

W-2 Eligibility Review in CARES Worker Web (CWW) - Desk Aid



Purpose:

This is a reference guide for conducting a W-2 eligibility review in CARES Worker Web (CWW).

Using this document, you will be able to:

- Identify the steps to complete for a W-2 eligibility review
- Explain the impact of a W-2 eligibility review on other programs
- Complete the extra steps needed if reviews are completed after Adverse Action

Table of Contents

INTRODUCTION.....	3
ACCESSING REVIEWS ON CWW WORKLOAD DASHBOARD	4
Days Left to Complete	6
COMPLETING A W-2 ELIGIBILITY REVIEW IN CWW BEFORE ADVERSE ACTION	7
Confirmation	10
Review Date	13
COMPLETING A W-2 ELIGIBILITY REVIEW IN CWW AFTER ADVERSE ACTION	14
Before End of Review Month	14
Month Following the Review Month	15
Running Eligibility	16
Running Eligibility with a Date.....	16
Running Eligibility without a Date.....	16
REVIEW TIPS	17
REVIEWING THE VERIFICATION CHECKLIST	18
CASE COMMENTS	19

Introduction

The W-2 agency is required to conduct a W-2 eligibility review at least every six months. CWW has a driver flow for completing a W-2 eligibility review, as described in BWF Operations Memo 14-J1.

In most cases, the review is completed in a face-to-face meeting. CWW supports a CMF/CMU Phone Review for W-2 participants in one of these placements, as described in BWF Operations Memo 16-08. An eligibility review may be completed by phone if the W-2 participant is unable to attend a face-to-face appointment due to his or her work schedule.

Accessing Reviews on CWW Workload Dashboard

Only W-2 Assistance Groups (AG) for which a review has been initiated will display on the Workload Dashboard. FEPs can continue to use the existing Webl reports and CWW case management search functionality to identify W-2 AGs that have a review due. When a FEP initiates a review, a Renewal/Review Work Items is created.

3.5 07/18/2016

Navigation Menu

Search

- CARES Home
- Search
- Inbox Search
- Unlinked Documents
- RFA / Case**
- Client Registration (0)
- Case Summary
- Case Comments
- Expected Changes
- Application Entry (0)
- Generate Summary
- Initiate Eligibility Determination
- Eligibility
- Post Eligibility
- Potential Error Listing
- Confirm Eligibility
- Refer to FSET
- FS Clock
- Override AG Renewal / Review Dates
- W-2 Post Eligibility
- Post Confirmation
- Query
- Benefit Issuance
- Worker Tools**
- FSET Tool
- IMCA Tool Entry

CARES Worker Web Home

Recent Cases/RFAs/ACCESS Applications/Change Reports/PINs

Type	Number	Primary Person/Individual	Accessed
Case	0003196402	KINDA ABER 33F PP	07/15/2016
Case	0000929409	MACKO BILL 50M PP	07/15/2016
Online Renewal	3700674333	MACKO BILL	07/15/2016
Case	0116474602	LASHANDA HOBBS 28F PP	07/14/2016
Case	4003195248	KAUKOSYS DOLT 36M PP	07/14/2016
Case	5003196156	MURRAYSYS ANDY 66M PP	07/14/2016
Case	3003196537	ROGER WARN 56M PP	07/14/2016
Case	5003197551	HUTLEREBDSYS TRAIN 67M PP	07/14/2016
Case	4003196244	JILAN JOY 35F PP	07/13/2016
Case	5003196555	COMMSYS MC 36M PP	07/13/2016

My Dashboard View Workload Dashboard

Work Items Category	Total	Days Left To Complete				
		<1	1-7	8-14	15-30	>30
Applications	0					
Renewals / Reviews	1	1				
SMRFs	0					
Potential Errors	0					
Discrepancies	0					

Work Item Dashboard for APPTAMDB - MILWAUKEE COUNTY

Work Items Category	Total	Days Left To Complete				
		<1	1-7	8-14	15-30	>30
Applications	0					
Renewals / Reviews	1	1				
SMRFs	0					
Potential Errors	0					
Discrepancies	0					

My Tasks

Type	Counts
Online Change Reports	0
Appeals Assigned to Me	0
Cases with Unprocessed Documents	0
Having Outstanding Verification Approaching	0
Having Outstanding Verification Past Due	0
Unlinked Document Batches	1

Broadcast Messages

1 of 2 Pages

Issue Date	Message Description
06/13/2006	***** PROCESSING ACCESS OR MAIL IN APPLICATIONS ***** REMINDER. IF YOU ARE PROCESSING AN ACCESS OR MAIL IN APPLICATION AND ARE GOING TO RUN ELIGIBILITY USING HOST ON DEMAND, YOU NEED TO CLICK THE "ELIGIBILITY" BUTTON BEFORE RUNNING THE CASE THROUGH HOD. IF YOU DO NOT, YOU WILL GET A MESSAGE THAT CWW PAGES ARE INCOMPLETE.
06/13/2006	SSN VERIFICATION PROCESSED-EXCHANGE TYPE:SSWS
06/12/2006	SSN VERIFICATION PROCESSED-EXCHANGE TYPE:SSWS
06/10/2006	REFERENCE TABLE MC COMPLETE - EXCEPTION RPT PRODUCED
06/10/2006	SSN VERIFICATION PROCESSED-EXCHANGE TYPE:SSWS

Days Left to Complete

The **Days Left to Complete** section for a W-2 review is based on when the review is due and initiated by the FEP.

Additional information about due dates for renewal/ review work items:

- An on-time review is a review that is initiated by the FEP during the review window. The review window is the time between the second Saturday of a given month, when the 45-day renewal letter is issued, through the end of the following month, when the review is due. The processing due date for on-time renewal work items are the last day of the review month. For example, a May review submitted on May 10 has a processing due date of May 31. However, if the FEP initiates and completes the review driver flow without pending for verification, then the review work item will drop off the dashboard upon confirmation of W-2.
- When a W-2 review is initiated and W-2 is pending for verification, the processing due date is based on the verification checklist due date
- If a FEP initiates a review before the review window, the due date for processing the review is seven working days from when it is initiated by the FEP.

Work Items		Days Left to Complete				
Category	Total	<1	1-7	8-14	15-30	>30
Applications	<u>3</u>	<u>3</u>				
Renewals / Reviews	<u>608</u>	<u>589</u>	<u>3</u>		<u>15</u>	<u>1</u>
Received	<u>277</u>	<u>267</u>	<u>1</u>		<u>9</u>	
Processing	<u>10</u>	<u>9</u>				<u>1</u>
FoodShare	<u>1</u>	<u>1</u>				
BadgerCare Plus	<u>2</u>	<u>1</u>				<u>1</u>
BadgerCare Plus CLA	<u>1</u>	<u>1</u>				
Medicare Premium Assistance	<u>1</u>	<u>1</u>				
Family Planning Waiver	<u>1</u>	<u>1</u>				
Child Care	<u>3</u>	<u>3</u>				
W-2	<u>1</u>	<u>1</u>				
Pending Verification	<u>117</u>	<u>116</u>			<u>1</u>	
SMRFs	<u>1</u>	<u>1</u>				
Potential Errors	<u>11</u>	<u>10</u>			<u>1</u>	
Discrepancies	<u>268</u>	<u>261</u>	<u>6</u>	<u>1</u>		

Completing a W-2 Eligibility Review in CWW before Adverse Action

Before Adverse Action, FEPs can use the Process Review or Renewal button to initiate a W-2 eligibility review.

To begin, FEPs enter the Case Number in the **Quick Select** field at the top of the page, and then click Go.



This displays the **Case Summary** page.

To start the review, click the Process Review or Renewal radio button, enter the current month in the **Enter Begin Month for New Data** field, and click Next.

Case Summary Reset

Summary Information
 Primary Person: **KATHEN GOSIN 34F PP** W-2 Placed Participant

Contact Information
 County of Residence: **40 - MILWAUKEE COUNTY**
 Household Address: **PO BOX 411
 W3236 WOLF RIVER DRIVE
 KESHENA WI 54137** Alternate Address:
 Phone: Phone:

Office / Worker Information
 Eligibility Office: **MILWAUKEE ENROLLMENT SERVICES (5040)** W-2 Work Program Office:
 County / Tribe: **40 - MILWAUKEE COUNTY**
 IM Consortium: **STATE CONSORTIUM** W-2 Geographical Area: **01 - MILWAUKEE NORTHERN**
 Assigned Worker: **LAKSHMI S POTTUMURTHY (XCTH45)** FEP: **LAKSHMI S POTTUMURTHY (XCTH45)**
 Caseload: **3734**

Case Information
 Language: **E - ENGLISH** W-2 Placement:
 Last Review Date: Next Review Date: **08/31/2016**
 Case Closed Date: Case Web Status: **WEB**

Associated RFA Information / ACCESS Application Information

Number	Agency	Contact Method	RFA Status	Contact Date	ACCESS App	ACP Status	Summary
8003111889	40	Walk-in	INDIVIDUALS PROCESSED	03/17/2016			

What would you like to do?

Workflow Options	Case Maintenance
<input checked="" type="radio"/> Continue with Driver / Navigate Through Completed Pages	<input type="radio"/> Reactivate Case
<input type="radio"/> Add Person	<input type="radio"/> Transition Mainframe Case to Web Case
<input type="radio"/> Process Review or Renewal	<input type="radio"/> Initiate, Resume, or Terminate Simulation
<input type="radio"/> Record New Group Level Program Request	<input type="radio"/> Change Primary Person
<input type="radio"/> Process Group Level Program Request	<input type="radio"/> Make Case Confidential
<input type="radio"/> View / Record Six Month Report Actions	<input type="radio"/> Transfer Case
<input type="radio"/> Process linked ACCESS application	<input type="radio"/> Begin Intake Interview for Asset Assessment Case

Enter Begin Month for New Data: MM / YYYY

Add Case Comment Next

On the **Application/Review Interview Details** page, select the **Interview Type**, and click Next to continue in the driver flow.

Application / Review Interview Details Cancel Reset

Request / Review Date	Program	Mode	*Interview Type	Last Updated
03/03/2016	WW - W-2	Review	C - CMF/CMU Phone Review F - Face to Face N - No Review	

From Date: MM / DD / YYYY To Date: MM / DD / YYYY Go

Add Case Comment Cancel Previous Next

After FEPs have completed these two pages, CWW schedules pages in the driver flow, starting with the **W-2 Request** page. Verify the information on this page is correct, and click Next.

Fields that need updating with new verification for W-2 are cleared out. Data elements needed for other programs, such as FoodShare and Health Care, either are grayed out or still contain the value entered by the Income Maintenance staff.

Information Provider				
*First Name	MI	*Last Name	Suffix	*IP In Household
BETH		SPEARS		Yes
Signature Details				
Health Care Signature:		CTS Signature:		
* FoodShare Signature:	Y - Yes	Child Care Signature:		
BC+ Core Plan Signature:				

FEPs advance through the driver flow by clicking Next. It then displays the gatepost and the detail pages needed to complete the review. Although certain elements require new verification at review, remember to ask about all eligibility requirements relevant to W-2 to ensure nothing has changed. When the FEP has completed the necessary pages, the **Generate Summary** page displays. FEPs must print the summary and select W- WRITTEN in the **W-2 Signature** field drop-down box, and click Next. This starts the confirmation process. The FEP needs to obtain the W-2 participant’s signature on the summary page and have the signed page scanned into the Electronic Case File (ECF).

Generate Summary		Cancel	Reset
Effective Period			
Effective Date:	07/12/2016	Worker:	D GROCHOWSKI (DCF792)
Summary			
FoodShare/HealthCare Signature:			
W-2 Signature:			
* View Summary:	E - English	View	
* What would you like to do?	PS - Print Summary		
Obsolete Information			
Child Care/W-2 Signature:			

Confirmation

Start the confirmation process on the **Initiate Eligibility** page by clicking the Run Eligibility radio button. If the W-2 participant is or will be placed in a CMF or CMF+ placement, check the Ignore W-2 income and asset tests to allow CMF/+ Placement to begin box. Click Next.

The screenshot shows a web form titled "Initiate Eligibility". At the top right, there are "Cancel" and "Reset" buttons. Below the title bar, a message states: "Page Completion Status: All pages are complete, you may proceed to eligibility by clicking the 'Next' button." The main section is titled "What would you like to do?" and contains two radio buttons: "Run Eligibility" (selected) and "Run Eligibility with Date". To the right of these are two checkboxes: "Ignore W-2 income and asset tests to allow CMF/+ Placements to begin" and "Determine Potential FoodShare Supplement". Below the radio buttons is an "Effective:" label followed by three input fields for MM, DD, and YYYY, with a calendar icon to the right. At the bottom left is an "Add Case Comment" button. At the bottom right are "Cancel", "Previous", and "Next" buttons.

Review the **Eligibility Run Results** page, and click Next.

Eligibility Run Results							
Health Care / CTS Program Results							
Run	Assistance Group	Sequence	Benefit Begin Date	Benefit End Date	AG Status	Eligibility Status	Reasons
1	CTSZ - CARETAKER SUPPLEMENT - DID NOT APPLY	1	12/01/2013		DENIED	FAIL	054
			11/01/2013	11/30/2013	DENIED	FAIL	054
1	MA Z - MEDICAL ASSISTANCE - DID NOT APPLY	1	12/01/2013		DENIED	FAIL	054
			11/01/2013	11/30/2013	DENIED	FAIL	054
Other Program Results							
Run	Assistance Group	Sequence	Benefit Begin Date	Benefit End Date	AG Status	Eligibility Status	Reasons
1	FS - FOOD STAMPS	1	12/01/2013		OPEN	PASS	
	CC Z - CHILD CARE-DID NOT APPLY	1	12/01/2013		DENIED	FAIL	054
			11/01/2013	11/30/2013	DENIED	FAIL	054
WW C - W-2 FOR OLDEST MINOR CHILD WITH CUSTODIAL PARENT	1	12/01/2013			OPEN	PASS	

On the **Confirm Eligibility** page, select YES in the drop-down box, and click Next.

Confirm Eligibility Cancel

Health Care / CTS Results

Program	Sequence	Benefit Begin Date	Benefit End Date	Benefit Amount	AG Status	Eligibility Status	Reasons	Confirm?
Program either not requested or already confirmed.								

FoodShare Results

Program	Sequence	Benefit Begin Date	Benefit End Date	Benefit Amount	AG Status	Eligibility Status	Reasons	Confirm?
FS - FOOD STAMPS	1	12/01/2013		\$497.00	OPEN	PASS		No <input type="button" value="v"/>

Child Care Results

Program	Sequence	Benefit Begin Date	Benefit End Date	Benefit Amount	AG Status	Eligibility Status	Reasons	Confirm?
Program either not requested or already confirmed.								

W-2 Results

Program	Sequence	Benefit Begin Date	Benefit End Date	Benefit Amount	AG Status	Eligibility Status	Reasons	Confirm?
WW C - W-2 FOR OLDEST MINOR CHILD WITH CUSTODIAL PARENT	1	12/01/2013		N/A	OPEN	PASS		Yes <input type="button" value="v"/>

After confirmation, the **Work Programs Referral/Action** page is scheduled if there is a change to the W-2 Assistance Group or if a new potential Learnfare child is present. Review the **Action Needed** fields, and click Next to process any new referrals. This completes the review.

Work Programs Referral/Action Cancel

Work Programs Referral Information

Name	Confirmed Eligibility Result	Enrollment Status	Send Referral	Action Needed
JANE N DOE 34F PP	WWC - OPEN ELIGIBLE ADULT	ENROLLED - OFFICE 1234	-	-

Learnfare Referral Information

Name	Confirmed Eligibility Result	Enrollment Status	Send Referral	Action Needed
CHILD J DOE 16M	WWC - OPEN ELIGIBLE CHILD	NOT ENROLLED	<input checked="" type="checkbox"/> FOR OFFICE 1234	MUST REFER CHILD

Cancel

Review Date

The system automatically sets the new 6-month review date. FEPs can see the new date on the **Confirmed Assistance Group Summary** page.

Confirmed Assistance Group Summary							
CARES Assistance Group Eligibility							
Assistance Group	Sequence	Status	Reasons	Eligibility Begin Date	Eligibility End Date	AG Review Date	
MA Z	1	DENIED	054				@
CC Z	1	DENIED	054				@
CTSZ	1	DENIED	054				@
FS	1	OPEN		12/01/2013		11/30/2014	@
FS Z	1	DENIED	054				@
WW C	1	OPEN		10/15/2013		05/31/2014	@
WW Z	1	DENIED	054				@

SSI Medicaid Eligibility					
Name (CARES)	Name (SSI)	Eligibility Status	Eligibility Begin Date	Eligibility End Date	
No data found.					

TCLA/FPW/CORE PLAN Eligibility/BADGERCARE PLUS BASIC					
Name (CARES)	Name (TCLA)	Program	Eligibility Status	Eligibility Begin Date	Eligibility End Date
No data found.					

Completing a W-2 Eligibility Review in CWW after Adverse Action

It is preferable to complete W-2 eligibility reviews prior to Adverse Action in the month they are due. When a review is due by the end of a month, CWW closes the W-2 Assistance Group at Adverse Action if the review has not been completed. If a review is not completed by the end of the month, CWW will end the W-2 episode on the **W-2 Placement** page on the last day of the month.

Before End of Review Month

If FEPs complete the review after Adverse Action, but within the month the review is due, FEPs must re-request W-2. CWW has changed the W-2 request to NO on the **W-2 Request** page at Adverse Action. FEPs need to change the W-2 Request to YES.

The screenshot shows the 'W-2 Request' form with the following details:

- Effective Period:** * Begin Month: 01 / 2013, Last Updated: 01/04/2013
- Request Details:** * W-2 Request Date: 01 / 04 / 2013, Target Type: [dropdown], Target Individual: [dropdown]
- Requesting this Program / Subprogram of Assistance?:** Yes (circled in red)

At the bottom of the form, there is a field for 'Enter New Begin Month: MM / YYYY' with a 'Go' button.

Return to the **Case Summary** page, click the Process Review or Renewal radio button, and follow the same process outlined on page 6 for completing a review before Adverse Action, until FEPs are ready to run eligibility.

Month Following the Review Month

In order to re-open the case the month after the review was due, the FEP must reactivate the case and process the review. Since the W-2 Episode closed at the end of the review month, FEPs must treat this review as a new W-2 Request due to loss of eligibility. This means the W-2 applicant or participant could be assigned up-front activities as a condition of eligibility, if appropriate, and that his or her placement would start on the date eligibility requirements are met.

From the **Case Summary** page, click the Reactivate Case radio button, and click Next. This changes the W-2 case status from closed to ongoing.

Case Summary
Reset

Summary Information

Primary Person: **KATHEN GOSIN 34F PP** W-2 Placed Participant

Contact Information

County of Residence: **40 - MILWAUKEE COUNTY**

Household Address: **PO BOX 411
W3236 WOLF RIVER DRIVE
KESHENA WI 54137** Alternate Address:

Phone: Phone:

Office / Worker Information

Eligibility Office: **MILWAUKEE ENROLLMENT SERVICES (5040)** W-2 Work Program Office:

County / Tribe: **40 - MILWAUKEE COUNTY**

IM Consortium: **STATE CONSORTIUM** W-2 Geographical Area: **01 - MILWAUKEE NORTHERN**

Assigned Worker: **LAKSHMI S POTTUMURTHY (XCTH45)** FEP: **LAKSHMI S POTTUMURTHY (XCTH45)**

Caseload: **3734**

Case Information

Language: **E - ENGLISH** W-2 Placement:

Last Review Date: Next Review Date: **08/31/2016**

Case Closed Date: Case Web Status: **WEB**

Associated RFA Information / ACCESS Application Information

Number	Agency	Contact Method	RFA Status	Contact Date	ACCESS App	ACP Status	Summary
800311889	40	Walk-in	INDIVIDUALS PROCESSED	03/17/2016			

What would you like to do?

Workflow Options	Case Maintenance
<input checked="" type="radio"/> Continue with Driver / Navigate Through Completed Pages	<input type="radio"/> Reactivate Case
<input type="radio"/> Add Person	<input type="radio"/> Transition Mainframe Case to Web Case
<input type="radio"/> Process Review or Renewal	<input type="radio"/> Initiate, Resume, or Terminate Simulation
<input type="radio"/> Record New Group Level Program Request	<input type="radio"/> Change Primary Person
<input type="radio"/> Process Group Level Program Request	<input type="radio"/> Make Case Confidential
<input type="radio"/> View / Record Six Month Report Actions	<input type="radio"/> Transfer Case
<input type="radio"/> Process linked ACCESS application	<input type="radio"/> Begin Intake Interview for Asset Assessment Case

Enter Begin Month for New Data: MM / YYYY

Add Case Comment
Next ▶

Return to the **Case Summary** page, click the Process Review or Renewal radio button, and follow the same process outlined on page 6 for completing a review before Adverse Action, until FEPs are ready to run eligibility.

Running Eligibility

Completing a review after Adverse Action often skips eligibility testing for the current month. After all verification has been received for the W-2 review and the FEP determines the group is eligible for W-2, the FEP must run eligibility with dates.

For more information about running W-2 eligibility with dates, see the “Running W-2 Eligibility with Dates – Desk Aid” available in PTT Learning Center.

Running Eligibility with a Date

To re-establish W-2 eligibility for the group, the FEP must run eligibility with a date and confirm it before running eligibility without a date. The date the FEP used is the first of the month in which the eligibility review is due or the month the FEP reactivates the case. For example, if the review was due on March 31, 2016, the FEP would run eligibility with a date of 03/01/16 when completing the review after Adverse Action in March. If completing the review the month after it was due, use the first of the current month.

If the W-2 participant is or will be placed in a CMF or CMF+ placement, check the Ignore W-2 income and asset tests to allow CMF/+ Placement to begin box.

Running Eligibility without a Date

After confirming the run of W-2 eligibility with a date, return to the Initiate Eligibility page and run eligibility normally. If the W-2 participant is or will be placed in a CMF or CMF+ placement, check the Ignore W-2 income and asset tests to allow CMF/+ Placement to begin box.

Review Tips

- If a tax dependent or tax co-filer individual who is a part of the W-2 Group, and has moved out, refer to BWF Operations Memo 14-03: Impact of the Affordable Care Act on Wisconsin Works.
- Request verification for any fields that have been cleared out or have new or updated information. Enter the needed verification codes. If the W-2 participant needs to return verification, pend W-2 eligibility by using the PN code in the verification field. This pends only W-2/CC eligibility, and does not impact any IM programs.
- If the W-2 participant fails to submit the requested verification, enter the FN code instead of NV. This causes W-2/CC eligibility to fail without impacting IM programs.
- On the **General Case Information** page, review the current address, along with any mailing address, and update them if needed. FEPs **do not** need to request verification of the new address unless the information is questionable.
- Learnfare status must be reviewed. The **Penalty Code** field is cleared and must be verified again, if applicable.
- Current employment information must be entered and verified. Be sure to check current **Employment Queries** for adults in the household.
- Current bank account and/or prepaid debit card balances must be verified. Changes in vehicles also must be recorded (e.g., new ones added, old ones deleted, amounts owed updated).
- Unearned income must be updated and verified as part of the eligibility review. Income from SSI, SSDI, and Unemployment is verified and auto-updated by Data Exchange. Child Support income is not counted for W-2.
- Discuss the W-2 participant's program and placement time limits. Expand the **W-2/Child Care** link, and click on the **W-2 Clocks Information** page. Review W-2 Manual Chapter 2.10 for more information about W-2 Time Limits and processes.
- View the **Verification Checklist** if the case is pending and verification items are needed.

Reviewing the Verification Checklist

CWW automatically generates a verification checklist when a case is pending. The checklist is printed and mailed overnight. Preview the checklist by clicking on the View icon at the bottom of the **Verification Due Dates** page.

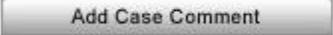
If FEPs are reviewing the checklist the next day or later, FEPs can find it on CWW's **Correspondence History Search Results** page, which is located in the Worker Tools section of the CWW Navigation Menu.

Mailing Date	Description	Distributed By	Duplicate	Language	Suppressed By	Send Duplicate	View
01/31/2013	01/2013: - CVCL - Verification Request	Mail		English			🔍
01/18/2013	02/2013: WW C - W-2 FOR OLDEST MINOR CHILD WITH CUSTODIAL PARENT - CLOSED	Mail		English			🔍
01/14/2013	01/2013: CC - CCAC - CASE AUTH NOTICE	Mail		English			🔍
12/17/2012	12/2012: WW - CMRV - CC, W-2 ELIG REV DUE	Mail		English			🔍
12/03/2012	01/2013: FS - FOODSHARE - OPEN	Mail		English			🔍

Remember that items used for verification are scanned into ECF. If information has not changed (such as residency), it is not necessary to re-verify it. Items like earned income and bank account balances must be verified at every review. Always ask for current verification, scan it and enter the appropriate verification (VR) code in CWW.

Case Comments

Most CWW pages have a button near the bottom of the page that FEPs can click to add any Case Comments they need during a review. It is better to add the comments before the end of the review while the information is still fresh in the FEPs mind.

A rectangular button with a light gray background and a thin black border. The text "Add Case Comment" is centered on the button in a small, dark font.

When entering comments about an eligibility review, select the R – RENEWAL/SMRF comment type from the drop-down box.