



FH

STATE OF WISCONSIN
Division of Hearings and Appeals

In the Matter of

[REDACTED]
[REDACTED]
[REDACTED]

DECISION
Case #: CWA - 218446

PRELIMINARY RECITALS

Pursuant to a petition filed on May 28, 2025, under Wis. Admin. Code § HA 3.03, to review a decision by the Department of Health Services to disenroll Petitioner from the IRIS Program, a hearing was held on July 16, 2025, by telephone.

The issue for determination is whether Petitioner was properly disenrolled from IRIS from May 1, 2025 through May 13, 2025.

There appeared at that time the following persons:

PARTIES IN INTEREST:

Petitioner:

[REDACTED]
[REDACTED]
[REDACTED]

Respondent:

Department of Health Services
1 West Wilson Street, Room 651
Madison, WI 53703

By: Jennifer Madera, TMG
Bureau of Long-Term Support
PO Box 7851
Madison, WI 53707-7851

ADMINISTRATIVE LAW JUDGE:

Teresa A. Perez
Division of Hearings and Appeals

FINDINGS OF FACT

1. Petitioner (CARES #) is a resident of Dodge County.

2. Petitioner is a resident of Dodge County who has been enrolled in the IRIS Program since September 2013. TMG is Petitioner's IRIS Consultant Agency.
3. Petitioner completed a Medicaid renewal in September 2024.
4. The income maintenance (IM) agency informed Petitioner that she must complete a FS renewal in March 2025. Petitioner called the agency on March 14, 2025 to complete that renewal. For unclear reasons, the agency processed that as a renewal of both her Medicaid and her FoodShare.
5. During Petitioner's telephone contact with the agency on March 14, 2025, the agency worker asked Petitioner to confirm the balance of her bank accounts and Petitioner did so. The worker told Petitioner that she would be sent a summary and if everything looked accurate there no further steps that Petitioner would need to complete. However, on March 17, 2025, the agency sent Petitioner a request for verification of her bank accounts.
6. On April 20, 2025 and on May 4, 2025, the Department of Health Services sent Petitioner notices informing her that her IRIS enrollment "has ended or is scheduled to end on: April 30, 2025" due to "no Medicaid eligibility."
7. On April 30, 2025, Petitioner submitted the verification requested by the IM agency.
8. On May 1, 2025, the IM agency closed Petitioner's Medicaid case. On May 14, 2025, the IM agency re-opened her Medicaid case and backdated her eligibility to May 1, 2025.
9. On May 14, 2025, TMG received a "re-referral" from the ADRC which allowed TMG to re-enroll Petitioner into IRIS on that same date.
10. Petitioner filed an appeal seeking IRIS re-enrollment from May 1, 2025 through May 13, 2025.

DISCUSSION

To participate in IRIS, an individual must meet the financial and non-financial eligibility criteria for one of the following: a "full benefit category of [Elderly, Blind, Disabled] Medicaid", BadgerCare Plus, Wisconsin Well Woman Medicaid, or Adoption Assistance. *Medicaid Eligibility Handbook* §§1.1.2 and 28.1.5. If a person loses full benefit Medicaid eligibility, their IRIS Consultant Agency must disenroll them from the IRIS Program.

The Division of Hearings and Appeals sent a copy of the hearing notice to the IM agency but no representative from the IM agency appeared. A representative from TMG did, however, appear and produced some documentation from the IM agency's CARES database. Based on the evidence in the hearing record, it is not clear why the IM agency initiated a Medicaid renewal for Petitioner in March 2025 given that she had completed a renewal in September 2024 and Medicaid renewals are generally required only annually. Petitioner apparently had a FoodShare renewal due in March or April 2025 but there is no indication that she asked the agency to complete her Medicaid renewal early. Nevertheless, Petitioner endeavored to comply with the agency's requests while hospitalized. As she credibly testified, Petitioner confirmed the bank account balances that an agency representative read aloud to her during a telephone renewal interview on March 14, 2025. Despite agreeing with the information that the agency already had on file, presumably from a third party source, the agency followed up by sending a verification request to Petitioner.

Petitioner did not learn of the verification request until April 29, 2025 and then promptly sent in the requested verification the following day; however, it was not processed until on or after May 1, 2025 by which time the Department had already automatically disenrolled her from IRIS.

There is no evidence in the hearing record to suggest that Petitioner ever stopped meeting the eligibility requirements for full-benefit Medicaid nor is there evidence that Petitioner was advised in writing that she must complete an early Medicaid renewal by a particular date.

Based on the evidence available to me, I find that Petitioner's Medicaid was terminated in error and that as a result, she was disenrolled from IRIS in error from May 1, 2025 through May 13, 2025.

CONCLUSIONS OF LAW

Due to IM agency processing errors, Petitioner was improperly disenrolled from IRIS from May 1, 2025 through May 13, 2025.

THEREFORE, it is

ORDERED

That the matter is remanded to the Department of Health Services and any relevant contractors to take all administrative steps necessary to rescind Petitioner's May 1, 2025 IRIS disenrollment. The Department shall comply with this order within ten days of the date of this decision.

REQUEST FOR A REHEARING

You may request a rehearing if you think this decision is based on a serious mistake in the facts or the law or if you have found new evidence that would change the decision. Your request must be **received within 20 days after the date of this decision**. Late requests cannot be granted.

Send your request for rehearing in writing to the Division of Hearings and Appeals, 4822 Madison Yards Way, 5th Floor North, Madison, WI 53705-5400 **and** to those identified in this decision as "PARTIES IN INTEREST." Your rehearing request must explain what mistake the Administrative Law Judge made and why it is important or you must describe your new evidence and explain why you did not have it at your first hearing. If your request does not explain these things, it will be denied.

The process for requesting a rehearing may be found at Wis. Stat. § 227.49. A copy of the statutes may be found online or at your local library or courthouse.

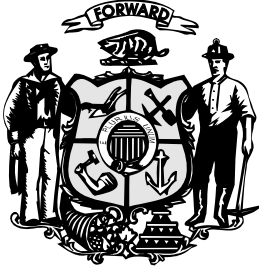
APPEAL TO COURT

You may also appeal this decision to Circuit Court in the county where you live. Appeals must be filed with the Court **and** served either personally or by certified mail on the Secretary of the Department of Health Services, 1 West Wilson Street, Room 651, **and** on those identified in this decision as "PARTIES IN INTEREST" **no more than 30 days after the date of this decision** or 30 days after a denial of a timely rehearing (if you request one).

The process for Circuit Court Appeals may be found at Wis. Stat. §§ 227.52 and 227.53. A copy of the statutes may be found online or at your local library or courthouse.

Given under my hand at the City of Madison,
Wisconsin, this 17th day of July, 2025

\s _____
Teresa A. Perez
Administrative Law Judge
Division of Hearings and Appeals



State of Wisconsin\DIVISION OF HEARINGS AND APPEALS

Brian Hayes, Administrator
5th Floor North
4822 Madison Yards Way
Madison, WI 53705-5400

Telephone: (608) 266-7709
FAX: (608) 264-9885
email: DHAmail@wisconsin.gov
Internet: <http://dha.state.wi.us>

The preceding decision was sent to the following parties on July 17, 2025.

Bureau of Long-Term Support

