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DIVISION OF MEDICAID SERVICES

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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, April 18, 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

AGENDA

1. Administrative Issues – Debbie Waite & John Rathman
2. Approval of February 21, 2019 Meeting Minutes Debbie Waite
3. Jim Jones – Medicaid Director/Anna Benton - Deputy
Introduction and Budget Remarks
4. Policy Updates Rebecca McAtee
5. June CARES Release Projects-
 - a) Self-Employment Enhancements – Lee Yang/Kersten Denzin (Attachment)
 - b) Updates to BadgerCare Plus Extensions – Rachel Witthoft (Attachment)
6. SharePoint Requests – Process Changes Carla Treuthardt
(Attachment) Kat Van Hampler
7. Midwest Partners Planning – August 2019 Debbie Waite
8. Subcommittee Updates-
(Attachments)
 - IMOA John Rathman
 - CCA Kris Weden
 - Training Margaret Romens
 - Performance Monitoring Ann Kriegel
9. CARES Call Center Update- Becky David

10. Regional Enrollment Network (REN) Update – Lorie Graff
11. Income Maintenance (IM) Funding & Contract Updates - Debbie Waite/John Rathman
12. Consortia Feedback – John Rathman
13. Administrative Memos – Debbie Waite
14. Miscellaneous Updates / Other / Public Comment
 - a) Gap Fill Chart (Attachment)
15. May 2019 and Future Meetings - Tentative Agenda Topics
 - a) Policy Update

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*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.

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Income Maintenance Subcommittee Key Messages
IMOA
April 5, 2019

Agenda Item	Message/Action/Motion	Audience/Recipient (Examples: IMAC, ESPAC, Operational Leads)	Assigned To	Deadline
Innovative Training Delivery Discussion	Renee Aschenbrenner led a discussion regarding progress the State has made in implementing Innovative Training Delivery methods over the past few years. This has included; (1) Updating and streamlining new worker training to include more activities, interactive quizzes, and videos; (2) Creating an EBD Medicaid Overview training; (3) Incorporating Kahoot into new worker training; and (4) starting investigating the issue of virtual classrooms. Consortia then shared ideas they have for future innovative training delivery projects. This list will be compiled by DHS and reviewed at the May 10 IMOA Meeting. This list will be shared with the Medicaid Director. It was also announced that RMS one time State funding will be available to help implement some of these training ideas.	All Income Maintenance Agencies	Amanda King to compile new Innovative Training Delivery Project ideas list List will be shared with Jim Jones, Medicaid Director RMS one-time funding is available to help implement ideas	Review at May 10th IMOA Meeting

HOD to Virtel Conversion	Debbie Waite announced that early next week, DHS staff would be sending out a communication plan on the HOD to Virtel Conversion.	All Income Maintenance Agencies	DHS Staff	By April 10th Virtel Communication plan will be sent
Mid-State Technical College Opportunities	<p>Deb Stencil, Mid-State Technical College presented different options the college could help our group with in recruiting and retaining employees. After further discussion, the group asked that the following projects be focused in on for further refinement:</p> <p>#1. What soft skills courses could the Technical College help us infuse into new worker training</p> <p>#2. Could a certificate option be made available to students to obtain further education and training helpful to the Economic Support Specialist/IM Worker</p> <p>#3. Would a survey monkey instrument help gather information from staff that would be helpful in refining training or helping us retain existing staff</p> <p>#4. Could students at the technical college help us create a short recruitment video that would have more substance and real life examples of the work we do</p>	All Income Maintenance Agencies	Small group (Deb Stencil, Renee A, Abby A and possibly Debbie W. will meet before May 10 th to refine these 4 projects	May 10th IMOA Meeting
Work Number Update	Debbie Waite informed the group that DHS did investigate how Child Support was able to	All Income Maintenance	DHS Staff will Continue to	Updates if New Information

	get their free access to the work number restored but that option is not available to Income Maintenance agencies.	Agencies	Monitor	becomes available
Telework Survey	John Rathman reviewed the suggested questions for the upcoming telework survey. The group highlighted that they would like to use this survey for many more purposes than originally thought. Consortia representatives are asked to email their additional questions to Amanda King by Tuesday, April 9 th . Amanda will then incorporate them into a survey instrument that will automatically tabulate the results.	All Income Maintenance Agencies	Additional questions to Amanda King by 4/9/19.	Will review survey results at the May 10th IMO Meeting
Non-Emergency Medicaid Transportation System	All consortia highlighted current operations with the Non-Emergency Medicaid Transportation System. Those consortia experiencing issues have reported those concerns to appropriate DHS staff and the provider's complaint line.	All Income Maintenance Agencies	Consortia will continue to monitor	No specific due date
Data Exchange Concerns/Feedback	Consortia were reminded to submit any additional Data Exchange Items to Amanda King by Friday, April 19 th .	All Income Maintenance Agencies	Amanda King	April 19, 2019
Policy Updates	Rebecca McAtee attend the meeting to share the following updates with IMO Members: <ul style="list-style-type: none"> (1) DHS will no longer be implementing the Genesys system and is presently evaluating several different options. The project will now be referred to as the ACD transition. (2) Jim Jones, Medicaid Director, will 	All Income Maintenance Agencies	DHS Staff and Consortia Staff	On-Going

	<p>attend the April 18th IMAC meeting to discuss Medicaid Expansion and possible budget repeal of certain provisions of the 1115 Medicaid Waiver. Jim will also highlight how DHS is working to implement new automated systems to help with workload including an enhanced IVR system and expanded capabilities of the ACCESS smartphone application.</p> <p>(3) Work does continue on the 1115 Medicaid Waiver provisions as many do have to be implemented by November 1, 2019 if the budget does not amend the plan. These include the implementation of premiums, health risk assessments, and community engagement. All three of these will be used in the future of the programs so resources devoted to this project will not be for lost causes.</p> <p>(4) The Farm Bill has passed and DHS is working on Self-Executing provisions of the bill and on changes to the FSET program. An operations memo will be written to provide more details on the changes that take effect on 10/1/2019. Some of the necessary CARES changes will not be ready until March of 2020.</p>			
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	(5) DHS also continues to work with DOC on moving from Medicaid termination to Medicaid Suspension. Plans are to complete this work by October of 2020. In the short term, Rebecca encouraged IMOA to discuss with one another jail outreach best practices and to also schedule Lars Brown to come and discuss further DOC work in this area.			
Future Meeting Topics	<p>The following topics were identified for future meeting discussions:</p> <ol style="list-style-type: none"> 1. Discuss RMS funding for Enhanced Training and for workload management tools 2. Follow-up discussion on MAPP Program Changes 3. Discuss Artificial Intelligence and consider having a presentation similar to the one held in Eau Claire County last fall 4. Continued work with Mid-State Technical College 	All Income Maintenance Agencies	Debbie Waite John Rathman Doreen Lang	On-Going
Next Meeting	Friday, May 10, 2019			May 10, 2019

IMAC Training Subcommittee
02/19/19 1:00 p.m.

Agenda Item	Message/Action/Motion	Audience/Recipient	Guiding Principle(s)	Assigned To	Deadline
2019 Training Subcommittee Charter and Goals	Communications: IMAC subcommittee-Roles and Expectations and Charter Action: E-mail charter the group (Complete)	Workgroup	Committee is working committee	Abby	N/A
Internal BEPS Communication Logging Tool Implementation	Communications: The IM Training Section e-mail system now sends out confirmation of receipts e-mails.	Workgroup	Inform members of new system	N/A	N/A
DHS IM Training Projects & Updates	Communications: Handout reviewed	Workgroup	Information sharing	N/A	N/A
AVS Reasonable Compatibility Training	Communications: Key changes in case processing will go into effect in March. The old asset verification and reasonable compatibility training was replaced with the new revised training. Audio training-70 minutes. It is recommended that experienced EBD/LTC workers who took the old training, take the new training. Will count toward annual training requirement.	Workgroup	Inform group of new/revised training	N/A	N/A
IM Refresher	Reviewed IM Refresher List Handouts. Communication: Discuss top 3 IM refreshers from last meeting.	Workgroup	Gather agency input on training topic		N/A

	<p>Medical Expenses: Group gave ideas of what workers struggle with and gave suggestions for training content. ESS get confused on allowable medical expenses and how to budget.</p> <p>KIDS: ESS would like examples and hands on. Good cause and claims review. ESS are confused on how to budget. KIDS screens should be used.</p> <p>BCP Premiums: Group agreed that BCP Premium could be removed from priority list because of recent policy changes</p> <p>Actions-Participants-Submit training locally developed training tools including expense log.</p> <p>Actions-Participants-Continue to send in ideas of what to include in training.</p> <p>Actions-State-Evaluate whether KIDS could be an Enhanced new worker training webinar</p> <p>Actions-State-Create poll for group members to survey consortium members which is the priority topic, medical expenses or KIDS</p>		development	Group members Abby Abby	
New Worker Training Content Review	Communications: Data exchange quizzes was reviewed and duplication removed. Order of courses updated. Adding new roles	Workgroup	Information Sharing	N/A	N/A

	of income maintenance video (group previewed the video). Includes roles of IM worker and applicant and how they intersect.				
Enhanced New Worker Training	Communications: Group Members surveyed asking if EBD MA enhanced new worker training should be recorded or continue as live seminar. Based on the survey results, the State decided to keep the session as a live webinar. Can revisit in the future depending on needs.	Workgroup	Use best training methods for content	N/A	N/A
Civil Rights	Communications: Civil Rights platform changed. No issues reported. Actions-Participants: Report any issues to IM Training Section & Will bring to April meeting to see if agencies have received any feedback	Workgroup	Improve training materials	Group Members	Next time they use course
Roundtable Discussions	<ul style="list-style-type: none"> Cultural competency ideas were shared. Members were asked if they require clerical staff to complete 12 hours of professional development annually. The members who responded said No. Action: Discuss internally with the	Group members	Meeting training requirements	Abby	Next meeting or before

	<p>State and report back whether clerical staff will be held to the 12 hour professional development training requirement.</p>				
<p>Walk In Items</p>	<p>Communications:</p> <ul style="list-style-type: none"> • CWW training environment enhancement slated for Oct 2019. Goal to update environment to more closely mimic CWW production. They are at beginning stages. Future updates will be shared at these meetings. <p>Actions-Participants Send in ideas of enhancements group members would like to see.</p> <p>Actions-State Will share ideas that come in and future project updates at next meeting.</p> <ul style="list-style-type: none"> • Week of 4/22/19 the DHS learning center will be down for maintenance and updates. CWW training environment and DHS IM Training Call Center will be open. • Actions-State Will send reminder emails as it gets closer • Reminder-new workers are required to do scenarios as 		<p>Information Sharing</p>	<p>Group Members</p> <p>Abby</p>	

	<p>part of the curriculum. Rather than sending in them until the end, new workers should send in throughout the curriculum</p> <ul style="list-style-type: none"> • Required e-mail of staff training completions was due. Most have been received. • Question Question related to Citizenship & ID training. New worker citizenship and ID is being updated and will be available 3/4/18. In addition, the CARES Bulletin and System Demonstration will be available on 2/25/18 and a Q&A session will be held on 3/18/19. 				
Next Meeting	<p><u>Agenda Topics:</u> IM Refresher Update Civil Rights-have the issues been solved. 4/22/19, 1:00-4:00</p>				