

**AGENT Reminder January 13, 2022**

**General**

* When an application is processed and eligibility is denied, please be sure to confirm cases and verify there is a closure date on the case summary page. There have been instances recently that is states in comments that things were confirmed but they were in limbo because benefits were not confirmed.
* For a case to switch out of intake mode, all programs being looked at must be confirmed the same day. This can cause issues if there is W2 on a case as we cannot confirm that program. Eligibility needs to be ran and that program confirmed as well. Contact with the W2 vendor may be needed.
* When running eligibility on a new application, there are times when the case won’t show as opening from the date of application. There is usually a banner that states you need to update the request page to “No”, navigate off the page to save it, and then go back and update it to “Yes” so it runs correctly. There have been instances recently where this process isn’t followed, and cases aren’t open correctly from the filing date.
* If we have a signature on a paper application, no telephonic signature is required. The only time a second signature is required is with a page one healthcare application if the interview is not completed the same day the registration page is signed.
* If you have a new application pending only for disability, you should confirm the denial of all programs to get the case in ongoing mode after you verify the application has been sent to the DDB. Once confirmed, re-pend for disability, and extend the due date out until a response is received.
* If benefits are denied in month one and two, month three is automatically denied and a new application is required. Do no update the filing date or run with dates to get the case to open as of month 3.
* Under the COVID policies, if a case is open for HC any month during the request period, the customer should be approved and opened. Example: Client applied in October but reported income started in November. He is eligible for October but fails ongoing. Because he is eligible for October, we must confirm all months open based on the October eligibility. Add the income after approval and leave the failure unconfirmed. Eligibility runs in the background until the denial can be confirmed at the end of the public health emergency.
* If someone is marked out of home and there aren’t comments as to why, it could be because they were removed from another case. Do not question living arrangement just because they are showing as 15’d.
* If an individual reports being undocumented, please do not question citizenship. They are also not required to verify ID for FS as the primary person if they are undocumented (FSH 1.2.3.1).
* When a discrepancy occurs for SSA amounts (gross vs net discrepancy), you must verify what the discrepancy is. You have to call SSA and ask what it is for and verify amounts. You cannot update the page off the statement of the client or calculate the discrepancy and just add the amount. Discrepancies can be for Part C/D, voluntary tax withholdings, or recoupments. Each is treated differently depending on the discrepancy.
* Employment pages should be updated based on what the customer reports on their application. There have been instances where workers have entered $0 in override amounts so that cases don’t fail reasonably compatible. This should not be done.
* When workers experience issues with their phones or Genesys, they should make sure that they are following the troubleshooting guide. If following those steps are not successful, workers should reach out to their direct supervisor for assistance.

**FoodShare**

* Customers with questions on PEBT should be referred to call 1-833-431-2224 or PEBTsupport@wisconsin.gov
* When completing a FoodShare interview or renewal, remember that it is required to read all the required scripts (ABAWD, Work Registrant and FS Change Reporting).

**EBD**

* When using the new OTMP screen, check the spousal allocation on the case.  If they indicate the max but the income the applicant has is less, the “max” shows a higher amount in the budget.  Do not enter the max allocation showing on the budget in the OTMP UI page unless the person is actually allocating that amount.  Enter the income the person is allocating on the screen.