

Elder Benefit Specialist (EBS) Time Reporting Quick Guide

SAMS-EBS Call Topic	Time Reporting Category
1-A05 BadgerCare Plus	1 or 4
1-A10 Dental Care, Free/Reduced Cost	5
1-A15 Family Planning Services Waiver	1
1-A20 Health Care, Free/Reduced Cost	5
1-A21 Prescriptions, Free/Reduced Cost	5
1-A25 Health Insurance, Private/Marketplace	5
1-A30 Indian Health Services	5
1-A35 Medicaid, EBD Card Services	1 or 4
1-A40 Medicaid, Home/Community Based LTC	1 or 4
1-A45 Medicaid, Institutional Long Term Care	1 or 4
1-A50 Medicaid, Liens/Estate Recovery	1
1-A60 Unspecified Medicare	1 if dealing with Medicare Part D LIS or Medicare Savings Programs, otherwise 5.
1-A60 Medicare Options/Enrollment	5
1-A61 Medicare Coverage, Items/Services	5
1-A62 Medicare Savings Programs/Part D LIS	1
1-A63 Long-Term Care Insurance	5
1-A70 SeniorCare Level – All Levels	1
1-A75 Veterans/Military Health Benefits	5
1-B05 Disability Insurance, Private/Group	5
1-B10 FoodShare	5
1-B15 Pension	5
1-B20 SSDI/SSI-Disability	1 or 4 for SSI issues / 5 for SSDI issues
1-B20 SSI, Age 65+	1 or 4
1-B25 Social Security Retirement (OAI)	5
1-B35 SSI Caretaker Supplement (CTS)	1
1-B40 SSI E (Exceptional Expense)	1
1-B65 Homestead/Low Income Tax Assistance	5
1-C05 Dementia and Caregiver Programs	5
1-C10 Nutrition/Meals/Food Assistance	2 or 5
1-C15 Transportation	2 or 5
1-D05 Subsidized Housing	5
1-D25 Housing Repair/Improvement Assistance	5
1-D30 Private Landlord/Tenant	5

1-D35 Property Tax Assistance	5
1-D40 Rent/Mortgage Assistance	5
1-D45 Utilities (Heat, Phone, etc)	5
1-D55 Weatherization Assistance	5
1-E10 Consumer Debt	5
1-E15 Consumer Fraud	5
1-E20 Financial & Credit Counseling	5
1-F05 Advance & Surrogate Financial Decisions	5
1-F10 Advance Medical Directives	5
1-F15 Guardianship	5
1-F25 Wills and Estate Planning	5
1-G05 Discrimination / Civil Rights	5
1-G15 Elder Abuse / Adult Protective Services	5
1-H05 Benefit Check Up	1 or 5 (Divide your time according to time spent talking about Medicaid and related programs vs. other non-Medicaid benefits).
1-H10 Employment Programs	5
1-H30 Other, Inside Program Scope	5
1-H40 Other, Outside Program Scope	5