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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, August 20th, 2020

1:00 – 3:30 p.m.

Zoom - <https://dhs.wi.zoom.us/j/96742327146>

For audio dial: 301-715-8592, Meeting ID: 967 4232 7146

1. Administrative Issues (Debbie Waite & Claribel Camacho)
2. Approval of May 21st, 2020 Meeting Minutes (Debbie Waite)
3. Update: Policy Updates (Rebecca McAtee)
 - a. COVID-19 Updates
4. Update: October Release
 - a. Suspension & Termination (Rachel Witthoft/Yia Xiong)
 - b. Telephonic SMRFS(Craig Hayes/Daniel Yang)
 - c. FoodShare Return Mail Corrective Action(Eric Vogt /Nicholas Hayward/Julie Taylor)
 - d. ABAWD (Kathleen Vieira/ Nick Ksobiech)
5. Update: Subcommittee Updates
 - a. IMOA (Claribel Camacho)
 - b. CCA (Kris Weden)
 - c. IMAC Training Subcommittee (Margaret Romans)
 - d. Performance Monitoring (Ann Kriegel)
 - e. EBD/LTC (Kara Ponti)
6. Update: Regional Enrollment Network (John Rathman)
7. Update: Income Maintenance (IM) Funding and Contract Updates (Debbie Waite &John Rathman)
8. Consortia Feedback: IM consortia will share feedback with DHS (Claribel Camacho)
9. Update: Administrative Memos (Debbie Waite)
10. Update: Gap Case Monthly Update / Public Comment
11. Announcements/Items for future agenda
12. Adjourn

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**Income Maintenance Operational Analysis (IMOA)
Friday, June 5, 2020**

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
<p>COVID-19 Policy Updates</p>	<p>Rebecca provided updates to policies.</p> <ul style="list-style-type: none"> • DHS continuing to have internal conversations about the workload bubble due to COVID-19 policy changes. DHS is committed to reducing the bubble or streamlining work. • All July HC renewals will be extended for three months • FS renewals will begin in July. DHS no longer has the authority to extend FS renewals but they will extend March, April & May renewals for six months instead of three. If a member chooses to complete a HC renewal along with their FS renewal, they can but it MUST be member driven. WEBI renewal reports currently not correct and will be updated when changes to renewal dates are made. • There are no changes to the C9 code for HC or FS. DHS expects to continue to utilize this code until the quarter after the public health emergency ends. Currently, the national public health emergency goes through July, which means policy would end Sept 30th. DHS will share a matrix when they have more information available. • All SMRFS for March, April, May & June were eliminated. • Student eligibility policy on hold as DHS waiting for FNS guidance. • P-EBT – DHS recognizes that there are a lot of 			

	<p>questions coming to consortia. DHS has an internal team looking at a process for communications, including responding to questions and assisting individuals. DHS will be updating IM talking points. Until then, direct people to website and submit questions to DHS inbox for review</p> <p>ACTION ITEM: DHS send out updated IM talking points</p> <ul style="list-style-type: none"> • FS interviews, including postponed expedited FS interviews, began 6/1. DHS is working with FNS regarding in person interviews knowing that some counties are not open. <p>ACTION ITEM - Alicia will send out matrix related to interviews and ask that each consortium submit information by 6/19.</p> <p>Fraud Ring Concerns – DHS continuing to work with OIG about what to do with cases. At this time, no changes on how to process cases. DHS hopes to have guidance sent out early next week.</p>	<p>DHS</p> <p>Alicia</p> <p>DHS</p>		
Other Policy Updates	<p>5% cost share project went into effect this weekend. Member updates are still pending in CMS and will send them out when approved. DHS working on talking points for consortia and hopes to send soon.</p> <p>ACTION ITEM: DHS send out talking points</p>	DHS		
CARES Update Release Projects	<p>No new updates. Working on finalizing 2021 project and will provide updates in July.</p>			
BRITS Updates	<p>Theresa Fosbinder is Project Manager for DHS and Madelein Mechiz for DCF. They reviewed the new governance structure, which now includes an executive</p>	FPIP Subcommittee		

	steering committee with members from both departments. DHS taking the lead on Phase I effort, which includes fixes and enhancements. Workgroup includes 2 consortia representatives and will be a recurring topic at FPIP. DCF will lead Phase II, which includes collections and notices.			
Genesys Update	<p>Paul Michael provided an update on the project and reviewed handout. From an agent's perspective, calls will be delivered the same as Call Center Anywhere. Beginning feature discussions, such as call back feature, at CCA subcommittee. Pilot beginning January 2021 and remaining users moving within the first two quarters of 2021. The draft timeline was reviewed. Consortia were asked for feedback. The goal is to make a training environment available about 1 month before role out so staff are able to use site and get use to the system. Anticipates remote training for admin., sups and staff.</p> <p>Paul reported that county IT time and technology needs will be minimal.</p> <p>ACTION ITEM: If concerns about dates, consortia should email Genesys inbox at DHSGenesysCloudProject@dhs.wisconsin.gov within the next two weeks.</p>	CCA Subcommittee		
		Consortia	June 19th	
Tableau	DHS will be utilizing Tableau for some new reports and reviewed what consortia can anticipate. These reports will be informational and not require worker action. Will include June MAPP reports. DHS will send out additional information on how to access the reports. DHS would like to limit the number who have access to those who need it. DHS working towards a streamlined approach and having a single sign-in process for all IM reports later this fall.			

	ACTION ITEM: Alicia will send information to consortia on the process to report who needs access for June's MAPP reports.	DHS		
Consortia Discussion	<p>Each consortium discussed what their new normal, post COVID, is looking like. Commonalities included local counties working with their administration, health dept., & county boards to determine the process of opening. Plexiglass or barriers will be installed, especially where social distancing can't be achieved. Spacing in lobby areas.</p> <p>Questions that consortia had for DHS – What will the lobby service requirements be in the future? Will DHS continue to require to have a computer and phone in lobby areas? Many counties concerned about the cleaning of these areas after each use.</p> <p>ACTION ITEM: DHS will review internally and with FNS and get back to consortia</p>	DHS		

**Income Maintenance Subcommittee Key Messages
Income Maintenance Operational Analysis (IMOA)
Friday, July 10, 2020**

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
COVID-19 Policy Updates	Rebecca McAtee provided the following updates to the IMOA membership:			

	<p>* P-EBT has still been generating a lot of questions from members and schools. DHS has tried to send out many written materials on this subject to help consortia answer some of the questions still being raised about this program. The application deadline for P-EBT has now been extended to July 31, 2020. Anyone not receiving benefits to date should apply. All benefit dollars need to be issued by September 30, 2020. Presently 80% of kids eligible for this benefit are receiving services.</p> <p>* CMS has provided clarification that there cannot be increases in patient liability or cost shares during this national emergency. As a result, approximately 4,000 members will receive a refund. Members can spend down the refund over a period of 9 months. Members are still encouraged to report changes as that information may provide additional financial incentives to some members.</p> <p>* DHS has been looking at several options on how to deal with the workload bubble that has been created by the national public health emergency. The current emergency expires on July 25th but there is discussion occurring that the emergency might be extended until October of 2020. We should have an answer on if this extension occurs by the August IMOA meeting.</p>	<p>IM Consortia Reps</p> <p>DHS will send written notice if emergency gets extended</p>	<p>Members must apply by 7/31/2020.</p>	
<p>Other Policy Updates</p>	<p>Rebecca McAtee also highlighted the following:</p> <p>* Appeal timeline questions for fair hearings are being discussed with the Department of Administration and further clarification will be supplied to consortia in the near future.</p>			

<p>CARES Releases</p>	<p>Rebecca McAtee highlighted upcoming CARES release information:</p> <p><u>AUGUST RELEASE</u></p> <p>EBT cards and P-EBT cards can be used at Walmart and Amazon for on-line purchases. The August release will enhance the transaction page to more clearly show on-line purchases. A CARES bulletin will sent on August 3rd highlighting these changes. There will be no demos for the August release.</p> <p>Wisconsin is currently using our discretionary exemptions to allow ABAWDs to be exempted from work requirements. Our current federal waiver expired in June, but a waiver extension is pending with FNS. DHS's tentative plan is that discretionary exemptions will expire on September 30, 2020, and then starting on October 1, 2020 geographic regional exemptions would be pursued for areas that might qualify. Mailings about these changes would be sent to members in late August and reports on members impacted by these changes would be created for FSET agencies. A CARES bulletin will be created in September highlighting these changes.</p> <p><u>CARES RELEASE CYCLE</u></p> <p>The October release items are ready to go and will be reviewed with IMOA members at their August meeting. A tentative plan for 2021 releases will also be discussed in August.</p> <p>Due to COVID-19, the 2022 prioritization planning process will likely look different. More information on this process will be provided in the near future.</p>			
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<p>Foodshare Error Rates</p>	<p>Jayne Wanless reviewed the Federal Fiscal Year 2019 Foodshare Active Error rate with the group. Wisconsin had a significantly lower error rate (5.04%) than the national error rate (7.36%) and Jayne shared a big “thank you” to all who worked on the pre-certification project that helped contribute to this successful outcome.</p> <p>For Federal Fiscal Year 2020, Wisconsin is not faring as good due to a handful of large errors in the areas of wages and salaries, household composition, and shelter deductions. From October through December, Wisconsin had a current error rate of 8.87% which is likely above the National average. We had a better January, so hopefully we will see our error rate come down in future months.</p>			
<p>Suspension/Termination Project</p>	<p>Rachel Witthoft reviewed a power point presentation with IMOA members about the Suspension/Termination project that will be implemented on October 24, 2020 as part of the October CARES release.</p> <p>Federal law prevents Medicaid from paying for incarcerated individuals unless they are admitted for 24 hours or more as an inpatient admission to a hospital.</p> <p>Starting October 24, 2020, CARES will begin to suspend, rather than terminate, BadgerCare Plus, SSI-related Medicaid, and Well Women Medicaid for any inmate regardless of age. A streamlined process to reinstate eligibility is also being developed with DOC.</p> <p>MAPP and Long-term care program Medicaid programs will continue to end at time of incarceration due to the member not being able to meet other program requirements. Those members will be</p>			

	<p>reviewed to see if they could qualify for a form of Medicaid that can be suspended.</p> <p>There will be no limit on how long an individual can remain open and suspended as long as they continue to meet program requirements and complete their annual renewals.</p> <p>New med stat codes will be created so workers can quickly identify members that are open but under suspended status.</p> <p>New member communications are also being created so that will explain what it means to have their benefits “on-hold”.</p> <p>Additional updates on this project will be presented at the August 2020 IMAC meeting.</p>			
SWICA Project	<p>Craig Hayes highlighted that the June SWICA release project, which had the goal of reducing the number of SWICA matches, was completed and DHS staff have not found any bugs or issues so far. When the next SWICA match run occurs, we will see the full impact of this release and if there are any outstanding issues. DHS is currently working with DWD on a new data sharing agreement that needs to be in place before a new SWICA match and drop can occur for the consortia to work. The July SWICA match drop will not occur, so the earliest the next SWICA match drop can occur is October.</p>			
CARES Security	<p>Carla Treuthardt updated IMOA members on several CARES security projects. Several projects have been delayed due to COVID-19.</p> <p>The standardized security request template, the CARES</p>			

	<p>security manuals, as well as security levels will be reviewed by a small workgroup that will start their work in the coming days. The first manual (procedures) will be emailed out to the group. The second manual (policy) will be written next.</p> <p>Carla highlighted that she has begun triaging all CARES security requests. She reviews for completeness and accuracy to speed up the set-up process.</p> <p>The CARES security auto response update has now been corrected and agencies should be getting these emails when security requests are submitted. Carla also highlighted that Sharepoint access does need to be submitted on the 476 request form.</p> <p>Lastly, the 2020 annual security request process has started. This year's process does include the IMRR system. Additional DCF programs that we had hoped to add in 2020 have been delayed until the 2021 audit due to the COVID pandemic. Northern and Western consortia's audits were started in May, in June Capital's audit was started, and in July Great Rivers audit is planned to be started. Carla will send the schedule for the audits to DHS and it will be sent to IMOA members.</p> <p>Sometime in the future, confidential case security issues will be reviewed and addressed. Doreen Lang volunteered to assist with this workgroup. If anyone else wants to assist with this project, please email Carla.</p>			
Future Agenda items	Please email Debbie Waite and/or the Tri-Chairs with any agenda items you would like added to the August agenda			

Next Meeting	<i>Next Meeting will be Friday, August 7th via Zoom</i>			
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Income Maintenance Subcommittee Key Messages
IMOA – August 7, 2020

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Covid 19 Policy Updates (Presenter Autumn)	<ol style="list-style-type: none"> 1. We must keep health care coverage for all - policy- continues unless the member dies, de request or moves out of WI. This would continue at this moment until 12/1/2020 2. Work req for MAPP – waived 3. TNQ – earliest implementation 1/1/2021 4. Continue to suspend SWICA 5. RENEWALS: Trying to avoid large bubbles. 6. The lag continues, meaning that reports are updated about the 5th or 6th of the month. FS renewal count is right. Continue to keep drug felon testing delayed. Work Requirements and sanctions, application of good cause due to COVID through the end of the public health emergency, but implementation will not happen earlier than 11/1/2020 7. HC – continue to contemplate to postpone renewals. Plans are these renewals go back to the original month of renewal in 2021; however, they will review the amount of renewals. 8. Aligning HC and FS renewals: trying to figure out different options to line these up. 9. Looking at IMMR it may not be meaningful at this time as there are decisions to be made. 10. Online purchasing at Amazon and Walmart is not a COVID related policy, this is ongoing. 11. March-June renewals and smrfs were suspended, so no other anticipated changes are 			

	<p>expected to be made at this time.</p> <p>12. PEBT – applications closed on 7/31/2020 – but continues to issue benefits as works continues.</p> <p>13. FS Emergency allotments: for the months of July and August. Coordinator notice sent this week includes dates.</p> <p>14. No interviews for renewals pending and applications. Waiver was applied for, but approval not received. It will be implemented the same way it was implemented earlier this year. If the renewal is not received, case would close.</p>			
Other Policy Updates	ACCESS Project: focused on W2 – but when impact on IM programs, there would be enhanced as well. A presentation would be done at the September IMAC.			
CARES Update Release Projects	<p>At the August IMAC there would be a presentation of the 2-month CARES pre-release for October. The big one is suspend/terminate for health care. Regarding 2021: Jim Jones mentioned the following: 1. Creation member enrollment digital tool, to enroll in an HMO 2. System modernization: move functions off HOD. 3. ACCESS enhancement features for member to use access and my access 4. Enhancing ability to track, collect and report data on ethnic and race. 2022 not yet determined. 2021-23 budget impact – there would be a push for Medicaid Expansion that may impact our future workload. The only other caveat for 2021 dealing with COVID related projects, but this is unknown at this time.</p> <p>DMS: Bureau of Benefits Management and BEPS are the focus of reorg. This reorg was approved in June 2020, since, work is going on. There is an email sent out by Rebecca McAtee in July 7th. The same people that we are used to work with, will continue to be the</p>			

	same people that we will continue to work with moving forward.			
Innovative Training Project Updates (Abby A.)	The Innovative Project Coordinator was hired: Julie Rentmeester was introduced. Has a lot of experience in learning and development areas. She will periodically bring updates to IMO A.			
Mid-State Soft Skills Training Update	The project would like to work with some of the IMO A members, looking for a few volunteers, to review the materials and have a final product by 8/31/2020 and upload it to the Learning Center by 9/15/2020.	TriChair	Next Week – Communication on volunteers to TriChair by Monday 8/10	
Lobby Services Expectations (Vanessa R)	<p>Will be soliciting member of IMO A to participate in a small workgroup to explore ideas and investigate what is possible under state and federal policies. Vanessa reviewed the Customer Service Admin Memo. Hours 35 hours a week, print notices, SMRF dupl, BCP and other to total 14 different items. The purpose is to narrow down this list to county level to ensure we are all doing the same.</p> <p>BAY LAKE: provide more than the memo states. But they are cautious with local public health agencies to not overstep on servicing on areas others already are.</p> <p>CAPITAL: if they are able and given reasonable time</p> <p>EAST CENTRAL: if given time and meeting needs of those visiting, there is a greeter and the building suggests appointment only</p> <p>GREAT RIVERS: by appointment only for lobby services, large amount of homeless mail destroyed, not a large amount of people coming in, one item BCP premiums – would they be allowed or included into the group of people paying this online.</p> <p>IM CENTRAL: make local decisions based on what is going on. Looking for ways to help all by having conference rooms available.</p> <p>MILES: limited hours and IM staff directing visitors,</p>	Vanessa and Alicia	Next Wednesday 8/12	

	<p>act a resource, connecting people over the phone. Trying to limit face to face interactions. MORAINÉ LAKES: Would like to have more leeway for local decisions based on local county board decisions. Sanitation of spaces. NORTHERN: echo previous – concerns with small counties with small amount of personnel. Would like to propose different size counties for the workgroup. SOUTHERN: same as others, local counties have different county board orders. Customers are more comfortable using services as things are currently. See people on picnic tables too. - WESTERN: agrees with others, but for now able to meet the needs. WKRP: doing appointments for visits, providing same level of customer service, servicing most via CCA. Joining efforts with other Divisions within each county.</p>			
<p>CDPU Update (Marsha Vine)</p>	<p>(Power Point Presentation) Team is about 50 employess. Working from home at this time. Some concerns about documents may be coded wrong, however documents come from the CDPU, my ACCESS Mobil app or ACCESS can be identified. Went over how to differentiate the origin of the document. For the CDPU, look for “Origin” to say CDPU. Other uploads will have PIN, and other characteristics that do not show scan first by CDPU. Q&A – how can the county help? Include as many details as possible when faxing. They are big on QA, and Marsha asks emails on possible errors to be sent to her. Can we Email documents? Can they be received? There are security issues with receiving attachments. Preferred method is faxing. Regarding CDPU reports, BECKY David has been working on this for example: Difference in indexing report, dashboard report. W2 scanning included in the data? It is possible, not sure. The same with FSET. (it may be the scanning station</p>			

	issues)			
Recruitment Video Project Update (Nicole Rolain)	Paused due to COVID but resumed in May. Met with Midstate's. Currently borrowed equipment, working with students, Nina would explain the concepts to students. By late Sept would have draft of the videos. The feedback would be then given to students. Would have multiple drafts of videos, for selection.			
Future Agenda Topics	Friday September 4 th is our next meeting. Any topics to be shared please email those in, agenda to be ready by the previous Monday.			

**Income Maintenance Subcommittee Key Messages
CCA Operational Technical Workgroup
May 11, 2020**

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Genesys Update	<p>Adam Afsary named Project Manager.</p> <p>Paul Michael updated the group on progress of Genesys Cloud Project.</p> <ul style="list-style-type: none"> • WAMS ID will be used as authenticator because it is a commonly used identifier. • Soft timeline would be pilot group going into production before the end of 2020 or early on in 2021. • 6 phase rollout starting with pilot for state staff. • At this point consortium will be moved onto Genesys with call flow options that are present at time of move. • Questions regarding the Genesys Project should be sent to Paul Michael. 			
Call Back option	Genesys Project Committee is considering adding			

	<p>the option for a call back feature for customers to use in Genesys.</p> <ul style="list-style-type: none"> • Customers would be notified of “estimated wait time” and then offered the option to have an agent call them back. • Call back would be initiated once an agent became available. • Option could be utilized for queues that currently have the voicemail option. • Feature could be turned on or off or set as a Business Event to use on specific dates or times of day. 			
Telework discussion	<p>All consortia report CCA telework is working well.</p> <p>Increasing number of rings offered for each agent has helped decrease number of dropped calls.</p>			
Next meeting	<ul style="list-style-type: none"> • Monday, June 8, 2020 @ 1:00 p.m. via Skye 			

**Income Maintenance Subcommittee Key Messages
CCA Operational Technical Workgroup
June 8, 2020**

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Genesys Update	<p>Viewed Power Point created by Paul Michael. Following are highlights.</p> <ul style="list-style-type: none"> • Licensing sizing has been completed. • Current plan is to use WAMS ID to have unified login between CARES and Genesys. • Completed Global Technology Solutions Statement of Work planning discussions. 			

	<ul style="list-style-type: none"> • Discussions on new features will come back to CCA Operational Technical Subcommittee. Anticipate these discussions will be coming soon. There are things that will need to be global. • Tentatively looking at roll-out in 6 phases. Consortia, Miles, MECA and W2 would be in the last 4 phases. Starting phases would be DHS departments. Will try to equalize each phase and avoid transitioning at the beginning or end of month, cutoff and other CCA high volume days. • There will be some agent training that will need to be completed. Goal is to have agents use the system before it goes live. This will give the state and GTS the ability to work through issues before user goes live. Intent is to work with local IT departments to ensure a smoother transition. • There will be very little systems/option change initially. Soft phones will be utilized globally at a later date as it is a significant cost saving device as long distance charges are not incurred with the soft phone. • Email account has been created to specifically address Genesys questions/issues. DHSGenesysCloudProject@dhs.wisconsin.gov 			
Telework follow-up	No new feedback reported or discussion held.			
Next meeting	Monday, July 13, 2020 at 1:00 p.m. via Skye			

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

Agenda Item	Message/Action/Motion	Assigned To/	Deadline	Closure
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		Referred to IMAC		
Reminders when requesting support from CCA Systems Team	<ul style="list-style-type: none"> • Contact information for CCA Systems Team Email: dhsimacdsupport@wisconsin.gov Phone: 608-264-0200 • Paul Michael can be used as contact person in escalation circumstances. He can be reached at paul.michael@wisconsin.gov • CCA Systems Team cannot support requests directly from users. Contact with the Systems Team should only be made by <ul style="list-style-type: none"> - Admins - Supervisors - local IT staff • Include the following information when contacting the Systems Team <ul style="list-style-type: none"> - Thorough description of issue. (Example: Agent receives the following error message when they try to take a call in CCA) - Description of any troubleshooting procedures that were completed locally. (Example: test calls, clearing of java cache) - Call examples which include: agent name, agent ID, city agent is in, interaction ID 			
Recording Requests	<ul style="list-style-type: none"> • Historical recordings are recordings initiated by the agent such as telephonic signatures. Historical recordings are currently retained indefinitely. After 1 week they are removed from the system and stored outside of CCA. Requests for these recordings must be sent to the CCA Systems Team. To request a historical recording sent the interaction ID and date of call to dhsimacdsupport@wisconsin.gov. • Quality recordings are recordings automatically made by the system based upon the percentage 			

	of recorded calls requested in the agents CCA profile. Quality recordings are retained in the system for 30 days. These recordings cannot be recovered after the 30 day period. They can be retrieved by CCA Admins and Supervisors within the 30 day timeframe.			
Genesys Update	<ul style="list-style-type: none"> • Genesys will record 100% of calls. • History of interactions can be pulled up to 9 months by Admins and Supervisors. Up to 3 years for CCA Systems Team. 			
Next Meeting	Monday, August 10, 2020 @ 1:00 p.m. via Skype			

**Income Maintenance Subcommittee Key Messages
IMAC Training Subcommittee
Monday, June 29, 2020**

Agenda Item	Message/Action/Motion	Assigned To	Deadline
KIDS Refresher Training Preview <i>Courtney Savercool</i>	Expected publication date August 2020. The PowerPoint was presented by Courtney Savercool. The group was given the opportunity to give feedback after each of the four sections. The intention of having 4 sections is that staff can complete in shorter time frames for increased flexibility.		
Mid-State Technical College Soft Skills Training Placement	Mid-State continues to work on the training development. It will be accessed through the DHS Learning Center. Expected publication date is August/September 2020. The group was asked where the training should be housed, as a module in new worker curriculum (NWT) or stand alone with summary and instructions in NWT-Ongoing Case Maintenance (OCM) Advanced. The group recommended the first option, having it within the new worker training as module between OCM-Basics and OCM Advanced.		

Next meeting	7/27/20		

Income Maintenance Subcommittee Key Messages
Performance Monitoring
7-15-2020

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Announcements				
Recap of 5/20/20 meeting	Pmt error rate meas program. what the perm review is and who is involved. Discussed error findings regarding semi-monthly income. ERV report. SMRF report-calculation used in less than 10 day process model. ACCESS application training available in NW training or ACCESS training environment. New and existing workers can use. Process SMRF prior to taking action on any other info found.			
ERV-PCG contract update	Contract ends in August. extended for one month while considering options. Looking for improvements in report we receive.			
Alerts	Issue from My QC newsletter of worker deleting alert without taking action. usually it's running eligibility. Delays benefits or			

	<p>causes over or under issuance. PH 43 or alerts training for new IM workers/PDF can be viewed by anyone. CMAH will show who deleted the alert. It will be noted on the QC but they are not tracked. LaTanya will check to see if we are closer to getting alerts in one place.</p>			
<p>Error review committee update</p>	<p>Oct release-tax info for HC is updated at renewal. Sometimes it's updated on one page, but not all. they are not automatically all cleared out to be re-done. TFI, Current demo, etc all in sync</p> <p>QC tip on liquid assets coming out later this summer.</p> <p>JIRA item-renewals postponed/delayed. Not sure of reason. If renewal is pushed out, worker will need to document why.</p> <p>Focusing on CAPER rate as it's been going up. tend to be system error. Notice language. Variety of projects to fix the notices. Sometimes the notice is correct but something in the detailed budget is wrong. can take detailed budgets out of the notices as they are not required to be there. immigration status denial will also list other incorrect reasons like income. Case closing for failure to verify and re-pend on same day. will receive notice to provide proof but not the NOD. Happens with some expedited cases.</p> <p>Jayne, Donna King and call center, training and policy staff as well as leadership staff comprise the committee. Performance</p>			

	<p>monitoring is shared</p> <p>2019 MEQC 800 cases, 400 active 400 negative HC 114 errors 76 on active, 38 on negative. Assets were main focus on active cases for Medicaid. Negative cases looked at everything. Top errors were data entry. Next was resources incorrectly calculated. Then, resource verif not on file. These errors match the PERM reviews</p> <p>Negative cases-31 eligibility errors, 5 technical, 2 both. Retro eligibility not considered. Incorrectly termed during a period of continuous elig. Not running with dates when processing a renewal when needed and a month is skipped. Will get some examples out to us. Some have incorrect review dates set for 13 or 14 months instead of 12. Workers need to catch this. Is there are a report or something to show this?</p> <p>If something is NQ use that verif code. If other code is used, it must be found in ECF. Use the correct code and document appropriately. These are technical deficiencies.</p>			
<p>Consortia Sharing: Performance measurements/Timeliness</p>	<p>Monthly report COVID months-stellar. Best practices in past or will implement now when influx of things starts flowing back in.</p> <p>Northern: apps and renewals-case banking. Supervisors assign tasks to staff not by cases. Small group of staff work on apps and renewals.</p>			

	<p>Western: implemented workload manager for the family/largest team. Lead position. monitors daily and gives report by worker. Cover the work when possible.</p> <p>Bay Lake-each county has peer or sup monitoring for dashboard, etc. FSOD and dashboard</p> <p>GRC-individual caseloads. Dashboard is helpful. hold staff accountable. Overall expectation that everything is processed in 10 days plus looking at dashboard for things due that day. leads and supervisors monitor</p> <p>Southern-pooled caseloads in each county. each county handles it differently. Managers monitor timeliness report. look at IMMR/untimely report</p> <p>ECIMP-report card by county for consortium. monitor within county from there. Dashboard, FSOD, Case Management page. some look at untimely report.</p> <p>Moraine Lakes-sending-case banks. Each county monitors.</p> <p>Capital-own caseloads. Work on their own work half the day. use dashboards.</p> <p>Central-monitor timeliness reports weekly. Dedicated staff to handle FSOD and QV work. watch dashboards.</p> <p>WKRP-utilize dashboards. Each county has a</p>			
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	<p>workload coordinator who monitors throughout the day. provide training to workers to make sure they fully understand all tasks they are being assigned.</p> <p>MILES-LTC/EBD supervisors monitor the workers. for the other caseload there is an application unit that monitors via spreadsheet daily.</p> <p>CCA reports on monthly report does not match other reports.</p> <p>Was SMRF data updated to reflect 10 day data. If you go into IMMR that is the old report. the old criteria is used in that report. standard due date is last day of month 6. Dings agency if client is late getting it in. new data-what percentage is worked within 10 days of receipt of the SMRF. not sure when IMMR will get updated. can look at overdue smrfs and click on untimely cases. If you look at work item ID you can see when the status changed. If worker processes/confirms within 10 days is considered timely. If it's past month 6 is considered timely. Previously only looked at end of month 6 . Jayne and Donna will take it as an action item to work on the SMRF process.</p>			
<p>FS Active and CAPER error rates</p>	<p>FS Active error rate-lower than last year. through December 8.87 error rate, with Jan data 7.52. February is not as good. Wages and salaries continues to be the highest, HHC and Shelter ded. Unsure how COVID changes will impact. Mar-May no QCs.</p>			

	<p>CAPER error rate 27.38 trending up this year. Jan=38.18 % Notices are the driving reason for the high CAPER rate. Be sure to wait the appropriate time 10 or 30 days to deny. Notices are 46% of the issues.</p> <p>FFU 2019 5.40% = very good! reduction from prior year. kudos to this group and the pre-cert project. Wisconsin is doing well in the Midwest region. We don't have to move to corrective action. Something will be sent to share with staff to celebrate the low error rates.</p>			
Future Agenda items	Impacts of C-9 codes on federal reviews			

**Income Maintenance Subcommittee Key Messages
IMAC Training Subcommittee
Monday, July 27, 2020**

Agenda Item	Message/Action/Motion	Assigned To	Deadline
Innovative Training Project <i>Abby Abernathy</i>	Julie Rentmeester, the new Innovative Learning Project Coordinator, was introduced. Julie has many years of experience in training including leading a training initiative that trained 2300 employees while working at American Family. Call Center training was one of her last projects there.		
IM Training Project Updates <i>Abby Abernathy</i>	Handout reviewed. Upcoming projects: August 2020 -MAPP Training Q & A Document -Deductibles Training Q & A Document -KIDS Refresher Training		

	<p>-BadgerCare Plus Module</p> <p>September 2020</p> <p>-Mid-State Soft Skills Training</p> <p>-Program Overview Videos</p> <p>Other Updates: Prospective Budgeting Refresher</p>		
<p>KIDS Training Update <i>Courtney Savercool</i></p>	<p>Incorporated group's feedback from the preview session in June. Last edits received from IM Call Center and will be incorporated this week. Publication dates 8/31/2020.</p> <p>4 Micro Learning videos. Should be under 45 minutes total.</p>		
<p>Refresher Training Prioritization <i>Abby Abernathy</i></p>	<p>Survey Results: Most popular FoodShare Residency and FoodShare Eligibility for Joint Custody, Alerts and Discrepancy, Customer Service De-Escalation Techniques and Gap Filling. Abby will look at Mid-State Tech soft skill training and potentially reach out to an outside vendor for content for de-escalation topics.</p> <p>By majority, it was decided that Gap Filling would be the next priority.</p> <p>Action: Send in locally developed Gap Filling desk aids or training to Abby</p> <p>Action: Review Mid-State Curriculum for de-escalation and crisis calls techniques content</p>	<p>Members</p> <p>Abby Abernathy</p>	
<p>Mid-State Soft Skills Training <i>Abby Abernathy</i></p>	<p>Mid State will have draft by the end of August. The training is projected to be published mid-Sept. At our last meeting, the group recommended the placement of module be added between OCM basics and OCM advanced to allow for easier accessibility for all staffs and more flexibility for trainers. IM Training was able to accommodate that recommendation.</p>		
<p>IM New Worker Training Guide Update <i>Renee Kurka</i></p>	<p>NW training welcome letter and training guide reviewed and evaluated for duplicity. It was decided to combine the documents into a new version of the NW training Guide. From now on, NW will only receive the guide with welcome letter information included within.</p>		
<p>Enhanced New worker Training Session Updates <i>Renee Kurka</i></p>	<p>The sessions for August will be a recording. The training announcement for September sessions will go out Mid-August. We will be notified about September</p>		

	<p>sessions. Recorded links will be sent out to registrants by 9:00 on the day of the session.</p>		
<p>Training Call Center <i>Abby Abernathy</i></p>	<p>There had been a significant increase in call volume. Abby thanked us for our patience. They are now caught back up so response time should be better. Currently, new workers should get response within a couple hours.</p>		
<p>Cultural Competency Roundtable <i>All</i></p>	<p>Erin Davis shared that they did an embracing diversity TED talk recently. Hopefully, they will be presenting another one. https://www.ted.com/talks/verna_myers_how_to_overcome_our_biases_walk_boldly_toward_them?utm_source=tedcomshare&utm_medium=email&utm_campaign=teds_pread</p>		
<p>New Worker On-boarding-Are new workers (NW) working from home? <i>Margaret Romens</i></p>	<p>Committee members shared how they were training new workers including if the new workers were in the office or working from home and technology used.</p> <ul style="list-style-type: none"> -Rhonda Brown shared they are using Microsoft teams for everything. The new workers are in the office and trainer offsite. -Shelby Jensen-reported most NW offsite. -Robin Gillis said Bay Lake's had new workers when COVID started. They issued webcams and have been using Microsoft Teams to share screens. After set up, they worked from home mostly. -Erin Davis has had success with MS teams. In some situation she has found it more productive than face to face. -Anna Huizar-NW are working. 2 half days in office and the rest from home. -Steve Budnick- Training virtual. New workers listen to calls themselves and grade. <p>Action: Steve will share tools he has created for working with new workers</p>	Steve Budnick	
<p>Training Administrators Memo <i>Abby Abernathy</i></p>	<p>Admin Memo 17-07 is being updated. Abby said she should be able to bring a draft to next the sub-committee meeting.</p>		

Sub-committee Meeting <i>Abby Abernathy</i>	Previously we had discussed having our meeting FTF. Because of COVID, our October meeting will not be FTF but via Zoom.		
Next Meeting	Next Meeting: October 26th, 2020		

**Income Maintenance EBD/LTC Subcommittee Key Messages
July 14th, 2020**

Agenda Item	Message/Action/Motion	Audience/Recipient	Guiding Principle(s)	Assigned To	Deadline
Family Care(FC) Partnership(PR)/IRIS PACE ADRC of Dane County Presentation	DHS Video on Enrollment/Counseling for the ADRC was presented. The ADRC will show this to all potential recipients of Long Term Care (LTC) programs. Overview of FC/PR/PACE and IRIS. The video explained the similarities and differences between the programs. Bill Huisheere, Dane County ADRC Supervisor and Jenny Robl, Dane County I&A Lead presented more information and answered questions relating to the process that is followed by the ADRC in assisting a consumer. They provided the background as to how FC developed in the State of WI.	ALL			
Updates from Michelle Furr- DHS	Discussed was the reason behind not applying an increase in a customer's cost of care (waiver or nursing home). CMS mandate. Potentially the federal emergency is set to end July 31 st . If it is not continued, we could start terminating Medical Assistance in August. If a	ALL			

	<p>customer has a refund due to paying a liability or cost share that would not be counted as available for certain period of time—DHS is working on this process and will notify agencies. For those customers who now have over \$2000.00 in assets, these are assets will not be exempt, they will be counted. There will be no be overpayments assessed during the time of the Federal Emergency for cases left open for Medicaid that were not eligible. DHS is working on a letter for customers regarding what can be done with the excess assets—Voluntary payments to Estate recovery, purchasing exempt assets, making purchases for the needs of the customer.</p> <p>August renewals (those originally due in May or August) were pushed out to November.</p> <p>August 3, 2020 MEH will be updated.</p> <p>Questions on MAPP and changes that will happen. MEH 26.3.3 will be updated to reflect what is meant by working each month.</p> <p>In Kind work, what it means and what qualifies was discussed. It will be rare to not qualify as in-kind employment for MAPP.</p> <p>Example: if a MAPP applicant is grocery shopping for their roommate, this is a MAPP activity. If the roommates were actually married, this would not qualify</p>				
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	<p>as a MAPP activity for the MAPP applicant.</p> <p>There are known glitches with deductibles when a person is opened for Institutional MA or Waiver MA. The system will \$0.00 income in those months that are opened for LTC MA. Will need to manually update deductibles. DHS is aware and working on a fix.</p>				
Next Meeting	October 13, 2020 via Zoom			Agenda will be formed by Ron Redell, Kim Rusch, Kara Ponti, Julie Shew and Elizabeth Dehling	September 2020

