



## Marketplace Open Enrollment

Open Enrollment to enroll in a 2023 insurance plan through the Health Insurance Marketplace begins on November 1, 2022 and runs through January 15, 2023. Here are some important dates to give our customers when referring them to the Marketplace:

*November 1, 2022-* Open Enrollment begins.

*December 15, 2022-* Last day to enroll for coverage that starts January 1, 2023.

*January 15, 2023-* Last day to enroll.

### *Highlights*

Calendar	2
Statistics	3
Policy Page	4
Introducing	5
Praise & Recognition	6
Community Resources	7
Consortium Updates	8



# Calendar

Happy Thanksgiving



## NOVEMBER 2022

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5
6	7	8 Full Moon	9	10	11 Veterans Day	12
13	14	15	16	17 Adverse Action	18	19
20	21	22	23	24 	25	26
27	28	29	30			

Happy  
DECEMBER!



## DECEMBER 2022

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3
4	5	6	7 Full Moon	8	9	10
11	12	13	14	15	16 Adverse Action	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
Christmas						

# Statistics



## SCC Statistics (previous 12 months)

Month	Calls Offered	Calls Answered	Answer Rate	Average Speed of Answer/Mins	Average Talk Time/Mins	Average Handle Time	Longest Waiting Call /Mins
September	9,793	9,603	98.06%	1.33	10.82	11.10	19.75
October	10,210	10,028	98.21%	1.25	11.10	11.39	14.98
November	10,946	10,571	96.57%	1.95	11.05	11.33	18.42
December	9,956	9,235	92.76%	2.49	10.61	11.14	17.63
January	12,108	10,871	98.78%	3.09	10.67	11.15	
February	10,038	9,319	92.84%	1.43	10.63	11.09	
March	10,381	9,904	95.41%	0.86	10.01	10.47	28.47
April	9,423	8,887	94.31%	1.24	10.04	10.47	30.90
May	9,241	8,884	96.14%	1.10	10.10	10.99	23.15
June	10,288	9,920	96.42%	1.33	10.40	11.37	43.23
July	9,921	9,529	96.05%	1.50	12.50	11.03	21.58
August	12,259	11,446	93.37%	2.25	10.15	10.54	44.62
<b>September</b>	<b>11,208</b>	<b>10,559</b>	<b>94.21%</b>	<b>2.18</b>	<b>10.44</b>	<b>10.88</b>	<b>24.55</b>
<b>October</b>	<b>11,093</b>	<b>10,384</b>	<b>93.61%</b>	<b>2.29</b>	<b>10.68</b>	<b>11.10</b>	<b>24.18</b>

## Application Processing Statistics

Southern Consortium Application Processing for September 2022 and October 2022

\*\*Target is at least 95% timeliness for the Southern Consortium\*\*

Agency of Administration	Applications Processed Count	Applications Processed Timely	
		Count	%
<b>September 2022</b>			
CRAWFORD COUNTY	112	112	100.0%
GRANT COUNTY	317	316	99.68%
GREEN COUNTY	179	179	100.0%
IOWA COUNTY	117	117	100.0%
JEFFERSON COUNTY	416	415	99.76%
LAFAYETTE COUNTY	73	73	100.0%
ROCK COUNTY	1,559	1,547	99.23%
<b>Total Applications Processed</b>	<b>2,773</b>	<b>2,759</b>	<b>99.50%</b>
<b>October 2022</b>			
CRAWFORD COUNTY	115	115	100.0%
GRANT COUNTY	335	335	100.0%
GREEN COUNTY	185	184	99.46%
IOWA COUNTY	91	91	100.0%
JEFFERSON COUNTY	446	445	99.78%
LAFAYETTE COUNTY	87	86	98.85%
ROCK COUNTY	1,613	1,598	99.07%
<b>Total Applications Processed</b>	<b>2,872</b>	<b>2,854</b>	<b>99.37%</b>

# *Policy Page*

## **Policy Reminder**

Program filing dates should only be updated when one of the below actions is being taken on a case:

- Application
- Person-add
- Person-delete
- Program-add
- Late renewal or renewal related verification is submitted for Health Care
- Late verifications are submitted after the 30 days denial notice is sent for a FoodShare application (up to 60 days past the filing date)

## **Process Clarification**

When a customer calls and needs to have TPL removed from their account, please refer them to Member Services. Workers should no longer call TPL or Member Services themselves on behalf of the customer. Let the customer know that they should 1) Call the TPL insurance to obtain the exact date that their coverage ended. If this step is not taken, the TPL will continue to repopulate on their case 2) Call Member Services with this information and to have the TPL removed. Note: if the TPL is showing on a medical coverage page in CWW, the worker should update the page to show the coverage has ended.



# Introducing



**Vania and Ruby filled out a questionnaire to help us get to know them better. Here are their answers.**

## **Introducing Vania Perez Gordillo (XROA83) Rock**

**Where do you live?** Beloit WI

**Who is in your family?** Sonia Gordillo (mother), Pedro Perez (father), Uriel Perez Gordillo (brother), Nuria Perez Gordillo (sister)

**What type of pets do you have, if any?** 2 cats

**Where did you grow up?** Beloit WI

**How did you come to work in Economic Support?** I have always liked/wanted to help people so I heard about the job opening and decided to apply, honestly I didn't think I would get it since I have little experience, but I am happy to be here!

**Where else have you worked?** I have worked in a few factories (IPM Foods, Ecolab, Generac), I also worked at the registrar's office at my university as well as the student center information desk, most recently I worked briefly at Family Services of S. WI & N. IL.

**What is your favorite indoor or outdoor activity?** Outdoor: carnivals, waterparks, bonfires. Indoor: watching movies, listening to music, snacking

**What is your favorite food?** Any sort of Mexican food

**What are you watching on T.V right now?** Nothing really, I get bored with shows easily

**What is your favorite movie?** The Help

**What is your favorite song or type of music?** I like a lot of different types of genres, R&B, salsa, hip-hop, etc.

**What is the last book you read?** Probably some chapter from a textbook in college (I don't read much)

**Do you have any hidden talents?** I like to do nail art and paint

**What is something you want to do this year?** Try hard at my job and soak up as much knowledge as possible, also to help out my family as much as I can

**What could you never give up?** Junk food and sweets

**What else do you want to tell us about yourself?** I turned 23 October 22<sup>nd</sup>

## **Introducing Ruby Salazar (XROA84) Rock**

**Where do you live?** Beloit

**Who is in your family?** My son, Eric Emilio, and me.

**What type of pets do you have, if any?** 2 dogs Luna & Chico

**Where did you grow up?** I grew up in Beloit

**How did you come to work in Economic Support?** I came to work in Economic Support to be able to help others and to make a difference in their lives

**Where else have you worked?** Currently working at Derricks House in Beloit as a Youth Specialist

**What is your favorite indoor or outdoor activity?** I like going to the gym and hiking during the summer

**What is your favorite food?** Gorditas

**What are you watching on T.V right now?** Currently watching "The Watcher" on Netflix

**What is your favorite movie?** All of the Conjuring movies

**What is your favorite song or type of music?** Regional Mexican music

**What is the last book you read?** It Ends with Us by Colleen Hoover





This section of the newsletter recognizes staff for going above and beyond, celebrating good news, achievements and county anniversary dates (5 year increments).

Please nominate your co-workers for going above and beyond. Send in any good news you would like to share with your Consortium co-workers or a county anniversary you are celebrating. Email Jenny Booth at [boothj@co.rock.wi.us](mailto:boothj@co.rock.wi.us)

## Congratulations

😊 Congratulations to Michael Kaltenbach who celebrated one year of service with Rock County on November 1<sup>st</sup>!

😊 Congratulations to Denece Udelhoven who will celebrate 10 years of service with Grant County on November 26<sup>th</sup>!

## Round of Applause

👏 I received a call from a client that spoke to Shannon Landwehr. He stated she was fantastic, and he appreciated all her assistance. Excellent job Shannon!

👏 A client stated that Lena in Iowa was so helpful and kind with her. She said she did a really great job and she appreciated her support. Great job, Lena!

👏 A client called and stated that Jayne in Iowa was wonderful. She had a case error and she went above and beyond to solve issue. She said she didn't stop until there was a resolution and she was absolutely fabulous.

# Community Resources and Events



Please email Jenny Booth at [boothj@co.rock.wi.us](mailto:boothj@co.rock.wi.us) any community resources and/or events in your area, that you think should be shared.

## Legal Action of Wisconsin

Legal Action of Wisconsin provides free legal services to low-income people. They deliver top-quality, personalized legal service to every client they serve.

Legal Action typically takes the following types of cases:

- Housing
- Public benefits (welfare)
- Family law
- Health insurance
- Social security
- License revocations and suspensions (drivers licenses and occupational licenses)
- Inaccurate criminal background records and arrest records

In addition, Legal Action of Wisconsin provides legal services for specialized populations including:

- Veterans
- Seniors
- Farmworkers
- Those near release or recently released from prison

Contact information for Legal Action of Wisconsin is listed below:

Intake line- 855-947-2529

An online Intake Application may be completed at [Legal Action Wisconsin](#)

## Consortium Updates

- Remember to delete action items when working on cases.
- When a page one application is received for healthcare, either written or telephonic, an interview needs to be completed and a second signature must be collected if the interview is not held the same day that the filing date was set.
- One Touch philosophy of the Southern Consortium means that we process the case from beginning to end with the client on the phone. This includes the following:
  - Completion of all Discrepancies on the Case:
  - Completion of ALL action items (alerts) on the case
  - Completion of any requests or renewals for Medical Assistance and/or FoodShare, as well as Telephonic Signature for SMRF
  - Completing CTS application/Renewals
  - Completion of all documents on the case
  - Agents are NOT expected to process any Self-Employment including SEIRFs during Call Center hours
  - Agents are NOT expected to process any Medical Expenses documents during Call Center hours
  - Agents are NOT expected to process any LTC Undue Hardship during call center hours
  - Those documents will be processed by the local county agencies. Please advise the client that their documents/verifications will be processed in the order they were received within a 10-day period.
- When customers report a new address, remember to transfer them to the new, correct county of residence. If the case is pending and cannot be transferred, enter a flagged case comment that the case needs to be transferred when the verification is processed.
- Remember to read case comments when processing verification as additional action may be required on cases (example: transferring to new county of residence, generating a case summary, etc.)
- Please remember to review dependent care expenses at renewal to make sure that they are still accurate.

