

Transforming
Lives

WCOMO

Community Services Division
DSHS

June 11, 2021



Classic Medicaid Information

Program	Oldest Document Date	Total Cases
Spenddown Program	6/4	82
Daily Spenddown Emergent Cases	-	0
Alien Emergency Medical Program	5/28	21

Community Services Office lobbies are closed

- All business is conducted over the phone at 877-501-2233.
- **Identicard service is back.**
- Telephonic signature used for all applications and reviews.
- No EBT cards issued at the local offices except for clients with general delivery.
- Drop boxes are still available.

Pandemic EBT

- P-EBT cards have been issued.
- Address changes must be reported to the school (not DSHS) by June 14.
- June 23: Addresses will be updated in vendor system and new cards will be sent out.
- DSHS cannot replace P-EBT cards.
- P-EBT questions: 833-518-0282
- P-EBT can be used at participating farmers markets.

Change to Public Charge

- August 2019 rule expanding Public Charge has been rescinded.
- Department of Homeland Security has reverted back to 1999 Public Charge rule.
- Food benefits are not included in Public Charge.

TANF re-engagement

- Mandatory participation in WorkFirst to start again in late September 2021.
- Case managers will begin to reach out and re-establish contact with caseloads starting May 10.
- WorkFirst partner agencies have been notified.
- Letters will be sent out to clients.

Basic Food Allotments

- New changes:
 - Households are eligible for *at least* the maximum allotment for their household size.
 - If the difference between a household's usual Basic Food allotment and their maximum allotment is less than \$95, the household will receive the difference.
 - All households will receive at least \$95 in additional food benefits.
 - *Example:* pre COVID-19 allotment (household of one) = \$210
 - Maximum allotment (household of one) = \$234
 - $\$234 - \$210 = \$24$
 - $\$95 - \$24 = \$71$
 - Total allotment = \$305 ($\$234 + \71)

Basic Food Allotments

- New changes:
 - New guidance from Food and Nutrition Service.
 - Households that usually receive a \$0 benefit allotment are not eligible for the maximum emergency issuances.
- Federal rule clarification.

Basic Food Allotments

- Maximum allotments approved for June 2021.
- **IMPORTANT:** Once Federal Public Health Emergency declaration ends, we will only be able to issue one more month's worth of max benefits.
- Example: If federal declaration ends June 30, July will be the last month of max benefits.

Refugee Cash and Medical

- Normal certification period: eight months
- Benefits will continue regardless of certification until Sept. 30, 2021.
- Clients who are currently receiving RCA or RMA benefits, and who continue to meet other eligibility criteria, will have their benefits automatically extended.

Cash Assistance Increased 15%

- TANF, SFA, RCA, PWA, CEAP, DCAP will increase 15% on July 1.
- Change letters will be sent mid-month.
- Clients will automatically receive the increase.

Cash Assistance Increased 15%

HH	Payment Standard
1	417
2	528
3	654
4	771
5	888
6	1009
7	1165
8*	1289
9	1416
10+	1539

NEW: Customer Connect

- New interactive voice response system.
- Front end of the Customer Service Contact Center phone number.
- Allows customers to choose self-service or assisted service.

FEATURES:

Verify case status, including benefit amounts, next benefit payment, benefit balances and when their next review is due.

Questions?

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