For FoodShare cases, in instances when a complete SMRF is submitted at the end of month 7 and verification is required, the verification must be provided by the end of month 7 even if that gives the member less than 20 days to provide verification. If the member does not provide verification by the end of month 7, a new application must be submitted. When a complete renewal is submitted at the end of month 13 and verification is required, the verification must be provided by the end of month 13.

Note: There is no change to FoodShare interview timelines or the 30-day application processing time frame.

Example 1: An SSI-Related Medicaid member reports a change in their assets on November 1. The worker processes the change on November 3 and requests verification. The verification due date is set to November 24, which is 20 days from the VCL mailing date.

Example 2: A FoodShare application is filed on November 1. The application is processed on November 23 and a VCL is sent. The verification due date is set to December 13, which is 20 days from the VCL mailing date.

Note: These changes will not be applied to existing cases for which verification is already pending at the time of implementation on February 25, 2023.

CONTACTS

DHS CARES Problem Resolution Team: DHSCARESProblemResolution@dhs.wisconsin.gov

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