



FAMILY INDEPENDENCE ADMINISTRATION

Seth W. Diamond, Executive Deputy Commissioner




James K. Whelan, Deputy Commissioner
Policy, Procedures and Training

Lisa C. Fitzpatrick, Assistant Deputy Commissioner
Office of Procedures

POLICY BULLETIN #06-169-SYS

NYCWAY UPDATES – WECARE VENDOR ACTION CODES

Date: December 22, 2006	Subtopic(s): NYCWAY
<p> This procedure can now be accessed on the FIAweb.</p> <p>New Vendor WeCARE Action Codes 16RE/96RE</p>	<p>NYCWAY is updated on a regular basis to make the system more helpful to users and to update current policy. The purpose of this policy bulletin is to inform staff that new Wellness, Comprehensive Assessment, Rehabilitation and Employment (WECARE) Vendor Action Codes 16RE/96RE (Reschedule Initial WeCARE Referral) have been created and that outreach codes will no longer post on <u>initial</u> (phase I) WECARE appointments when the applicant/participant fails to report or comply with the appointment.</p> <p>WeCARE vendors are now using the new Action Codes 16RE (participants) and 96RE (applicants) for all WeCARE initial appointment reschedules.</p> <p>Once a WeCARE referral has been made, Workers will no longer be able to reschedule initial appointments. Only WeCARE vendors will be able to reschedule an open WeCARE initial appointment via the Employability Plan (EP) with Action Codes 16RE/96RE.</p> <ul style="list-style-type: none"> • If a Worker realizes that the wrong appointment date was issued (e.g., appointment conflicts with another mandated appointment such as OCSE, BEV), after an initial WeCARE appointment has already been made, s/he must cancel the appointment by posting a 168X/968X (WeCARE Initial Appointment Cancelled) and make a new WeCARE referral. • If however, the applicant/participant calls and asks to be rescheduled, the Worker must advise him/her to contact the WeCARE vendor at the telephone number on the appointment notice to reschedule.

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*

Outreach Codes

Outreach codes will continue to post for phase II WE CARE appointments.

Previously, the WeCARE vendors were allowed to post an outreach code, **173B** (WeCARE Outreach – FTR to Initial Appointment/Referral) for individuals who failed to report for the appointment, or **173K** (WeCARE Outreach – FTC to Initial Appointment/Referral), for individuals who reported for the appointment but failed to cooperate. With the creation of the new WeCARE referral codes, outreach codes will no longer be used for initial WeCARE appointments. Instead of outreach, Infraction Codes **468B/469B** (WeCARE FTR to BPS Phase I Appointment) will autopost 14 calendar days after the initial appointment date if no action is taken.

Note: WeCARE vendors can now post the **468B/469B** manually for applicants or participants, if, for example, they do not want to wait for it to autopost in 14 days.

Effective Immediately