



# WISCONSIN DEPARTMENT OF CORRECTIONS

Governor Tony Evers / Secretary Kevin A. Carr

## GUIDANCE DOCUMENT CERTIFICATION

I have reviewed this guidance document or proposed guidance document and I certify that it complies with sections §227.10 and §227.11 of the Wisconsin Statutes.

I further certify that the guidance document or proposed guidance document contains no standard, requirement, or threshold that is not explicitly required or explicitly permitted by a statute or a rule that has been lawfully promulgated.

I further certify that the guidance document or proposed guidance document contains no standard, requirement, or threshold that is more restrictive than a standard, requirement, or threshold contained in the Wisconsin Statutes.

Doug Percy / DAI policies

\_\_\_\_\_  
Name of Individual Certifying this Document / Proposed Document

DAI Assistant Administrator

\_\_\_\_\_  
Title




\_\_\_\_\_  
Signature

2/28/2020

\_\_\_\_\_  
Date Signed

Department of Corrections – Wisconsin  
Office of the Secretary  
Wis. Stat. § 227.112(6)  
DOC-2910 (Rev. 12/2019)

 <p style="text-align: center;"><b>DIVISION OF ADULT INSTITUTIONS</b></p> <p style="text-align: center;"><b>POLICY AND PROCEDURES</b></p>	<b>DAI Policy #:</b> 309.00.51	<b>Page</b> 1 of 6
	<b>Original Effective Date:</b> 01/01/16	<b>New Effective Date:</b> 03/16/20
	<b>Supersedes:</b> 309.00.51	<b>Dated:</b> 01/01/16
	<b>Administrator's Approval:</b> Makda Fessahaye, Administrator	
<b>Required Posting or Restricted:</b>		
<input checked="" type="checkbox"/> <b>Inmate</b> <input checked="" type="checkbox"/> <b>All Staff</b> <input type="checkbox"/> <b>Restricted</b>		
<b>Chapter:</b> 309 Resources for Inmates		
<b>Subject:</b> Medicaid Application		
<b>Guidance Document</b>	<input checked="" type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>	<b>Posting date</b> 03/09/20

**POLICY**

The Division of Adult Institutions shall provide releasing inmates the opportunity to apply for public Medical Assistance programs prior to release.

**REFERENCES**

Code of Federal Regulations, Title 42, Chapter IV – Centers For Medicare & Medicaid Services, Department Of Health And Human Services  
Wisconsin Statutes Ch. 49 – Subchapter IV – Medical Assistance  
Wisconsin Statutes Ch. 49 – Subchapter V – Other Support and Medical Programs  
Wisconsin Statutes Ch. 49 – Subchapter VI – General Provisions  
Patient Protection and Affordable Health Care Act (PPACA)  
Health Care and Education Reconciliation Act  
Wisconsin Administrative Code Ch. DHS 101-109 – Medical Assistance  
DOC-DHS Memorandum of Understanding  
DHS Operations Memo 14-49 – Processing Telephonic Applications for Offenders  
myDOC ACA Reference Page

**DEFINITIONS, ACRONYMS AND FORMS**

ACA – Affordable Care Act

BadgerCare Plus (BC+) – Health care for children, pregnant women and adults, with or without dependent children. Eligibility is based on income and household size.

CIP – Challenge Incarceration Program

DAI – Division of Adult Institutions

DHS – Department of Health Services

DOC – Department of Corrections

DOC-184 – Disbursement Request

DOC-236D – Identification Property Access Record (Red)

DOC-237 – Property Receipt

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DOC-745 – Release Plan Information

DOC-2728 – Wisconsin Medicaid Application-Instructions

EBD – Elderly, blind, disabled

ERP – Earned Release Program

ES – Extended Supervision

ID – Intellectually Disabled

Income Maintenance (IM) Agency – IM Consortia, county, or tribal agency administering Wisconsin's income maintenance programs

Income Maintenance (IM) Consortium – An organization composed of groups of counties administering Wisconsin's income maintenance programs.

LEP – Limited English Proficiency

MR – Mandatory Release

PHI – Protected Health Information

PII – Personally Identifiable Information

Wisconsin Medicaid for the Elderly, Blind, and Disabled (EBD Medicaid) – Health care coverage for people who are age 65 and older, blind, or who have a disability. Disability and blindness determinations are made by the Disability Determination Bureau (DDB) in the Department of Health Services.

## **PROCEDURE**

### **I. Staff Training**

- A. Staff training shall be available through DOC's learning management software.
- B. Initial training is required for ACA Site Coordinators, Social Workers, and Social Worker Supervisors. Warden/designee may designate additional classifications required to attend training.
- C. Training is available for all DAI staff members interested in attending.

### **II. Inmate Education**

- A. Inmates cannot use Medicaid services until release with the exception of inpatient hospital stays.

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- B. Facilities shall designate staff to provide information to inmates about health care system changes and health coverage options through pre-release or reentry planning.
- C. Facilities shall designate staff to provide paper applications and information on the process of applying for Wisconsin's Medicaid programs prior to release. Staff shall also provide the application, instructions and information about applying for health insurance purchases from the Federal Health Insurance Marketplace.
- D. Facilities may provide periodic multi-media presentations about health system changes through inmate-access closed circuit televisions systems and self-study materials in libraries or resource rooms.
- E. Inmates approved for Medicaid services have access to mental health, substance use disorder, medical treatment and other covered services as needed after release.

### **III. Pre-Release Application Assistance Process**

- A. Facilities shall designate ACA Site Coordinators.
- B. Inmates who had benefits prior to their incarceration are required to reapply if they are interested in receiving benefits upon release.
- C. Facilities shall provide all inmates access to application materials.
- D. During release planning, inmates complete a DOC-745 and identify if they plan to complete an application for health insurance prior to their release. Applications are voluntary and the decision to apply rests with the inmate.
- E. Application assistance shall be documented in each inmate's COMPAS case/custom fields/release plan section under ForwardHealth Card.
- F. Inmates may apply for BadgerCare Plus or EBD Medicaid via telephone in accordance with the timeframes described in Section IV.B and E.

### **IV. BadgerCare Plus or EBD Medicaid Application**

- A. The inmate may request the IM Consortium toll-free number or Menominee County toll number.
- B. Calls to the IM Consortia may be placed on or after the 20<sup>th</sup> of the month prior to the inmate's month of release. IM agency staff use the Wisconsin DOC Offender Locator to verify MR/ES and Maximum Discharge dates.
- C. Some CIP, ERP and parole grant releases create exceptions to the calling date. When an inmate's earned release month is unclear because of variability of acquiring signed court orders, the inmate should wait until the

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first of the month of possible release; e.g., if an inmate completes a program on the 20<sup>th</sup> of June and it is unclear if he or she will release in June or July, the inmate shall wait until June 1st to call the agency.

- D. DAI staff may verbally confirm release dates for CIP, ERP and parole grants.
- E. Inmate members are required to notify the IM agency of changes in residence, income and household within 10 days of the change. If incarceration is extended after successful enrollment, inmates shall notify the IM agency of the change.
- F. Procedures may vary by facility because of physical plant, method of pre-release planning and other factors.
- G. Facilities shall ensure protection of inmate PII and PHI shared during phone calls when establishing facility procedures.

#### **V. Telephone Use**

- A. The inmate telephone system allows calls to the IM Consortia and the DHS member services toll-free numbers, as well as the Menominee County toll number. Inmates are required to enter their pin number prior to placing calls.
- B. These numbers shall allow call times up to one hour before terminating. BadgerCare Plus calls average 20 to 40 minutes in length.
- C. Menominee County residents' applications may be handled differently and require additional steps to complete an eligibility determination.
- D. Inmates whose benefits were terminated upon incarceration, must reapply. Those needing a replacement card need to wait two business days after being approved for benefits to call before contacting Member Services for the replacement card.
- E. Facilities may provide alternatives to the inmate phone system in situations where the physical plant or inmate traffic prevents sufficient protection of PII or PHI. Alternatives may include, but are not limited to, attorney call booths and supervised calls from staff offices.

#### **VI. Additional Assistance**

- A. Inmates facing challenges to successful completion of the application process may require additional staff assistance, including assistance completing paper applications and/or staff-facilitated phone calls.
- B. Inmates with ID, serious mental illness, low reading scores and/or LEP who are interested in applying for health insurance or Medicaid shall be screened for the level of assistance required to successfully complete the application process.

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1. Social Workers' familiarity with inmates on their caseloads, training, experience and professional judgment shall be used to determine whether an inmate requires a staff-assisted phone call.
2. IM Consortia shall provide LEP inmates with interpreters.

C. Staff-facilitated phone calls shall follow established facility procedures.

## **VII. After the Eligibility Interview**

- A. Inmates may receive a request for pay stubs, family information, or a copy of an ID card as verification. The IM agency may also require copies of vital documents such as a social security card or birth certificate.
- B. Inmates shall complete and submit a DOC-184 with an addressed, stamped envelope requesting a copy be made of the required vital document and sent to the requesting IM agency. Facilities shall develop a procedure to designate staff involved in this process.
- C. Inmates applying more than 10 days prior to release will likely receive the enrollment information and ForwardHealth card at the facility mailing address.
- D. ForwardHealth Cards shall be treated as vital documents and stored securely in the DOC-236D.
  - a. The inmate shall be issued a DOC-237 for the ForwardHealth card.
  - b. Facilities shall establish procedures to ensure the card is not sent directly to the inmate.
- E. If vital documents are received for an inmate who is no longer at the facility, staff shall forward those documents to the receiving facility or forwarding address.

## **VIII. Federal Health Insurance Marketplace**

- A. Paper applications for the Federal Health Insurance Marketplace will also be available through pre-release or reentry planning or through staff.
- B. Inmates' Marketplace applications should not be processed until on or after their release date.



**Administrator's Approval:** \_\_\_\_\_

Makda Fessahaye, Administrator

**Date Signed:** 02/27/20

**DIVISION OF ADULT INSTITUTIONS FACILITY IMPLEMENTATION PROCEDURES**

<b>Facility:</b> Name		
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<b>Will Implement</b> <input type="checkbox"/> As written <input type="checkbox"/> With below procedures for facility implementation		
<b>Warden's/Center Superintendent's Approval:</b>		

**REFERENCES**

**DEFINITIONS, ACRONYMS, AND FORMS**

**FACILITY PROCEDURE**

- I.
  - A.
    - 1.
      - a.
  - B.
  - C.
- II.
  - A.
  - B.
  - C.