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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

January 16, 2025

1:00 – 3:30 p.m.

Zoom Link: <https://dhs.wi.zoomgov.com/j/1601074465>

Join by Phone: 1-669-254-5252 | Meeting ID: 160 107 4465

Time	Topic	Presenter(s)
1:00 PM	Welcome	Katie Sepnieski/John Rathman
1:05 PM	Approval of November 21, 2024, Meeting Minutes (Attachment)	Katie Sepnieski
1:05 – 1:20 PM	Department of Health Services Policy Updates	DHS Policy
1:20 – 1:40 PM	Subcommittee Updates (Attachment) <ul style="list-style-type: none">Income Maintenance Operational AnalysisCall Center Technical/OperationalFraud & Program IntegrityTraining (Not presenting)Performance Monitoring (Not presenting)Elderly, Blind, Disabled/Long Term Care (Not Presenting)	John Rathman Kris Weden Robert Klingforth
1:40 - 2:40 PM	CARES Releases (Attachment) <ul style="list-style-type: none">Add Functional Eligibility to LTC EnrollmentAdministrative Renewals for IndividualsHealth Employment Counseling (HEC)SSA Data Exchange ModernizationCaseworker Policy Assistant	DHS Staff
2:40 – 2:45 PM	Income Maintenance (IM) Funding and Contract Updates	John Rathman
2:45 – 2:50 PM	Consortia Feedback: IM consortia will share feedback with DHS	Alicia Grulke/John Rathman
2:50 – 2:55 PM	Administrative Memos	John Rathman
2:55 – 3:00 PM	Regional Enrollment Network	Alicia Grulke/ John Rathman
3:00 – 3:05 PM	Public Comment	Lorie Graff
3:05 – 3:10 PM	Announcements/Future Agenda Items	All

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*If you want to participate by web meeting, you can follow along at your computer by logging in as a guest to <https://dhs.wi.zoomgov.com/j/1601074465>, 5 minutes ahead of time.

Income Maintenance Subcommittee Key Messages
IMOA
December 13, 2024

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
DHS Policy Updates	<p>FS Handbook December High-level overview of the December release was provided. provided.</p> <p>TLB Clock Reset in January Communication plan will have two phases. Phase 1 – updates to webpages, worker talking points and share updates with key partners 12/19 a one-time letter sent to members and in early January Text messages and letters around the same time. Special letters to those in the geo waivers area letting them know if they do not meet the requirement could lose coverage in April.</p> <p>Phase 2- letters to other members letting them know the time limit is expired and they can reapply. Text and email messaging campaign in January. One time text message and follow up email to those who lost eligibility and can reapply. In February- texts to those that are subject to the requirement and when then use their 2nd ad 3rd TLB.</p> <p>If a member is part of an open case the individual will reopen in January w/o the HH having to re-request for the member.</p> <p>High level overview of December MA/BadgerCare Handbook release</p> <p>FAQs being sent next week regarding Public Charge for potential questions that agencies may receive. If there are any changes with DOCA and immigration policy DHS will keep us informed.</p> <p>Consortia asked for an update on SWICAs and the volume in relation to the action that agencies can take on them. DHS clarified that states are under a Federal obligation to do the data exchange matching even w/o a resulting overpayment. This is necessary to assure the case is correct forward. In October 2025 there will be a correction made so that children will move to the correct MedStat code. In June 2025 changes be implemented that</p>	IMOA Members	On-Going	

	<p>will end continuous coverage for children if eligibility was issued incorrectly or a result of fraud and SWICAs will help with this.</p> <p>Agencies may have until 1/15/25 to process existing SWICA.</p> <p>MAPP Disenrollments due to unpaid premiums have been put on pause until 10/2025. Members should continue to pay premiums. Pause on disenrollments while DHS explores permanent changes with payment processing.</p> <p>IM Contract Updates 2025 Timeliness measure is 95% Federal CAPER rate 44.52% Added language that includes working with IM on technology recommendations DHS/Consortia work on recommendations to collect customer feedback. 2025 contract to consortium signatories within the next week</p>			
<p>Systems Modernization Proposals (Attachment) Nick Havens</p>	<p>Nick Haven presented on two tools that other are used by income maintenance in other states. Intelligent Optical Character Recognition and GenAI technologies to read, extract, and deliver usable data from paper documents or images. Real-time Transcription and Summarization. Consortia completed small group work to brainstorm how this type of technology could be helpful. Report out from consortia included SWICA processing to pend case and mail verification letter; tax returns and implemented into worksheet; integrate into call center with some self-selection from customers who can get their answers before speaking with agents and use AI to determine where their question can best be answered and automate scripts.</p>	IMOA Members	On-Going	
<p>Genesys Update (Attachment) Paul Michael</p>	<p>Customer First Callback is being rolled out in three phases beginning 12/16. Minimal agent training needed. Effective 12/16- Supervisors can activate and deactivate agents in queues. Reviewed User Guide Updates that will be integrated on 12/18 ATS file transfer issues have largely been resolved.</p>	IMOA Members	On-Going	

Maternal Medicaid Enrollment Projects (Attachment) Melissa Brockie	Melissa Brockie provided information on the Maternal Medicaid Enrollment Projects. Applications are due 12/30/24. Projects will be assisting pregnant and postpartum individuals with renewals and applications for Medicaid.			
Future Agenda Items/Next Meeting Date	Agenda items for our next IMOA Meeting include Policy updates, Genesys updates, Cross Departmental Updates Document, CDPU Updates, Security Updates and Problem Resolution Updates. The next IMOA meeting will take place on Friday, January 10th .	IMOA Members/DHS Staff	January 10, 2025	

**Income Maintenance Subcommittee Key Messages
IMOA
January 10, 2025**

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
DHS Policy Updates	<p>Jonelle Brom welcomed everyone to the meeting. Jayne Wanless shared a few Foodshare updates. The American Relief Act of 2025 signed in December of 2024 did not include the extension of lost and stolen benefit replacement, so replacement benefits for lost/stolen benefits were available 10/1/22 to 12/19/24, but have now ended. There is a 30 day reporting window to claim the loss. Foodshare benefit funding is in place through April 30, 2025. Hopefully the Federal Government will pass another funding bill, but if there would be a Government shutdown, Foodshare benefits will be available at least through April 30, 2025. Leah Watson highlighted communications went out via 10,700 letters and 9,600 emails/texts to let prior Foodshare applicants know that a new work requirement time period began 1/1/25 and individuals can now reapply for benefits. Starting in February, Foodshare members will receive messages that they are now subject to the new work requirements timeframes. Messages will be sent in subsequent months, in the middle of the month, for individuals who will be facing their second and third time limited benefit months. Individuals in geographic areas that are exempt from work requirements will not receive letters or email/text. Questions were raised what number the text messages come from and if they are available in Spanish? DHS will check on these items. Nicole Huffman highlighted new Medicaid requirements for incarcerated youth. The question was raised whose responsibility it is to look up Medicaid eligibility in Forward Health for incarcerated youth? DHS clarified that it is not an expectation of IM agencies to look</p>	IMOA Members	On-Going	

	<p>up clients and tell jail officials who is on Medicaid or not. IM agencies should be assisting jails in helping determine eligibility for those they are helping apply. In the future, training on Forward Health will be provided to correctional facilities. This will likely occur in the coming year and an update will be provided to IM agencies in writing or at the February IMOA meeting. It was clarified that youth that get incarcerated do have their Medicaid coverage suspended while in the facilities, just like adults. The HEC program is a way MAPP members can meet their work requirements. HEC administration is being integrated into CARES. There will not be an operations memo on the HEC changes, but the handbook will be updated with clarifications on how the HEC program operates. These changes will be shared and reviewed at the IMAC meeting next week. Nicole did highlight a few new operations memos forthcoming including; one that will determine healthcare eligibility at the individual level which will now be fully automated including correspondence letters, a second that will eliminate waiting periods for CHIP coverage under certain conditions, and finally one on federal poverty level changes. Lastly, Nicole shared that MAPP premium payment dis-enrollments will be paused until October of 2025. DHS is also working on implementing window envelopes for premium payments that will help aid in consumers making their premium payments. Manee Hang highlighted that with the implementation of BRITS phase 2, workers now have to use the simulation overpayment worksheet in CARES rather than the manual worksheet. This information has to be part of the overpayment notice to meet Federal FNS requirements. A Cares Coordinator Notice (CCN) will be sent out on this topic with more information. Issues or problems with this new process should be sent in to PRT. Jonelle Brom reported that on the last two Legislative Audit Bureau (LAB) reviews DHS was in violation of allowing 19 year olds to stay on CHIP cases and a recent report shows this problem continues. A monthly report will now be run to identify these cases so we can proactively work them. Until the report and instructions can be sent out, consortia are encouraged to actively search out these alerts and fix these cases. It was clarified that these alerts populate the last day of the month before an individual turns 19, so they can be search on the first day of the month. Jonelle Brom also reported that DHS reminds consortia staff that they should review their use of translation lines and translation services to ensure these services are provided timely and without disruption.</p>			
MAPP Premium	Jonelle Brom highlighted that IMOA members will be broken into	IMOA Members	On-Going	

Discussion	break out rooms to discuss these three questions: What do you need to successfully process MAPP premiums/eligibility? What areas of processing do you continue to see challenges? What suggestions for process improvement do you have? Groups discussed and noted feedback that will be shared with Gainwell later in the meeting.			
Agency Feedback	Jody Noble shared some information about the problem resolution team (PRT) and changes that have occurred over the past few years. In 2021, a listening session occurred that encouraged improvements in response time, increased consistency, a template for question submissions, CARES Coordinated Notice improvements, and improved handling of EBD/LTC questions. CARES Coordinator Notices have been standardized and most are now sent on Monday and Thursdays, common responses are now provided, and staff have been cross trained in EBD/LTC. In the future, customer service expectations and continuous improvements will be implemented in the CRT. An online request form was also implemented. During calendar year 2024, a total of 13,494 online requests were submitted from IM, Tribal and FSET agencies. The PRT reviews the type of questions that do get submitted and in what areas. These reviews help identify training topics, CARES functionality improvement areas, and areas where increased communications might be helpful. Many more questions are submitted to PRT directly after a CARES release occurring. IMOA members were then broken into break out rooms to discuss and record answers to three questions: What are the top 3 areas that are working well or have improved since 2021? What are the top 3 areas where improvement is needed? What are the top 3 processing instructions that are missing from Process Help that agencies would like to DHS to focus on in 2025? Groups did express wanting more time to discuss some of these questions, so additional time will be devoted to this topic at a future meeting.	IMOA Members	On-Going	
Genesys Update	Paul Michael reported that phase I of the Customer First Callback feature has now rolled out. Bay Lake, East Central, IM Central and Southern rolled out yesterday. Next week Western, Northern, Great Rivers and Moraine Lakes are scheduled to roll out. Paul highlighted a few changes to the callback feature. First, the system isn't automatically stopping call back if it would extend beyond normal call center hours. Right now they are manually setting callback to end 2.5 hours before the end of a business day. The automated ability to do these calculations should be available in 3-4 weeks. The new software also does not support the Hmong language, so if a callback is offered to a Hmong customer the phone number is read in English. Paul also highlighted that if	IMOA Members	On-Going	

	<p>there is absolutely no answer from a customer phone, (for example no voicemail so the phone just rings and rings with no answer) the system will not call them back. Paul also highlighted that in our new daily report we do not have separate statistics anymore for Callback calls as it is not a separate que in the new system. Callbacks are now blended into other call statistics. Paul did also highlight a few now callback updates. First most ATS File Transfer Issues should now be resolved. Paul also reported some minor issues with a few headsets. Most of those can be resolved by removing headset permissions form the browser for the Genesys website. Lastly, MILES shared their experience in using callback since shortly before the holidays. Overall their experience has been good but they are looking forward to the callback automatically stopping once the auto calculation can be implemented.</p>			
Security Update	<p>Carla Treuthardt reported that all the consortia successfully submitted their audit reports and were thanked for doing these. Carla reminded agencies to double check both their primary and their secondary agency security officers. There were a lot of email kick-backs on recent correspondences. If you send in a security request for a new worker that will be starting a State cohort training, please note that on the form so they can prioritize those security set-ups. Carla also reminded agencies to send requests that have personable identifiable data on them to their email so that information is not compromised. Carla also reported that she is also continuing to work on the security manuals and she hopes to get those out in 2025.</p>	IMOA Members	On-Going	
CDPU Updates	<p>Robert Tillmon reported that they currently have 37 total staff at the CDPU. Over the last quarter, they did employ two additional agents. The 4th quarter was uneventful for mail, but for the entire year, there was a 7.25% reduction of mail from the prior year and a good portion of their mail continues to be returned mail. While mail is decreasing at the CDPU, total documents processed increased by almost 70% excluding two months when data was not available. The CDPU is continuing to ask counties to break their scanning batches into smaller batches (no longer than 50 pages) and not including more than two new applications along with SMRF's. The reason for these recommendations is larger batches really slows down the scanning software. Robert also highlighted that the CDPU contact information in the State's Process Help site is currently incorrect and will be fixed in February. Lastly, Rob will work with Alicia on a list of the handful of counties that still need to supply an email address for the CDPU to contact when there are PHI issues.</p>	IMOA Members	On-Going	

MAPP Discussion with Gainwell	Jonelle Brom introduced Ian Stevens, Stacey Riley, Tim Hollar, Brad Albrecht, and Cory Mooney from Gainwell. IMOA members and Gainwell staff discussed changes that could be made to better handle cases. It was suggested that IM workers be able to accept payments and be able to let Gainwell know they have a check and would be sending it in. It was highlighted that many individuals are often presenting on-site with payments, both initial and on-going payments. It was highlighted that more timely communications between agencies and Gainwell would be helpful. There also seems to be confusion about terminology and the need to clarify specific terms. It was also clarified that sharing more details (example check numbers) would be helpful to resolve issues. It was recommended that a specialized team be formed between consortia staff and Gainwell staff to resolve some of the manual payments that are outstanding. It was also recommended to clearly define roles and responsibilities between Gainwell Staff, consortia staff, and state staff. It was also suggested to have a “hotline” to be able to resolve issues that occur when people are on-site trying to resolve an issue. Jonelle concluded this discussion by saying we will continue to work on this issue in the months ahead and further work will occur to improve case processing and eligibility for MAPP members.	IMOA Members	On-Going	
Cross Department Updates	An updated Cross Department update for the months of January through April 2025 was shared with IMOA members. Jonelle did highlight that the DCF W-2 RFP is reposted and they will come to talk to us when contracts are awarded.			
Future Agenda Items/Next Meeting Date	Agenda items for our next IMOA Meeting include; Policy updates, Genesys updates, and a Partner/Advocate Discussion. It was recommended that a future meeting it would be helpful to talk to the Kaydee Becket administrative representatives. The next IMOA meeting will take place on <i>Friday, February 7th.</i>	IMOA Members/DHS Staff	<i>February 7, 2025</i>	

**Income Maintenance Subcommittee Key Messages
Call Center Operational Technical Subcommittee
November 25, 2024**

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
User Guide Updates	<ul style="list-style-type: none"> Updates to the GCCX User Guide will be published on December 18, 2024. The December update includes most 			

	<p>of the enhancements discussed during earlier subcommittee meetings.</p> <ul style="list-style-type: none"> • Subsequent updates are scheduled for: <ul style="list-style-type: none"> - 4/9/2025 - 8/13/2025 - 12/10/2025 			
Callback Rollout Schedule	<ul style="list-style-type: none"> • Customer First Callback rollout phases are tentatively set to begin on 12/11/2025. • Minimal agent training is expected as agent experience will be the same as any inbound call. • Calls will be coming from the same queue they entered, and the customer will be on the line when the call is offered to the agent. • Reporting information/training will be provided after UAT begins. • Tentative rollout schedule: <ul style="list-style-type: none"> - 12/11/24 Phase 1: MiES/MECA, Capital, WKRP - 1/8/25 Phase 2: IM Central, Northern, Southern, Western, Great Rivers, Moraine Lakes, Bay Lake, East Central 			
Known GCCX System Issues	<ul style="list-style-type: none"> • Post Dial Delay – calls taking longer to ring to the agent’s phone. In some cases, the carrier has been able to make a route change as a troubleshooting measure. The Alert Time on the queue can be updated but it must be updated at the queue level, it cannot be updated at the agent level. This change has the potential for sending more calls to the agent’s voicemail. • Outbound calling – a small number of agents are experiencing issues making outbound calls on behalf of a queue. The agent phone connects and immediately disconnects, the customer is never actually called. • ATS File Transfer – updates were made to the Genesys process for transferring files. Testing was successful. A CCN will be sent from the PRT when consortia can resume working the mismatch report. 		Additional information is being gathered to determine how Genesys is interacting with local carriers and headsets	
Next meeting	Monday, December 9, 2024 @ 1:00 p.m.			

**Income Maintenance Subcommittee Key Messages
Call Center Operational Technical Subcommittee
December 9, 2024**

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
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Customer First Callback	<ul style="list-style-type: none"> • Customer First Callback is scheduled for rollout in 3 phases beginning 12/16/24. <ul style="list-style-type: none"> - 12/17/24: MilES, MECA, Capital, WKRP - 1/9/25: Bay Lake, East Central, IM Central, Southern - 1/16/25: Western, Northern, Great Rivers, Moraine Lakes • Minimal agent training will be needed as agent experience will be the same as inbound calls. • Calls will be coming from the same queue they entered, there are no callback queues. • Customer will be on the line when the agent is offered the call. • Hmong callers may not be able to validate their phone number or request a different one because the Genesys system does not recognize the Hmong language. • Reporting information will be provided after UAT begins. 			
Enhancements	<p>User Guide and Training Updates:</p> <ul style="list-style-type: none"> - Expanding the interaction Tab - Links to ATS information in Process Help - Definitions of Agent Statuses - Password Strength - Training Call Flow - Account Activation - Expiring Reports - Queue Transfer Process <p>* Updating queue prioritization * Removing/Adding Voicemail * Prompt Updating * Supervisor ability to activate and deactivate agents in a queue.</p> <ul style="list-style-type: none"> - From the Queues Activity Detail view supervisors can determine which agents are able to take calls from a queue. - Agents must be assigned to a queue before supervisors can activate/deactivate them. - Future Training and User Guide enhancements will include this functionality. 			
Known Issues	<p>Multiple updates have been deployed to resolve issues with the nightly batch run that transfers ATS recordings to ECF. Deloitte is processing the backlog of recordings, including updating the mismatch page in CWW. Additional communication regarding which dates of the mismatch report</p>			

	<p>can be worked and when, should be coming this week from the CARES Problem Resolution Team.</p> <p>A small number of agents are unable to take and/or make calls. Agent phone rings and immediately disconnects. The support team continues to work with counties experiencing this issue to gather additional information and provide it to Genesys for investigation.</p>			
Call Prioritization	<ul style="list-style-type: none"> • Calls can be prioritized at the queue level including inbound, transfer and voicemail. • When an interaction with a higher priority arrives Genesys Cloud changes the actual arrival time to an earlier time to create its priority value. This makes it appear as if the interaction arrived earlier than the other interactions and therefore it is routed first. • The change in priority does not affect the ASA calculation. For example, if a Spanish queue is prioritized over a general queue the Spanish queue should be answered first if they have similar wait times. It is possible for a call that has been in queue for a long enough period of time to be prioritized over a new call with a higher based priority. • Beginning the week of December 16, 2024 the Genesys Support Team will schedule meetings with each consortium to determine if an update to the prioritization is required. 			
Next Meeting	Monday, January 13, 2024 @ 1:00 p.m.			

**Income Maintenance Subcommittee Key Messages
Fraud and Program Integrity
November 12, 2024**

Agenda Item	Message/Action/Motion	Assigned to/Referred to IMAC	Deadline	Closure
OIG Overview – Anthony Baize/OIG Inspector General	<ul style="list-style-type: none"> • PowerPoint presented on OIG, those that work in that area, and some of the actions that they do in the agency • OIG is not only the FIRE section <ul style="list-style-type: none"> ○ Business intelligence <ul style="list-style-type: none"> • Data analysis and data pulls • Business automation and process 			

	<ul style="list-style-type: none"> ○ FIRE <ul style="list-style-type: none"> ● Interacts with the IM agencies the most; includes Investigation (ITAU), PARIS, and Trafficking ● Includes the WIC vendor Integrity Unit ○ Internal Audit <ul style="list-style-type: none"> ● Investigates improper activities by DHS employees ● Performs independent audits of contracted agencies ○ Provider Enrollment <ul style="list-style-type: none"> ● Vets moderate and high-risk providers ● Manages OIG's fraud reporting tools and process ● Fraud investigators for providers ○ Clinical Program integrity <ul style="list-style-type: none"> ● AKA "CPICS" ● Comprised of registered nurses ● Post payment audits ● Medicaid caregiver background check audits ○ Program Integrity and compliance <ul style="list-style-type: none"> ● Audit the Elec Health Record Incentive program ● Training for providers ○ Payment and integrity review is a newer area <ul style="list-style-type: none"> ● Recent supreme court decision made overpayment of providers difficult to recover so reviewing prior to paying is a shift in process ● Audit side recently reached out to all of the counties for a CARES disclosure audit related to confidential cases ● Hotline 877-865-3432 (about 1/3 of the tips) <ul style="list-style-type: none"> ○ If left after hours the hotline will record the phone number (possible open record) ● Online: www.Reportfraud.wisconsin.gov <ul style="list-style-type: none"> ○ Of note: the complaint itself can be part of public record, can complain anonymous ○ The Inspector General has some leeway to keep the information out of record request while there is an open or pending investigation or if there are threats involved. Just call the Inspector General office if there are questions about a record request ● Still waiting on official guidance from CMS on the no MA beneficiary overpayment issue. Some states have chosen to continue with overpayments, some states like Wisconsin have ceased. When there is official guidance from CMS, that will go out to at least FPIP, but likely to IM agencies. 			
IM Training Discussion – Jonelle Brom/Abby Abernathy	<ul style="list-style-type: none"> ● There may be a want from counties for a catalog or more structured training for fraud/benefit recovery. Overpayment related training has been created, but we believe the counties want more. ● FPIP could develop a formal document for request/prioritize ● Suggested trainings were: <ul style="list-style-type: none"> ○ Guidelines on prevention. FSQC's be more meaningful for fraud prevention ○ Guidance on what kind of information should we be shared with IM workers 			

	<ul style="list-style-type: none"> ○ Front-end prevention training and how this prevents fraud/overpayments ○ Interview skills ○ FoodShare interview process. What can IM question during this process. Define better what is questionable and how to apply it ○ Training on investigation tools. What tools are out there? <ul style="list-style-type: none"> ● CCAP usage. What is allowable in hearings? ○ Benefit recovery worker ○ What should be in a report, report writing ○ Household composition – more effective interview techniques/questions imbedded into new worker training ○ Fair Hearing – Help prepare for all types of hearings, packet preparation, how to prepare when legal counsel is present for hearing <ul style="list-style-type: none"> ● There is a newly developed fair hearing training in Cornerstone. ○ Investigations/fraud side, are counties using statutory authority to subpoena? Each county uses this differently, guidance to agencies on how to use this, maybe develop a template ● Jonelle suggested the FPIP committee puts together the formal request for trainings then FPIP will take back to the IMAC ● Training development could be a several year project <ul style="list-style-type: none"> ○ These will be in cornerstone and will be supported more long term 			
<p>OIG ADH Decision Presentation – Nadine Acker</p>	<ul style="list-style-type: none"> ● Nadine presented on two Trafficking investigations that led to Administrative Disqualification Hearings. One hearing the ALJ found in favor of the member and one hearing the ALJ upheld. ● Nadine reviewed her evidence presented in both cases and what she could have possibly changed to have a different outcome in the case she lost. ● Nadine was asked to share some of the tools she used during these hearings. <ul style="list-style-type: none"> ○ List of standard questions she asks the members during her interview. ○ On-line Order/Delivery Exhibit showing how members sell FS benefits. 			
<p>OIG ITAU/PARIS/Trafficking Updates – Jolyne Wallace/Tami Berg</p>	<ul style="list-style-type: none"> ● Nicole Housley has left OIG to join USDA <ul style="list-style-type: none"> ○ Will fill the Trafficking position in the near future ● Continue to investigate card skimming instances ● PARIS has not gotten a new report in over a year <ul style="list-style-type: none"> ○ DOD no longer in control of this data match, now with the “Do not pay program” ○ All states had to sign new MOUs ○ Hope is new PARIS report is available in early December ● FPIP guidelines review for 2025 <ul style="list-style-type: none"> ○ New additions: <ul style="list-style-type: none"> ▪ CLEAR access training requirement for new CLEAR license holders <ul style="list-style-type: none"> ● First training was in October. ▪ Program Integrity (employee access cases) <ul style="list-style-type: none"> ● OIG must complete the investigations for IM agencies, if there are program integrity concerns ● FPIP metric report will be attached to meeting notices in the future 			

	<ul style="list-style-type: none"> • TransUnion – All re-certification documentation has been provided to complete process. Access to TransUnion should be available soon. Tami Berg is the new TransUnion Administrator for OIG Contract. 			
CLEAR Training Follow Up – Tami Berg	<ul style="list-style-type: none"> • Feedback from the training provided on 10/17/24 was all positive • A second training, for those unable to attend the first, has been scheduled for 12/11/24 at 10 a.m. • Real-Time Incarceration - OIG has three staff with this access. If you need information on Real-Time Incarceration, please send email to DHSOIGITAU@dhs.wisconsin.gov mailbox and you will have an investigator respond to your inquiry. 			
Administrative Decision Hearing Packets-What to put in ECF - OIG	<ul style="list-style-type: none"> • During the recent FNS Management Evaluation Review (MER), OIG found that full ADH hearing packets were not scanned into ECF. In several instance, only the decision was scanned. • Entire ADH hearing packets should be scanned in ECF. 			
PACS/BRITS Updates – April Ferstl	<ul style="list-style-type: none"> • Currently in recruitment for collection specialist, closes 11/14/24 <ul style="list-style-type: none"> ○ Hybrid remote position (does need to sometimes come to Madison office) • General claim establishment <ul style="list-style-type: none"> ○ Total of all programs - about 4,000 claims ○ \$10 million claims established ○ \$9 million collected • Write off all MA claims completed <ul style="list-style-type: none"> ○ Still working on property liens <ul style="list-style-type: none"> • Must manually release everyone and all have to be reviewed • BRITS release date scheduled for 12/9/24 <ul style="list-style-type: none"> ○ BV sub-system turn off Friday 12/6/24 ○ Stop putting claims into BV as of 12/4/24 • Next IMAC meeting April will give a high-level look at the new claim system and screens 			
Equifax Discussion – Bob Klingforth	<ul style="list-style-type: none"> • Unable to discuss, as ran out of time. • Will forward to 2/11/25 meeting to talk about what to do when a county does not have or is unwilling to pay for TheWorkNumber (Equifax) access and employers are not responding to request for income verification 			
Walk on Items	None			
Action Items	<ul style="list-style-type: none"> • Submit any February 2025 agenda items to Tami Berg. Tami.Berg@dhs.wi.gov 			
Future Topics	<ul style="list-style-type: none"> • Equifax Discussion 			
Next Meeting	<ul style="list-style-type: none"> • 2/11/25 			

