



Date: June 5, 2026

DMS Operations Memo 26-20

To: Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff
FSET Agencies

Affected Programs:

- | | |
|--|--|
| ☐ BadgerCare Plus | ☐ Caretaker Supplement |
| ☐ FoodShare | ☐ FoodShare Employment and Training |
| ☐ Medicaid | |
| ☒ SeniorCare | |

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Division of Medicaid Services

Aligning SeniorCare Overpayments and Authorized Representatives with Other Health Care Programs

CROSS-REFERENCE

- [Operations Memo 23-10, Health Care Overpayment Changes](#)
- Medicaid Eligibility Handbook, [Sections 22.5.1 Authorized Representatives](#) and [33.10.2.2 Applicant or Member Error](#)

EFFECTIVE DATE

June 20, 2026

PURPOSE

This memo announces updates to policy for the SeniorCare program regarding changes to the recovery of overpayments and the assignment of an authorized representative.

BACKGROUND

OVERPAYMENTS

A SeniorCare overpayment occurs when the SeniorCare program incorrectly covers the cost of a prescription drug due to an agency error or member error. Under existing SeniorCare policy, if a SeniorCare member makes an error that results in an overpayment of SeniorCare benefits, the

Department of Health Services (DHS) will pursue recovery of the overpaid benefits. This policy does not align with existing overpayments policy for BadgerCare Plus and Medicaid, or guidance from the Centers for Medicare and Medicaid Services (CMS). DHS is updating the overpayments policy for SeniorCare to align with overpayments policy for BadgerCare Plus and Medicaid.

AUTHORIZED REPRESENTATIVE

An authorized representative can apply for or renew benefits, report changes, receive copies of notices and communications from the agency, work with the agency on benefit-related matters, and file appeals regarding the individual's eligibility. Applicants and members can appoint one individual or organization as an authorized representative to act on their behalf for Medicaid, BadgerCare Plus, Family Planning Only Services, Caretaker Supplement, and FoodShare. The SeniorCare program has a separate authorized representative, with its own form that authorizes an individual or organization to only act on their behalf for SeniorCare. Without this form, an authorized representative from the other programs cannot act on the individual's behalf for SeniorCare, and a SeniorCare authorized representative cannot act on the individual's behalf for other programs.

DHS is revising the authorized representative policy so that there will be one authorized representative for all health care programs (including SeniorCare), Caretaker Supplement, and FoodShare.

POLICY

CHANGE TO RECOVERY OF OVERPAYMENTS

If a SeniorCare member makes an error that results in an overpayment of SeniorCare benefits, DHS will no longer pursue recovery of the overpaid benefits.

There is no change to the existing policy that states if a SeniorCare member reports an error and the corrected information results in a change to the member's SeniorCare eligibility, the eligibility change will occur.

CHANGE TO AUTHORIZED REPRESENTATIVES

As of June 20, 2026, members will no longer appoint a separate authorized representative for SeniorCare. They can appoint an authorized representative for all health care programs (including SeniorCare), Caretaker Supplement, and/or FoodShare using the [Appoint, Change, or Remove an Authorized Representative: Person form, F-10126A](#) and the [Appoint, Change, or Remove an Authorized Representative: Organization form, F-10126B](#). The existing [SeniorCare Authorization of Representative form, F-10080](#) will be obsolete.

Currently appointed SeniorCare authorized representatives will remain valid until the member's next renewal, or until a new request is submitted after this change goes into effect. If no new request has been made prior to the renewal, the member will be mailed the renewal form and a blank F-10126 form with instructions to complete and send the included form if they want to continue to have an authorized representative. The designated SeniorCare authorized representative will also receive a copy of these documents. If a completed form is not received with the renewal, the SeniorCare representative will be removed.

For members who have both a SeniorCare and health care/FoodShare authorized representative, a copy of the renewal form will be mailed to the SeniorCare authorized representative but will list the health care/FoodShare representative as the authorized representative moving forward. The SeniorCare authorized representative will be removed when the renewal is processed.

For members who have a health care/FoodShare authorized representative for their case and no SeniorCare authorized representative, the currently designated representative will also be considered the authorized representative for SeniorCare.

CONTACTS

DHS CARES Problem Resolution Team

DHS/DMS/BEEP/BS

DHS/DMS/BEOT/JN