

Refugee FS/HC Desk Aid

We have simplified the refugee FS and HC processes for the Refugee customers. The process outlined below will allow us to provide customers with high quality and efficient service:

1. The RCA/W2 programs will conduct a face-to-face, telephone or online appointment and should be directed to the appropriate partner agencies for Refugee Cash Assistance (RCA) and W2 program.
2. The FS/HC is be handled by the IM agency. The refugee family or individual can apply through access online, or simply call the toll-free number at 1-888-794-5556 to speak with a Call Center staff. If the online application is completed prior to calling the call center, the online application will be used to finish with the customer and an interpreter by phone. The Call Center staff will complete everything one-touch by phone with the customer while the interpreter is with them.

Note: Under certain unique circumstances, a FS/HC face to face appointment may be requested by the customer and interpreter when the face-to-face contact is the best method to assist the customer's situation.

Tips and Tricks:

- 1) Let the refugee know they will need to provide ID verification for FoodShare before we can issue expedited benefits. They can bring their verification documents to the office to have the case updated, so that they can get their vault card.
- 2) Most refugees will be coded as 04 on the immigration page. If all they have is their Alien number, code the document type as Other, and run the case in SAVE with just the Alien number.
- 3) In some cases, we will not be able to confirm the immigration status in SAVE, as the refugee may have just arrived in the past

day or two and SAVE may not be updated yet. Only having immigration documents is not sufficient, and we must have verification of status either through the CARES interface or through SAVE. We may need to request secondary verification of their status through SAVE, including as a Cuban/Haitian Entrant.

- 4) Please print that verification when received and send to scanning under ID. In most cases, you can re-check SAVE in a few weeks and the immigration status will be updated.

*****Refugees may be eligible for expedited FS while we wait for SAVE verification. They may also receive healthcare under the Reasonable Opportunity Period*****

- 5) You will need to use an interpreter through the language line unless the refugee calls in with an interpreter. Instructions on how to do a 3 way call on Genesys with Language line are on the Capital website under the Genesys tab in Desk aids: Genesys Cloud Language Line Step-by Step Process <https://capital-im.com/documents/desk-aid/Genesys-Cloud-Language-Line-Instructions.pdf>

- 6) Most Refugees will get either W2 (if they have minor children) or Refugee Cash assistance-RCA (with no kids). If they are getting RCA, you must build an "Other FS only" Unearned Income page to budget this income. You do not need to do this for W2, as CWW will budget W2 automatically. If they have not applied for this program yet you do not need to verify it to issue expedited FS. When the refugee applies, the W2 worker will alert the ESS to run eligibility on the case, and adjust the benefits as needed.
******When working with refugees applying for FS/HC, make sure to refer them to Forward Services to apply for W2 and Refugee Case Assistance******

- 7) HealthCare for Refugees

When healthcare is requested, determine eligibility for all regular HC subprograms, including BadgerCare Plus. If the applicant is not eligible for any of these subprograms, then determine eligibility for RMA (Refugee Medical Assistance). Once a refugee has been determined eligible for RMA, he or she remains eligible through the end of their twelve month eligibility period, no matter the amount of their earnings.

Reminder: when a refugee who is receiving a regular HC subprogram becomes ineligible for regular HC subprograms because of earnings from employment, transfer the refugee onto RMA without a formal eligibility determination during the 12 months of RMA entitlement period. Please issue the following notice of decision (and send a copy to scanning):
<https://dcf.wisconsin.gov/files/forms/pdf/13753.pdf>.

The end date should be twelve months from their date of entry, i.e. if the date of entry is July 30, the Refugee Medical Certification end date should be July 29. Please use code 88 for the stat code. Print the 3070 (F10110) from ForwardHealth and send it to scan. Make case comments indicating the BadgerCare end date and the Refugee Medical Assistance begin date. Dates should not overlap.

Once you complete and confirm the initial application with a refugee member in the case, email the Capital Problem Resolution team (PRT) at: hseaprobres@countyofdane.com

The PRT lead will pull the case and keep it for the first 12 months to make sure RMA begins and ends at the appropriate time.