



FAMILY INDEPENDENCE ADMINISTRATION
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POLICY BULLETIN #05-110-SYS

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NYCWAY UPDATES – NEW/CHANGED WELLNESS, COMPREHENSIVE ASSESSMENT, REHABILITATION AND EMPLOYMENT (WECARE) ACTION CODES/PROCEDURES

Date: September 16, 2005	Subtopic(s): NYCWAY
<p> This procedure can now be accessed on the FIAweb.</p> <p>New WeCARE Pool Action Codes</p>	<p>Revisions to Original Bulletin</p> <p>This policy bulletin is being revised to remove the instructions regarding the automatic posting of Appointment Code 364Q (Automatic Call-In Appointment to DAU) for individuals denied Supplemental Security Income (SSI), because the process is currently on hold.</p> <p>Purpose</p> <p>NYCWAY is updated on a regular basis to make the system more helpful to users and to comply with current policy. This policy bulletin is to inform staff of the following updates made to NYCWAY:</p> <ul style="list-style-type: none"> • New WeCARE Pool Action Codes • Changes to Processing When the SSN Is Missing • New WeCARE Medical Specialty Appointment Codes • New WeCARE Outreach Codes • Multiple Outreach Code Procedure • Concurrent Appointment Scheduling <p>Previously, participants with an action code of 16WN (Already Enrolled in Wellness Plan by HSS) were assigned to a pool for WeCARE purposes. Customized Assistance Services (CAS) has now divided the pool into four separate pools to await batch scheduling to the corresponding locations.</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
 Call 718-557-1313 then press 2 at the prompt followed by 765 or
 send an e-mail to *FIA Call Center*

Changes to Processing When the SSN Is Missing

- **16VI** (Refer to DAU from HSS Pool)
- **16VQ** (Refer to WeCARE Wellness from HSS Pool)
- **16VJ** (Refer to Job Center from HSS Pool)
- **16VV** (Refer to WeCARE VRS from HSS Pool)

Previously, when no Social Security number (SSN) existed on a case there were no restrictions on referrals or assignments.

Now, if the SSN is missing, only Work Experience Program (WEP) and substance abuse assignments can be made for participants. Referrals to Skills Assessment Placement (SAP) vendors will not be permitted for applicants who do not have an SSN, but substance abuse referrals will be allowed. The exception to this restriction is applicants/participants out of offices **47** (Refugee Center) and **49** (HASA-Brownsville).

New WeCARE Medical Specialty Appointment Codes

Action codes **969A** (WeCARE Medical Specialty Appointment-Applicant) and **169A** (WeCARE Medical Specialty Appointment-Participant) have been replaced by new codes developed to identify each medical specialty. Up to three specialty appointment codes can be entered concurrently.

Note: Existing **969A** and **169A** codes that are currently open will continue to function for medical specialty appointments already scheduled. All rescheduling of specialty medical appointments (old and new) will require use of the new specialty medical codes.

Applicant Action Code	Participant Action Code	Description
96AC	16AC	WeCARE Specialty Exam Appointment – Cardiology
96AD	16AD	WeCARE Specialty Exam Appointment – Dermatology
96AE	16AE	WeCARE Specialty Exam Appointment – Endocrinology
96AF	16AF	WeCARE Specialty Exam Appointment – Orthopedics
96AG	16AG	WeCARE Specialty Exam Appointment – Gastroenterology
96AH	16AH	WeCARE Specialty Exam Appointment – Hematology/Oncology
96AL	16AL	WeCARE Specialty Exam Appointment – Pulmonology
96AM	16AM	WeCARE Specialty Exam Appointment – Other Specialty
96AN	16AN	WeCARE Specialty Exam Appointment – Neurology
96AO	16AO	WeCARE Specialty Exam Appointment – Obstetrics/Gynecology

New WeCARE Outreach Codes

96AP	16AP	WeCARE Specialty Exam Appointment – Psychiatry
96AR	16AR	WeCARE Specialty Exam Appointment – Rheumatology
96AS	16AS	WeCARE Specialty Exam Appointment – General Surgery

Action codes **168O** (WeCARE Outreach Initiated FTR) and **168D** (WeCARE Outreach Initiated FTC) have been replaced by new outreach action codes, listed in the table below. The new codes have been developed to identify each WeCARE activity for which outreach is scheduled. The WeCARE Activities menu will only allow the user to post the corresponding outreach code based on the applicant/participant’s current activity.

Note: Open **168O** and **168D** codes will continue to function for those applicants/participants in existing outreach. Action Code **168G** (WeCARE Outreach Successful) does not change.

Action Code	Description
16BC	Outreach Initiated FTR-WeCARE Specialty Medical Assess. Appt. – Cardiology
16BD	Outreach Initiated FTR-WeCARE Specialty Medical Assess. Appt. – Dermatology
16BE	Outreach Initiated FTR-WeCARE Specialty Medical Assess. Appt. – Endocrinology
16BF	Outreach Initiated FTR-WeCARE Specialty Medical Assess. Appt. – Orthopedics
16BG	Outreach Initiated FTR-WeCARE Specialty Medical Assess. Appt. – Gastroenterology
16BH	Outreach Initiated FTR-WeCARE Specialty Medical Assess. Appt. – Hematology/Oncology
16BL	Outreach Initiated FTR-WeCARE Specialty Medical Assess. Appt. – Pulmonology
16BM	Outreach Initiated FTR-WeCARE Specialty Medical Assess. Appt. – Other Specialty
16BN	Outreach Initiated FTR-WeCARE Specialty Medical Assess. Appt. – Neurology
16BO	Outreach Initiated FTR-WeCARE Specialty Medical Assess. Appt. – Obstetrics/Gynecology
16BP	Outreach Initiated FTR-WeCARE Specialty Medical Assess. Appt. – Psychiatry
16BR	Outreach Initiated FTR-WeCARE Specialty Medical Assess. Appt. – Rheumatology
16BS	Outreach Initiated FTR-WeCARE Specialty Medical Assess. Appt. – General Surgery
16CC	Outreach Initiated FTC-WeCARE Specialty Medical Assess. Appt. – Cardiology

- 16CD** Outreach Initiated FTC-WeCARE Specialty Medical Assess. Appt. – Dermatology
- 16CE** Outreach Initiated FTC-WeCARE Specialty Medical Assess. Appt. – Endocrinology
- 16CF** Outreach Initiated FTC-WeCARE Specialty Medical Assess. Appt. – Orthopedics
- 16CG** Outreach Initiated FTC-WeCARE Specialty Medical Assess. Appt. – Gastroenterology
- 16CH** Outreach Initiated FTC-WeCARE Specialty Medical Assess. Appt. – Hematology/Oncology
- 16CL** Outreach Initiated FTC-WeCARE Specialty Medical Assess. Appt. – Pulmonology
- 16CM** Outreach Initiated FTC-WeCARE Specialty Medical Assess. Appt. – Other Specialty
- 16CN** Outreach Initiated FTC-WeCARE Specialty Medical Assess. Appt. – Neurology
- 16CO** Outreach Initiated FTC-WeCARE Specialty Medical Assess. Appt. – Obstetrics/Gynecology
- 16CP** Outreach Initiated FTC-WeCARE Specialty Medical Assess. Appt. – Psychiatry
- 16CR** Outreach Initiated FTC-WeCARE Specialty Medical Assess. Appt. – Rheumatology
- 16CS** Outreach Initiated FTC-WeCARE Specialty Medical Assess. Appt. – General Surgery
- 173B** Outreach Initiated FTR-WeCARE Initial Appt/Reschedule
- 173C** Outreach Initiated FTC-Referral to Wellness Plan
- 173D** Outreach Initiated FTR-Referral for SSI/SSDI Application
- 173E** Outreach Initiated FTC-Referral for SSI/SSDI Application
- 173K** Outreach Initiated FTC-WeCARE Initial Appt/Reschedule
- 173R** Outreach Initiated FTR-Child Care Return Appointment
- 173U** Outreach Initiated FTR-Referral for Vocational Rehab Services
- 173V** Outreach Initiated FTC-Referral for Vocational Rehab Services
- 173W** Outreach Initiated FTR-Referral to Wellness Plan

Multiple Outreach Code Procedure

NYCWAY now allows the Worker to post multiple outreach codes for those applicants/participants who Fail To Comply (FTC) with or Fail To Report (FTR) to multiple activities. For example, if an applicant/participant fails to report for a Pulmonology and a Rheumatology medical specialty appointment, the Worker would post a **16BL** and a **16BR**.

This new process replaces the old one, where only one outreach code could be posted at a time.

Each outreach initiated must be resolved separately by each outreach expiration date. For example:

- If an applicant/participant does not report to an August 15 cardiology appointment, the Worker will initiate outreach with an outreach expiration date of August 21; and
- If the applicant/participant also fails to report for an August 17 neurology appointment, the Worker will initiate a separate outreach with an outreach expiration date of August 23.
- If the applicant/participant then cooperates and reports to both appointments, the Worker must post the **168G** (WeCARE Outreach Successful) twice, once for the cardiology outreach and once for the neurology outreach.
- If the cardiology outreach is not successfully resolved by August 21 and/or the neurology outreach is not resolved by August 23, the applicant/participant will infract.

Concurrent
Appointment
Scheduling

NYCWAY now allows the Worker to schedule multiple appointments on the same day, including different medical specialty appointments, Credentialed Alcohol and Substance Abuse Counselor (CASAC) appointments and return appointments. This new process replaces the old one where no two appointments could be scheduled on the same day, even though the appointments were for different times.

Effective Immediately