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**INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)**

**June 17, 2021**

**1:00 – 3:30 p.m.**

**Zoom Link:**

<https://dhs.wi.zoom.us/j/84617648540?pwd=MIZLd2tMc2xuWFAXTIVwbnZjNm1PQT09>

**For audio dial:** 312-626-6799 **Meeting ID:** 846 1764 8540 **Password:** 116140

1. Administrative Issues (Jonelle Brom & Doreen Lang)
2. Approval of May 20, 2021 Meeting Minutes (Jonelle Brom)
3. Policy Updates (BEEP Policy)
  - a. COVID-19 Updates
4. Subcommittee Updates  
(Attachment)
  - a. IMOA (Doreen Lang)
  - b. Call Center Operational/Technical Subcommittee (Kris Weden)
5. Regional Enrollment Network (John Rathman)
6. Income Maintenance (IM) Funding and Contract Updates (Jonelle Brom & Doreen Lang)
7. Consortia Feedback: IM consortia will share feedback with DHS (Doreen Lang)
8. Administrative Memos (Jonelle Brom)
9. Gap Case Monthly Update  
(Attachment)
10. Public Comment
11. Announcements/Items for future agenda
12. Adjourn

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\*If you want to participate by web meeting, you can follow along at your computer by logging in as a guest to <https://dhs.wi.zoom.us/j/88695359976?pwd=NGRMM0lDbndlZUJFbU5FTesldEc0QT09> 5 minutes ahead of time.

**Income Maintenance Subcommittee Key Messages**  
**IMOA**  
**June 4, 2021**

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
COIVD-19 Policy Updates	<p>Rebecca McAtee provided COVID-19 policy updates:</p> <ul style="list-style-type: none"><li>• Pre-6 EBT rolled out last weekend. Only for individuals eligible for FS in the months benefits are issued. Issued Oct – Dec for 1<sup>st</sup> issuance. Rebecca asked consortia about increased call volume regarding these benefits. Southern has received increase of calls for Pre-6 and P-EBT and have been referring them to hotlines. Concerns that hotlines are referring back to consortia and not providing info. Moraine Lakes indicating the same that P-EBT Support Center referring back to consortia.</li></ul> <p>P-EBT Support Center doesn't have access to CWW so if they need to know about FS eligibility, they will refer to consortia. If not a FoodShare eligibility related question, members should be referred to the P-EBT support Center.</p> <p>DHS will provide talking points around the pre-6 P-EBT so we can determine how to direct questions.</p> <p>Consortia to send questions that they are receiving to Alicia, which will assist in creating FAQ.</p> <ul style="list-style-type: none"><li>• P-EBT: A virtual rooster portal will be available this weekend which will allow schools to</li></ul>	IMOA Membership  DHS Call Center	On-Going	

	<p>identify virtual students for P-EBT. Virtual roosters via emails are also being accepted. Will increase number of members receiving benefits. Template for families to use for schools to sign off on to verify student is attending virtual. All schools received this template and will be available on DHS website.</p> <p>2<sup>nd</sup> release of P-EBT benefits will be June 26<sup>th</sup>. Received 100% school survey responses.</p> <p>Summer P-EBT plan submitted to FNS. Will provide more implementation if approved.</p> <ul style="list-style-type: none"> <li>• Member update for HC will go out to all members reminding them that HC will not be discontinued unless they request to decline, move out of state. Will send out a copy of notice to consortia so we can assist members if they call. Notices to be mailed 6/21 and span 4 weeks. <b>Talking points for ES will go out approximately 1 week prior to 6/21.</b></li> <li>• FS interview waiver extended at least to Oct. New flexibilities are tied to state and federal health care emergency.</li> <li>• Approval ability to extend renewals. Jonelle indicated that updated reports will be available today.</li> <li>• HMO Enrollment Tool through MyACCESS and ACCESS will be available for members Aug 2<sup>nd</sup>. This tool will allow members an option to select HMO by member's zip codes and</li> </ul>	<p>DHS Call Center</p>		
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	<p>search for providers. Rebecca reviewed what was changing and not changing and sent handout. See Attached.</p> <p>IM agencies are not expected to assist in selecting an HMO. Those questions should go to HMO broker.</p> <p>Working with communications on roll-out. Will make sure ADRCs will be involved and how can assist with the process.</p> <ul style="list-style-type: none"> <li>• Estimated End Dates for COVID-19 Policies document sent out prior to IMOA. Many consortia expressed thanks to DHS – very helpful.</li> </ul>			
COVID-10 Training Roll Out	<p>Abby Abernathy discussed COVID-19 micro-learning videos topics. Sent handout – please see attached. Will also highlight IM Refresher Trainings that are currently available and will assist staff.</p> <p>The 1<sup>st</sup> one available will be Renewal Processing – hopefully published mid to late June. Training announcements will be sent out.</p> <p>If consortia has feedback or input on content, send to Abby or IM Training email.</p> <p>Videos can be taken at any time. Timelines are fluid and dependent on COVID-19 policy changes. Consortia agreed that a minimum of 4 weeks is needed for training prior to releasing the policy change.</p>	IMOA Membership	On-Going	
Innovative Training Update	<p>Abby reviewed timeline. Currently working on the design/development of the program along with professional development.</p>	IM Operational Leads	On-Going	

	<p>Will begin cohort discussions with the training subgroup along with worker and program feedback, including frequency, how, gaps, etc.</p> <p>Will bring back potential models during IM Training Subgroup and IMOA for input.</p>			
DHARMA Roll Out Update	Rachel Witthoft reported that DOA will be delaying their testing model of DHARMA. Will share more details when available for roll-out purposes.	IMOA Members		
Transition to New NEMT Provider	<p>Brooke Anderson provided information on the Non-Emergency Medical Transportation (NEMT). A new vendor, Veyo, has been selected.</p> <p>Also reviewed the improvements and enhancements that will be implemented. – see attached handout.</p> <p>Consortia were happy to hear of the changes, accountability, and better communication.</p> <p><b>Brooke also reported that DHS is open to adding WCHSA representation on the Transportation Advisory Council.</b></p> <p>Will come back this fall with additional info.</p>	<p>IMOA Members</p> <p>WCHSA Executive Director</p>	On-Going	
Genesys Update	<p>Paul Michaels and Adam Afsary provide update on Genesys. Rollout includes 4 phases for IM, 9/23 will be the first group and 11/4 with the last group.</p> <p>Reviewed Not Ready Reason Codes – statuses; Reviewed the codes that staff can select for not ready. Genesys does not have wrap-up like CCA. After Call Work is 20 seconds and allows staff time to select another reason code. They can select after call work-extended, which is not timed.</p> <p>Voicemail handling – Genesys handles voicemail</p>	IMOA Members		

	<p>differently than CCA; can assign voicemail to one agent or many. Limited to 400 voicemails. Can be deleted by an admin or an agent. Can be downloaded by admin. Similar to voicemail on cell phones. Each consortia will need to develop business processes for shared voicemail boxes.</p> <p>A consortium asked how many administrators will be allowed and it was reported that this decision has not been made yet.</p>			
SWICA Update	<p>Jonelle reported that SWICAS will be turned on in August. July's CWW release will include improvements to SWICAs.</p> <p>Likely a fair amount of SWICAS are expected but hopefully with the improvements will be more accurate mismatches.</p> <p><b>DHS will provide us with estimate numbers after CWW is updated. DHS will also share previous information when system was updated.</b></p> <p><b>DHS will send guidelines on how to use C9 and best information available prior to SWICAS being released.</b></p>	<p>IMOA Members</p> <p>DHS Staff</p> <p>DHS Call Center</p>	Prior to August Release	
Future Agenda Topics	Policy updates, COVID updates, Innovative Training, SWICAS,			
Next Meeting	The next IMOA meeting will be on Friday, July 9, 2021.	IMOA Members	July 9, 2021	

**Income Maintenance Subcommittee Key Messages  
CCA Operational Technical Workgroup  
May 10, 2021**

Agenda Item	Message/Action/Motion	Assigned To/	Deadline	Closure
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		Referred to IMAC		
Genesys Update	<p>Project Schedule</p> <ul style="list-style-type: none"> <li>• Portions of the platform were handed off to implementer on 5/3/21 although there are still some permission issues.</li> <li>• Telecom connection to one data center has been established and tested.</li> <li>• New rollout schedule is currently in draft form. Tentative start date for consortia implementation is 9/23/2021 with final phase tentatively set for 11/4/2021. Phase out groupings were based on user count in an effort to level out the transition.</li> <li>• At this time not sure what role CCA Admins will have in the transfer.</li> </ul>			
Genesys Voicemail Discussion	<ul style="list-style-type: none"> <li>• Voicemail is currently handled 2 ways; queued interactions offered to agents in the order they were received or sent by email to a designated email address and accessed by multiple agents.</li> <li>• Modern call centers don't typically use voicemail so the feature isn't offered the same way CCA does. If voicemail is deemed necessary the new platforms integrate with the businesses existing voicemail system. This is not an option for Genesys because of the multiple and various systems Genesys would have to integrate with.</li> <li>• In Genesys, after a customer leaves a voicemail all agents assigned to that queue will receive a notification on the agent interface. If the agent is assigned to multiple queues they will receive notifications for each of the queues. The agent clicks on the drop down menu to determine</li> </ul>			

	<p>which queues have voicemails. Upon clicking on the queue the agent will be connected by phone to the voicemail. Agents interact with the voicemail via key presses on their phone.</p> <ul style="list-style-type: none"> <li>• Voicemail boxes are limited to 400 voicemails. Voicemails can be deleted by a CCA Admin or the agent when they listen to the voicemail.</li> <li>• Voicemails can be downloaded and saved by CCA Admins.</li> <li>• While agents and admins can tell if a voicemail was played there is no way to track who listened to it, whether it was worked or the handle or response time.</li> <li>• Each call center will need to develop a process for handling shared voicemail boxes such as; avoiding duplication of effort and responsibility for deleting voicemails</li> <li>• Voicemail can be set up for use outside of normal business hours and can be personalized per queue for when to start.</li> <li>• Voicemail can be downloaded to a PC as we do now.</li> </ul>			
<p>Genesys Agent Statuses</p>	<p>CCA sees agents as available, busy or on break. Genesys sees agents as ready or not ready.</p> <p>Committee reviewed not ready reason codes from prior discussions in 2017 and 2018. Following are the not ready reason codes agreed upon by the committee to use in Genesys.</p> <ul style="list-style-type: none"> <li>• Login</li> <li>• Not taking calls</li> <li>• On break</li> <li>• Lunch</li> <li>• Meeting</li> </ul>	<p>Paul Michael checking to see if away from keyboard is equivalent to no answer and inactivity log out time.</p>		



	<ul style="list-style-type: none"> <li>• Case processing</li> <li>• Supervising</li> <li>• Last call</li> <li>• Training</li> <li>• Technical issues</li> <li>• Away from keyboard (not a selectable agent code, system will select when agent is inactive)</li> </ul> <p>Supervisors can change agent status.</p>			
Delay in CCA login	Counties continue to experience issues with extended login time. No definite reason has been established for this issue but it is believed to be tied to prior Java changes that needed to be made to support other systems.			
Next Meeting	Monday, May 24, 2021 @ 1:00 p.m.			

**Income Maintenance Subcommittee Key Messages  
CCA Operational Technical Workgroup  
May 24, 2021**

<b>Agenda Item</b>	<b>Message/Action/Motion</b>	<b>Assigned To/ Referred to IMAC</b>	<b>Deadline</b>	<b>Closure</b>
Genesys Update	<p>Project Schedule</p> <ul style="list-style-type: none"> <li>• Call flow was handed off to DHS Training staff. There may be some minor adjustments to the appearance but handing it off at this time gives training staff early access as they work on the training module.</li> <li>• Telecom connection to second data center experienced some issues. The first of three phases had been scheduled for 5/28/21 but configuration issues will need to be resolved first.</li> </ul>			

	<ul style="list-style-type: none"> <li>• Administrators will be able to request, review and run reports in Genesys. Admins will also be able to create agents in Genesys but it will be more difficult and will need to be collaborative with state staff.</li> <li>• There will be individual discussions with each consortium on callback and voicemail options.</li> </ul>			
Genesys Agent Status Codes	<ul style="list-style-type: none"> <li>• Tentatively moving ahead with the following <i>Not Ready Reason Codes</i>: <ul style="list-style-type: none"> <li>- Login (automatically set at login)</li> <li>- After Call Work (was wrap-up in CCA, automatically set at disconnect, 20 seconds)</li> <li>- On Break</li> <li>- Lunch</li> <li>- Meeting</li> <li>- Case Processing</li> <li>- Training</li> <li>- Technical Issues</li> <li>- Last Call</li> <li>- Away from keyboard (automatically set when agent satisfies inactivity timer)</li> <li>- Supervising</li> <li>- Other</li> </ul> </li> <li>• CCA inactivity timer currently set for 10 hours. Genesys timer is yet to be set. With Genesys the timer is attached to the computer. If the computer is not being used Genesys will log you out of the channel but not the application. There are multiple channels in Genesys. It only takes two clicks to get back into the channel.</li> </ul>	Paul Michael is looking for additional clarification on “away from keyboard”		

Update on extended login issues	<ul style="list-style-type: none"><li>Unfortunately no way around this issue with CCA as any fixes would compromise ECF usage.</li></ul>			
Next Meeting	Monday, June 14, 2021 @ 1:00 p.m.  Project contact: <a href="mailto:DHSGenesysCloudProject@dhs.wisconsin.gov">DHSGenesysCloudProject@dhs.wisconsin.gov</a> Project Lead: Paul Michael Project Manager: Adam Afsary			