**Health Care Renewal Notices Returned with Out-of-State Forwarding Address**

If the mail is returned with an out-of-state forwarding address, workers must:

* Follow the process outlined in Process Help 3.16 to determine if the member is temporarily absent for health care and/or FoodShare, update the address (including a temporary mailing address), and take the appropriate actions to update the case based on the programs open on the case, including following the process for required verification for other programs.
	+ If the verification of Wisconsin residency is not provided, do not confirm the health care negative action. This will ensure the member’s eligibility is systematically extended by one month at adverse action to allow them time to complete the renewal.
* If phone contact is made, workers must attempt to complete the renewal over the phone.
	+ If the member reports they are temporarily absent for health care, and doesn’t complete the renewal over the phone, workers must send the renewal notice to the new mailing address for the member (Process Help 58.3.2 Correspondence History Search Results Page and 58.4 how do I Send a Duplicate Notice).
	+ Take the appropriate actions to update the case based on the programs open on the case, including following the process for required verification for other programs.
	+ Document actions taken in case comments
* If phone contact cannot be made with the member, worker **must check case comments** to see if the member received health care renewal notification via at least **two other methods**. Methods include **text message, email message, or member viewed renewal notice in their ACCESS account.**
	+ If the member did receive notification via at least two other methods, no further action is needed.
	+ If member did **not** receive health care renewal notification via at least two other methods, then worker must follow the process outlined in Process Help 58.3.2 to send a duplicate 45-day renewal letter (Process Help 58.4) to the out-of-state address.
* All other programs of assistance should continue to follow current policy and process.

**If the Verification checklist (VCL)** related to the health care renewal is returned with an out-of-state forwarding address, workers must follow the process outlined in Process Help 3.16 to determine if the member is temporarily absent for health care and/or FoodShare.

In addition, the worker must do the following if the member reports they are temporarily absent from Wisconsin or if phone contact cannot be made:

* Update the mailing address in CARES
* Extend the VCL due date by 20 days
* Send a new VCL and
* Document in case comments

**NOTE**: **If the verification is not provided, do not confirm the health care negative action**. This will ensure that the member’s eligibility is systematically extended by one month at adverse action to allow them time to complete the renewal. If the renewal is not completed by the end of the month of the extension, CARES will close the case for failure to renew instead of denying for failure to verify address.