

Tony Evers
Governor



DIVISION OF MEDICAID SERVICES

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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, July 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

Minutes

Non-State Attendees:

Chelsey Groessl, Bay Lake / Brown Co.	Kris Parkansky, Bay Lake / Marinette Co.
Cindi Flynn, Capital / Adams Co.	Michele Chiuchiolo, Capital / Dane Co.
Ron Redell, Capital / Dane Co.	Tony Sis, Capital / Dane Co.
Roxanna Vega, Capital / Dane Co.	Amy Beranek, Capital / Dodge Co.
Stephanie Ronnfeldt, Capital / Richland Co.	Nikia Morton, Capital / Dane Co.
John Rathman, East Central / Outagamie Co.	Annett Mooney, East Central / Marquette Co.
Ann Kriegel, East Central / Winnebago Co.	Kathy Welke, Great Rivers / Eau Claire Co.
Ronda Brown, Great Rivers / St. Croix Co.	Nicole Rolain, IM Central / Marathon Co.
Cheryl Kawlewski, IM Central / Portage Co.	Kris Weden, IM Central / Marathon Co.
Sandy Potter, Moraine Lakes / Washington Co.	Janine Spuhler, Northern / Bayfield Co.
Kate Chambers, Southern / Iowa Co.	April Heim, Southern / Rock Co.

State and Federal Attendees:

Abby Abernathy, DHS	Renee Aschenbrenner, DHS
Amy Bell Ferries, DHS	Anna Benton, DHS
Andy Best, DHS	Becky David, DHS
Tonya Evans, DHS, MilES	Sierra Gammond, DHS
Amanda King, DHS	Diane Koehnke, DHS
Abigail Sann, DHS	Melissa Todd, DHS
Debbie Waite, DHS	Krista Willing, DHS

AGENDA

1. Administrative Issues – Debbie Waite & John Rathman
 - 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.

- John Rathman welcomed Nikia Morton to her first IMAC meeting. Nikia is the new IM Director at Dane County Human Services and the new Operational Lead for the Capital Consortium.
2. Approval of April 18, 2019 Meeting Minutes – Debbie Waite
 - Motion to approve the minutes was made, seconded and passed by voice vote.
 3. Policy Updates – Anna Benton (Medicaid Deputy Director) and Krista Willing (Medicaid Assistant Administrator)
 - Anna Benton shared information about her professional background in health and policy related positions in Milwaukee and in Washington D.C., and the fact that she is now five months into her position as Deputy Medicaid Director.
 - Information was shared about the following initiatives:
 - i. DHS/OCI Joint Initiative
 1. DHS, the Office of Commissioner of Insurance (OCI) and other partners have kicked off an initiative to promote and assist state residents to access health care coverage including BadgerCare+, ACA coverage and private health insurance. This initiative has four goals
 - a. Provide education on all forms of health coverage available
 - b. Increase enrollment in the federal marketplace
 - c. Reduce churn and increase retention
 - d. Increase healthcare literacy
 2. The group will set a timeframe for specific goals at its next meeting in August.
 - ii. Human Center Design Work
 1. DHS is working with Deloitte to gather information to inform a human centered design project with the goal of using digital technology to create an easier and more satisfactory eligibility experience for members. Self-service and accessibility will be key themes.
 2. Information is being gathered from IM Agencies, FSET agencies, providers, and advocate groups – a member component to come later.
 3. Information will be used to inform changes to ACCESS and other applications
 4. Once report is created (2-3 months), results will be shared at IMO
 - iii. System Automation/Artificial Intelligence
 1. DHS is interested in exploring with consortia/MILES automation opportunities that may exist for IM agencies and members
 2. Discussion identified a number of areas that could be explored including robotic process automation of rote functions, phone and tablet apps, robust data exchanges, real time eligibility and administrative renewal expansion, “My Access” enhancements;

enhanced phone system/call center automation; robust integration of automated systems

3. Consortia interested in AO thoughts on how to move forward with learning curve to gather foundational knowledge to move forward with discussion and analysis.

- Krista Willing shared information on the following initiatives:

- i. State Budget Update

1. Medicaid expansion did not occur but lots of health related funding provided
2. FSET mandatory for parents with school age children – Vetoed
3. FSET Drug screening – funding eliminated; drug screening requirement remains
4. Additional IM funding – SFY 20 funding vetoed; SFY 21 funding retained – more information will be coming out on distribution

- ii. 1115 waiver update

1. Additional detail on waiver implementation will be coming in next 30 to 45 days
2. Goal remains to minimize workload impact on IM agencies

- iii. Residential AODA Benefit

1. DHS is actively working on – more information coming out in 1 to 3 months

4. Precertification Project Criteria

- Consortia shared experience to date with FS Active error rate checklist project. Observations shared were:

- Not as many cases as projected were coming through the criteria parameters
- Some consortia reporting that cases that are coming through are evidencing “high” error rates
- Child support cases are coming up as error prone
- Consortia first month report data will be shared at August IMOA. Consortia will revisit making changes to project parameters at that time.

- Questions/Discussion:

1. Could DHS QC pull up cases faster than current schedule? Lag is an issue. No- process and timing is determined by FNS.
2. Can DHS work 2 or 3 months at a time? – Same response as above. Staffing capacity would be issue
3. DHS asked to check inconsistent data between IMMR report and FSQC chart
4. Discussion on how to find right balance between timeliness and time for thorough review and critical thinking
5. Timeline to create automated system – will need to be submitted for 2021 CARES prioritization unless urgent case can be made
6. FNS Official letter regarding Year 1 not received yet, coming in July

7. Reminder to submit July data by noon on August 1st to Lisa Hanson
 8. Checklist parameters are not changing as of now but will be revisited in August
5. CARES Call Center
 - See “Operations Memos” handout for upcoming memos
 - Tuberculosis ops memo should be coming out this week
 - Progress being made on filling call center vacancies – one staff has LTC experience
 6. June CARES Release
 - Release went well. One follow up action item is occurring on self-employment forms
 7. Subcommittee Updates
 - The IMOA subcommittee met on May 10, 2019, June 7 and July 12. John Rathman shared key discussion points and action items from the most recent meeting (See attachments).
 - The Call Center subcommittee met in June and July. Kris Weden shared key discussion points and action items from the most recent meeting (See attachments)
 8. Midwest Partners Conference – Indianapolis
 - Conference is coming up on August 13-15. There are approximately 16 attendees from Wisconsin with a mix of consortia, Miles and state staff. Deadline to indicate desire to attend is July 22. Logistical information on travel and hotel will be coming out to those attending sometime before departure dates.
 9. REN Conference
 - Conference planning is underway for September 24 and 25 in Sheboygan. Registration is open. OCI and DHS will be sharing on the new health care coverage enrollment partnership
 - REN advisory group is re-purposing its role and will continue to meet monthly.
 10. IM Funding and Contract Updates
 - Negotiations for 2020 Income Maintenance contract kicked off in early July. Lists of proposed changes were exchanged with follow-up occurring by each party. No issues appear to be challenging at this time.
 - Separate work is occurring on funding and funding allocations. Consortia are awaiting final CY2018 reconciliation report to use in their analysis and will be making a recommendation to DHS on a distribution methodology.

11. Consortia Feedback

- With respect to recent faxing issues and delays at CDPU, consortia requested that DHS provide timely notice of issues occurring for planning purposes. Possible attendance by new CDPU manager at a future meeting?
- Consortia asked if previously shared schedule for implementing KOFAX changes around the state had changed. Some reported earlier contacts and work starting than had been indicated on the schedule. Requested DHS to shared schedule updates and confirm points of contact being used in consortia/counties for the communications. Operational leads should be part of list.
- With med needy changes coming, consortia are doing workload planning around call volumes. Projected numbers of letters going out to members and confirming timing of mailings would be helpful. Consortia requested call center messaging regarding the letters and may request some call queuing.

12. Administrative Memos – Debbie Waite

- Enhanced funding admin memo will be drafted and circulated once FFY 2018 funding amounts are finalized.
- Lobby services admin memo will be re-circulating again with some slight revisions.

13. Miscellaneous Update and Public Comments:

- GAP Case Numbers – See “GAP Case Report June 2019”
- No other public comment was shared.

14. Tentative August 2019 or Future Agenda Topics

- Federal Policy Updates
- State Budget Update
- CDPU Manager
- October CARES Pre Release Overviews

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.

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Income Maintenance Subcommittee Key Messages
IMOA
July 12, 2019

Agenda Item	Message/Action/Motion	Audience/Recipient (Examples: IMAC, ESPAC, Operational Leads)	Assigned To	Deadline
Fair Hearings	<p>Rachel Witthoft and Joan Alt provided background information and timeline policies on IM Fair Hearings. Joan responded to questions previously submitted by IM Consortium and provided guidance on elements where consortia can assist, including:</p> <ul style="list-style-type: none">• Agencies should make sure they have correct appeal code. This impacts the type of hearing scheduled and deadlines. Correct coding in ops memo 12-59, which is achieved. Joan Alft will send out codes. Joan and Raquel will look into having ops memo and IM Manual updated with current codes.• AJL waits fifteen minutes for petitioner and if no show will indicate hearing is abandon. DHA waits 24 hours before abandon in case client contacts them.• Clients can request hearings to be rescheduled up to 2 times. DHA frown on agencies rescheduling	All Income Maintenance Agencies	DHA and Consortia	Joan to send out updated codes this afternoon

	<p>because of delays in timing.</p> <ul style="list-style-type: none"> • Larger number of documents (50 or more) should be mailed instead of sent electronically. • Fair hearings are generally scheduled for 15 minutes. Will try to accommodate those that are requested for more than 15 minutes, but may not always be able to. • Cost motion – initial decision in favor of the petitioner. Cost motion comes into DHA and reviewed by ALJ, who makes a decision and forward to DHS Secretary. Consortia should call DHS if they receive a cost motion and have questions. If bill sent directly to agency, inform them that bill goes to DHA. • ALJ will be attending a future EBD workgroup meeting. Joan will let Debbie know when that occurs so everyone can attend if they wish. 			
Boston Visit Overview	<p>Jayne Wanless, Mike Poma, and Kim Carrington provided an overview of their visit with Boston and how they changed their error rate from 17% to 4% and improved timeliness.</p> <ul style="list-style-type: none"> • Focused on training • Focus on time for staff to process instead of walk-ins. • Implemented pre-certification for new workers for a whole year. They collect data across the state to determine outcomes. In-house monitors 		Jayne Wanless	

	<p>Supervisors to make sure reviews are accurate.</p> <ul style="list-style-type: none">• Requested waivers through FNS to change policies, simplified reporting, 36 mos recertification, standard medical deduction, all receive WHEAP for utility costs• FS Precertification reviews, new workers don't confirm cases for 12 mos. <p>Consortia expressed interest in many of the policy changes including the 24 mos certification; standard medical deduction, enhanced SMRF.</p> <p>Discussion about their number of staff, staff/supervisor (1 sup to 5) ratio, percent on phones, apps, etc.,</p> <p>Also discussed how to move away from Call Center model and use technology more effectively.</p> <p>Consortia expressed concerns that with our technology limitations, were not able to move to some of these options.</p> <p>Jayne will look into more data about Boston including caseloads, process for waiver. Consortia asked that we look at a FS waiver, to include MA waiver as well to align programs.</p> <p>Jayne will categorize suggestions on performance, training, and high level changes to determine what workgroup should work on each element.</p> <p>Consortia offered to have Jayne and QC travel around the state.</p>			
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	<p>Jayne will also send out information to consortia if they're interested in attending other states.</p> <p>Illinois requesting to meet with WI – most likely Dane County. May reach out to other parts of the state.</p>			
<p>Shelter & Utility Project</p>	<p>Scheduled for October release. A bit of philosophic shift. A more robust driver flow will be added to CWW to prompt workers to ask right questions rather than requesting more verifications. Will use some info from Boston visit. Some changes will be added in Oct and some in Feb.</p> <p>DHS is creating a system support for a pre-certification review process to get our active error rate down.</p> <p>Craig Hayes explained system changes in Oct. When a household address or telephone number is changed, CWW will go to a driver flow that includes shelter and utility costs. Did receive some language change from MILES but that'll most likely be included in the next Feb release.</p> <p>Adding an AC surcharge expense counted for MA & FS. Adding a rental insurance expense which is counted only for MA. Homeless shelter & Utility costs will compared with standard and greater benefit will be used.</p> <p>Consortia asked if the SMRF driver flow can include shelter and utilities. Was advised that if general household address or phone number is changed, the shelter and utility screens will show.</p>	<p>IM Consortia</p>	<p>Craig Hayes and Performance Monitoring Committee</p>	

	<p>Craig will send out written materials. The discussion will continue at performance monitor committee.</p>			
<p>EBD Med Needy Income Limit Change</p>	<p>Michelle Furr reported that the MA Medical Needy Income Limit will increase effective 9/1 and discussed the one time mailings to</p> <ol style="list-style-type: none"> 1) Members in the MA Deductible who will be automatically eligible. Will receive notice that if they had MA bills in previous months that didn't meet deductible to contact consortia. 2) Members in MA Deductible will remain in deductible status but will be reduced. Notice will instruct to contact consortia if they want to know what their new deductible is 3) Members eligible for MAPP, but now may be eligible with new income limit – will have asset limits in letter. Will ask them to contact consortia. 38,000 MAPP eligible but will not send them all letters. DHS believes that they may not contact us until renewal. (last mailing) 4) Members eligible for Waiver Medicaid who will go from group B to group A and have no cost share. No letter will be sent. DHS will be sending consortia report and instructions <p>Ops memo will be released sometime in August. Consortia urged DHS to release Ops Memo as soon as possible.</p> <p>1st weekend in August will be conversion. No option on first notice. Group 1 notices will be sent right after conversion Group 2 & group 3 can be pushed out later.</p>	<p>IM Consortia</p>	<p>Michelle Furr</p>	

	Majority of consortia preferred to have letters sent to group 1 and 2 at the same time as long as the number isn't over 10,000. Group 3 postpone until Oct 1. Michelle will get back to consortia regarding the Group 3 letters			
FS Error Rate and Pre-Cert	<p>Consortia reported how the FS Pre-certifications are going. Some reported that we may not be doing as many as we first thought. With less than 1 week of data, we'll continue with current plan and revisit it at IMAC next week.</p> <p>Consortia should send master log to Amanda & Lisa H by noon the Thursday prior to the Friday.</p> <p>DHS writing a 2021 CARES Project for pre-certification</p>	IM Consortia & DHS Staff	Operational Leads send master log to Amanda & Lisa H	
Confidential Case Alternative Feedback	Consortia provided feedback on alternative to confidential cases security by adding supervisor to Sup unit. NIMC reported that it didn't work for their consortium. Doreen will try added to admin unit and report back to Carla T. and IMOA membership. WKRP & WREA have been successful. Claribel and Lorie will send information to Doreen		Doreen Lang, Claribel Camacho and Lorie Graff	
2021 CARES Prioritization Progress	Remember that Aug 30 th is the deadline for projects DHS will send ESPAC Tri-Chairs the new form, which should be used as a cover page to our narrative. Limit of 5 – but can bundle if we wish.	All Income Maintenance Agencies	Debbie Waite and ESPAC	

PAC DECISION POINTS AND KEY MESSAGES
Call Center Operational/Technical Workgroup
June 10, 2019, 1:00 PM

Agenda Item	Message/Action/Motion	Audience/Recipient	Guiding Principle(s)	Assigned To	Deadline
Reviewed and approved draft of Call Transfer Protocol desk aid	<ul style="list-style-type: none"> • Desk aid will be provided to all CCA Admins and Consortia Leads 				
Roundtable discussion on topics for upcoming meetings <ul style="list-style-type: none"> • Agent scorecard reports • Agent monitoring • Staff expectations • Resource monitoring 				Workgroup members should be prepared to discuss these topics at July meeting	
Next meeting: Monday, July 8, 2019 1:00 p.m.					

Income Maintenance Subcommittee Key Messages
IMOA
June 7, 2019

Agenda Item	Message/Action/Motion	Audience/Recipient	Guiding Principle(s)	Assigned To	Deadline
<p>CARES Prioritization Project Planning and JIRA Process Discussion</p>	<p>COMMUNICATION: 2021 CARES Prioritization requests are due on August 31, 2019. IM agencies can submit up to five formal requests. IM agencies will begin discussing projects and project leads at their June 20th ESPAC Meeting.</p> <p>JIRA items, small system fixes that can be made quickly, are submitted and prioritized three times each year. IM agencies used to submit their JIRA requests through a process connected to the old TAPP subcommittee. Moving forward, IM consortia will now submit their priorities to Racine County (Claribel Camacho will coordinate) who will submit a consolidated response to DHS.</p> <p>ACTION: 2021 CARES Priorities will be placed on June 20th ESPAC agenda by John Rathman</p> <p>All consortia should send a primary</p>	<p>All IM Consortia</p>		<p>Consortia and DHS Staff</p>	<p>Five 2021 CARES Priorities to DHS by August 31, 2019.</p> <p>A primary and secondary JIRA Representative to Claribel Camacho and Gillian Ward by Friday, June 21st.</p>

	and back-up JIRA contact person to Claribel Camacho and Gillian Ward by Friday, June 21 st .				
CARES Security Updates	<p>COMMUNICATIONS:</p> <p>Carla Treuthardt shared the following updates:</p> <p>#1. <u>2019 Security Audit</u> - The 2019 security audit has begun with Northern and Western consortia. The Benefit Recovery Subsystem and Sharepoint systems have been added to this year's audit. Next year IMMR and Child Care will be added.</p> <p>#2. <u>Sharepoint Access</u> – Sharepoint Access is now requested through the updated Security Request form. Feedback on the new form can be sent directly to Carla Treuthardt via email.</p> <p>#3. <u>Security Officers</u> – It is very important to keep your county security officers up to date. It was recommended that these contacts also be added to yearly security audit process.</p> <p>#4. <u>Confidential Cases</u> – Current Confidential case security makes it</p>	All Income Maintenance Agencies		IMOA	Email Carla Treuthardt with feedback on new security request form and on any issues with confidential case security or access

	<p>difficult to work these cases in the call center. There are also issues with supervisory access to these cases. Carla highlighted that up to 6 back-up supervisors can be added to confidential cases. Concerns about confidential cases should be emailed to Carla Truethardt.</p> <p>Consortia members also reminded Carla that an email to all consortia when delays will occur in granting security accesses would be helpful. Carla also reminded consortia members that DOA is putting Virtel operational recommendations on their website.</p>				
CAREES Communication Project	<p>COMMUNICATION</p> <p>The June CARES release process was reviewed with Consortia members. The June CARES release will occur on 6/22/2019 with a Post Release Q&A session to occur on 7/9/2019. Consortia members should submit June CARES release questions by noon on 7/3/2019</p>	All Income Maintenance Agencies		Consortia	Consortia members to submit June CARES release questions and concerns by noon on 7/3/2019
Active Error Rate Discussion	<p>COMMUNICATION:</p> <p>The State of Wisconsin will likely be placed into first year fiscal liability status for FFY 2018 by FNS. Preliminary data for FFY 2019 is also</p>	All Income Maintenance Agencies		DHS/Consortia	Debbie, John, Doreen, Claribel, Kara, Chelsey and a MILES rep will work to develop the

	<p>showing the State exceeding the Federal allowable active error rate of 105%. A short and long term solution needs to be implemented to ensure Wisconsin falls below the Federal active error rate threshold.</p> <p>ACTION: After lengthy discussion, consortia members agreed that the best short-term investment of time would be to implement pre-certification reviews of as many Foodshare cases as possible. Debbie Waite, the tri-chairs and representatives from Capital and BayLake consortia will work to refine the pre-certification process to be used for the rest of FFY2019. Debbie will also discuss with the Medicaid Director possible additional financial resources to complete Pre-Certifications.</p> <p>Longer-term options to reduce the State's active Foodshare error rate will be discussed further at the July IMO meeting.</p>				<p>draft Pre-certification process for the rest of FFY 2019</p> <p>Longer-Term options to reduce the active error rate will be discussed at the July IMO meeting</p>
FSET Vendor Transition	<p>COMMUNICATION: Consortia members were alerted that FSET region #2 (Milwaukee) will transition FSET vendors from Res Care to Maximus. There will be overlap of</p>	All Income Maintenance Agencies		Consortia Members and DHS Staff	<p>FSET Vendor transition issues in region #2 should be directed to Debbie Waite</p>

	<p>the two vendors during the month of September, 2019. Res Care will continue to be the FSET vendor for Regional 1 & 3.</p> <p>ACTION: If any FSET vendor transition issues occur, please contact Debbie Waite.</p>				
Artificial Intelligence	<p>COMMUNICATION: Consortia members discussed the importance of Artificial Intelligence in Income Maintenance operations and how it might impact our future. It was recommended that we pursue the concept of hosting an AI forum/conference in the future. This idea has been shared with the Medicaid Director and he has expressed interest.</p> <p>ACTION: Debbie Waite will ask Jim Jones to address Artificial Intelligence in his comments to IMAC on June 20th and to gauge his interest on the timing of a future forum/conference on this topic.</p>	All Income Maintenance Agencies		DHS Staff	Debbie Waite to discuss with Jim Jones for his June 20th IMAC presentation