This message is being sent to CARES and Policy Coordinators, IM Operational Leads and cc’d state staff. Please share within your agency as appropriate.

**Background:** The worker processing instructions for alerts 383- MEDICARE INFO UPDATED and 503- ADULT TURNING 65 have been revised and the updated processing instructions are attached. Previously, these alerts had language that indicated FYI Only so some workers were just running eligibility and not taking the appropriate action to request and obtain asset information/verification when appropriate to redetermine the member’s healthcare eligibility using elderly, blind, disabled Medicaid (EBD MA) rules when the member was switching from Badgercare Plus (BC+) to EBD MA.

**Processing Instructions:** Effectively immediately, workers should refer to the attached instructions when working these 2 alerts going forward until these processing instructions can be added to Process Help (PH) 44.4.2.4 with the next PH release.

Additionally, the alert code help text for these two alerts have been updated in CWW to align with the new worker processing instructions that are communicated in this CARES Coordinators Notice:

**383 - MEDICARE INFO UPDATED**

1. Program(s) that generate the alert: All programs
2. Why was the alert generated?  The SSA data exchange updated information on the Medicare information page.
3. What worker action is required? Review the Medicare page and update the MSP request to Y if the member is requesting HC and is also receiving Medicare. Pend for asset information and send manual letter if the member is a new Medicare enrollee.

**Scenarios that may occur:**

1. If there is no open healthcare and the person is not requesting healthcare, you need to verify the information is correct and no further action is needed.  Check the start dates to make sure it didn’t update early.  You may need to remove the screen if it’s too far in the future as it can pick up in other budgets.
2. If there is open EBD healthcare programs, check the Medicare start date.  If there is a future start date of more than 2 months out, please set an expected change alert to check eligibility closer to the begin month of Medicare.  Delete the screen. If it is a current date, no new verification is needed as we previously verified with the prior application.
3. If there is open non-EBD healthcare programs, review the dates to be sure its current, request verification as appropriate for EBD programs including completing an AVS request.  If the date is a future date more than 2 months out, set an expected change to run the case and request verifications closer to the time period it begins.

**503 - ADULT TURNING 65**

1. Program(s) that generate the alert: All programs
2. Why was the alert generated?  An individual listed on the case is turning 65 years old.
3. What worker action is required? Review the case. If the member that is turning 65 is requesting HC, pend for asset information to test for EBD MA and send manual letter.

**Scenarios that may occur:**

1. If there is no open healthcare and the person is not requesting healthcare, no further action is needed.
2. If they have other open programs that are non-EBD programs for any household member and the person is turning 65, attempt to collect assets including completing an AVS request.
3. If there are other open EBD MA programs, run they case to transition them to EBD MA. This could be a scenario where the spouse is already open for benefits under EBD MA

NOTE: DO NOT CONFIRM ANY EBD MA PROGRAMS WITHOUT ASSETS BEING REQUESTED OR PENDED FOR VERIFICATION AS APPROPRIATE.