**Process Help 23-01 Release**

Released February 25, 2023

Presented by: Kathy

**3.4.7 Issue a SMRF on a Re-opened Case**

This section details what steps to take if a SMRF was not issued because FS closed in month but reopens in month six. It also details how to issue a manual SMRF.

**3.13.3 Break in Service at SMRF**

New flow charts were created and can be viewed to follow the steps to determine how to proceed when a case closed at SMRF.

**4.2.1 Early FoodShare Renewals**

This section has been updated to detail what steps must be taken when a customer wishes to complete an early FS renewal and FS is only program due for a renewal. There is a message that must be read and will generate on the Interview Details page.

This section has also been updated to detail what steps to take when a customer wishes to complete an early FS renewal and there are other programs due for renewal. There is a warning message that will display on the Interview Details page and must be read.

**4.2.2 Health Care closing 713/714 at renewal, worker verbal referral to FFM**

When BadgerCare Plus closes at renewal for reason codes 713 (FFM referred individual-Denied or termination from BC+, referring to the FFM) and 714 (CARES initiated referral-Denied or terminated from BC+, referring to the FFM), and the worker is on the phone with the member, the worker must read the verbal FFM referral to the member. This message will generate in CWW.

**13.2 Prior SSI Processing**

Details what to do when a customer says “YES” to the question “Is anyone in your household who was an SSI recipient in the past and is not a recipient now?”