

Website Scavenger Hunt

This scavenger hunt is designed to help you get familiar with the information that is available on the website. You will be talking with customers from multiple counties, and this website puts their processes and resources at your fingertips.

Capital-im.com

CAPITAL
INCOME MAINTENANCE CONSORTIUM
ECONOMIC SUPPORT REPOSITORY

Select County | Links | Forms | Future Trainings | Desk Aids | Past Trainings | Consortium Procedures

WELCOME TO THE CAPITAL CONSORTIUM ECONOMIC SUPPORT REPOSITORY.

- Capital Consortium :: Phone: 1.888.794.5556
- CDPU :: Address: PO Box 5234, Janesville, WI 53547-5234 | Fax: 1.856.293.1822
- Member Services: 1.800.362.3002
- QUEST Service: 1.877.415.5164

SEE WHAT'S NEW!
We will be highlighting recent changes and updates under this section.
Stay in the know, remember to check regularly.

New Procedure: Consortium Procedures → Ongoing Case Management → Error Correction
Corrections should be sent to HSEAOOPsLoop@countyofdane.com.

New Trainings: Alert 533 New FSET Employment

A link has been added to the Dane County Policies & Procedures page for **Child Care Corner Reminders**

SSI Managed Care Rollout Contact Information:

- To report issues with SSI Managed Care Roll Out: DHSSSIManagedCareExpansion@dhs.wisconsin.gov. This e-mail is monitored by State staff.
- For any questions regarding the SSI Managed Care Expansion please visit the DHS web site, <https://www.dhs.wisconsin.gov/medicaid/hmo-2016chnng.htm>
- For member specific issues, the Consortia should contact the CARES call center or member services.
- All member specific enrollment related questions should be directed to the Enrollment Specialist at 1.800.291.2002.
- [Map of Rollout Schedule by Region](#)

TRAINING
SIGN UP!

REMEMBER TO REGISTER ON THE FUTURE TRAININGS

- 5/16 | EBD for Family Workerst | 9:00 AM – 11:15 AM | Job Center Room 12 or GoToMeeting
- 5/16 | SWICA Lab | 1:00 PM – 4:00 | Job Center Room 11
- 5/17 | EBD for Family Workers | 1:00 PM – 3:15 PM | Job Center Room 12 or GoToMeeting
- 5/17 | SWICA Lab | 8:00 AM – 11:00 AM | Job Center Room 11

HELPLINE for Capital Consortium ESS
For policy or procedure questions or case processing questions, contact the Capital Problem Resolution Team by email to hseaprobes@countyofdane.com or calling 608.264.0351 or *3.

FEEDBACK WELCOMED:
Please use the form below to provide any feedback on information contained within this site. If there is anything that you believe should be added, or you discover outdated items, please let us know. If you desire to be contacted for follow-up, be sure to include your name and number.

1. If a caller from Adams needs to take a drug test, what do you tell him / her to do?
2. If a caller from Dodge requests a Vault Card, what do you tell him / her to do?
3. If a Baraboo resident is looking for the next FSET Orientation, you will need to let them know the day, time and location. What is that information? Hint: Check the Desk Aids.
4. Where can homeless people pick up their mail in Columbia County?
5. What do you do if you suspect a Richland County recipient is committing fraud?

6. What are Juneau County's office hours?
7. If a Sauk County caller requests contact information for the ADRC, what is it?
8. Does Sheboygan County have a Birth to Three program? What is the phone number?
9. Can a Dane County FS recipient get bus cards at a discount?
10. Where can you find the ABAWD Medical Exemption form?
11. Where can you find the BC+ premium payment coupon?
12. How many super helpful desk aids are there regarding FoodShare?
13. Where can you find information about CCA queues and statuses?
14. Where can you find scripts needed for your job?
15. Is there a "script" or "template" for FSET Non-Exempt ABAWD Case Comments?
16. Under Scripts, you'll find an FSET link. That link gives you a nice script you can use to explain the new FSET / ABAWD rules to callers. There is also a link to a 7 page FAQ document that is very useful. It is called FSET / ABAWD Policy Changes Effective April 1, 2015 | Member Services Call Center and IM Consortia Call Script. Please read (you may want to print it to have it on hand for FS training) that 7 page document.

How many months can people get FS benefits in a 36 month period?