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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC) AGENDA
February 18, 2021
1:00 – 3:30 p.m.

Zoom Link: <https://dhs.wi.zoom.us/j/84617648540?pwd=MlZLd2tMc2xuWFAXTlVwbmZjNm1PQT09>
For audio dial: 312-626-6799 **Meeting ID:** 846 1764 8540 **Password:** 116140

1. Administrative Issues (Debbie Waite & Doreen Lang)
2. Approval of January 21, 2021 Meeting Minutes (Debbie Waite)
3. Policy Updates (Rebecca McAtee)
 - a. COVID-19 Updates
4. CARES Call Center Updates (Mary Fuller)
5. Subcommittee Updates
(Attachment)
 - a. IMOA (Claribel Camacho)
 - b. IM Training (Anna Dubinsky)
 - c. Program Coordination (Lori Graff)
 - d. CCA (Kris Weden)
 - e. FPIP (Mary Donahue)
6. Regional Enrollment Network (John Rathman)
7. Income Maintenance (IM) Funding and Contract Updates (Debbie Waite & John Rathman)
8. Consortia Feedback: IM consortia will share feedback with DHS (Doreen Lang)
9. Administrative Memos (Debbie Waite)
10. Gap Case Monthly Update / Public Comment
(Attachment)
11. Announcements/Items for future agenda
12. Adjourn

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Income Maintenance Subcommittee Key Messages
IMOA
February 5, 2021

Agenda Item	Message/Action/Motion	Assigned to/Referred to IMAC	Deadline	Closure
<p>I.COVID-19 Policy Updates -Rebecca McAtee</p>	<ul style="list-style-type: none"> • Health Care Updates–Rebecca begun by reporting that they are hearing and expecting a continuation of the current National Health Emergency, the current administration is pointing that this may continue towards the end of 2021. If ending prior, we will get a 60-day notice. We are looking into policy roll backs, which adds layers on items that are being worked on right now. We continue with FMAP policies (no premiums, no suspensions, no TNQ). • Expecting new COVID 19 policies and trying to determine how to unwind existing ones. Currently under review, however looking for guidance when the National Health Emergency ends. • Along with the National Public Health Emergency, looking into renewals and the impact. We will continue to postpone HC renewals; this is not new. We will plan to redistribute HC renewals. • Postponing last group of FS renewals that were able to under the current authority. However, we cannot extend all. IMMR reports are correct for the month of March 2021. This is the round that we cannot extend any longer (March). The following number of renewals are expected, but not yet reflected in IMMR [report is incorrect]: 26,000 renewals due in April 2021, 31,500 renewals due in May 2021. 32,500 renewals due in June 2021). IMMR reports are not correct beginning with April 	<p>15% FS benefit increase calculation will be brought over to IMAC to get a better understanding on how these are calculating.</p>		

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because the renewals that can be pushed are still listed there.

- In conversations with the new Fed Administration, we are anticipating changes in policies. Discussing barriers with the states, leveling State caseloads. How we look at renewals, building flexibilities around the models we are putting together.
- Health Care – Current Administration opened especial enrollment at HealthCare.gov, for the period of February 15 – May 15, 2021. Unable to predict workload volume. CARES Call Center notice went out providing this information.
- Food Share specific items: We have been approved for February emergency allotment, available on 2/21/2021. This is regardless as of what is happening at State level. We will follow up with what is happening at Federal level. For March emergency allotments, we will know more towards the middle of February.
- WI received directives for FS eligibility for college students. The State is working through this.
- PEBT – 2 major items: plan was submitted. Hoping for an approval within a week. Working on a plan for implementation, putting together communications, talking points, have a dedicated hot line and a unit to deal with questions. There was a survey sent to schools to gather further information on benefit calculation. There was a low volume answers, Rebecca encourages attendees to contact their school districts to encourage an answer.
- IVR / messaging for CCA will be created to provide information to callers on PEBT. There will be a plan submitted for the CC

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	<p>component, but it will be dependent with systems and other items. Larger benefit increases may be provided to families with children under 6.</p> <ul style="list-style-type: none"> • Food Share 15% increase was reflected on a notice of a decision, but it may have gone out with the emergency FS allotment notice verbiage. This notice appeared to be confusing to members and some Consortia in this meeting reported an increase on this type of call. It appeared that the emergency allotment was going to be increased by 15%. (the increase applies to the normal benefit amount – not the emergency allotment) • Several executive orders have been signed, and WI is checking on impact: any changes to emergency allotments – disbursement is being reviewed, some changes stated, how is it calculated. It is unknown when or how it will happen; there are methodology questions. We are waiting for FNS directives. No idea as of when we will see any changes. We are hoping that the notice of changes would give states enough time to react and plan for these changes. • Next Stakeholder meeting is next week on the 10th of February. Any new information will be provided on this call. 			
<p>II. Other Policy Updates -Rebecca McAtee</p>	<ul style="list-style-type: none"> • We have a release coming up – most policies are tied to COVID, fluctuating on a week-to-week basis. • Nothing new at this point but will bring up as they come up. 			
<p>III. Genesys Update Paul Michael (Attachment)</p>	<ul style="list-style-type: none"> • The goal of today’s presentation is to talk about what has been done, what they are working on. Lots of work with the implementer (GTS) – looking into call flows and what can be 			

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	<p>duplicated. Including call back which is expected to be used in the future.</p> <ul style="list-style-type: none">• Custom work on recording of Automated Telephonic Signatures to be stored in ECF.• Coordination with DET to use same and single sign in connection.• Voice mail will look different at the agency side. Genesys does not have “out of the box functionality”. - looking forward converting voice mail into email and into a sound file.• Will finalize design with stakeholder’s input. Will be looking for Consortia input. Consortia Leads will be contacted.• Experiencing some delays on devices as they come from China.• Upcoming at Subcommittee level are discussions, presentations, County IT folks which was collected via the subcommittee. There should be not as much to be discussed. It will put a light footprint at Agency levels. Training is coming (via DHS Learning Center). A lot of the trainings is coming via IM Training Team.• Timeline: Pilot and 5 phases will continue to stay in the attachment presented. Will keep the Consortia Leadership in the loop if there are any changes. No risks at this point to the timeline is expected.			
IV.QC Status Update -LaTanya Baldwin	<ul style="list-style-type: none">• They are still conducting reviews and meeting with members.• We have a Federal waiver; no reviews are being submitted to FNS from 6/2020 through 6/2021. Error rates are not being sent to FNS. But the error letters will continue to go to agencies, no sanction letters will be sent to close FS due to failure to cooperate.			

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	<ul style="list-style-type: none"> • They continue to compile error information, however noting that the emergency allotments were provided to households, no action is required. 			
<p>V. Innovative Training Update – Julie Rentmeester (Attachment)</p>	<ul style="list-style-type: none"> • Julie reports that the technology assessment was done at the end of last year. Would meet soon with Debbie and the Tri Chair. Transition of Learning Center is in place. • Foundational development for Abby's team to ensure design and development (neuroscience on how adults learn). • Abby's team will be working on topical areas. Meet with Training Subgroup and draft learning objectives. (USING SCRUM) • Metrics on reporting on the learner. • Up next: design and development: assessment, evaluations, pulling existing context and would determine if there are any gaps. 			
<p>VI. Eligibility Management Website lists Debbie Waite (Attachment)</p>	<ul style="list-style-type: none"> • Debbie reported that the purpose of visiting this topic is to work effectively with the distribution lists we have. The EM website is mainly used by consortia to get in contact with each other. Not used by DHS or other users. In the recent past, the Consortia Lead was encouraged to make changes as needed. At this point, DHS is looking at some overlaps between the CARES and Policy Coordinator. Looking for direction today. Also, we will look at the attachment provided with the Agenda, EM Website Lists – to ensure these lists stay up to date. Looking towards collapsing the list of DHS CARES Call Center and EM page. (attachment was shown in the meeting). 			

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<p>a. CARES Coordinator/Policy Coordinator List Mary Fuller (Attachment)</p>	<ul style="list-style-type: none"> • Mary reports the DHS CARES Call Center maintains the Policy and CARES Coordinator list. They are not making a distinction between these two. The CARES Coordinator is over 200+ names long, these are diverse by tribes and IM agencies, not consistent. • The Policy coordinator list is not as diverse. They did not crosscheck, but it seems like the same person is the CARES and Policy coordinator, most agencies have the same person fill both roles. Some individuals state they get the same email, twice. They are very large lists. If we reduce this to one list, Debbie suggests a small Consortia Lead group is formed to work through this and how it looks like and would work with the Tri Chair. • Debbie asked: Foundational question: are you [audience] open to move to the next step combining both lists meeting by creating a small group or allow the Tri-Chair flesh it out? Conclusion: we will merge CARES and Policy Coordinator into one list and will work with the Tri-Chair on this. <p>Other lists: (from the EM Website Lists) Alicia went through the lists [attachment provided with Agenda]: questionable Quest Coordinators, we will get back on this one. All other categories will remain on the site.</p> <ul style="list-style-type: none"> • There will be a reminder put in place, once a year, to remind all to keep this up to date. 			
<p>VII. Future Agenda Topics ALL (Attachment)</p>	<p>Standard items. Debbie asked if any topics of interest, email the Tri Chair and or herself.</p>			

IMAC Training Subcommittee
January 25, 2021

Agenda Item	Message/Action/Motion	Assigned To	Deadline
Welcome <ul style="list-style-type: none"> • Introduction to IMAC Training Subcommittee Co-Chair • Introduction of Subcommittee Representatives <i>Abby Abernathy</i> 	Welcome new Co-Chair, Anna Dubinsky. Welcome several new members to the Training Subcommittee. Went around and introduced ourselves along with 1 fun fact.		
2021 Training Subcommittee Goals & Charter (Handout) <i>Anna Dubinsky</i>	Due to having several new members with the start of the new year, re-reviewed IMAC Training Subcommittee 2021 Charter and Goals.		
IM Training Updates (Handout) <i>Abby Abernathy</i>	Handout reviewed with updated and new trainings listed.		
Refresher Trainings <ul style="list-style-type: none"> • GAP Filing Refresher Training Preview (Handout) <i>Kara Mueller</i> 	Reviewed the outline (handout) of the GAP Filing training. Along with a preview of the GAP Filing training in draft format. Plan to publish the training in April 2021. Training will be approximately 45mins in length, give or take 15mins. It will be posted in the IM Refresher section of the DHS Learning Center. Information will be sent out once it is available. The training will consist of the following: Background/history on Gap Filing and how it came about; How to identify a gap case; Income calculations (income reported on the app, income discovered, other reported income); Backdate requests & how to determine annual income; How to gather income that falls in the previous tax year; Requesting Verification: we should be using what the member provides as well as all our data sources; Communication with EM CAPO; Change Reporting requirements; Four case examples: Jeremiah: July request w/no backdate, Susan: 1 month backdate request, Benard: Currently open & ongoing for MAGI as of Feb 2021 and now wants a 2 month backdate which goes to Dec 2020 and Jan 2021. Jeremiah also reports a change and his income will need to be re-evaluated; Summary; Resources; Thank you & Survey.		
Innovative Training Project (Handout)	Reviewed project timeline. Current Q1 of 2021 working on the transition for the Training Call Center. Effective 2/1/2021, no longer reviewing case scenarios individually. The next step		

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<p><i>Julie Rentmeester</i></p>	<p>will be writing up the learning objectives. Once the learning objectives are drafted then will look at the assessment and evaluation of the new learners. Will make sure the content supports the objectives. The week of 2/1/2021 there is administrative training on the Cornerstone system.</p>		
<p>Training Call Center Transition (Handout) <i>Abby Abernathy</i></p>	<p>The transition plan frees up resources for the Innovative Training project and time to develop new materials. In the meantime, and INTERIM solution has been put into place to ensure ongoing learners are supported. Offering regularly scheduled webinars and reviews of the required scenarios. NW's are required to attend in order to receive their NWT certificate. The NW will be able to make updates while the trainer is reviewing the case or they can make their updates after attending the webinar. 6 total webinars offered weekly (FS, BC+, EBD MA, CTS, OCM-FS & BC+ and OCM-EBDMA & CTS). Allow 2hr duration per session. Offered every Tuesday, Wednesday and Thursday from 9-11am and 1-3pm. Registration not required. Zoom link will be found on the DHS Learning Center home page. Zoom link will remain the same for all sessions. FSET questions will be sent to the DHS IM Training inbox. LTC scenarios/questions will be learner self-check just during the interim. Answer keys will be provided within the LTC curriculum. Non-scenario IM Training questions can still be sent to the DHS IM Training inbox. Still able to support learners with any issues that arise with the Learning Center software. Email and phone number still functional for DHS IM Training. As of 2/1/2021 OCM scenarios will be optional and an answer key will be provided (self-check). Just during the interim.</p>		
<p>Genesys Training Plan (Handout) <i>Matt Fanale</i></p>	<p>DHS IM Training is creating 4 separate trainings. They will be published in the DHS Learning Center. There will be an Agent, Supervisor and Administrator training with a publish date of 5/3/2021. DHS pilot begins in May. Agency pilots start in July. Minimal overlap of content between the 3 trainings. The 4th training will be on the telephonic signature, with a publish date of 6/18/2021. Goal to have the telephonic signature available in Spanish and Hmong.</p>		
<p>2021 Enhanced NWT Sessions <i>Renee Kurka</i></p>	<p>Due to COVID we have been sending out the recorded versions of these sessions to workers based on the registration we've gotten. Beginning 2/1/2021, the trainings will be offered as a recording. The trainings will be posted online. No longer need to register for these sessions. Registration staff will send an email to staff that have already signed up informing them they can take these courses at any time starting 2/1/2021.</p>		
<p>Mid-State Technical College Soft Skills Training Feedback <i>Abby Abernathy</i></p>	<p>These courses were published in the fall of 2020. The file issues have been resolved. Staff have enjoyed the training. Allows for discussion conversations during unit meetings. A suggestion was made that it would be nice if CWW would allow workers to code a member as gender neutral.</p>		
<p>Cultural Competency Training Roundtable</p>	<p>No new training options were shared. It was agreed that this agenda item would be discussed once a year, instead of a standing item, during the October meeting.</p>		

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<i>Anna Dubinsky/All</i>			
<p>Training Roundtable: Working with training in the new virtual world <i>Anna Dubinsky/All</i></p>	<p>Agencies shared new and experienced workers are paired up in CCA, share their screens and listen to calls virtually. One consortia shared that since FS interviews have been postponed due to COVID, anytime a new worker is assigned to process a FS Application they are paired up with an experienced worker and conduct a mock interview. Another consortium shared new workers are assigned peer mentors. They have “peer advice” sessions. During these sessions the worker is paired with an experienced worker and discuss challenges, questions and provide advice. Try to make sure the workers are from different counties and/or offices.</p>		
<p>Training Admin Memo 17-07 <i>Abby Abernathy</i></p>	<p>This should be coming out soon. There will small updates and clarifications around clerical staff. Addition of SSA trainings will be required of anyone who accesses the SSA database. This Admin Memo will be revised again towards the end of 2021 as the new Innovative Training model is implemented.</p>		
<p>Walk On Items <i>Abby Abernathy</i></p>	<ul style="list-style-type: none"> • Outdated trainings that were housed on the instructional resource tab have been removed. They have been archived and if requested able to provide. • Thanks to everyone that has provided the 2020 Training Attestations. Still waiting a couple of counties. Reminder emails will be sent. Will it be necessary to submit with supporting log? Not at this time. You may need to show your log if asked during FS MER. • Thank you to the group. There will be lots of changes this year related to the Innovative Training project. Appreciate everyone’s support during this year of transition. • Jane Olson/Great Rivers – Will there be trainings for staff once C9 code is no longer to be used. Hearing concerns from staff. DHS Training recognizes additional training videos may be needed once we transition to post COVID. Currently NW’s are not learning any COVID polices. They can take the currently published COVID training videos. 		
<p>Future Agenda Items <i>All</i></p>	<ul style="list-style-type: none"> • Refresher: Gap Filling Training feedback • Innovative Training Project Updates • Soft Skills training feedback • Roundtable topic: Working with training in the new virtual world • COVID Roll-back 		

**IMAC Training Subcommittee
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Upcoming Meetings
Abby Abernathy

Next Meeting: April 26th, 2021
 • July 26th, 2021
 • October 25th, 2021

**Income Maintenance Subcommittee Key Messages
Program Coordination
Wednesday January 27, 2021**

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
<p>Consortia/DCF IT Enhancements</p> <p>a. Discussion between DHS, DCF, W2 related to systems, policies, reports</p> <p>b. Formation of upcoming workgroup.</p>	<ul style="list-style-type: none"> ▪ As a result of recent discussions with consortia over regional services and moving cases across county lines, DCF will be forming a workgroup to further explore options and needs. ▪ David Timmerman sees this workgroup expanding to look at Consortia and MECA's other system needs. It will be used to get Consortia and MECA's feedback on future IT initiatives during discovery and planning phases as well. ▪ David Timmerman and Carla Sumner are working on a Charter for the workgroup. David will send this out once completed. ▪ Meeting commitment would initially be 2 hours per month for the first couple of months, then it would move to one monthly meeting. ▪ There are 3 volunteers for the workgroup from the CCAC subcommittee. Would like to have representation from this subcommittee, as well as DHS. Recommendation to include someone from the W2 program as well. Doreen will collect names of volunteers from these areas and send them to David. ▪ Update from this new workgroup will be added as a standing agenda item for this quarterly meeting. 	<p>David – Send Charter Doreen – Send David names of volunteers for workgroup.</p>		

**Income Maintenance Subcommittee Key Messages
Program Coordination
Wednesday January 27, 2021**

<p>Review Program Coordination 2021 Charter (Attachment)</p>	<ul style="list-style-type: none"> ▪ Debbie reviewed the 2021 goals from the Charter. ▪ Debbie gave a special thank you to Carla Sumner for her work to support this subcommittee. 			
<p>Round Table Discussion: a. What do participants find as helpful to cover during these subcommittee meetings?</p>	<ul style="list-style-type: none"> ▪ Presentations and discussions on upcoming projects, early, during a Division’s planning phase (example- W2 Access application). ▪ Policies/issues that cross Divisions (example-Child Support) ▪ Program Updates (example-WHEAP annual update) ▪ Make connections with representatives from Divisions and Consortia so you have a contact with someone you can reach out to if something comes up. <p>Suggestion was made that we set aside a portion of this meeting for each Division to provide high level updates on what’s going on in their areas. Carla, Debbie and Jane will discuss how to incorporate into future meetings.</p>	<p>Carla, Debbie and Jane – discuss adding Division updates to future agendas.</p>		
<p>Round table Discussion: a. What challenges or issues have consortia encountered with staff working remotely and the impact on customer service? b. What feedback (positive or negative) has consortia received from customers related to staff working from home?</p>	<ul style="list-style-type: none"> ▪ Technical issues related to getting staff set up. ▪ Found that a few staff didn’t like working from home, so they came back to the office. ▪ Educating staff on each county’s protocols set up during COVID (lobby hours, homeless mail, vault cards, drop boxes etc.). ▪ Establishing lobby services that would meet customers needs and still maintain safety (document drop off, phone, vault cards, homeless mail). Counties did things like install plexiglass, put stickers on the floor, moved remaining in-office staff, established special hours for certain services etc. ▪ Salary staff found themselves working too much when they moved to a home office. ▪ Had to figure out how to get printing and mailing completed with remote workers and minimal staff at the local office. 			

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Program Coordination
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	<ul style="list-style-type: none"> ▪ Consortia have established Sharepoint sites and websites to support staff. ▪ There was a need to quickly training everyone on how to use technology for virtual meetings. ▪ Some are recognizing their teams are losing their connectedness by not being together in the office. ▪ Overall customer feedback has been positive. It was important to make sure lobbies were equipped with a phone. The policy and process changes that were implemented due to COVID have assisted Consortia with workload, so customers seem to be very pleased with overall services. 			
<p>Project Timeline Review (Attachment)</p>	<ul style="list-style-type: none"> ▪ Lorie Graff and Carla Sumner worked together to reformat the timeline. Their goal was to simplify the timeline and make it easier to print. ▪ Members liked the new format. ▪ Graff volunteered to update and maintain the timeline. ▪ Graff will send out a request for 2021 information to Debbie, Carla and Jane. The timeline will be updated with 2021 information to be reviewed at the April meeting. 	<p>Lorie Graff to populate timeline with 2021 information for the April meeting.</p>		
<p>Future Agenda Items</p>	<p><i>Next meeting April 14th -10 am – 12 pm, Zoom</i> Agenda Items:</p> <ul style="list-style-type: none"> ▪ Civil Rights Training ▪ Emergency Rental Assistance Program ▪ DCF IT Workgroup Update ▪ Project Timeline Review 			

**Income Maintenance Subcommittee Key Messages
CCA Operational Technical Workgroup
January 25, 2021**

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Login issues	Most consortia reported they are experiencing a significant delay (3 to 7 minutes) between CCA login and program connection. Minimal impact to customer service or business needs at this time. The majority of staff are required to log into CCA immediately upon reporting to work. Most call centers have staff that start their work day before their call center opens so the call center is staffed before calls come in. It is believed that the issue stems from a recent Java fix related to CWW doc viewer issues.	Ongoing issue being addressed by the state		
Toll free numbers	The Call Center Support Team has received reports that calls coming into agent cell phones are showing the toll free consortium number as "spam". The issue is primarily being seen when CCA agents are using their personal cell phones for CCA. This has also been reported by customers when calling their consortium. If workers enter the consortium call center number in their cell phone contacts the spam message does not appear.	Call Center Support Team will continue to work with consortia experiencing this issue and monitor the situation.		
Next meeting	Monday, February 8, 2021 @ 1:00 p.m. via Skype			

**IMAC Fraud and Program Integrity Subcommittee Minutes
February 9, 2021
9:30-11:00AM**

Topic	Presenter	Discussion Points	Minutes
Roll Call			
OIG Updates by Teams ITAU and PARIS/Trafficking	Tami Tolliver Candice Canales		<p>Tami reported that ITAU is fully staffed. They are over half-way done with their 2020 investigations. They have less IPV's in 2020. They had some large investigations in 2020: the Florida skimming has an identified suspect, newly assigned Detective is currently asking WI participants for notarized statements. The Bay Lakes investigation is moving along, they have some suspects and doing interviews.</p> <p>Candice said Don Shogrin retired at the end of January and Jess Hernandez took his place. She is in training now. The 3-day fraud training that was cancelled in 2020 is being rescheduled to Summer 2021 and will be a virtual training of half days over 5 days. The training will be record and available for others to listen to. PARIS unit has 6 agents and is very busy, new PARIS report coming with 10,000-20,000 matches on it. Trafficking agents (3) are swamped, hoping Jess can help triage some referrals. May just send some warning letters. They have three large retailer trafficking investigations right now: one in Milwaukee, one in Dane County and Amazon is letting folks use SNAP to purchase gaming items. Send emails to trafficking unit if you need assistance, if you don't get a response email Candice Canales to follow-up.</p>
Admin Memo Updates	Tami Tolliver		<p>The Fraud Admin Memo was approved yesterday, should be posted soon. The due date for the fraud plan is in the memo but is 45 days after the memo is issued.</p>
Data and Statistics	Tami Tolliver		<p>State as a whole year-end stats for 2020: \$25 million in overpayments created, 565 IPV's established, and close to 25,000 investigations completed.</p> <p>ITAU established just over \$4 million in overpayments, 727 investigations done, and 67 IPV's. 2021 so far—ITAU had a quiet month for processing overpayments as our OP Specialist spend most of the month working on OPMA referrals.</p> <p>The full 2020 and 2021 stats will be issued with the minutes.</p>

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February 9, 2021
9:30-11:00AM

BRITS Updates	Theresa Fosbinder		<p>Phase 1 is the referrals piece. Phase 2 is claims and collections which should roll out the end of 2022. There is a transparent move scheduled for February 27 which “teaches” BRITS and CARES to talk to each other better, this is needed for Phase 2. BRITS reports-looking at opportunities to improve corresponding reports. What will help people use the reports and trust them? What are you using now if not the BRITS reports? They will be asking the FPIP group for input, may create a focus group of members. After Phase 2, the BV screens in mainframe will go away, which affects simulation. What do you use simulation for now? What works and what could be better? What would you do if there was no simulation? There are OP tools available. Simulation helps determine the MA premium for overpayments, others use it only for short timeframe FS overpayments, BVBD in mainframe runs eligibility with simulation for overpayments. Trent Leffler uses spreadsheets, not simulation.</p> <p>**See action items at bottom**</p>
ESPAC Question for Discussion	By Committee	Concern over new fraud referral programming (for SWICAs in CWW). When a client moves out of county, it will fall off the original county’s IMMR report.	When resolving SWICAs in CWW, there is a box for potential fraud/overpayment to check. If you check that, and the case later gets transferred to another county, the case falls off your IMMR SWICA report. The original county is responsible for the overpayment but the OP will be missed as the case is now on the other county’s IMMR report. More information is needed on this.
Walworth County-Employee Fraud Presentation	Mia Anderson-Inman		An IM worker in committed FoodShare Fraud. Walworth County employee was looking for returned mail of the 300 day expungement letter. She would update the case address to the agency homeless mail address and request a temp card for the case, The temp card issuers were on another floor and didn’t know there was no one in the office to get a card. She would go get the card from them and keep it and use it herself. She had the WAMS ID and password for one other worker so she would use it make case comments about issuing the card so it looked like another worker was in on it with her. They obtained surveillance from Wal-Mart of her using the card. Walworth has implemented changes to its temp card process

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			<p>including looping in the reception staff and having the customer sign for the temp card. They also require staff to change their WAMS password whenever they are prompted to change their mainframe password.</p> <p>Candice reported that two employees in Milwaukee County were sentenced for employee fraud, they got 2 years in jail and were ordered to pay restitution.</p>
Medicaid paid Issue Fix	Matt Vanderloop/OIG BIRS Section	<p>Demo scheduled to start at 11:00am for approximately 40-60 minutes</p> <p>**CANCELLED**</p>	<p>The demo was cancelled as Matt was called into a meeting about the fix for this problem. DHS is putting in full efforts to fix this rather than do a workaround. Hoping to have the fix done by Friday afternoon. They will issue directions once they are ready. Plan is to issue list of cases to fix going back to 8/1/2020 through the present. Need to know how to let PACS know about the revised OP amounts. If you have a fair hearing before Friday contact Tami Tolliver for help getting the correct MA OP amounts for the hearing.</p>
Other			None
ACTION ITEMS		For all FPIP members	FPIP members are to ask their overpayment staff to provide feedback on simulation (pros and cons, issues with, when do they use it and why) for the next meeting.