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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, January 17, 2019

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.	Tony Sis, Capital / Dane Co.
Amy Beranek, Capital / Dodge Co.	Stephanie Ronnfeldt, Capital / Richland Co.
Adam Chorlton, Capital / Dane Co.	John Rathman, East Central / Outagamie Co.
Annett Mooney, East Central / Outagamie Co.	Amy Roland, East Central / Outagamie Co.
Kate Surprise, East Central / Waushara Co.	Vicki Schrimpf, East Central / Outagamie Co.
Linda Struck, Great Rivers / Eau Claire Co.	Kathy Welke, Great Rivers / Eau Claire Co.
Ronda Brown, Great Rivers / St. Croix Co.	Nicole Rolain, Central / Marathon Co.
Katie Gonzalez-Martin, Central / Portage Co.	Kris Weden, Central / Marathon Co.
Brenda Zweck, Moraine Lakes / Walworth Co.	Sandy Potter, Moraine Lakes / Washington Co.
Debra Berg, Moraine Lakes / Waukesha Co.	Doreen Lang, Northern / Wood Co.
Lorie Graff, Western / LaCrosse Co. Sarah Pyawasit, Lac du Flambeau Tribe	Caribel Camacho, WKRP / Racine Co.

State and Federal Attendees:

Abby Abernathy, DHS	Autumn Arnold, DHS
LaTanya Baldwin, DHS	Amy Bell Ferries, DHS
Emily Carlson, DHS	Kim Carrington, DHS, MILES
Dale Crapp, DHS	Becky David, DHS
Elizabeth Dehling, DHS	Ed Dillon, DHS
Lisa Epple, DHS	Pungnou Her, DHS
Tjeng Her, DHS	Judy Johnson, DHS
Diane Koehnke, DHS	Rebecca McAtee, DHS
Ed Ossmann, DHS, DDB	Chris Partridge, DHS
Melissa Todd, DHS	Debbie Waite, DHS
Rachel Witthoft, DHS	Emily McFarland, DCF

AGENDA

1. Administrative Issues – Debbie Waite & Shawn Tessmann
 - a) 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
 - b) Linda Struck – Great Rivers – Eau Claire County – is taking a new position as the ADRC director for Eau Claire County and will be leaving her Operational Lead role. Linda was recognized for her participation and service to ES PAC and to IMAC and its related groups.
 - c) Debbie Waite shared that, effective January 17, Linda Konsella was retiring from state service as BEPS FS QC section chief. Linda extends her thanks to all the IM operational leads and staff who have sent her well wishes. Anyone still wishing to reach out to Linda should contact Debbie Waite for contact information.
2. Approval of November 15, 2018 Meeting Minutes – Debbie Waite
 - Motion to approve the minutes was made, seconded and passed by voice vote.
3. CARES Release Projects-
 - a) Income Reporting Threshold (Handout) Rachel Witthoft
 - See “Income Reporting Threshold” PowerPoint for more detail, including key dates for Operations Memo, Systems Demo and other information sharing.
 - Project is designed to implement simplified reporting requirements for all FoodShare members.
 - There were no questions or comments from consortia.
 - b) Reasonable Compatibility for Asset Verification (Handout) Autumn Arnold & Srijana Poudel
 - See “Reasonable Compatibility for Asset Verification” PowerPoint for more detail, including key dates for Operations Memo, Systems Demo and other information sharing.
 - Project is designed to bring DHS into compliance with CMS directive to implement reasonable compatibility for asset information obtained through a data exchange.
 - Other issues, concerns or opportunities raised by consortia in previous conversations regarding AVS are still being analyzed and are not part of this project.

- c) Citizenship, Identity, SSN, and Immigration Page Changes (Handout) Autumn Arnold, Ed Dillon, & Tjeng Her
 - See “Citizenship, Identity, SSN and Immigration Page Changes” PowerPoint for more detail, including dates for Operations Memo, Systems Demo and other information sharing.
 - Project is a cross department effort to align eligibility and verification policies on these elements where possible, to reduce case errors and to minimize workload associated with these items.
 - Work is important because these are fundamental eligibility factors for most programs in CARES.
 - Appreciation was extended to DCF staff for adjusting elements of their policy where able.
 - i. Question: Which groups would have to have their immigration status re-verified at annual renewal?
 - 1. People classified under code 20 – Lawfully Residing, who are typically people with temporary immigration status, and who would only be eligible in the first place if they are children or pregnant women not subject to the 5-year bar.
 - ii. Question: Will Child Care be changing the report that agencies receive through SharePoint for children who have SSN application dates of more than 90 days in the past?
 - 1. Because Child Care’s policy has changed so that children’s SSNs can be provided up to 6 full months after the SSN application was made, DHS expectation is that this report will change, too – but cannot confirm Child Care’s plans for the report or performance monitoring standards after the policy change is made.
- d) Enhanced Ethnicity and Race Questions (Handout) Pungnou Her
 - See “Enhanced Ethnicity and Race Questions” PowerPoint for more detail, including dates for Operations Memo, Systems Demo and other information sharing.
 - Project is designed to bring DHS into compliance with federal requirements to standardize collection of this data.
 - Question: Does data need to be updated or changed at renewal? Not if information has already been provided – only if collecting new information.

4. Kofax Implementation Update-

Lisa Epple

- See “Kofax Upgrade to KTA Implementation Update” PowerPoint for more detail.
 - Project is designed to implement a web based scanning system for documents going into the Electronic Case File (ECF).
 - Pilot has been in progress with the CDPU, MDPU and with Dane County. A staggered roll-out will occur across rest of state with completion targeted for end of 2019. Proposed schedule is included in PowerPoint.
 - DHS will support both systems until all agencies are converted.

- Information and schedule was recently shared with GIPAW. IT staff with concerns should contact Lisa Epple.
- An on-line training module will be available in February.

5. ACCESS Mobile Update and Awareness-
(Handout)

Chris Partridge/Andrea Krebs

- See “My ACCESS Mobile App Communications” PowerPoint and “My ACCESS Summary as of 1-15-19” Handout for more detail.
 - November soft launch was implemented satisfactorily with only a few minor issues noted. Two small releases will occur late this month to address non-urgent issues.
 - Next set of ACCESS Mobile enhancements will be evaluated beginning in early summer 2019.
 - Promotional release of application is planned for early February. Extensive information campaign will occur to include print, online and social media communications.

6. Host on Demand Changes-

Rebecca McAtee

- Planning continues on HOD changes. See “HOD to Virtel Communication Plan - CARES End Users” attachment
 - Exact timeline for conversion is not known but will not be January. Goal is to complete by June 2019.
 - Send questions to Carla Treuthardt - DHS CARES Security/AIMS

7. Policy Update-

Rebecca McAtee

- Rebecca McAtee shared names of new appointees in DHS Secretary’s Office:
 - Andrea Palm - Secretary
 - Julie Willems Van Dijk- Deputy Secretary
 - Nicole Safar – Assistant Deputy Secretary

No Medicaid Director has been named to date.

- Government Shutdown
 - DHS staff monitoring federal updates and policy/process clarifications daily, and sharing information as soon as known.
 - Daily stakeholder calls are scheduled – consortia should take advantage of those. Special calls may be scheduled with IM if needed.
 - CARES Call Center will be sending out new information as it becomes available.

8. Subcommittee Updates- NA

- Deferred to February meeting

-IMOA

John Rathman

-Program Coordination

Lorie Graff

-CCA

Kris Weden

9. CARES Call Center Update-

Becky David (Handout)

- See “Operations Memo” handout for more detail.
 - Becky David noted one addition to the Ops memo listing. FPL Ops Memo will be coming out around February 1 2019.
 - Mia Anderson-Inman will be leaving her director role at the CDPU to return to a county role effective January 18. Recruitment will proceed for a replacement.

10. Regional Enrollment Network (REN) Update – John Rathman

- Deferred to February meeting

11. Income Maintenance (IM) Funding & Contract Updates - Debbie Waite/John Rathman

- 2019 IM contract documents will be sent out in February to contract signatories
- Enhanced funding checks planned to be sent to consortia before January 31

12. Consortia Feedback – Shawn Tessmann

- Shared in writing post meeting
 - Request for update from DHS on status of talking points related to public charge.
 - Request more proactive notification from DHS if CDPU is behind in scanning documents.
 - Consortia are noticing a recurrence of CWW slowness issues. Tends to occur in January. To whom should issue be escalated?
 - Suggested topic for CCA workgroup. Discuss overview or refresher on how CCA performance stats are computed, specifically when calls transferred on back end. How is new wait time accounted for in talk time or hold time?
 - Suggested topic for IMOA. Hear overview from state vendors (member services?) who have made the transition to Interpreters under new state vendor contracts. Consortia continue to evaluate their options. What has been experience? Lessons learned or questions to ask if making a change.

13. Administrative Memos – Debbie Waite

- No admin memos pending

14. Miscellaneous Updates / Other / Public Comment

- a) Gap Fill Chart Update
- b) GAP Case Numbers – See “GAP Case Report December 2018”

15. February 2019 and Future Meetings - Tentative Agenda Topics

- a) Policy Update
- b) BRITS Status Update
- c) Federal Policy Updates

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) 266-3824 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.