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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, November 15, 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:

Chelsey Groessl, Bay Lake / Brown Co.	Shawn Tessmann, Capital / Dane Co.
Cindi Flynn, Capital / Adams Co.	Michele Chiuchiolo, Capital / Dane Co.
Kara Ponti, Capital / Dane Co.	Ron Redell, Capital / Dane Co.
Tony Sis, Capital / Dane Co.	Amy Beranek, Capital / Dodge Co.
Stephanie Ronnfeldt, Capital / Richland Co.	John Rathman, East Central / Outagamie Co.
Mitch Birkey, 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.
Rachel Pantaleo, Moraine Lakes / Ozaukee Co.	Melody Larson, Moraine Lakes / Walworth Co.
Brenda Zweck, Moraine Lakes / Walworth Co.	Sandy Potter, Moraine Lakes / Washington Co.
Debra Berg, Moraine Lakes / Waukesha Co.	Doreen Lang, Northern / Wood Co.
Kate Chamber, Southern / Iowa Co.	Jill Johnson, Southern / Jefferson Co.
April Heim, Southern / Rock Co.	Lorie Graff, Western / LaCrosse Co.
Kimm Peters, WKRP / Kenosha Co.	Claribel Camacho, WKRP / Racine Co.
Sue Blodgett, Menominee Indian Tribe	

State and Federal Attendees:

Abby Abernathy, DHS	LaTanya Baldwin, DHS
Amy Bell Ferries, DHS	Andy Best, DHS
Kim Carrington, DHS, MilES	Rebecca David, DHS
Elizabeth Dehling, DHS	Sierra Gammond, DHS
Judy Johnson, DHS	Amanda King, DHS
Rebecca McAtee, DHS	Stevey Poppe, DHS
Angela Stanford, DHS	Debbie Waite, DHS
Pang Xiong, DHS	Nicole Price, DCF

1. Administrative Issues –

Debbie Waite & Doreen Lang

- Report attendance on-site by signing the sign-in sheet and, if attending remotely, by e-mailing Andy Best of your attendance. E-mail is Andrew.Best@dhs.wisconsin.gov
- Melody Larson of Moraine Lakes - Walworth County – will be retiring in January and was recognized for her participation and service to ES PAC, and to IMAC and its related groups.
- Rebecca McAtee shared that, effective November 23, Jen Mueller will be leaving her position as Deputy Director in the Bureau of Enrollment Policy and Systems to take a security related manager position in the Bureau of Information Technology. Jen was recognized and thanked for her past work with consortia on systems and technology issues. In her new role, she will continue to interact with IM on system security and access related issues.

2. Approval of October 18, 2018 Meeting Minutes –

Debbie Waite

- Motion to approve the minutes was made, seconded and passed by voice vote.

3. Policy Update – Rebecca McAtee

- Rebecca McAtee reported that DHS received approval from CMS of the 1115 waiver proposal at the beginning of November. However, next steps are on hold until more clarification is received from the new administration. The transitional medical assistance (TMA) changes will be moving forward in January as planned.
- The proposed public charge rule was released recently and is not likely to be finalized until spring. Consortia asked for and DHS agreed to provide talking points to use when questions are received by agency staff.
- Host on Demand (HOD) is being moved from the mainframe to a web based platform. DOA has been asked to take the lead on the transition process. More information will be shared with agencies at the January IMAC meeting.
- DSNAP Initiative – DHS continues to wait for waiver approval from FNS. Week proposed for DSNAP activity is December 10 – 14.
 - Card issuance for new applicants will be handled via overnight mail – no vault cards will be utilized.
 - State staff will be visiting affected counties during the DSNAP period to observe or help with critical processes. FNS staff may also make some visits.
 - Auxiliary messaging in CCA is being prepared for use by affected counties. Drafts of messaging will be shared ahead.

- DHS is expected to provide certain reports to FNS on the initiative. As some information will need to come from counties, a template will be shared to collect this efficiently.
- The processing guide and ops memo should be available around December 3. DHS will share as much in advance as possible.
- Customers must apply in county where they resided or worked at time of disaster.
- Authorized reps can be used if paperwork in order.
- No letters are being sent to those already getting maximum FoodShare benefit or to create awareness of the DSNAP. More public information strategies will be used.
- DHS will share appropriate funding codes to use with applications.
- DHS will share required fraud postings once FNS approves.

4. 2018 MER Results and 2019 MER Planning – Judy Johnson

- See “Management Evaluation Review” power point for more detail.
- Judy Johnson, FS Management Evaluation Review Coordinator, provided an overview of the 2018 MER process results and a preview of the 2019 timetable and focus areas.
- Additional points highlighted included:
 - For 2018, attestation of required trainings was reviewed. This practice will continue for 2019.
 - For 2018, a spreadsheet approach coordinated by Bureau of Information Technology was used. This practice will continue for 2019.
 - For 2018, ABAWD clock issues continued to be a source of errors.
 - A reminder was shared to send EBT vault card logs to DHS on a timely basis and to destroy permanent cards within the 30 to 60 day time period.
 - A special thanks to Area Admin staff for making ghost calls and to Vanessa Robertson for conducting case reviews in advance of visits.
 - All consortia, MilES and three tribes will have MER visits in 2019.
 - Slide 16 shows the proposed MER schedule for 2019. There is some flexibility on scheduling, if a consortium or tribe needs to make a change.
 - For 2019, special attention will be paid to impact of ABAWD naming convention changes that were just made in October.
 - FNS has also asked that more time be spent observing lobby activities.
- Consortia requested status update on preparation of required postings “cheat sheet.” A tool and information sharing will be scheduled at either January Program Coordination subcommittee meeting or at February IMOA.

5. IM Subcommittee Reports –

- The IMOA subcommittee met on November 2. Doreen Lang shared key discussion points and action items from that meeting. (See attachment)
 - Additional consortia reps interested in being part of the follow up work to create a call center crisis training and related materials for IM staff use should contact Lisa Hanson.
- The Performance Monitoring subcommittee met on November 14. Linda Struck shared key discussion points and action items from that meeting. (See attachment)
 - Extensive discussion occurred on IMMR report and navigation enhancements occurring in December. Consortia reps asked for continuing use of current format for Monthly Consortia Report. A training session will be scheduled in early 2019 on IMMR report use.
 - Nicole Rolain, Doreen Lang and Linda Struck volunteered to provide consortia input into future phases of IMMR report development or enhancement.
 - As follow up to review of case review error data, consortia asked if DHS can also send reports on correct cases. DHS will check on what is available to send.
- The Training subcommittee met on October 22. Abby Abernathy shared key discussion points and action items from that meeting. (See attachment)
 - Abby noted new civil rights training module to be published on December 3. DCF kept its own format for this training. Either will count for purposes of meeting requirement. Consortia asked if taking their own county's civil rights training will count? (Answer – post IMAC meeting – No- state provided training must be used)

6. CARES Call Center Update -

Becky David

- See “Operations Memos” handout for more detail
- Other upcoming initiatives :
 - Amounts required to file taxes – Ops Memo coming
 - 1095 – B mailing for 2018 – no Ops Memo as process not changing
 - 2019 March release projects – February 14 targeted for Ops Memo release

7. Regional Enrollment Network (REN) Update –

John Rathman

- REN committee tracking activity level for current open enrollment – assistors report being less busy this cycle.
- Interesting dynamic occurring – premiums have decreased for some plans, however, tax credits do also, resulting in out of pocket premium increases for some.

8. Income Maintenance (IM) Funding & Contract Updates -

Debbie Waite/John Rathman

- Debbie Waite indicated that 2019 IM contract narrative has been finalized. Last issue on indemnification language will continue to be discussed for possible future changes.
- DHS has signed off on consortia proposed 2019 distribution methodology.

- Administrative memo to document 2019 contract and funding allocations will be circulated shortly for consortia review under the 45 day contract language.

9. Consortia Feedback –

Doreen Lang

- Consortia reported that delays continue in getting access to security clearances for new staff, despite DHS feedback that improvements had been put in place - some still waiting up to two weeks. Consortia should notify Debbie Waite (copy to Becky David) with specific instances that can be researched by BITS manager.
- Consortia reported that some tickets going to WI help desk are routing incorrectly. Consortia should notify Rebecca McAtee with specific instances of this happening.
- Consortia would like to revisit the process of newborn-adds and asked that this be scheduled for the January IMOA meeting. Some e-mails are being encrypted and cannot be opened by agencies.
- Consortia asked if there had been a change in policy around joint custody contained in the latest FoodShare handbook release. DHS responded that change was intended to be a clarification and not a policy change.

10. Administrative Memos –

Debbie Waite

- See note under IM Funding and Contract Updates

11. Miscellaneous Updates / Other / Public Comment

- GAP Case Numbers - Debbie Waite referred group to handout showing GAP numbers year-to- date and encouraged any consortia that have questions about the numbers to reach out to Pang Xiong at BEPS – EM CAPO.
- A reminder was given that the December 2018 IMAC meeting has been cancelled. However ES PAC will meet by phone and will be reviewing subcommittee charter statements.
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12. January 2019 and Future Meetings - Tentative Agenda Topics

- Federal Policy Updates
- ACCESS Mobile Update

DHS is an equal opportunity employer and service provider. If you need accommodations because of disability, or need an interpreter or translator, or if you need this material in another language or in alternate format, you may request assistance to participate by contacting Andy Best at (608) 266-0386 or Andrew.Best@dhs.wisconsin.gov.

*If you want to participate by web meeting, you can follow along at your computer by logging into <https://connect.wisconsin.gov/imac/> as a guest 5 minutes ahead of time and calling the above conference line for the audio.