



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #06-13-SYS

WECARE TRAVEL ACCOMMODATION ACTION CODES

Date: February 3, 2006	Subtopic(s): NYCWAY, WeCARE
<p> This procedure can now be accessed on the FIAweb.</p> <p>Phase II will include additional system edits which prevent the scheduling of manual appointments that conflict with identified travel restrictions.</p> <p>Refer to PB #06-15-SYS for information on WeCARE Action Code 16TE (Temporary Employment Call-In Exemption).</p>	<p>This policy bulletin is to inform Job Center staff that new action codes for the Wellness, Comprehensive Assessment, Rehabilitation and Employment (WeCARE) program have been added to NYCWAY to indicate when an applicant/participant has a travel accommodation. This policy bulletin is informational for all others.</p> <p>The changes detailed in this policy bulletin are part of the initial phase (i.e., Phase I) of changes made to integrate the WeCARE travel accommodation process into NYCWAY.</p> <p>Before scheduling an appointment for an applicant/participant, the Worker must check NYCWAY to see if there are any travel accommodations identified for him/her. The travel accommodation code will remain open on the case until WeCARE or Customer Assistance Services (CAS) determines it is no longer required.</p> <p>The following new action codes have been developed for WeCARE vendors to enter in NYCWAY to reflect an applicant/participant's travel accommodations:</p> <ul style="list-style-type: none"> • 16TC (Travel Companion In Place) • 16TD (Request for Travel Code Completion Denied) • 16TH (Flexible Appointment Hours) • 16TN (Travel Accommodations No Longer Required) • 16TO (Travel Accommodation: Other) • 16TP (Para-Transit Services in Place) • 16TR (Request for Travel Code Review)

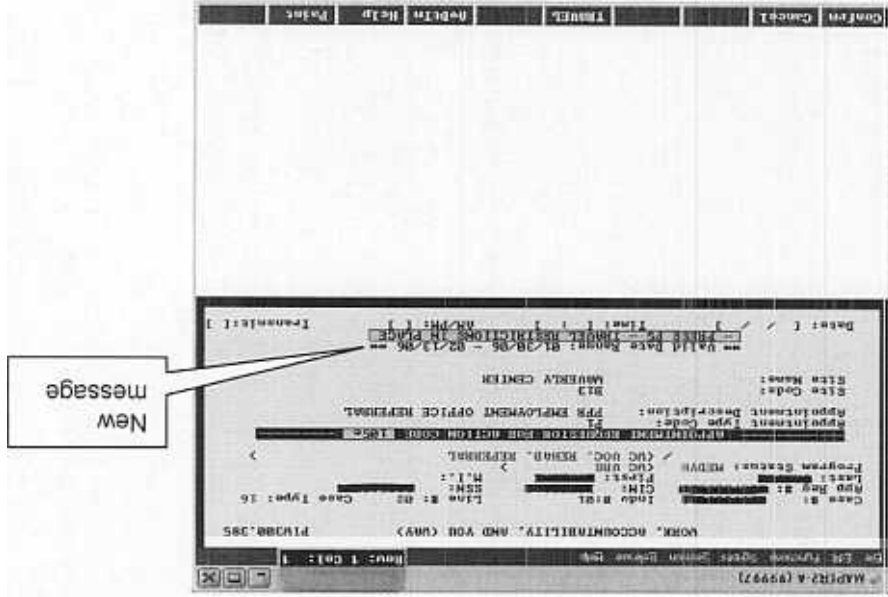
HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 2 at the prompt followed by 765 or
send an e-mail to *FIA Call Center*

Distribution: X

All codes will remain open and available on the **WCTRV** Worklist until closed by a **16TN**. Only CAS and the WeCARE vendors are authorized to enter a **16TN**.

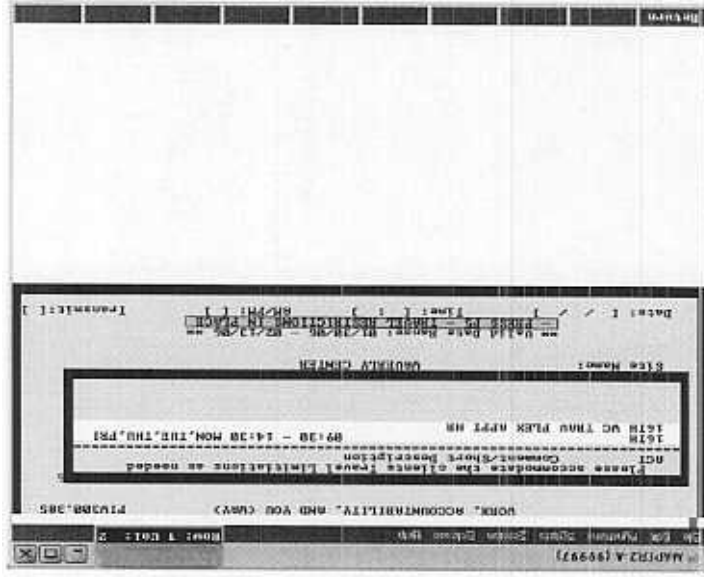
When scheduling appointments through NYCWAY, Workers will be prompted to first view all open WeCARE travel accommodation action codes posted for the applicant/participant by the message, "Press F5 – Travel Restrictions In Place."

Travel restrictions message



Press F5 and the WeCARE Travel Accommodation Action Codes screen will appear.

WeCARE Travel Accommodation Action Code screen



Workers are advised to take these action codes into consideration when scheduling appointments and to make necessary accommodations to meet the applicant/participant's travel needs, as follows:

Action Code **16TH**

- In the case of Action Code **16TH**, Workers should schedule appointments with respect to the applicant/participant's availability. The associated **Comments** field will define the days and times the applicant/participant is available to attend appointments.

Action Code **16TO**

- In the case of Action Code **16TO**, Workers should consider the accommodation needed as described in the associated **Comments** field when scheduling appointments.

Action Codes **16TC** and **16TP**

Action Codes **16TC** and **16TP** do not affect the scheduling of appointments, but should be taken into consideration if the applicant/participant arrives late for an appointment because of his/her travel needs.

If the applicant/participant is no longer participating in the WeCARE program and he/she reports that the travel accommodation is no longer required, the Worker must post a **16TR**, which will put the case on the **WCTRV** Worklist. Staff at CAS will review each case on this worklist to determine whether to post a **16TN** to close the action code or a **16TD** to keep the action code open. Workers are reminded to scan and index the supporting medical documentation submitted by the applicant/participant that verifies the travel accommodation is no longer needed to assist CAS in making the determination.

Effective March 1, 2006