

Tony Evers
Governor



DIVISION OF MEDICAID SERVICES

1 WEST WILSON STREET
PO BOX 309
MADISON WI 53701-0309

Andrea Palm
Secretary

State of Wisconsin
Department of Health Services

Telephone: 608-266-8922
Fax: 608-266-1096
TTY: 711

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, October 15th, 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 & Doreen Lang)
2. Approval of September 17th, 2020 Meeting Minutes (Debbie Waite)
3. Open Enrollment Update (Donna Friedsam)
(Attachment)
4. Update: Policy Updates (Rebecca McAtee)
 - a. COVID-19 Updates
5. Update: CARES Call Center Section Manager (Debbie Waite)
6. Update: Subcommittee Updates
 - a. IMOA (John Rathman)
 - b. Performance Monitoring (Ann Kriegel)
 - c. CCA (Kris Weden)
 - d. EBD/LTC(Kara Ponti)
7. Update: Regional Enrollment Network (John Rathman)
8. Update: Income Maintenance (IM) Funding and Contract Updates (Debbie Waite & John Rathman)
9. Consortia Feedback: IM consortia will share feedback with DHS (Doreen Lang)
10. Update: Administrative Memos (Debbie Waite)
11. Update: Gap Case Monthly Update / Public Comment
(Attachment)
12. Announcements/Items for future agenda
13. Adjourn

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 DHSBEPAdmin@dhs.wisconsin.gov

*If you want to participate by web meeting, you can follow along at your computer by logging into <https://dhswi.zoom.us/j/96742327146> as a guest 5 minutes ahead of time and calling the above conference line for the audio.

Income Maintenance Subcommittee Key Messages
Performance Monitoring
9/16/2020

| Agenda Item | Message/Action/Motion | Assigned To/ Referred to IMAC | Deadline | Closure |
|-----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|----------|---------|
| Recap July meeting | <p>ERV-updated at 9/5 IMOA reduced hits on duplicate addresses. Sept is a high month, so won't notice until October.</p> <p>QC tip regarding alerts-not to delete them</p> <p>QC tip on liquid assets</p> <p>SMRF project timeline was provided</p> | | | |
| Error review committee updates | <p>Reviewed the top error causes</p> <p>Wages and Salaries</p> <p>Household comp</p> <p>Shelter</p> <p>CAPER error cases were mostly closure reason codes being incorrect. Looking at JIRA fixes</p> | | | |
| Monthly consortia reports | <p>Donna King mentioned there was an error on the reports and thanks to someone letting her know it was corrected.</p> <p>SMRF timeliness reports will be fixed with the SMRF project. December is likely the first month we will see the correction.</p> | Donna will check the timeline for the improved IMMR report | | |
| Review root causes for FSCQ error rates/discuss solutions | <p>Strategized best practices, QC tips and system fixes. EI page fix which has been asked for would help a lot. Make functionality more like the SEI page.</p> <p>QC tip-Mort and HHC obligation vs paid</p> <p>QC tip-Medical leave and 20% earned income ded</p> <p>Q about Contributes an unknown amount</p> | <p>Error review committee will work on QC tips</p> <p>LaTanya will inquire about contributes to unknown amount</p> | | |

**Income Maintenance Subcommittee Key Messages
CCA Operational Technical Workgroup
September 14, 2020**

| Agenda Item | Message/Action/Motion | Assigned To/ Referred to IMAC | Deadline | Closure |
|---------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|--------------------------------------------------------------------------------------------|---------|
| <p>Genesys Updates and Discussion Items</p> | <p>IT Contacts – IT contacts were gathered from each county in the state. Introductory emails will be sent to each designated contact the week of September 21, 2020. IT specific meetings will be scheduled in the future with possible utilization of the CCA Operational Technical Subcommittee meeting time for this purpose. Combination of attendees from these two groups would enable participation from both parties for these discussions.</p> <p>Timeline – Draft timeline has not changed but project vendors are currently experiencing an increase in delays due to interdependencies between the vendors. These delays could postpone the pilot which would result in subsequent phases being pushed out.</p> <p>Call Back Review – As we look for better functionality in Genesys we are asking consortia to decide if they would like to utilize the call back function with their initial Genesys roll-out. It is anticipated to be limited to queues that would already be using voicemail options at roll-out. If a consortium has interest in this option there would be a discussion on the configuration of the option.</p> | | <p>Consortia will need to make decision of call-back option in the next 30 to 45 days.</p> | |

| | | | | |
|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------------------------------------------------------|--|
| | <p>Agent Status – Reviewed agent status list that had been compiled from initial Genesys discussions.</p> <ul style="list-style-type: none"> • Statuses must be global, they cannot be individualized by consortium. • Genesys looks at individuals as call center agents only, other duties are not taken into consideration. • Do we need/want to continue with initial list? | | Review Agent Status List from prior Genesys Project. | |
| | | | | |
| Next meeting | Subcommittee will be meeting the 2 nd and last Monday's of the month beginning in September. Next meeting scheduled for Monday, September 28, 2020 at 1:00 p.m. Meeting venue changed to Zoom. | | | |
| | | | | |

**Income Maintenance Subcommittee Key Messages
CCA Operational Technical Workgroup
October 12, 2020**

| Agenda Item | Message/Action/Motion | Assigned To/ Referred to IMAC | Deadline | Closure |
|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|-----------------|----------------|
| Genesys Updates and Discussion Items | <p>Reviewed power point on Genesys Communication Plan.</p> <ul style="list-style-type: none"> • Operational Leads and CCA Admins will provide feedback to project managers on consortia level decisions. | | | |

| | | | | |
|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|
| | <ul style="list-style-type: none"> • Genesys project managers will provide monthly feedback to consortia via IMAC, IMOA and/or email. • IM Training Committee will create and manage staff training on Genesys including method, timeline and walkthroughs. • Local IT staff may be invited to CCA Operational Technical Subcommittee meetings. Additional meetings may be held for local IT that could be attended by Operational Leads and/or CCA Admins if they wish. <p>Call back option.</p> <ul style="list-style-type: none"> • Current plan is to utilize this option only on queues that are currently using voicemail. • Would not be an option for General queue. • Clients would have the option to leave a call back number other than the number they used when they called in but would not be able to leave a message stating what time would be convenient for them to receive a call back. • Callers requesting a call back will maintain their status in the queue. • Agents will make multiple attempts to call the individual back. • Time frame of call back option will be adjusted to avoid large number of call backs at the end of a business day or potentially carry over to the next business day. | | | |
| Review of Subcommittee Charter for 2021 | Reviewed and approved 2021 Subcommittee Charter | | | |

| | | | | |
|--------------|------------------------------------------------|--|--|--|
| Next meeting | Monday, October 26, 2020 at 1:00 p.m. via Zoom | | | |
| | | | | |

Income Maintenance Subcommittee Key Messages
IMOA
Friday, October 2, 2020

| Agenda Item | Message/Action/Motion | Assigned To/ Referred to IMAC | Deadline | Closure |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|-----------------|----------------|
| COVID-19 Policy Updates | <p>Rebecca McAtee updated IMOA members that the National Public Health Emergency is presently scheduled to end in October. If it does end in October, contingency planning is occurring at DHS to be prepared. At this time, December health care renewals will NOT occur. DHS is studying how the workload can be adjusted so that it is not overwhelming. DHS staff are working on smoothing out renewals so that they are spread out over all months.</p> <p>Rebecca also highlighted that Foodshare re-certifications can also be pushed out for up to 6 months. This is brand new information so DHS is still reviewing options. Consortia asked DHS to try to align Foodshare/Medicaid reviews on cases wherever possible.</p> <p>The Federal continuing resolution also addressed some SNAP program items. The P-EBT allocation has been extended into Federal Fiscal year 2021, so DHS is looking at if an additional P-EBT benefit can be provided in Wisconsin.</p> <p>Lost wage assistance will not be counted for any of our</p> | IMOA Members | 10/31/2020 | |

| | | | | |
|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|--|
| | <p>benefit programs. Lost wage assistance will start to be paid in Wisconsin by mid-October.</p> <p>SWICA matches will not be run for October. The January run is still being discussed.</p> | | | |
| Other Policy Updates | Rebecca McAtee reported that census work has been extended on a national level, so wage income from census work will continue through the end of October. | IMOA Members | 10/31/2020 | |
| CARES Releases for 2021 | Rebecca McAtee encouraged IMOA members to be thinking about any needed CARES changes for 2021 and that in the future these ideas will be requested from us. There is not a defined timeline yet for this input but will be sought after the CARES budget is better defined. | IMOA Members | On-Going | |
| Tableau Access | Rebecca McAtee reported that Tableau is a new software to access new State reports. It will replace some of the WEBI report functions. A new password will be needed to access these reports. At the present time, reports in Tableau are from the MAPP program and for suspension/termination cases. Tableau access will start to be available in December of 2020. A short demo on Tableau will be available to IMOA members 2 to 3 weeks prior to going live. | IMOA Members | Nov/Dec 2020 | |
| DHS Reorganization Update | Rebecca McAtee and Debbie Waite highlighted the DHS reorganization project and the impact that it may have on county IMOA members. A major goal of the organization was to streamline work and create operational efficiencies for the Division of Medicaid Services (DMS). Rebecca and Debbie reviewed the table of organization for the newly reorganized bureau with the IMOA team. There are now 4 bureaus under the Eligibility and Enrollment portion of DMS. A major goal for 2021 of the Bureau of Eligibility | IMOA Members | On-Going | |

| | | | | |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|--------------|--|
| | Operations and Training (BEOT) will be to find ways to provide better customer service and responsiveness to IM agencies. | | | |
| Innovative Training Project | Julie Rentmeester presented an update on the Innovative Training Project. Great progress is being made on this project. The Innovative Training Project will also include a fairly intensive evaluation of the new program to ensure that is it fulfilling the needs of new workers across the state. Debbie Waite also encouraged operational leads to share progress on the Innovative Training Project with all consortia partners so they can provide feedback as further design work is completed on this important project. | Operational Leads/IMOA Members | On-Going | |
| Recruitment Video Project Update | Nicole Rolain presented an update on the recruitment video project being completed by Mid-State Technical College. We had originally hoped to review several videos at today's meeting, but due to some technical delays, we will need to schedule a separate meeting to do those video reviews. We had hoped that the videos would be able to be completed by October 15 th , but that now may have to be delayed slightly. | Operational Leads/IMOA Members | November 6th | |
| Agency Open/Closed Tracking Chart | Debbie Waite highlighted that at the tri-chairs meeting yesterday, it was discussed that agencies should review their open/closed agency info on the Statewide tracking chart to see if any additional updates are needed. Today Debbie is just reminding all agencies to review that information and make sure it is still current. | All IMOA members | On-Going | |
| Next Meeting | The next IMOA meeting will take place on Friday, November 6 th . The agenda currently includes policy updates, Innovative Training update, CARES Security update, fair hearing updates, and lobby service expectations. Additional agenda items can be sent to Debbie, Alicia, John, Doreen, or Claribel | | November 6th | |

| | | | | |
|--|--|--|--|--|
| | | | | |
|--|--|--|--|--|

Income Maintenance Subcommittee Key Messages
EBD/LTC
October 13, 2020

| Agenda Item | Message/Action/Motion | Audience/Recipient | Assigned To | Deadline |
|---------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|-------------|----------|
| <p>Children’s Long-Term Support Waiver (CLTS) Presentation – Diana Scheerer. CSW\LPC Supervisor, Ozaukee County</p> | <p>Diane presented on CLTS: she gave an overview on the program eligibility requirements, how CLTS is funded, CCOP State funding and how it is used, the use of the Children’s long term functional screening, the services CLTS offers, how the ISP (Individual Service Plan) is developed between the family and social worker, the goal of CLTS keeping children in their own homes and she talked about the transition from CLTS to adult waiver programs.</p> | <p>All EBD/LTC workers, leads, supervisors and managers.</p> | | |
| <p>State Updates- Michelle Furr, Nick Hayward, Manee Hang and Cheri Stoffel</p> | <p>Nick went over the recent update to correct the system not using gross income from SS in the EBD/LTC HC eligibility determinations. Groups impacted will be MAPP/Family Care, Group A waiver/MAPP, MAPP/on waiver but not documented in CWW, and Group B+ waiver that will be pushed over the income limits. In these cases the counted income will increase, right now we cannot confirm any increase in cost share or terminate a Health Care. Cheri went over the changes coming in the February Cares updates: being able to enter a spousal signature for cases that require this be done. Also the automation of the Undue Hardship forms when there are required due to denial. Cheri will attend the January 2021 EBD/LTC meeting to discuss these changes more in depth. Michelle has some reminders: the real property address</p> | <p>All EBD/LTC workers, leads, supervisors and managers.</p> | | |

| | | | | |
|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------------------------------|----------|
| | <p>needs to be listed on the asset page. Since the ERPD was automated this information is needed by Estate Recovery. Please check cases and update if necessary. Agencies still need to send in the Intent to File Lien form when applicable. This was NOT automated.</p> <p>A Jira item was received to default MAPP to Yes. This already is in the system. Per directive we are to look at all types of Medicaid when an applicant is requesting it. MAPP screen should be left at "YES" unless the client has requested to not be tested for MAPP. Case notes should reflect this request. Reminder this is the same for Medicare Savings Programs (MSP), leave as YES so system checks eligibility when needed.</p> <p>MEH update will happen in November. There will be clarification in the HCBWLTC section regarding a child's disability. When there is a childhood disability, IM will consider still disabled until there is a review of the childhood disability or there is an adult disability determination. IM will act on the approval or denial of these disability determinations.</p> <p>There was some discussion on the Process Help for COVID processes: they will update to clarify MAPP temporary policy.</p> <p>The whole MEH will be overhauled in 2021. Some sections like divestment, assets and spousal will be rewritten. Policy is not changing. Michelle asked the group to look and give feedback on the sections. The tri-chairs will be collecting/compiling feedback from the group for Michelle. There will be three MEH updates in 2021. As always State staff is most helpful and answers questions or takes back to find out what is needed and relays information at the next meeting.</p> | | | |
| | <p>Questions: children who lose their SSI-MA due to a parent's earned income. These kids often get SSI back but if the parents earned income remains over that income limit for SSI and that child does not begin</p> | | Michelle Furr and State team | 01-12-21 |

| | | | | |
|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-----------------------------------------------|---------|
| | <p>receiving SSI again do we leave the disability in and test for MS? And if so, how long does that disability remain in place?</p> <p>What will we do for those cases that are over assets due to inability to increase patient liability or cost share?</p> <p>When does the manual update to “fix” cost share in Forward Health happen monthly?</p> | | | |
| Next Meeting | 01-12-21 | | Elizabeth D, Julie S, Ron R, Kim R and Kara P | 12-2020 |