

Scott Walker  
Governor



**DIVISION OF MEDICAID SERVICES**

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**INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)**

**Thursday, January 18, 2018**

**1:00 – 3:30 p.m.**

**Dane County Job Center, 1801 Aberg Avenue - Ballroom, Madison, WI 53704**

**Or online at <https://connect.wisconsin.gov/imac/>**

**For audio, dial 877-820-7831, access code 361278**

**MINUTES**

**Non-State Attendees:**

Jenny Hoffman, Bay Lake / Brown Co.	Kris Parkansky, Bay Lake / Marinette Co.
Cindi Flynn, Capital / Adams Co.	Melissa Duane, Capital / Columbia Co.
Michele Chiuchiolo, Capital / Da Co.	Kara Ponti, Capital / Dane Co.
Shawn Tessman, Capital / Dane Co.	Amy Baranek, Capital / Dodge Co.
Stephanie Ronnfeldt, Capital / Richland Co.	John Rathman, East Central / Outagamie Co.
Mitch Burkey, East Central / Calumet Co.	Annett Mooney, East Central / Marquette Co.
Kate Surprise, East Central / Waushara Co.	Ann Kriegel, East Central / Winnebago Co.
Linda Struck, Great Rivers / Eau Claire Co.	Ronda Brown, Great Rivers / St. Croix Co.
Nicole Rolain, IM Central / Marathon Co.	Whitney Escher, IM Central / Portage Co.
Melody Larson, Moraine Lakes / Walworth Co.	Melody Larson, Moraine Lakes / Walworth Co.
Sandy Potter, Moraine Lakes / Washington Co.	Debra Berg, Moraine Lakes / Waukesha Co.
Doreen Lang, Northern / Wood Co.	Mark Nelson, Southern / Green Co.
Kate Chambers, Southern / Iowa Co.	Jill Johnson, Southern / Jefferson Co.
April Heim, Southern / Rock Co.	Kimm Peters, WKRP / Kenosha Co.
Nina Taylor, WKRP / Kenosha Co.	Claribel Camacho, WKRP / Racine Co.

**State and Federal Attendees:**

Renee Aschenbrenner, DHS	LaTanya Baldwin, DHS
Emily Carlson, DHS	Rebecca David, DHS
Michele Dickinson, DHS	Matt Fanale, DHS
Steve Fitzsimmons, DHS	Craig Hayes, DHS
Tjeng Her, DHS	Bennett Javenkoski, DHS
Judy Johnson, DHS	Paula Langbecker, DHS
Rebecca McAtee, DHS	Paul Michael, DHS
Nicole Price, DCF	Molly Slotznick, Deloitte
Melissa Todd, DHS	Christy Toma, Deloitte
Debbie Waite, DHS	Rachel Witthoft, DHS
Pang Xiong, DHS	

1. Administrative Issues – Debbie Waite & Shawn Tessmann
  - Report attendance on-site by signing the sign-in sheet and, if attending remotely, by e-mailing Paula Langbecker of your attendance. E-mail is [Paula.Langbecker@dhs.wisconsin.gov](mailto:Paula.Langbecker@dhs.wisconsin.gov). Note name change.
  - Medicaid Administrator Heather Smith started at DHS on January 8. Goal is to have Heather attend March IMAC meeting to introduce herself and meet the group.
  
2. Approval of November 16, 2017 Meeting Minutes – Debbie Waite
  - Motion to approve the minutes was made, seconded and passed by voice vote.
  
3. March 2018 CARES Release - Jen Mueller

*Moving Notices from Mainframe to CWW (PowerPoint) - Tjeng Her*

- See “Notices from MF to CWW” PowerPoint handout for more detail.
- Provided project goal, overview, and background
- Explained changes and enhancements areas being impacted by project, (ECF, CWW, Letter changes)
- Explained the letter selection process for DHS and DCF and how decisions were made on which letters to move
- Provided screen shots of the new pages being added to CWW
  - Letter Selection Page
  - Letter Generation Page
  - Letter Preview page
- Provided a brief list of letters that were moved from Mainframe to CWW
- Identified potential impacts to agencies
- Provided additional info related to project
  - TAPP Demo Dates
  - Ops Memo Release Date
- Question: Will letters go out in other languages?
  - Answer: Everything was carried over the same from the main frame. Letters that already had a Spanish version will continue.
- Question: Will workers be able to cut and paste into the letters or are there restrictions?
  - Answer: This is not tested, but should be possible. DHS will confirm.
- Question: On slide 13 – How will the language read in PDF, so that worker knows what level of detail will be available?
  - Answer: There will be examples in an ops memo and this will be overviewed in TAPP demo.

*ACA Compliance Phase 1 (PowerPoint) - Rachel Witthoft*

- See “ACA Compliance Phase 1” PowerPoint handout for more detail.
- Policy and System Changes

- Will not allow individuals to receive backdated health care coverage while waiting for verification of citizenship or identity status during the reasonable opportunity period (a.k.a. the good faith period).
- Will allow documents issued by federally-recognized tribes to be considered valid verification of citizenship and identity.
- Will not allow self-employment losses and tax-deductions to be subtracted from countable Social Security income during MAGI calculations.
- Uses the verified gross pension or annuity amount if the taxable pension or annuity amount is reported but not verified.
- Update CARES to remove the 3-month BadgerCare Plus waiting period for dropping other health insurance.
- Adds text to the Notice of Decision informing people denied BadgerCare Plus due to having monthly income in excess of the BadgerCare Plus limit that they can request a gap filling assessment.
- A one-time report will be run after March 3, 2018 to identify people who meet the following criteria:
  - Counted or eligible in a health care AG for the month of April 2018.
  - Have unearned income in combination with negative self-employment income or deductions.

Agencies will need to rerun eligibility to update the MAGI budget calculations to fully count Social Security income. Detailed instructions will be shared in a CARES Coordinator email.

- This project will be reviewed in more detail at the February 9 TAPP meeting.
- The Operations Memo for this project is scheduled to be published on February 15.
- Question: Will REAL ID driver's licenses count as verification of both citizenship and identity for health care?
  - Answer: A REAL ID would be valid verification of identity but not citizenship. It would be treated the same as a regular driver's license.
  - Post IMAC Update: See highlighted information in the Final Rule released November 30, 2016; the preamble section from CMS addressed REAL IDs (see Federal Register, Vol. 81, No. 230, page 86426 at <https://www.gpo.gov/fdsys/pkg/FR-2016-11-30/pdf/FR-2016-11-30.pdf>).
    - *Comment:* A commenter questioned whether state agencies that issue drivers' licenses are held to the same standards of verification of citizenship or SSNs that apply to the Medicaid agency, and if so, whether states are required to accept a state-issued driver's license as documentary evidence of citizenship. Further, the commenter questioned if our regulations refer only to the Enhanced Driver's License (EDL) under the Western Hemisphere Travel Initiative or also to "REAL IDs" established under the REAL ID Act of 2005, and whether there is a standard that all states must use in designating that a driver's license meets the EDL or REAL ID requirements.
    - *Response:* Section 1903(x)(3)(B)(iv) of the Act, implemented at current § 435.407(a)(4), requires states to accept a driver's license as proof of citizenship if the state issuing the license requires proof of U.S. citizenship, or obtains and verifies a social security number from the applicant who is a citizen before issuing such license. The state Medicaid agency is responsible for determining if the state agency issuing drivers' licenses meets the requirements of § 435.407(a)(4), and if so, such licenses must be accepted as proof of citizenship. The DHS has issued regulations governing EDLs and REAL IDs at 8 CFR 235.1 and 6 CFR part 37 respectively. An EDL issued in accordance with the DHS regulations would meet the requirements in § 435.407(a)(4). We understand that a REAL ID may be issued to non-citizens and therefore would not constitute evidence of citizenship under § 435.407(a)(4).

*FNS CAP Correspondence Phase 2 (PowerPoint) - Craig Hayes*

- See “CAP Correspondence” PowerPoint for more detail.
- The March release will add a new page to CWW and new section to the client correspondence Notice of Decision.
- The new Pending/Not Verified Information CWW page will display all pending and not verified verification items linked to program eligibility for FoodShare, Medicaid, BadgerCare Plus, CTS, CC, and W-2. By selecting all or individual checkboxes on the new page, IM and FEP workers will be able to initiate a new Pending/Not Verified smart driver flow which will drive the worker to each page where the relevant verification field should be updated to reflect submitted verification or to reflect the item was not verified.
- The Notice of Decision will contain a new “What was needed?” section when there is a 112/113 confirmed eligibility failure. This new section will display the relevant information that was pending/not verified similar to language already used in the Verification Checklist or Notice of Pending.
- Several reason codes including 112, 113, 727, 728, were updated to remove reference to the “Notice of Proof Needed.”
- Question: Why does the new smart driver link to one worker instead of anyone coming into the case?
  - Answer: A design decision was made based on determination that the worker initiating the driver was in the best position to know what needed to be updated on that particular day, especially in instances where verification has been submitted and needs to be updated. Since the new driver is temporary and will disappear when a worker exits the case or CWW, the driver is only available for a short window of time. Additionally, a second worker coming into a case where the driver is in operation by the first worker will disrupt the process and lead to confusion (there is a banner that will inform a worker that the driver is in process when they enter a case where another worker is completing work in the driver).

*IM Workload Tracking Tool (PowerPoint) - Paul Michael*

- Design flaws were identified at the January IMOA Subcommittee meeting.
- Work group is redefining business requirements which is postponing release of IMMR reports.
- Goal is to make the tool as useful as possible to agencies.
- Will give an update after the next IMOA subcommittee meeting.

*Document Management - Paul Michael*

- See “CWW Documents on the Dashboard” PowerPoint for more detail.
- Goal is to allow workers and supervisors to see what work items are out there.
- Routing rules will change before the March 1<sup>st</sup> release date. And update will be sent out. Paul will follow up with this at a future IMOA Subcommittee meeting.
- Document processing standard is within 10 days
- Becky David: Virtual ID’s will process the same and all will be able to see them. Case can be pulled up and viewed at any level.

*MCI Upgrade (PowerPoint) - Pam Kiern*

- See “MCI Technology Update” PowerPoint for more detail.
- Updating logic from current .NET (The .NET Framework supports building and running of next gen of applications and XML Web services) to J2EE (Java Platform, Enterprise Edition (Java EE), formerly Java 2 Platform Enterprise Edition (J2EE) is a set of specifications, extending Java SE with specifications for enterprise features such as distributed computing and web services) infrastructure.
- Moving from a DWD server to a server hosted at DET.
- Web service calls will be controlled and managed by the Enterprise Service Bus. (An enterprise service bus (ESB) implements a communication system between mutually interacting software applications.)

*Medicare Beneficiary Identifier (PowerPoint) - Pam Kiern*

- See “Medicare Beneficiary Identifier” PowerPoint for more detail.
- The Medicare Access and CHIP Reauthorization Act (MACRA) of 2015, requires the Social Security Numbers (SSNs) to be removed from all Medicare cards by April 2019.
- A new Medicare Beneficiary Identifier (MBI) will replace the SSN-based Health Insurance Claim Number (HICN) on the new Medicare cards for Medicare transactions like billing, eligibility status, and claim status.
- Consortia concern: Members may call in asking about the new number.
  - Response: Not anticipating increased call volume. Member will likely call the Social Security Administration and not the IM worker.

4. Federal Policy Updates - Rebecca McAtee

- Special State Legislative Session was recently announced by the Governor including legislation that would impact Medicaid and FoodShare programs
- Continuing resolution must be passed by Congress by tomorrow to avoid government shutdown. CHIP funding is part of package to be considered. Consortia asked for any talking points available on CHIP funding to use with directors and local inquiries.
- Post IMAC Update: Congressional action in February approved funding for CHIP for an additional 6 years.

5. Communication IM Staff Survey Results – (Handout) - Christy Toma (Deloitte)

- See “IMAC Survey Summary” handout for more detail.
- DHS deployed a user survey to IM staff across the state in an effort to understand their use of worker-facing publications and seek feedback on ways to improve IM publications. The scope included Operations Memos, Process Help, System Help, and several EM Handbooks. 790 IM staff and supervisors responded, and more than a third of respondents have been in their role for 2 years or less. Key findings were:
  - Program handbooks are frequently referenced
  - Operations Memos are used by the most respondents, yet are the least easy to us
  - Lead workers and supervisors tend to report higher satisfaction and ease of use

- Workers struggle to find information due to the amount of information and how it is structured
  - Improvement suggestions included streamlined publications and alignment; better search features; simplified content and navigation such as links between publications.
  - It was announced that Molly Slotznick (Deloitte) will be replacing Christy Toma on this and other DHS initiatives going forward.
6. CARES Call Center Update - Becky David
- See “Ops Memo” handout for more detail.
  - Consortia asked for clarification on process to report systems errors. Details are still under discussion and DHS will provide guidance when able.
  - Premium and Extensions Post Production communication/observations from the November 2017 were sent via CARES Coordinator notice on January 4th 2018.
    - Form F-10110 (aka 3070) is being updated to include fields to adjust BadgerCare Plus and MAPP premiums and IM agencies will need to submit the form directly to DXC. A CARES Coordinator notice will be sent today or Friday to communicate this and the effective date. However, workers can do this process now. Post IMAC Update: Coordinator notice was sent on Friday January 19th.
7. Regional Enrollment Network (REN) Update – John Rathman
- John Rathman reported that, post 2017 open enrollment period, the REN group is evaluating results and engaging in some strategic planning.
8. Income Maintenance (IM) Funding & - Debbie Waite/John Rathman  
Contract Updates
- Debbie Waite provided the following status updates:
    - Estate recovery amounts for Q2, Q3 and Q4 of 2017 are being finalized with target of February 2018 for contract addendum and loading of funds. (Post IMAC Update: BOC is indicating March as new target). DHS will, per contract, load estate recovery amounts two times per year.
    - Final 2018 contract documents were sent by e-mail to contract signatories for execution. Signed contracts have been received from East Central, Northern, Bay Lake and Great Rivers. Reminder was shared that signed business associate agreements (BAA) must also be sent back to DHS – follow-up is occurring with those consortia that did not send BAA.
    - DHS is still waiting for executed de-obligation/re-obligation documentation from Capital to carry over 2016 ACA funding.

#### 9. Consortia Feedback - Shawn Tessmann

- Consortia expressed desire to be part of process design for drug screening and referral protocols that are moving towards implementation. Preference was expressed for a) screening protocol to be embedded in driver flow, to pop up if needed b) comparable policies to be implemented across departments and programs c) use of ACCESS as a strategy but not as main vehicle. Response: IM will be part of this design process in addition to FSET agencies.
- Consortia reported two issues appearing in SSI managed care roll-out:
  - Scattered reports of members being rolled to managed care earlier than should.
  - Some instances of auto enrollments that should not be occurring.
  - Consortia also questioned expectation for their involvement in the public meetings occurring around the state, particularly at satellite sites, as some solicitation from DHS is occurring. Response: DHS staff will follow up but there is no expectation for consortia attendance or other support of these meetings.
- Consortia asked for status on posting of FPIP administrative memo. See Item 10 relating to status of administrative memos.
- Consortia asked again for guidance and information on authorized reps, powers of attorney, guardianships and related roles. Response: An Affordable Care Act driven requirement that relates to organizations is being implemented with the June release. DHS is working on the broader request but has recognized that issue crosses bureaus, divisions and even departments and involves high degree of complexity. Additional resources are being explored at division level to help with analysis and creation of material, which may take some time.
- Consortia identified need to have discussion and follow-up action regarding access to CARES, security requests for access, and consistency in the process and protocols for requesting and receiving access to the system.
- Consortia reported that they had discussed priority items to submit through the Project Request form process and had identified five items. While mid-February is the target for consortia to provide the completed project request forms to DHS, the tri-chairs were asked to submit the list of project concepts by January 31. Consortia have not yet prioritized the five items but will do that by mid-February.

#### 10. Administrative Memos - Debbie Waite

- 2018 IM Funding and Allocation memo has been signed and is in process of being posted.
- 2018 FPIP memo is being reviewed with Medicaid Associate Administrator this week and should be signed and posted shortly. No changes have been made to draft reviewed by consortia.

#### 11. Subcommittee & Work Group Updates - Debbie Waite

- See “IMAC Subcommittee Update” handout for an update on the subcommittees.

12. Miscellaneous Updates / Other / Public Comment

- GAP Case Numbers - Debbie Waite referred group to handout showing year end GAP numbers, and noted increased trend numbers for last part of 2017 due to policy changes.
- No other public comment was shared.

13. Tentative February 15, 2018 Meeting and Future Agenda Topics

- Division of Hearings and Appeals Relocation
- GAP Process Changes
- Work # Update
- Special Legislative Session Overview (to be held by teleconference February 13)