

**AGENT Reminders February 23, 2023**

**General**

* When transferring a case to a different county, please don't delete the transfer in alert for the new county.
* Do not add an authorized rep to a case until we have the proper paperwork on file. Entering a ? on the page does not pend for the paperwork.
* When the Employment Query page comes up in driver flow, make sure to wait the 7 seconds for the match information to display. New hires and wage matches are being missed because workers have not been waiting the full 7 seconds and are bypassing this page which can result in benefits being issued in error.
* If a first attempt has been made to complete a FoodShare interview and the customer did not answer and then calls SCC complete the interview, the SCC worker must complete the interview with the customer. The SCC worker should NOT tell the customer that a second attempt will be made by the worker who made the first attempt.
* If a customer reports a valid significant change to their self-employment income, the details of this change MUST be documented in case comments.

**FoodShare**

* If a renewal is not processed until the last day of the month, two attempts must be made. If you cannot reach a customer, you would mark No Interview and deny the case. A new application is required if the customer does not complete the interview in the review month.
* Workers must make at least two attempts to contact the household to complete the interview. See [FoodShare Wisconsin Handbook 2.1.3](http://www.emhandbooks.wisconsin.gov/fsh/policy_files/2/21/2-1-3.htm) for policy.

Workers must record both successful and unsuccessful contact attempts for all FoodShare requests using the FS Contact Attempts panel, which is available on the RFA Comments, Case Comments, and Interview Details pages.

* Per FSHB 5.4.4.3 Food Units: Primary Person Deceased with Surviving Members:
  + A Notice of Decision is sent to the household notifying them that the case is closing and that they must reapply.
  + The QUEST card remains active and benefits remain available to the household.
  + No information is sent to FIS.
* When an individual is homeless and uses a mailing address, QUEST frequently does not deliver the cards.  It is recommended to use the agency address for homeless mail to avoid delivery issues with permanent cards.
* Do not complete workarounds or update the Priority Service Eligibility page after completing the screen on the initial intake.  There is no longer a need to do a “workaround” on this page.  Updating this page after the initial intake causes it to see it as priority service from the initial date of the application. When confirmed, this will show on our untimely report.

**HealthCare**

* Please remember to ask customers at application if they would like a backdate. If a backdate is requested, be sure to update the HealthCare request page with this information so that the correct VCL can be generated.
* If individuals are considered eligible under BadgerCare Plus and EBD Medicaid, they are required to enroll in coverage under EBD MA programs (BCP 49.1).  The only exception is pregnant women. The system automatically chooses the best program of eligibility based on the coverages they are eligible for.  Do not update or select BCP to force that eligibility to open over EBD MA programs.