

OPEN MEETING MINUTES

Name of Governmental Body: Children's Long-Term Support Council		Attending: Council Members: Wendy Heyn, Patti Becker, Kelly Blaschko, Anne Dent, Lisa Hankes, Pamela Hencke, Barbra Katz, David McGinley, Marianne Novella, Angela Radloff, Walt Shalick, Tracey Stanislawski, Lisa Stephan, Beth Swedeen, Sandra Tierney, Elizabeth (Liz) Williams, Windsor Wrolstad Excused: Kerry Blondheim, Toto Chanthavixay, Kristal Knudtson, Tammy Lewan, Katy Morgan-Davies, Cherie Purdy, Patricia Williams Public Attendees: Angela Wagner, Savannah Bertrand, "KP", Danielle Tolzmann, Leigh Bolander DHS Staff: Deb Rathermel, Rebecca Granger, Beth Gullickson, Dan Kramarz, Kevin Coughlin, Laura Triller, Jessica Holland, Tara Sommersberger, Debbie Borquist-Conlon, Andrea Warman, Katie Pergande, Rachel Lettner, Martha Pings, Becky Burns
Date: 5/3/2023	Time Started: 9:00 a.m. Time Ended: 1:40 p.m.	
Location: Zoom Conference Call		Presiding Officer: Deb Rathermel

Minutes

Council Member updates and announcements

- Approval of February 8, 2023, Draft Meeting Minutes.
 - Approved by Walt Schalick, seconded by Kelly Blaschko
- Approval of Operating Agreement
 - Approved by Barbara Katz, seconded by Walt Schalick, Approved at 9:13 a.m.
- New Members:
 - New Chair – Wendy Heyn
 - New member – Windsor Wrolstad

Public Comments

- Parents of children waiting to enroll in CLTS in Eau Claire County shared some of their stories, including the challenges of not having access to the resources that can help them family, the stress and confusion of the unknown as they wait for as much as two years.
- Danielle Tolzmann, Family Voices of WI, spoke to advocate for the families discussed during public comment. Danielle also shared comments from families who could not attend today's Council meeting.
- Following the public comments, council members asked the Wisconsin Department of Health Services (DHS) to review this situation and follow up with the county.

Unwinding (Status updates, situational awareness)

- Unwinding: Returning to routine operations in Medicaid programs, as temporary policies end
- Goals of unwinding: Successful return to routine operations and support access for Wisconsin residents continue healthcare coverage

- Provided overview of the Federal Public Health Emergency (PHE):
 - Program and policy flexibilities linked to the PHE
 - Ending May 11, 2023
 - Policy flexibilities have varying end dates
- Medicaid Renewals:
 - Members enrolled prior to March 31, 2023, will maintain coverage until full eligibility determination
 - Members enrolled after April 1, 2023, are subject to normal rules for coverage
- Resumption of Medicaid Renewals:
 - Most members full eligibility redetermination will occur at their next renewal.
 - Renewals are distributed between June 2023 and May 2024
 - Members received one-time letter in March with information on their renewal date.
- CLTS Program Impact
 - County waiver agencies (CWAs) are responsible for:
 - Verifying participant Medicaid coverage
 - Securing Waiver Medicaid when the participant has lost or will lose their coverage.
 - Renewals for CLTS will begin June 2023
 - Temporary flexibilities under the Appendix K Waiver will transition back to permanent policy by mid-November 2023.
- Reviewed Bureau of Children’s Services (BCS) outreach strategies to CWAs
- Provided links to website information for Medicaid members and for additional information for stakeholders
- Council Questions:
 - Questions regarding ending of the paid parent flexibility. Answer: Flexibility was solely within the K Waiver. No federal authority to pay parents when the flexibility ends in November.
 - Question regarding the type of outreach guidelines for CWAs to connect families to available providers and data available to determine how this outreach went. Answer: BCS is intentionally getting word out now for CWAs to connect families to other providers. Long “off-ramp” period for CWAs to assist families and make referrals. Key Performance Indicators to monitor quality during unwinding.
 - Question regarding renewal paperwork in the mail and the window to complete Medicaid renewal. Answer: During the PHE, renewals were paused, and Members had flexibility to remain enrolled regardless of changes in eligibility. Continuous coverage ends with the end of the PHE. Most members can renew in a couple of formats: paper or myaccess.com online account. Katie Beckett Medicaid is only a paper renewal format.

CLTS Quality Monitoring Overview (Presentation and Q&A)

- BCS Monitors CLTS Performance through a number of processes:
 - 372 Measures (record reviews, BCS generated measures),
 - Informational measures,
 - National Core Indicators (NCI) survey,
 - Enrollment metrics, and
 - Ongoing system/ad hoc reports.
- 372 Performance Measures:
 - BCS submits yearly report to the Centers for Medicare & Medicaid Services (CMS)/Federal government
 - Measures must achieve at a least an 86% statewide threshold

- BCS determines remediation or quality improvement activities for measures below 86%
 - Reviewed compliance measure results for 2022
- Informational Measures:
 - Goal is access, timeliness, and participant health and safety
 - BCS monitors these quarterly
 - Reviewed measure results for 2022
 - Lowest result is a participant-focused assessment
- Reviewed questions and scored results from past three years
- Council Questions:
 - Question regarding sampling for record reviews. Answer: All counties have a sample and varies by enrollment size. BCS is continuing to obtain data from 2022.
 - Question regarding follow-up for noncompliance measures. Answer: BCS continues to monitor statewide numbers and develop best practice information. Opportunity to establish additional technical assistance for county-specific compliance results.
 - Question regarding scores and increasing scores. Answer: Always looking for ways to improve scores. BCS has done targeted outreach on action steps.
- NCI Survey:
 - Nationwide survey project
 - Submitted and analyzed yearly

Home and Community-Based Services (HCBS) Workforce Survey Findings (American Rescue Plan Act, or ARPA, Project)

- The purpose of this survey was to:
 - Learn about the challenges Wisconsin direct care workers are facing
 - Establish benchmarks
 - Use data to develop initiatives
- Goal is to resurvey every two years
- Wisconsin's first year participating in the survey.
 - 204 direct care worker agencies responded
- What's next:
 - Working with BCS to customize the survey to add CLTS-specific questions
 - ARPA Grant Applications for improvements to HCBS programs

DHS/Division of Medicaid Services (DMS)/BCS Status Updates

- **Program Data (share and learn):** Plan is to bring forth data to council meetings. Inquiry about what is helpful and what additional data could be useful for ongoing updates for this council.
- **CLTS Program Data:**
 - Provided enrollment and disenrollment trends from 2021, 2022, and up to March 2023
 - 19,000+ for current enrollment
 - Graph showing children funded but not enrolled:
 - Graph showing disenrollment data
- Council Questions:

- Question regarding why counties are not enrolling when funding for participant enrollment is available. Answer: Access and onboarding of new service coordinators to keep up with the needs is the primary reason for delayed enrollments.
- Question regarding recommended case load size. Answer: BCS does not mandate SSC case load sizes.
- Question regarding county ability to subcontract. Answer: Yes, counties can and do subcontract for support and service coordination.
- Discussion from council for future data requests:
 - Appeals after participant disenrollment
 - Service usage and claims data
 - Reasons for parent choice to disenroll
 - Service-specific wait times for enrolled individuals

DHS/DMS/BCS Services Status Updates

- **EVV:** Electronic Visit Verification, uses technology to verify that authorized services were provided
 - Required for all Medicaid personal care services and home health services that require an in-home visit by the provider.
 - Completed a “soft launch” phase to introduce EVV requirements
 - Currently under the “hard launch” phase, effective May 1, 2023
 - Will now result in denied claims if information is missing
 - Question regarding compliance for CLTS providers. Answer: Fee for Service Medicaid members providers have higher rates of compliance.
- **No Wrong Door**
 - Project funded under American Rescue Plan Act
 - Vision is to help families find their right next steps after learning their child has a diagnosis or need for assistance.
 - Wanting all Wisconsin families to have access to needed resources.
 - Branding and Marketing – creating common language to develop an umbrella brand
- **Council Discussion**
 - Question regarding a request to see the more detailed responses. Answer: BCS can work on providing more quotes and comments.
 - Question regarding reflecting on the branding that is produced. Answer: Plan is to track and measure on how it’s being operationalized and whether it is meeting the expectations.
 - Question regarding launch for branding. Answer: Fall 2023.
 - Discussion around soliciting more community input prior to launch. BCS will bring this back for discussion.
- **Support and Service Coordinator Waiver Basics Project**
 - Gathered input from Council in the last meeting for considerations.
 - Currently in the preparing and planning phase.
 - Seeking feedback from county partners.
- **BCS Council Project and Next Steps**
 - Reviewing all councils with BCS for membership engagement, recruitment strategies, and to ensure demographic of the council is reflective of the state.
 - Survey will be sent to council members to obtain more information.

- Question regarding monitoring attendance, especially parents who may not be attending regularly.
Answer: Yes, this can be gathered through the survey.

Council member sharing and discussion – Emerging issues

- Shift in attitude from county with trying to obtain things from the Waiver, families experiencing more push back from CWAs.
- Families who cannot afford attorneys during the appeals process are at a disadvantage and it is not clear if a support and service coordinator (SSC) should assist during the process.
- Circles of Life Conference has more than 900 participants registered. This is the third year of working with SSCs to support families in attending the conference. This year has been very successful.
- Concern for provider rates and wondering how these rates are determined. Example: no transportation services after 5 p.m. was provided due to no provider accepting the rate.
- Parents using supportive home care funding for when they are working. Wanting to address this and ask for clarification on guidance.
- Michigan pays parents to attend Council meetings.
- Wait list issues prior to and after enrollment in the program before services begin.
- Access to appeal rights and families understanding their right to appeal.

CLTS Service Utilization and Rate Analysis

- An update on this project: statewide cost and service use analysis for insight on how CLTS supports participant access to programs.
- Rates established under directive from CMS four years ago (2019)
- In 2020 funding transitioned from county allocation to state budgeting
- Analysis of service utilization by:
 - Benefit
 - Rate/cost
 - County
 - Target group
 - Provider network access
- Discussion on what Council members would like to see from this project:
 - What services are being underutilized in certain counties or parts of the state
 - Information on provider capacity
 - Finding what providers are unavailable in certain parts of the state/provider access

CLTS Enrollment Dashboard Project

- Two years ago, BCS established the CLTS Enrollment Dashboard.
 - Shares information on timeline from referral to enrollment
- Project Overview:
 - Gather feedback from users
 - Improve usefulness for users
 - Align to a policy-based approach
 - Streamline work required for the dashboard
- Project goal is to have an updated dashboard come fall 2023.

- Council members provided feedback

Wrap-Up and Action Items

- Council Member input on August 9 meeting, either in-person, hybrid or fully remote.
 - Varying feedback from members on what approach works best for them.
- Action items for next agenda:
 - Budget items – Joint finance removed provision to create CLTS as an entitlement program
 - Waiting list follow-up to support families and counties not in alignment with enrollment requirements
 - Follow-ups from No Wrong Door
 - EVV compliance for Fee for Service Medicaid providers
- Future agenda item:
- Wait list concerns
- Unwinding key performance indicators (KPI)

Motion to adjourn

1st motion Pamela Hencke; 2nd Tracey Stanislawski; all in favor

Prepared by: Rachel Lettner on 5/31/2023.