Processing Returned Mail (PH 3.16)

1. **With a forwarding address – There will be a typed address and zip code or a sticker:**

\*\*\* Use this process for both HC and FS

* 1. Update CWW with the new address. ***WI residency is no longer questionable.***
  2. Remove mailing address, if applicable.
  3. If the updated address provided is outside of WI, update RESIDES IN WISCONSIN on the Current Demographics screen to NO.
  4. Run and confirm the case with the change of address.
  5. Make case comments.

1. **Without a forwarding address:**
   1. **For FS only cases**
      1. Do **NOT** question residency or address.
      2. Case comment that returned mail was received (indicate notice mailing date and type of notice).
      3. Move returned mail to ECF.
   2. **For Health Care** 
      1. Requesting Verification of address
         1. Q?- Questionable Not Yet Verified the ADDRESS VERIFICATION field on the General Case Info page in CWW. This will pend the HC for address verification. FS will not pend for address if currently open on the case.
         2. Do **NOT** question Wisconsin Residency.
         3. Case comment that returned mail was received (indicate notice mailing date and type of notice). Also indicate Address verification due date.
         4. Move returned mail to ECF.
      2. Verification request comes due and member has not made contact
         1. Update the ADDRESS VERIFICATION field to QV-Questionable Not Verified.
         2. Initiate eligibility and confirm HC closed for failure to verify address. FS should remain open on the case.
         3. Case comment your actions and the case status.
2. **Homeless Individuals**
   1. Homeless individuals using the local agency address for mail must pick up mail within 30 days. The local agency will shred DHS mail not picked up within 30 days. Other mail will be returned to sender.
   2. If returned mail is received from a homeless individual’s mailing address, remove the mailing address so that the only remaining address is the local agency address. Attempt to contact the customer to obtain a new mailing address. If the customer cannot be reached, future mailings will be sent to the local agency.
3. **Case Comments**
   1. Case comments should include the date the returned mail was received by the local agency, the address it was returned from and what the piece of mail was (notice of decision, verification checklist, etc.) along with the action taken by the worker.