

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, February 18th, 2021

1:00 – 3:30 p.m.

Zoom: <https://dhswi.zoom.us/j/84617648540?pwd=MlZLd2tMc2xuWFAXTVwbnZjNm1PQT09>

Minutes

Non-State Attendees:

Mia Anderson-Inman, Walworth County
Amy Beranek, Dodge County
Mitch Birkey, Calumet County
Cheri Brickl, Sauk County
Claribel Camacho, Racine County
Kate Chambers, Iowa County
Michele Chiuchiolo, Dane County
Mary Donahue, Rock County
Kathryn Gonzalez-Martin, Portage County
Lorie Graff, Lacrosse County
Chelsey Groessl, Brown County
Ann Kriegel, Winnebago County
Annett Mooney, Marquette County
Kimm Peters, Kenosha County
John Rathman, Outagamie County
Nicole Rolain, Marathon County
Stephanie Ronnfeldt, Richland County
Roxanne Vega, Dane County
Carol Ann Wautlet, Door County
Kris Weden, Marathon County
Kathy Welke, Eau Claire County
Doreen Lang, Wood County

State and Federal Attendees:

Elizabeth Dehling, DHS
Angela Stanford, DHS
Alicia Grulke
Debbie Waite
Autumn Arnold
Julie Rentmeester
Julie Taylor
Jonelle Brom

1. **Administrative Issues (Debbie Waite& Doreen Lang)**
 - Report attendance by e-mailing to this mailbox DHSBEOTAdmin@dhs.wisconsin.gov
 - **IMAC Schedule.** There will not be a March 2021 IMAC meeting.
 - Chelsey Groessel - Bay Lake Consortium – acknowledged the longstanding service and upcoming retirements of two staff. Kris Parkansky from Marinette County is retiring on February 26th and Penny Helmle from Oconto is retiring March 1st.

2. **Approval of January 21st, 2021 Meeting Minutes (Debbie Waite)**
 - Motion to approve the minutes was made, seconded and approved by consensus.
 - Add Tony Sis, Doreen Lang, and Nikia Morton to January 21st, 2021 minutes as attendees.

3. **Policy Updates/COVID-19 Policy updates (Autumn Arnold and Julie Taylor)**
 - The federal government has signaled its intent to continue the public health emergency through 2021. As a result, DHS plans to continue all of the COVID related policies required to maintain enhanced federal funding. This includes: HealthCare Terminations, Premiums, Treatment Needs Questions, MAPP work requirements, postponement of HC renewals and the use of the C9 code. DHS is evaluating other COVID-19 policies and will provide updates on any other changes at March IMOA.

 - **SEP and clarification from IRS about Advanced Premium Tax Credits.** The federal marketplace’s Special Enrollment Period is now open through May 15. As communicated in recent CARES Coordinator Notice (CCN) about health care de-requests, DHS received clarification from CMS and IRS that members will not be liable for APTCs if they were dually enrolled but ACA found them to be ineligible for Medicaid.

 - **Unemployment Compensation:** The second round of Pandemic EUC will begin to issue in first week of March. This will include retro and regular payments through the week of 4/3/2021. A CCN will be sent out with more details. PUA and NUEC payments are expected to be issued in later April 2021. FPUC is being issued through mid-March at this time. FPUC payments (\$300 week) are not counted as income for FoodShare or Healthcare. DHS is working on developing a chart with this information. Action Item: Should the Higher Education Emergency Relief Fund II (HEERF II) financial aid grant (extra help for Pell Grant recipients during the pandemic) going to count for eligibility purposes?

 - **Emergency Allotments:** A CCN was sent out early February regarding February allotments. These benefits will be available on February 21st to members. The February catch up run will occur April 10, 2021. An update will be shared by DHS regarding March emergency allotments once determined.

 - **Student Eligibility:** The new FoodShare student exemption policy is effective as of January 1st through the end of the PHE. It will revert back to the original policy the month following the pandemic end date (February 2022). Work study expansion: 1) Anyone **who is eligible** for work study can use exemption. They do not have to be actually participating. 2) If the student has an expected family contribution for current academic year, they can be

exempted. This information must be verified – award letters or FAFSA information can be used. Agencies must re-look at new applications submitted since January 1, 2021 and ongoing cases back to same date. DHS will send a case report with instructions to agencies to use for this purpose by early March. In addition to the CCN that was sent recently, Process Help and the handbook will be updated. Action Item: When will this information hit the media which will generate inquiries to agencies?

- **Transitional FoodShare:** January and February eligible members will get the new amount to bring them up to the 15% maximum allotment date. More information will be shared at a later date.
- **PEBT:** FNS has approved DHS' initial plan submission. DHS is putting together implementation plan which will be shared at a future date.
- **Census Wages as Income:** Effective February 1, 2021 through October 31, 2021, all wages paid by the U.S. Census Bureau for temporary employment related to Census activities must be disregarded when determining eligibility for FoodShare. Recent CCN was sent on this.
- **Residential Substance Use Disorder (RSUD):** As of February 1, RSUD treatment is now available as a benefit for full-benefit Medicaid and BadgerCare Plus members. Agencies are currently doing a manual work around but CARES systems updates are scheduled for the June release.

4. **CARES Call Center Updates (Mary Fuller)**

- The CARES Call center continues to evaluate the feedback and develop action plans from the feedback received at the recent agency listening sessions. More detailed information about the action plans will be shared with agencies in the near future, including as a standing CCC update on IMAC agendas. Some of the initial areas the Call Center is evaluating include: 1) responding to inquiries not tied to a particular case 2) promoting/insuring consistent responses on same /similar questions 3) sharing information on known work-arounds. The CARES Call Center is also starting to track and analyze the most frequent inquiries coming through.

5. **Subcommittee Updates**

- The IMOA subcommittee met on February 5th, 2021. Claribel Camacho shared key discussion points and action items from that meeting (see attachment). Next meeting is March 5th, 2021.
 - Marketplace Open Enrollment is open through May 2021.
 - FoodShare benefit increase generated questions on the emergency allotment and how resulting benefit amounts were calculated. Agencies asked DHS to create and send a calculation example for agency staff awareness.
 - Genesys transition is still on schedule.
 - DHS is operating under a COVID related QC review process waiver from FNS but will continue to do case reviews and share errors with the agencies.

- Eligibility Management website lists were reviewed. The Tri Chairs, Mary Fuller, Debbie Waite, and Alicia Grulke are working on this process with focus on integrating the policy/CARES Coordinator lists into one.
- IM Training Subcommittee met on January 25th, 2021. Anna Dubinsky shared key discussion points from that meeting (see attachment). Next meeting is April 26th, 2021.
 - Gap filling refresher training will publish in April 2021.
 - Innovative Training update: Effective Feb 1, Training section is conducting new worker case scenario reviews through weekly webinars, as an interim solution until new innovative training model is implemented.
 - Genesys Training Plan: Training for new Genesys tool will be available around May 3. There will be 4 trainings and recording will be posted in Learning Center. Telephonic signature training will be available in June 2021.
 - New Worker Enhanced training is being offered on line and workers no longer need to register for sessions.
 - Updated Training Administrative Memo was recently posted. Memo will be updated again in 2021 to reflect innovative training model changes.
- Program Coordination subcommittee met on January 27th, 2021. Lori Graf shared key discussion points from that meeting (see attachment). Next meeting is April 14th, 2021.
 - David Timmerman (DCF) is putting together an ongoing IT Enhancements workgroup consisting of DCF staff and systems reps, IM agency representatives and DHS staff. Work will initially focus on child care regionalization but group will continue as forum to identify ongoing IT needs.
 - April agenda will include 1) presentation from DOA energy assistance staff on new rental assistance program 2) discussion of Civil Rights plans and related DCF training initiative 3) update from newly formed DCF IT work group.
- CCA/Genesys subcommittee met on February 8th, 2021. Kris Weden shared key discussion points and action items from that meeting (see attachment). Next meeting is February 22nd, 2021.
 - Discussed CCA log-in delay reported by at least one county in each consortia. T
 - Discussed SPAM calls being received by agency staff when using personal cell phones and solutions.
 - Local IT staff are being invited to the CCA technical Operations meetings to share updates regarding technology.
- FPIP subcommittee met on February 12th, 2021. Mary Donahue shared key discussion points and action items from that meeting (see attachment). Next meeting is May 11th, 2021.
 - A 3 day fraud training is being planned for summer of 2021 and will be recorded.
 - Members were asked to solicit and return feedback on ramifications of removing overpayment simulation feature from main frame, which is currently scheduled to occur as part of BRITS phase II.

- Group discussed process for agencies to review overpayments going back to June 27th, 2021 based on errors in Medicaid Paid report issue. The report has been fixed going forward.

6. Regional Enrollment Network (John Rathman)

- Marketplace open enrollment begins February 15th through May 15th. There is potential for seeing an increase in members changing plans during this time.
- Group discussed workload concerns tied to end of public health emergency. Insurance agency group may be reaching out to DHS as it plans.

7. Income Maintenance (IM) Funding and Contract Updates (Debbie Waite & John Rathman)

- All 2021 IM Contracts have been returned to DHS except for Southern.
- The 2021 IM allocation admin memo is in process of being posted.

8. Consortia Feedback (Doreen Lang)

- In anticipation of COVID policy rollbacks, consortia would like IMMR reports available as soon as possible for workload planning, and to account for staff leave and vacation requests.
- Some counties are updating their phone technology infrastructure and no longer have analog lines available to support EBT Card Pin Terminals. Suggestion to either offer updated pin terminals or remove the language referencing them in publications.
- Some counties were notified recently that CARES mainframe menu manager will be decommissioned. What is future plan for moving away from mainframe use and when will this plan be shared?
- What is timetable to share system modernization plan (including IE issues and main frame plan with county IT directors?
- A concern was raised regarding what contact information is on notices. Some notices have worker names (also triggers county of residence/county of agency issue) and some have consortium name. This will be referred to IMOA subcommittee to discuss.

9. Administrative Memos (Debbie Waite)

- The FPIP (fraud funding) administrative memo is in process of being posted. It contains the one page fraud plan form which agencies must complete and return to OIG. Action Item: Tami Toliver will send a link with the form – counties are encouraged to submit their completed plan at any time and need not wait for memo to be posted.
- The Training Administrative memo has been posted as a revision to Memo 17-07. Action Item: DHS will also post memo as part of 2021 series. Additional updated will be made during 2021 to reflect changes related to the innovative training implementation.
- The Estate Recovery administrative memo covering 2020 Q2 and Q3 results has been approved by consortia and is in process of being posted.
- Action Item: Who receives the administrative memo updates? Is there a listserv?

9. Gap Case Monthly Update / Public Comment

- GAP Case Numbers – See “GAP Case Report” – January 2021. Numbers continue to look different this year due to COVID-19 policies. Normal end-of-year termination policy did not

apply due to COVID, so active GAP participants at end of year have been carried over to 2021.

10. Tentative April Future Agenda Topics

- Policy Updates