



Date: June 9, 2023

DMS Operations Memo 23-18

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

Affected Programs:	
<input type="checkbox"/> BadgerCare Plus	<input checked="" type="checkbox"/> Caretaker Supplement
<input type="checkbox"/> FoodShare	<input type="checkbox"/> FoodShare Employment and Training
<input type="checkbox"/> Medicaid	
<input type="checkbox"/> SeniorCare	

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Division of Medicaid Services

Updates to SSI Caretaker Supplement (CTS) Signature and Filing Date Policy

CROSS REFERENCE

- Caretaker Supplement Application, [F-22571](#)
- Process Help, [9.9 Caretaker Supplement \(CTS\)](#)
- SSI Caretaker Supplement (CTS) Policy Handbook, [Section 2.3 Valid Application](#), [Section 2.4 Valid Signature](#), [Section 2.5 Filing Date](#), and [Section 2.6 Time Frames](#)
- Telephonic Signature Scripts: [English](#), [Spanish](#), [Hmong](#)

EFFECTIVE DATE

June 24, 2023

PURPOSE

This memo announces changes to the valid signature and filing date policies for the SSI Caretaker Supplement (CTS) program.

BACKGROUND

Currently, the only way to apply for CTS is via the paper Caretaker Supplement Application form [F-22571](#), and a written signature is required. This limitation may discourage or delay enrollment in the program by eligible families. On June 24, ACCESS will be updated to allow people to apply for CTS through ACCESS when applying for health care or FoodShare. CARES will also be updated to allow electronic and telephonic signatures for CTS.

POLICY

Effective June 24, 2023, both electronic and telephonic signatures will be considered valid signatures for CTS applications. Telephonic signatures will also be considered a valid signature for CTS renewals effective June 24, 2023, and new telephonic signature scripts will be added to CWW. Written signatures are no longer needed for applications submitted electronically or telephonically.

A case summary must be sent to the applicant following a telephonic signature but does not require a signature. The applicant will have 10 days to notify the agency if corrections are needed.

For CTS ACCESS applications, the filing date is the date the ACCESS application is submitted. For CTS applications by phone, the filing date is the date of the telephonic signature.

The time frame for processing applications remains 30 days after the date the application is received by the agency. Like health care ACCESS applications, when CTS applications are submitted through ACCESS after business hours or on weekends or holidays, the 30-day processing period will start on the first business day after the CTS filing date.

CONTACTS

DHS CARES Problem Resolution Team

DHS/DMS/BEEP/JL

DHS/DMS/BEOT/