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DIVISION OF MEDICAID SERVICES

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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, February 20, 2020

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.
Kara Ponti, Capital / Dane Co.	Stephanie Ronnfeldt, Capital / Richland Co.
Jenny Cox, Capital / Dodge 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.	Kris Weden, IM Central / Marathon 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.	Claribel Camacho, WKRP / Racine Co.
Rose Strege, Stockbridge-Munsee Tribe	

State and Federal Attendees:

Abby Abernathy, DHS	Amy Bell Ferries, DHS
Andy Best, DHS	Dale Crapp, DHS
Becky David, DHS	Sierra Gammond, DHS
Diane Koehkne, DHS	Noemi Martinez, DHS, Miles
Stevey Poppe, DHS	Angela Stanford, DHS
Debbie Waite, DHS	Rachel Witthoft, DHS
Pang Xiong, DHS	April Festl, DCF
Joan Alt, DOA	Ken Duren, DOA
Lindsey Ingram, DOA	

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 reminded group of upcoming IMAC scheduling changes. No March IMAC meeting will be held. The May 2020 CARES release overviews will be presented at March 6 IMOA meeting.
 - John Rathman was recognized for his recent promotion to Outagamie County Director of Human Services.
2. Approval of November 21, 2019 Meeting Minutes – Debbie Waite
- Motion to approve the minutes was made, seconded and passed by voice vote.
3. Policy Updates
- Division of Hearings and Appeals
 - Joan Alt, Lindsey Ingram and Assistant Administrator and ALJ Ken Duren were present to address a series of questions posed by Consortia and MILES. See DHA attachment to the minutes for detailed questions and answers.
 - Joan Alt announced that she is retiring by mid-summer 2020 and that Lindsey will be her replacement. Consortia representatives thanked Joan for her leadership at DHA and her thoughtful and timely response and resolution of hearing related issues.
 - Census Income - Becky David
 - DHS is submitting a waiver to FNS to exempt income earned from 2020 census work for FoodShare only. If approved, an operations memo and Cares Coordinator notice will be used to convey information. Consortia Request: If approved, can waiver be referenced in handbook? DHS will check.
4. February CARES Release
- February release went smoothly – training environment enhancement will be positive for agencies and training staff.
 - DHS is starting to track and trend BC+ CLA cases with premium implications – also health survey statistics.
 - February post release Q and A was cancelled due to lack of questions. Some agencies reported sending to training area for responses. Consortia proposed waiting one month post release to hold Q and A's.
5. Subcommittee Updates
- The IMOA subcommittee met on January 10, 2020 and February 7, 2020. John Rathman shared key discussion points and action items from those meetings (see attachment).
 - Innovative training continues to be a major focal topic as project progresses.

- The Call Center Anywhere (CCA) subcommittee met on December 9 and January 13. Kris Weden shared key discussion points and action items from that meeting. (see attachment)
 - Group continues to track CCA replacement tool progress.
 - Work was finalized on post call survey enhancements.
 - The Training subcommittee met on January 27. Abby Abernathy shared key discussion points and actions items from that meeting (see attachment).
 - A focal topic was the February system enhancements to the training environment.
 - Group reviewed Mid State Technical College outline of soft skills training curriculum.
6. REN Update -- Lorie Graff
- Open enrollment debriefing has been occurring at recent meetings.
 - Group is beginning to do fall REN conference planning.
 - Covering Wisconsin has been sharing information on public charge developments.
7. IM Funding and Contract Updates – Debbie Waite and John Rathman
- Work is scheduled to begin in April on 2021 IM contract negotiations.
 - 2018 RMS checks were sent out to consortia in early February.
8. Consortia Feedback – John Rathman
- Consortia are sending DHS two minor edits to the draft of the customer service administrative memo.
 - Consortia asked if DHS would approve statewide closure of call centers to allow appropriate staff to attend EBD LTC subcommittee overview of MAPP and deductibles scheduled for April 14. DHS will provide clarification on nature of that session and other opportunities for staff to obtain.
 - Consortia asked about requirement to mail out change reports – a JIRA item was being pursued to fix? DHS will check on status.
 - Consortia are interested in sending a representative to the tentatively scheduled FNS QC April site visit in New York. DHS will share more information as available.
 - Consortia confirmed reps to work with Carla Treuthardt on security manual project - April Heim and Lorie Graff.
 - Consortia asked about status of data run on BC+ CLA's related to premiums.
 - Consortia raised a FEIN related issue which DHS will research
 - If incorrect FEIN is entered on a case, a form is generated to employer who doesn't employ the person. Action Item: DHS will share phone number employer can call if incorrect FEIN number is generating.

- Consortia asked about alcohol being mentioned as part of substance use question overview in CARES Bulletin. This is not correct and link is being disabled. A CARES Coordinator notice will be sent.
- Consortia reported some issues with CDPU use – a date stamp issue and slow return mail scanning – suggested Marsha Vine be invited to address at future meeting.

9. Administrative Memos

- See comment under (8) above

10. Miscellaneous Update and Public Comments:

- GAP Case Numbers – See “GAP Case Report - December 2019 and January 2020”
- No other public comment was shared.

11. Tentative April 2020 or Future Agenda Topics

- Policy Updates
- BRITS Update
- CDPU 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) 266-3824 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.

**February 2020 IMAC
Fair Hearings Discussion Notes**

Panel

Division of Hearings and Appeals

Ken Duren

Joan Alt

Lindsey Ingram

Department of Health Services

Rachel Witthoft

Notes

Update on DHA's work to replace their current case management system, ACES, with a new system, DHARMA. Although DHA is changing their system, the intention is that it will interface with CWW in the same ways. IM agencies will continue to handle fair hearings in the CWW Fair Hearings Tracking Tool (a.k.a. the Tracker) the same as they do today. Note: DHA only has read-only access to CWW, so they are unable to help with issues with the Tracker. IM agencies should contact the CARES Call Center via the established channels if they experience systems issues in CWW.

DHARMA includes a new scheduling system for hearings. DHA wants to know if there are any specific days not to schedule hearings, limits on available hearing rooms at one time, limits on available number of IM staff who can attend hearings during the same time, and other issues that may impact how DHA schedules hearings. DHS will work with DHA on a way to gather this information from IM.

DHA is happy to work with DHS and IM to arrange for periodic trainings of fair hearing best practices. DHS will also look into ways to make sure fair hearing policies and procedures are easily available to IM.

Q&As with Questions Submitted by IM

- 1) *What are the expectations prior to a hearing in regards to notices and docs available in CWW and ECF?*

DHA does not have access to the ECF. IM should submit all documents they want to admit as evidence to DHA through the Tracker or other allowed methods. IM should not assume that the ALJ will look at the case in CWW and find that information on their own.

- 2) *How often is a customer allowed to reschedule?*

DHA staff (Joan and Lindsey's team) are able to allow petitioners to reschedule up to two times. If the petitioner then requests a third reschedule, the ALJ is the one to decide if this will be granted. The third or subsequent reschedules are only allowed for medically verified reasons. When determining whether or not to grant the reschedule, ALJs will

consider if denying the reschedule will generate another appeal. It is very unlikely to have more than three reschedules.

Note: If the petitioner is represented by an attorney, the ALJ will likely grant the reschedule if the attorney requests it due to scheduling or similar issues.

- 3) *Who is responsible for scheduling interpreters for fair hearings?*
- 4) *When is an interpreter needed? (Example included on a hearing where the petitioner was Deaf.)*

This has been a difficult issue. DHA notices say that petitioner must let DHA know if they need an interpreter. DHA will always respond to a clear request. This goes back to due process requirements which means that the petitioner should receive suitable accommodations in order to participate in the fair hearing.

DHA can see in CWW that the household or person has a preferred language other than English, but DHA does not make assumptions on whether or not someone needs an interpreter. In some instances, IM agencies have an interpreter available, and DHA is fine with using this interpreter if the petitioner is also OK with it. DHA has also used the IM agency's language line for some hearings, but know that this may not be an available resource. DHA is looking into a language line service. More information will be shared as it is available.

If the petitioner is deaf or hard of hearing, the hearing can be done over the phone (with the petitioner using a TTY service or similar accommodation) or it can be done in person and DHA will arrange for an ASL interpreter if requested.

- 5) *We have had hearings which do not have a decision rendered for a long time (years). Is there a specific DHA person we should work with to resolve these types of delays?*

DHA's scheduling and overall timelines for hearings are driven by federal regulations, state statutes and admin code, and the Moua Order. The Moua Order is a court order that establishes specific guidelines for hearing timelines. DHA monitors the timeliness and reports to DHS Office of Legal Counsel. If more than 5% are untimely, DHS is responsible for paying \$500 to each petitioner. DHA also oversees IM agencies administrative actions following decisions to ensure they are within the time frame.

Timelines

- FoodShare appeals – 60 calendar days (roughly) from appeal date to completion
- Health Care appeals – 90 days from appeal date to completion
- Non-Moua appeals (e.g. Child Care, Energy Assistance) – 120 days from appeal date to completion

Occasionally, DHA issues proposed decisions and do not render the final decision. These could be cases where law and policy conflict, there is a conflict of opinion among judges, and/or there is a new or unusual issue. This proposed decision has the decision proposed by the ALJ, but the DHS Secretary makes the final decision. DHA reminds DHS when

these decisions are sitting with DHS for a while, but DHA does not have a means for forcing DHS to take action. If IM agencies are experiencing a long delay in getting the final decision for these proposed decisions, they can reach out to DHA who will forward inquiries to the DHS Office of Legal Counsel.

Cost motions are when the petitioner is requesting that DHS pay for attorney fees from an appeal that was remanded to the IM agency. ALJs will always issue a proposed decision for cost motions. DHS makes the decision on if DHS is obligated to pay the attorney fees. IM agencies are not responsible for cost motion attorney fees.

- 6) *Please explain when it is considered hearsay vs admissible evidence.*
- 7) *Is it the expectation of DHS that counties/consortia must have other entities or people testify at the hearing in order to be considered admissible evidence?*

In administrative hearings, all evidence is admissible. If it is hearsay, it is not allowed to be used to base a finding of fact or conclusions unless corroborated by non-hearsay evidence. For example, investigator-recorded statements made outside of the hearing, such as a conversation prior to the hearing) is considered hearsay. The other person needs to be able to testify at the hearing. DHA understands that it can be difficult to bring in witnesses for the hearing.

The issue with records from other entities, such as school records or another organization's records, is that there needs to be someone from there who can explain at the hearing what records say, basically what the evidence is.

For administrative hearings, not every piece of hearsay must be corroborated, but it does help the ALJ with making a decision. The standard to meet is that there is a preponderance of evidence – that it is more likely than not that it happened.

- 8) *Why does DHA entertain hearing requests submitted after the 45 day window (for health care) to appeal has passed? This question also applies to the appeal windows for other programs.*

Only ALJs are able to determine if an appeal is untimely. DHA support staff cannot make this decision, even if it appears the appeal is submitted after the appeal window. There could be situations where the proper action was not taken, such as a notice not provided to the petitioner, that means the appeal is actually not untimely. The ALJ wants to see all of the relevant information and evidence at the hearing to avoid having to reschedule if the appeal is actually timely. For example, the ALJ wants to see the negative notice and make sure at the hearing that the notice was sent to the correct address, that the petitioner wasn't experiencing mail issues, etc. The ALJ will try to see if there is any reason why someone didn't get the notice. IM needs to prove that they did send the notice to the address on file in a timely manner (see *Goldberg v Kelly* which established that the agency is responsible for sending timely notice for public welfare cases).

- 9) *Are there plans to have Administrative Disqualification Hearings (a.k.a. FoodShare “FOF” hearings) added to the Tracker?*

Rachel will take this back – It would likely require a CARES project to add this hearing type to the Tracker.

DHA does schedule FOF hearings differently than other types of hearings. FOF hearings also have a different timeline, and there are differences on who is responsible for various steps. They are more interactive between DHA and IM than other hearings.

- 10) *Issues where documents submitted by IM in the Tracker were not visible to DHA/the ALJ.*

In December, there was a period of time where the ACES/Tracker exchange failed. This was due to an issue with a software upgrade. If IM agencies notice this issue happening again, they should contact the CARES Call Center via the established procedures. The CARES Call Center will work with DHA to determine the source of the problem.

- 11) *Is it possible to resolve Out of Compliance Hearings/Tax Intercept hearings using a quick pre-hearing phone call akin to the contested case hearing process that DCF uses for Tax Intercept hearings?*

The ALJ has to look at these hearings similar to the hearings that involve what appear to be untimely appeals. They may need to look at the underlying overpayment. If the IM agency is not prepared to discuss the overpayment, they can ask for a rescheduled hearing in order to defend the overpayment.

- 12) *Appeal issue not reported to the agency prior to the hearing. Holding the record open and allowing agencies more time to respond when the issue was not the anticipated hearing reason. The concern is that agencies are feeling the need to prepare for every possibility, leading to larger packets of documents for the hearing as well as longer hearing times.*

Hearings should be short in most cases. DHA recommends that IM agencies be careful at identifying relevant documents that support why the particular action was taken. If needed, IM can ask the ALJ to hold the record open after the hearing to rebut anything new that the petitioner brought up at the hearing.

- 13) *Use of state statutes in hearing decisions rather than program policies. Can this be changed? Could more policy handbook references be used?*

Policies are supposed to derive and distill law and rules. ALJs write decisions for multiple audiences – the public, other ALJs, lawyers, DHS, legislatures, etc. ALJs preferably cite both law and policy so all these audiences can understand. They check if the policy applied conforms to law. The statutes, rules, and regulations take precedence over policy. If there is a conflict between policy and law, the ALJ will issue a proposed decision.

- 14) *Our understanding is that emails can only be so large. If there are many exhibits for an Administrative Disqualification Hearing (not handled in the Tracker), is sending multiple email files still acceptable? Is there a preferred method?*

Right now, stick with status quo and sending multiple emails. Regarding general file size and submission process, the plan is to mimic CCAP's capabilities such as 10 MB per file limits. IM agencies can contact DHA if they have case-specific questions about submitting a large exhibit or a large number of exhibits. Once DHARMA (DHA's new case management system) is implemented, DHA might have more opportunities for file sharing. DHA may have more information on this later in the fall.

15) *We received direction once from the general DHA email that we can email recordings in an MP3 file for fair hearings, but we've since received the direction that they must be mailed on a device (we've used CD-drives as they are most cost effective). This is concerning though for confidentiality as well as making sure the file ends up in the correct hands. Is there a consistent preferred method?*

DHA prefers to act as the gatekeeper in this situation. IM should mail the device to DHA's main office. DHA will then forward it securely to the ALJ if they are in a satellite office.

16) *Hearings received in the Tracker with only a couple of days before the Detailed Summary due date and only a week before the actual hearing. This remains a concern and causes a workload issue with such a tight deadline.*

DHA sends appeals to IM via the Tracker within 48 hours of receiving them and usually schedules out the hearing at least two weeks. DHA is not sure what happened in the situations described in this question and asks IM to reach out to DHA with specific appeal numbers if this happens.

With overpayment appeals, DHA first asks PACU to verify overpayment information prior to sending the appeal to IM via the Tracker. IM asks whether this is necessary since IM has this overpayment information and additional case information that may provide context. DHA may revisit this process as they implement the new DHARMA system. DHS can also think further about this process.

17) *There have been hearings in which the ALJ didn't see documents in the Tracker even though the IM agency submitted them prior to the deadline. Is there a reason why this is happening? How can we address this?*

DHA asked if IM can send them case specific information when this happens. This could be a system issue similar to question 10.

18) *MA overpayment fair hearing due to FFM applications. These are being remanded due to the fact that IM cannot produce an original application that was filed with the FFM to show that the individual was made aware that their application is being transferred to BadgerCare Plus.*

DHA asked if IM can send them case specific information so they can look into this issue.

19) *ALJ stating in a written decision that he is finding individuals "believable" and it appears to us that not all exhibits are being used.*

20) *We have lost past hearings because the ALJ will reference the call center model and that there is no testimony from the worker that did the work. To counteract that argument we brought one of the call center workers to the hearing to testify to the action taken on the case and tat staff person was given the opportunity to testify at the hearing.*

21) *Similar to the previous items, the ALJ will cite "hearsay" and use as a decision to remand.*

These relate back to the hearsay issues raised in questions 6 and 7. ALJs do look at all evidence, but they may find that some of the evidence is not relevant to the issue under appeal.

Income Maintenance Subcommittee Key Messages
IMOA
Friday 1/10/2020

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
<p>2020 CARES Project Updates</p> <ul style="list-style-type: none"> A) MAPP B) 5% Cost share C) Suspension Medicaid D) Other projects 	<p>Changes to the portfolio due to changes – due to other changes that are going into Feb and the MAPP projects. May releases will be rather large.</p> <p>*FSET worker tool- not going</p> <p>*IMQA enhancement – not going in May – but will move on later on</p> <p>*DDB exchanges- not going in</p> <p>*BENDEX exchanges – not going through</p> <p>The above will be going into the 2021 portfolio</p> <p>WHAT IS ON THE 2020 CALENDAR:</p> <ol style="list-style-type: none"> 1. MAPP- this will be presented in the April 14 - EBD Meeting – any EBD worker that may attend. Michelle Furr went over the hand out titled “MAPP Project (May 2020)” – she remarked that many people who do not have a premium today, will have one, however those who have one will experience a remarkable premium reduction. <p>**Amount of cases getting the mid May letters under 100% about 5,279, between 100-150% 20,275 and above 150% (premium reductions) 3,445. After cut off in June letters out to shortened RRP 240 cases (today). In regards to in kind income verification, agencies may throw away forms as DHS is creating an official form which will be available with implementation.</p> <ol style="list-style-type: none"> 2. 5% cost share – a script will be put together for member services and IM Agencies to answer questions members 	<ol style="list-style-type: none"> 1. **Send Kara Ponti the amount of EBD workers that will attend the April 14 EBD meeting 2. Training is being developed. This project is complicated and developing. More on this coming. 3. If the county jails are interested and would like to be engaged, let them know and that send those names to Debbie Waite. 4. n/a 5. Provide feedback of impact of postpone interview within the next few months as implementation is on April 26th. 	<ol style="list-style-type: none"> 1. No deadline provided 2. N/a 3. No deadline 	

	<p>have. Pugnou Her went over the handout titled “Five percent cost share project (May 2020)”. These are changes on payments made to a health care provider, not a change to the premium owed for coverage. Also is a change in benefits. Notables: complex project. A co-pay caps or limit, they are determined in a monthly basis, based on the 5% of the HH monthly income and monitored by member services. Also, manual certs will be needed when cost share exceeds 5%, the State will share also in which programs this will be needed.</p> <p>3. Suspension is going in October. Rachel Witthoff – went over the “Health Care Suspension for Inmates (Oct 2020) hand out. - notables: if the person continues to be eligible, there is no limited eligibility. They will not be enrolled in an HMO. They will continue to be part of the HH, unless otherwise reported out of the home. Working with the DOC and other advocate groups about this project. Also determining how this would be announce, as well as gathering feedback – including seeking IM Agencies feedback.</p> <p>4. 1095b - Tax year 2019 previous year 1.3million forms were sent. Fort the 2019 is zero dollars, but the requirement to send the form was waived as long as the States post how to obtain the form. The CARES Coord notice was sent and includes instructions / script. We will continue to follow prior year’s process which is sending a duplicate. The DHS 1095b page is being updated today. The hotline is being answered by member services. Also available in the 1095b CARES Tool, by looking up the specific person.</p> <p>5. 2020 projects: postpone FS interview changes going in April 26th. Will do overview closer to this date. What is the impact with timeliness, please provide feedback.</p>			
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	<p>The policy changes were provided at December 2019 iMOA in a document.</p> <ol style="list-style-type: none"> 6. 1115 – training will be going the next couple of weeks. For those answering yes to treatment needs there is no further action from the IM Agencies. 7. AD hoc meeting regarding ABAWD will be happening at the ends of January. Invite will be sent. 			
<p>2021 CARES Prioritizing Results</p>	<p>Looking at a list of 70 items that need to be prioritize. Recently receive a list from the Administration regarding things they will like to see. Look for automatization for members to remove burden from IM Agencies. Expansion of benefits extended to CLA like payment of premiums online, looking to offer this to the rest of BCP population.</p> <p>***Looking at CARES calendar due to major releases, batch processes, etc. will like to be mindful as of what is happening and when so IM Agencies can plan. Will get notice to CARES coordinators.</p>	<p>The work will begin at the ends of February towards beginning of March.</p>		
<p>Update on status of FNS Final and proposed rules</p>	<p>2 documents sent to us today. 2proposed rules / broad base categorically elig and standard utility allowances. This will impact Wisconsin. There is no timeline when this would be finalized, but expected to be done by the summer. Initial data available, down to county level. Best guess and based on info available over the summer (June of 2019). This is only for IM agencies, not to be published. Will get this out shortly.</p> <p>Standard utility deductions: also expected to have a negative impact – no data available as the final rule. Comments were shared after last month iMOA meeting. National data is based on 2015-16 and is higher as we lost about 150,000 cases.</p> <p>**ABAWD rule finalized – we received a chart today. States will need to resubmit request for waiver, unemployment must</p>			

	be higher than 6%. Exemptions would be used beginning April – Sept 30 th 2020 FFY. A call will be scheduled and will go in detail and LMA compliance. We'll go over how we utilize this waiver through the State.			
CCA Replacement Update	DHS agreed to purchase Genesys cloud platform. Will go out to find an implementer, but conversations with DOA will allow us to move this quicker. Genesys should meet our business needs. Will have features and enhancements in the future. We will be able to move into a cloud contract. We anticipate call back, keeping the callers place on line. Recorded telephonic signatures. Some features do not translate from CCA to Genesys. For example: voice mail. Status of agents –before a call is dropped- may be different. We need an implementer in board, before a draft timeline is drafted. Implementation soonest date may be in 2021. No change freeze right now. If we need to do changes to our call flow do them right now.			
CCA post call survey update	The Operational Subcommittee went over the post call survey. MECA, Miles and one more consortium is using this. Paul shared that they are looking for improvements to get other Consortia to use this. He created PP, shared in this meeting.			
Telephonic signature report	Latanya Baldwin went over the excel / legal size handout. One is for RFA and the other is for cases. Notables from the reports: duplicate use of an Interaction ID, used across multiple cases. The report will be sending out monthly. No negative action on the member. But we'll be asked to call the customer to collect a telephonic signature appropriately. This report (RFA and case) will be separate from the MAQC, it is a proactive effort capturing the errors. At this time we are not required to reply to Latanya.	Reports will be sent to Consortia Leads. Southern asks that it be sent to Cece. The first report is for December 2019, will be sent out next week.	Monthly	

<p>PERM results strategy discussion</p>	<p>PERM is evaluating MA and FS. This is the elig component, three cycles, 3% error rate for eligibility. Wisconsin below the rate. There was a stretch where none were done, CMS was conducting pilots. However the error rate went up Nationally, so did WI. Now, they are looking at claim dollar amount, which is a switch on how things were done. Errors samples missing signatures, third party insurance, missing verification and verification, incorrect income calculations, pre tax deductions, etc. Correction plan is due next month February 2020. Next sample round begins in June 2020, so strategies need to be implemented quickly: looking for precert, make sure that MAQC perm results are in fact fixed and not lingering. This will be discussed in detail at next week's program coordination meeting.</p>	<p>More to be presented at next week's Performance Monitoring.</p>		
<p>Establishing claims on QC Findings</p>	<p>FNS corrective actions. Found cases with claims / needed a supplement. FNS findings showed that cases had claimed not established or cases that needed a sup, not issues (on each side 9 out of 12). Of these 18 cases, staff members will look at all cases, and will reach out to Consortia. Will also look at last Fiscal Year cases. Right now determining what the process will be, but there will be more at next week Performance monitoring. Also, the QC response letter, will be updated. One more month to go in the Error Rate for last year, we as a State are at 5.2%.</p> <p>**Road show dates: PP will be finalized at the end of January and will be presented to this group. The meetings at county agencies will be 45mins to an hour: topics what happens at the client side, agency, process and what happens at their end.</p> <p>**There will be an active error training, interactive course in what is causing errors, etc. Will be made available next week.</p>	<p>More to be presented at Performance Monitoring next week.</p>		

	Two parts QC and the other part focuses on error rate.			
Soft Skills training status update	Not too much of an update, all contracts signed. Working with Mid State Tech College. Asking that the preview for next IMOA. Will also be asking for feedback regarding the DACUM process findings.	Presentation at the Training subcommittee meeting in January 27 th and will be asking for feedback.		
Innovative training project update	Conversations with leadership in DHS, good meeting. They asked for additional resources. In the radar: conversations with MiLES. Looking forward for more formalized conversation and final approval. Additional information requested by Maria Metke: cost, technology, staffing, rough timeline, and whether we need a project manager.			
BRITS Update	Phase 2: claims establishments. DCF and DHS took a pause, look at different policies and processes. Today there was a meeting at the high levels of both department and it is understood that the collaboration will continue and that both departments will be more engaged. There would be a revamped MOU, renovated efforts and moving forward project. Fixes to Phase 1 referrals will be moving concurrently with Phase 2.		No deadline. However, Spring 2021 may have been mentioned.	
Work plan accomplishments and goals	Accomplishments and challenges – each Consortium to share a couple: 1. CAPITAL: implemented change in scheduling of consortia. Allowed changes on shift start 30 minutes early of the 7:45 start or the late shift for the after 4:30 calls (late calls lingering on queue). Implementing minimum staffing, to avoid pulling or adding and avoid SOS. In order to achieve this the EBD LTC group had to give up some of their application processing time but causing staff stress. From the summer tour: creation of workgroups to deal with the issues shared. The goal is that they come up with recommendations to the larger group by March with implementation by June. 4 th year	**Send work plan papers (if done) to Lisa Hanson. 1. Capitol may come up with some JIRA type of suggestions, to be sent to Lisa Hanson and Claribel Camacho.		

	<p>peer leadership, outside contractor from Sups to workers. It starts with an application and a determination as of who participates.</p> <ol style="list-style-type: none">2. SOUTHERN: created own LTC group to triage cases. Also provide training. This is geared to answer questions staff have. Have been utilizing materials that came out of the IMAC IM ADRC group. Also, meet face to face, learn items that need to be tweaked and provide faster answer. De-escalation training, second year for the entire consortium. Intense training provided by the Sheriff's Office. Also working on QC, sharing where the problems are, sending newsletter and agent reminders. SWICA sweeping idea from Outagamie Co, tweaking right now and will roll out, looking at SWICA, ongoing benefits with the expectation that the case is no longer getting a discrepancy. Worker enters status for someone else come in to "sweep" or work on it. FFM apps, getting tons that are EBD related but they in reality are not. Using a similar type of sweeping, looking for DDB decisions, etc. Trying to come up with a confidential case transfer SOP. When to make it confidential and when to transfer.3. WKRP: Training and turnover tried to match hiring date. We now have rolling cohort and is working well. Retention is an issue, visited other Consortia for ideas and held county listening sessions. Issue that came up was customers calling to check on documents sent. Gearing up to talk to partners about 1115 waiver. Quarterly meetings held by WHEAP, ADRC, MCO and IM. Working on reducing error rate. CC Certification, meeting as well.4. IM CENTRAL: Formed an EBD and LTC as well as CC team from all counties. All cases combined.			
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	<p>Requested waiver to pool caseload, hoping for approval for 2021. Created consortium web page, with the expectation people share documents, eliminate binders and paperwork kept in offices. QC coordinator position for the consortium motivated by the pre cert process. Collecting CCA data, to be more proactive due to struggling on this area. Marathon county to implement work from home.</p> <p>5. MORAINÉ LAKES: Held the first in person meeting of all workers. worker invigoration and customer service. Approved to do this in a semiannual basis. Will have one geared to training. They have different workgroups to collaborate on this. Focusing on retention: hiring, questions in interview, process of onboarding. Keep spreadsheets on expectations. QC training group are assisting with customer service, triage cases, etc. Also storing all documents and items in one website such as newsletters, etc.</p> <p>6. NORTHERN: Now have Leads (two) Family ongoing and EBD LTC. Also QA improvement FS error rate, pulled an internal workgroup, leads involved. Peer mentors, at least half of the staff were involved and have the buy in on this brainstorming; Put ideas together. Put it in different workgroups. Were able to implement some: leads meet with staff on Thursday morning and go over policy questions and questions they receive via email. QC / Training Lead is the next step. Moved all LTC EBD and they have a separate caseload – they follow an application all the way through. Telecommuting a policy was created and all counties approve of this. Iron and Bayfield are doing this. For 2020 to get out of the current SharePoint site. Also, staff had an in-person training where QPR guidelines</p>			
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	<p>principles were discussed offering how to handle a call and refer an individual.</p> <p>7. GREAT RIVERS: EBD LTC call center queue. Also did deep dive on what is happening on those cases. Follow intake from beginning to ending. Will continue to follow up on this processing. Intake spread across the Consortium; Leads are holding WebEx trainings – one address FS errors. Continue to improve website (on the hub) there is a discussion board for questions. This year goals keep an eye on the error rate, work on the hub, looking at a couple of positions and what to do with those.</p> <p>FOR THOSE NOT PRESENTING TODAY: BAY LAKE, WESTERN, EAST CENTRAL AND MILES DEFERRED TO THE FEBRUARY MEETING.</p>			
Precertification update	Will have the data for past FFY. Looks good unless wonky September reviews.	Think about precert activities ideas	February IMO A	
Future IMO A Agenda Items	In this month agenda.			

Income Maintenance Subcommittee Key Messages
Income Maintenance Operational Analysis (IMOA)
Friday, February 7, 2020

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Soft Skills Training Update	Abby Abernathy updated IMOA members on work that is being accomplished with Midstate Technical College to create 10 soft skills training modules. Each module will be roughly 1 hour in length and will be presented in a computer based learning environment. It is anticipated that the training will be available by June of 2020. IMOA members reviewed the 10 training modules and gave input into additional examples and training topics. Additional feedback can be sent to Abby Abernathy or to the training in-box by Friday, February 14 th .	IMOA Members for Feedback.	Friday, February 14 th for additional feedback.	
Innovative Training Project Update	Abby Abernathy also updated IMOA members on the progress being made on the Innovative Training Project. Currently a high level timeline, staffing plan, and use of technology plan is being developed by DHS staff to present to Jim Jones and Marlia Mattke in the next few weeks. DHS staff also met with MILES staff to discuss how a cohort model of training could work for their training needs. A more detailed presentation should be able to be made at the IMOA meeting for this project!		Friday, March 6 th for more in-depth presentation	
Policy Updates	Rebecca McAtee provided policy updates on several different area: <u>1115 Medicaid Waiver</u> – As of February 1 st many changes have started including new monthly premiums, the use of a treatment needs question, and the ability to complete an optional health risks assessment to reduce monthly premiums. Rebecca shared data		Friday, March 6 th next update on these policy implementations	

from the first few days of applications under the new rules.

The new Premium Hotline was also discussed. The issuance of premium assistance is a manual process and the member will get a letter verifying the assistance which will also be scanned into ECF for economic support workers to see. Premium assistance is first come first served and can be used to pay arrearage payments as well. Rebecca also highlighted that DHS legal staff are currently reviewing how other individuals and entities (family members, non-profits, and possibly government entities) can assist with payments without causing conflicts of interest.

Rebecca also clarified that failure to report income increases that result in premiums will likely create an overpayment.

A written FAQ document will be completed covering all questions that have been raised on the 1115 Medicaid Waiver implementation.

ABAWD Work Requirement Exemption

The State is working on using their Federal exemption credits to try to make all ABAWD exempt from work requirements from April 1, 2020 through September 30, 2020. Exemptions are per client per month, so it is possible that the State could run out of credits before September 30, 2020. If the exemption does end early, clients will receive a 45 day notice letter. We should still be encouraging voluntary FSET participation with our participants. If IMOA members have ideas where we could simplify or streamline exemptions in the future, please submit those ideas to DHS.

We are anticipating an increase in Foodshare clients as a result of these exemptions. If you see a large increase in Foodshare applications, please let DHS staff know.

Stakeholder Calls

Rebecca reminded IMOA members that stakeholder calls will continue to be held every-other week and if you want to get notification of the calls you can sign up using a link Rebecca will have emailed out to all operational leads. High level FAQ's will be shared on the website. To date, not many questions have been submitted.

Public Charge

Public Charge modifications are effective February 24, 2020. Updated talking points will be sent to IMOA members very soon. The Public Charge rules will impact programs in DHS, DCF, DPI and DOA. It is important that our Economic Support workers are knowledgeable about this subject. DHS is anticipating some chilling effect of this implementation and that some families will ask that their benefits be closed. If we see requests to close cases because of Public Charge implications, please send that info to the CARES call center.

Other Updates

Rebecca highlighted an updated CARES calendar with key implementation dates for batch processes in February and March.

Preliminary Consortia level data for CLA's and 1115 Medicaid Waiver will be made available soon.

There are proposed changes by FNS for the verification process used for "homeless" that will be addressed in future meetings.

	<p>Rebecca highlighted recent guidance on using non-merit staff for FNS programs and highlighted that she didn't see a big impact for the State of Wisconsin.</p>			
<p>Release of Member Information Issues and Processes</p>	<p>Rebecca and Debbie highlighted that DHS attorneys are presently reviewing additional guidance on communications Economic Support Workers can have with client's attorney's and that guidance will be issued soon as a CARES Coordinator notice.</p>			
<p>Work Plan Accomplishments and Goals</p>	<p>The remaining three consortia presented their work plan accomplishments and goals:</p> <p><u>Baylake</u> – Brown County completed a long awaited class and comp study and have added a step-program in 2020. Brown County has also implemented telework which has resulted in increased morale and productivity. They are currently reviewing trends with Foodshare errors. 2020 goals include customer service training, reviewing and evaluating SOP's, and using the IMAQ tool to build better baselines in accuracy.</p> <p><u>East Central</u> – Have focused on reviewing call-center data and tweaking scheduling to improve performance. Implemented Thursday morning call-center closures and 4th Thursday morning all consortia training via video-linkage. For 2020, consortia wide training will occur on April 30th and several counties are also exploring piloting telework.</p> <p><u>Western-</u> Have rolled out telehealth. In Lacrosse County they piloted with 10 staff and are now rolling out to all staff. New Staff are not eligible. They also completed 100% QC of their Foodshare cases. They are targeting future training at Foodshare errors. They are providing more one-on-one support for new workers and also now have a dedicated lead worker for QC.</p>			

<p>CARES Security</p>	<p>Carla Treuthardt reviewed several important security projects with IMOA members:</p> <p><u>CARES Security Manual</u> – The old CARES security manual is being replaced with three new manuals (procedures, policy and reference). In addition to new manuals, training will also be provided to all security officers. The project was kicked off on 1/24/2020 and it is hoped all three manuals will be published by May of 2020. Consortia are encouraged to identify subject area experts to work with Carla on the manuals by 2/14/2020 and submit names to Lisa Hanson. Recommendations for changes will be brought back to a future IMOA meeting.</p> <p><u>Standardized Security Request Template</u> – IMOA members requested that standardized security request forms be designed for specific job titles (ES Worker, Supervisor, and Manager). Long term IMOA members would want to fill in an on-line request form. It was recommended that standard security form examples be included in the reference manual. Carla will also work to set up a dynamic form and will have volunteer agencies test it.</p> <p><u>Recent Trends on Security Request Timelines</u> – Recently there has been an uptick in requests for security clearances from ADRC’s, HMOS’ MCO’s and IM agencies. Security has prioritized IM agency requests. Security staff are also reviewing security requests for quality right away for any problems or issues. Approvals for security are sent to the agencies security officer.</p> <p><u>Security Access Level 25 -</u> IMOA members still feel that changes need to be made to level 25 access or a new level of access needs to be created. It was recommended that this topic be addressed with the security manual review team being assembled.</p>		<p>Subject expert participants to Lisa Hanson by 2/14/2020.</p>	
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	<p><u>Confidential Caseloads</u> – There are still many issues that need to be addressed with confidential cases, especially in consortia that use case banking. This is a subject that likely will need a separate future workgroup to study and make recommendations for changes.</p> <p><u>2020 Annual Security Audit</u></p> <p>For the 2020 annual security audit BRITS, CSAW, CCPP, and IMMR will be added. Audits will occur from May of 2020 through November of 2020. The IMMR data might actually come in two to three separate reports.</p>			
Foodshare QC Updates	<p>Jayne Wanless shared the following updates with IMOA members:</p> <p><u>Foodshare Road Show PowerPoint</u> – Jayne will be presenting the road show Foodshare PowerPoint across the State. Members of the IMOA workgroup reviewed the presentation and learned it would be presented at Racine County for WKRP next week.</p> <p><u>Foodshare Error Rate</u> – Preliminary data from Federal Fiscal Year 2019 is that the Wisconsin active error rate should be below 6%. The negative error rate is expected to be 25.71, while the national negative error rate is projected at 29.45. System issues often impact the negative error rate. The final error rate will be available this summer.</p> <p>The first federal fiscal year 2020 error rates will be available in March of 2020.</p>		Foodshare Road Show PowerPoint will be presented for all Consortia – schedule with Jayne Wanless if you haven't already set a date!	
Next Meeting and Agenda	<p>The next meeting will be Friday, March 6th at 9:30 a.m. at the Dane County Job Center. Please submit any agenda items to Debbie Waite.</p>		Friday, March 6 th , 2020	

**Income Maintenance Subcommittee Key Messages
CCA Operational Technical Workgroup
December 9, 2019**

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
CCA issues	DHS has received numerous reports of agents hearing rhythmic clicking noises on inbound and outbound calls and at times on voice mail messages. Callers have also reported hearing these noises. It has been difficult to pin point the issue. Two consortia will have their toll free numbers moved to different trunks as the state tries to narrow down the issue. No more examples need to be sent in to DHS.	DHS and DET continue troubleshooting these issues.		
Post call customer survey discussion	Feedback from consortia: <ul style="list-style-type: none"> • MECA, MiES and East Central Consortium are currently using the survey. • Five consortia had used the survey in the past but discontinued use as they did not feel it was adding value. • Six consortia stated they would consider using if answer scale is implemented. • Positive response to revisions utilizing one to five answer scale. 	Paul Michael and Kris Weden will bring feedback from consortia to IMOA January committee meeting.		
Dialing outbound calls through CCA	Dane Co. 911 has been receiving consortia outbound calls in error. Local telecom providers add the number 9 to local numbers. CCA then adds the number 1 to outbound calls. If CCA agents add another 1 to the phone number the system thinks they are calling 911 as those are the first three digits that are picked up by the system. When calling out on CCA agents should only dial the 10 digit phone number (area code + seven digit phone number).	CCA Admins should review/remind consortia agents of the process for making outbound calls.		

Income Maintenance Subcommittee Key Messages
CCA Operational Technical Workgroup
January 13, 2020

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
CCA Replacement Update	<ul style="list-style-type: none"> • Purchased Genesys cloud solution. Project will only be centered on the needs of DHA and its partners. Cloud base supports reliability. Program has additional features and enhancements that can be used in subsequent phases. • “Forklift” or “as is” move from current system to Genesys. Whatever is currently built in CWW will be moved to Genesys with a few exceptions such as callback and enhancements to telephonic signatures. • Project Manager – Adam Aspari • CCA Operational Technical Workgroup will be the primary contact to disseminate information. • Target date for implementation early 2021. • Implementation will be phased in. 			
Troubleshooting noise issues	<ul style="list-style-type: none"> • DHS and DET staff have been troubleshooting noise issues. • Four consortium (East Central, Bay Lake, IM Central, Moraine Lakes) will be moved to new trunks. Once moves are made DHS and DET staff will be asking for feedback. 			
Post Call survey	<ul style="list-style-type: none"> • IMO committee approved changes to post call customer service survey. • Survey must have at least one valid entry. • Survey will allow customer to skip questions. • Each response must have a valid entry. • Non-responses or invalid responses end the survey. • Reminder of survey mentioned as callers loop through the queues. 			
IMQC reports	<ul style="list-style-type: none"> • Consortium will be receiving an email regarding an IMQC Report specific to duplicate CCA interaction ID’s and invalid interaction ID’s. 			

	<ul style="list-style-type: none">• Supervisors should review correct process for gathering telephonic signatures with staff.• No punitive action should be taken on cases listed on report.			
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Income Maintenance Subcommittee Key Messages
IMAC Training Subcommittee
Monday, January 27, 2020

Agenda Item	Message/Action/Motion	Assigned To	Deadline
2020 Charter/Purpose Statement & Goals (Attachment) <i>Abby Abernathy and Margaret Romens</i>	2020 goals reviewed. No changes or recommendations made.		
DHS IM Training Projects & Updates (Attachment) <i>Abby Abernathy</i>	QC overview and Active Error Rate IM refreshers released last Friday. They can be found under IM Refresher Training on DHS Learning Center. Date Exchange Overview is scheduled to be released February 2020.		
CWW Training Environment Enhancements Project (Attachment) <i>Renee Kurka</i>	The enhancements to CWW training will come out with 2020 CARES release. The intent is to make the training environment more closely mimic CWW production to increase new worker accuracy and make more practical. Training cases will now be have active data exchange updates and notices. Reasonable compatibility will be applied. The changes do not impact policy. A handout was distributed that lists the system changes that will impact all cases and system changes that will apply to specific types or cases. A list of cases were also distributed. They will be posted on DHS Learning Center under training resources tab. A cross over document with old scenarios mapping to new scenarios was distributed. Note: existing cases will not be impacted, only those created after 2/10/20 will have new enhancements. Training environment closed 1/30, 9-1 and 2/6-2/7.		
Mid-State Technical College Soft Skills Training Update <i>Abby Abernathy</i>	Training curriculum outline was reviewed. Group gave feedback on content. Target release date of June 2020. This group will be given a chance to preview at least one module, hopefully at our April meeting. Action: Mid-State would like feedback and case examples. Send to DHSIMTraining@wisconsin.gov .	Group Members	N/A

BC+ Policy Changes for Childless Adults Training Feedback	Group had opportunity to provide feedback on recently published training. No feedback given.		
Refresher Training Updates <ul style="list-style-type: none"> • Active Error Rates • KIDS Refresher <i>Abby Abernathy</i>	Active error rates and QC Overview training was published Jan 24 th . It will be on our agenda for next meeting so group members can give feedback. Topic list of future development will be revisited also. Courtney Savercool has been assigned to write the KIDS training. No specific timeline but goal is May or June of 2020. This group will be given the opportunity to preview, possibly at the April committee meeting.		
A Innovative Training Project Update <i>Abby Abernathy</i>	As the project is developed, the State staff will move away from staffing the call center but would still do case scenario checks and answer questions. Currently, the project is waiting for DHS leadership approval. A project manager may be hired. Virtual training delivery and cohort model approved. Once approved, dates will begin to be explored. This group will received regular updates.		
Cultural Competency Training Roundtable	One group member used a TED talk for their cultural competency. The State issued LEP training counts toward the requirement. Abby confirmed that the Cultural Competency Training on the DHS learning center can be taken annually to meet the requirement. Erin Davis from LaCrosse County found a video titled Walk Boldly toward Bias that she recommended.		
Shared trainings developed	Erin Davis from LaCrosse County said their staff created desk aids based on errors they were finding from case reviews. They have seen errors with verification codes.		
Training Roundtable <ul style="list-style-type: none"> • Do you use any checklists for off boarding employees? <i>Margaret Romens</i>	Robyn Gillis from Brown County said they do have a checklist they use when staff leave the agency.		

<p>Walk on Items</p>	<ul style="list-style-type: none"> • Admin Memo 17-07 is being worked on. It will include clerical training requirements of Civil Rights and Cultural Competency. • If agencies have not sent in notification that 2019 staff training requirements have been met, they should do so. • Healthwatch video is not endorsed by DHS 		
<p>Future Agenda Items</p>	<p>Active Error Rate Training Feedback Soft skill module review KIDS training content Review Admin Memo-Training requirements</p>		
<p>Upcoming Meetings</p>	<ul style="list-style-type: none"> • 2020 Meeting Dates <ul style="list-style-type: none"> o January 27 o April 27 o July 27 (Potential In-Person Meeting) o October 26 		

Income Maintenance Subcommittee Key Messages
IMAC Fraud and Program Integrity Subcommittee
2/11/20

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
WAPAF Training Updates <i>Margaret Romens</i>	Spring training is scheduled for 4/14/20. The topic is FoodShare Overpayments-Advanced. There will be no fall WAPAF training due to OIG Investigator training being offered.			
Legal Action Open Record Request-IPV local ordinances.	<p>OIG has received an open records request asking how for any local ordinances exist stating evidence has to present for IPV. There was a case where the agency did not read the evidence into the record.</p> <p>Tami's unit had an old list of counties that had ordinances and sent out inquires. 99% of the inquires have been returned.</p> <p>If you did not get an e-mail regarding County Ordinance about IPV and there is such an ordinance, reach out to Tami. So far, 13 counties have such ordinances.</p>			Complete
Fraud Related Data <i>Wendy Metcalf</i>	They continue to work on gaining access required to compile fraud data that we used to receive. There was a change in staffing. It has taken time to gain the access the prior employee had.		In progress	
Administration Memo <i>Wendy Metcalf</i>	Admin Memo has been issued. There will be fillable document. Wendy will let us know when available.			Complete
OIG e-mail blasts <i>Tami Toliver</i>	In March, the OIG will start sending out FPIP e-mail blasts. They will be a short e-mail including Q&A, links to relevant documents and information. If you have recommendations for content, send to Tami		In progress	
OIG Investigators Visits <i>Tami Tolliver</i>	Each consortium has an investigator assigned. The plan is to reach out to agencies via email in March 2020, introduce the investigators, provide their contact information, give a brief overview of what we do and how we can assist counties and offer to visit		In progress	

	their agencies. If agencies have scheduled fraud meetings, that would be a good forum.			
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