

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, August 19th, 2021

1:00 – 3:30 p.m.

Zoom: <https://dhswi.zoom.us/j/84617648540?pwd=MlZLd2tMc2xuWFAxTlVwbmZjNm1PQT09>

Minutes

Non-State Attendees:

Amy Beranek	Dodge County
Roxann Binkowski	Waushara County
Ronda Brown	St Croix County
Kate Chambers	Iowa County
Michele Chiuchiolo	Dane County
Maria Delgado	Rock County
Heidi DeNure	Dodge County
Mary Donahue	Rock County
Anna Dubinsky	Racine County
Cynthia Flynn	Adams County
Chelsey Groessl	Brown County
Robert Klingforth	Waukesha County
Ann Kriegel	Winnebago County
Doreen Lang	Wood County
Kathryn Gonzalez-Martin	Portage County
Annett Mooney	Marquette County
Nikia Morton	Dane County
Kimm Peters	Kenosha County
John Rathman	Outagamie County
Anthony Sis	Dane County
Rose Strege	Mohican Nation
Nina Taylor	Kenosha County
Kris Weden	Marathon County
Kathy Welke	Eau Claire County

State and Federal Attendees:

Molly Aird	DHS
Jonelle Brom	DHS
Elizabeth Dehling	DHS
Kent Ellis	DCF
Alicia Grulke	DHS

Kim Hanson	DHS
Pungnou Her	DHS
Nicole Huffman	DHS
Anuradha Karedla	DHS
Gretchen Miller	DHS
Christian Moran	DHS
Jody Noble	DHS
Michael Poma	DHS
Stevey Poppe	DHS
Srijana Poudel	DHS
Katie Quaintance	DHS
Anshul Saraswat	DHS
Katie Sepnieski	DHS
Angela Stanford	DHS
Carla Sumner	DCF

AGENDA

1. **Administrative Issues (Jonelle Brom & John Rathman)**
 - Report attendance by e-mailing to this mailbox DHSBEOTAdmin@dhs.wisconsin.gov
 - Carole Rogers, the new DHS CARES Call Center Supervisor for the Bureau of Eligibility, Operations, and Training.
 - Gretchen Miller, the new Operations Office Associate for the Bureau of Eligibility, Operations, and Training.
 - Claribel Camacho is retiring in August 2021.
 - Stephanie Ronnfeldt is moving to a new position within Richland County.
2. **Approval of June 17th, 2021 Meeting Minutes (Jonelle Brom)**
 - Motion to approve the minutes was made, seconded and approved by consensus.
3. **Policy Updates/COVID-19 Policy updates (Stevey Poppe)**

Healthcare Updates:

- On August 13th, 2020, CMS released a State Health Official (SHO) letter with guidance to states for the end of the COVID-19 public health emergency (PHE). The SHO letter updates previous guidance issued in a December 2020 SHO letter. The Department is still evaluating the guidance issued, the potential impacts of this new information, as well as how and when we will operationalize it. CMS is working with the National Association of Medicaid Directors (NAMMD) to further refine their guidance and has stated more detailed guidance will be provided over the coming months. DHS will continue to keep our income maintenance partners informed about our plans for COVID unwinding.

At a high-level, the following guidance has been provided so far:

- Policy effective dates must comply with the Families First Coronavirus Response Act (FFCRA).
 - DHS is still evaluating our policy implementation dates based on feasibility, ability to provide advanced communications, workload impacts, etc.
 - The earliest benefits could be terminated or reduced would be the month after the PHE ends.
 - The earliest DHS could reinstate premiums and the Treatment Needs Question for childless adults is the first day of the calendar quarter after the PHE ends.

- Pending eligibility and enrollment work must be completed in the 12 months after the PHE ends.

- Renewals must be completed for all health care cases prior to taking any adverse action.
 - Members health care cannot be terminated prior to completing a renewal.
 - Renewals and terminations must be completed in accordance with federal regulations.
 - Administrative renewals must be attempted, and if not successful, a PPRF must be sent and the member must be given at least 30 days to respond.
 - Members must be provided timely notice and fair hearing rights.
 - Members should be provided adequate time to respond and provide information.
 - Accounts must be transferred to the Marketplace.

- DHS must take a risk-based approach to address pending eligibility and enrollment actions.
 - DHS must adopt one of four risk-based approaches to prioritize the backlog of work.
 - Examples include prioritizing cases based on:
 - Individuals most likely to be ineligible (such as people who aged out or had been determined ineligible but weren't terminated) or
 - Age of the pending/unconfirmed action (oldest work first).

 - DHS should consider adopting new flexibilities that streamline eligibility and enrollment, especially for low-risk populations such as dual eligible and children.

 - DHS should create efficiencies by combining actions, such as aligning work with other programs (for example, align health care and FoodShare renewals)

FoodShare Updates

- Emergency Allotments Pertinent Dates
 - Last weekend: June EA Catch-Up: 8/14 (benefits available 8/15)

- August EA: 8/28 (benefits available 8/29)
- August EA Catch-Up: 10/16 (benefits available 10/17)
- September EA: 9/25 (benefits available 9/26)
- September EA Catch-Up: 11/13 (benefits available 11/14)
- Annual COLA Numbers
 - Will be published for WI in a few weeks – will send more info when we have it
 - The 15% maximum allotments will end September 30, 2021 but will be replaced by the new COLA allotments.
 - October 1, 2021 FoodShare interviews are required
 - Afghan Refugees
 - At this time, we do not have any guidance from FNS on how to treat these people if they were to apply for benefits – will send more info when we have it
 - Currently any immigrant granted “refugee” status by USCIS (homeland security) is eligible for FoodShare, as long as they meet other eligibility requirements
- Reminder: P-EBT benefits cannot be replaced
 - As a reminder, members must request replacements, complete F-00330 and provide proof of the loss or event that lead to the loss.
 - Example: something from the utility company stating a power outage of four hours or more, or news article that specifically speaks to the damage in the member’s location.
 - Fraudulent requests will be subject to overpayments.

PEBT Updates:

- Catch-All Issuance Summary (8/7)
 - As a final effort to systematically take care of any known, outstanding School P-EBT benefits for the 2020-2021 school year, one more issuance took place over the weekend of 8/7.
 - It primarily included benefits for students who learned 100% virtually for some or all of the 2020-2021 school year but information was not shared with DHS in time to be applied toward previous issuances.
 - This issuance totaled over \$5.3 million and included well over 12k individual students (close to 8k families).
 - Anything that was not received in time to be included in the 8/7 issuance can continue to be handled manually by our P-EBT Support Team through case-by-case supplements.
- Simplified Application Closing to the Public for 2020-2021 School Year
 - Took down simplified app website yesterday COB for past school year.
 - As a reminder, families who did not receive notices in the mail about P-EBT have been using this online application to confirm their presence in our system and initiate the process of determining P-EBT eligibility and benefits.
 - If families continue to have questions about their eligibility for P-EBT benefits from the 2020-2021 school year, they can reach out to our P-EBT Support Team for assistance.

- To clarify, our P-EBT Support Team will be able to continue to help families with questions about the 2020-2021 school year even beyond when the simplified application closes.
 - Summer P-EBT Issuance This Weekend (8/21)
 - Benefits for our Summer P-EBT program will start to be issued this Saturday 8/21 and will be available to families with an existing QUEST or P-EBT card as early as this Sunday 8/22. For those who need to receive a new P-EBT card, it may take some time to arrive but will come with the benefits already loaded onto it.
 - This will be a one-time lump sum issuance of \$375 to any children known to be eligible at the time. Unlike our other P-EBT programs, no partial benefits will be given (a child is either eligible for the whole amount or not).
 - Further, this issuance on 8/21 is expected to capture the vast majority of Wisconsin children who are eligible (including any child who received a non-zero sum of School P-EBT or Pre-6 P-EBT during the 2020-2021 school year)
 - Those who would NOT be captured in this first issuance but who ARE eligible for Summer P-EBT benefits include, for example, children for whom a new/first-time FRPL application is submitted this summer (before 9/1/2021)
 - With the help of our partners at DPI, a flyer (<https://www.dhs.wisconsin.gov/library/p-03049.htm>) was sent to all NSLP schools with instructions to pass it out to families who turn in an FRPL application over this summer
 - This flyer could also be shared with any students brand new in 2021-2022 to CEP schools as well as students becoming newly enrolled in the FRPL program through Direct Certification
 - The flyer has been translated into Spanish and Hmong as well
 - The flyer instructs families who meet certain eligibility criteria to call our P-EBT Support Team before 9/1/2021 and provide us with additional information about their household. Once our team has verified certain information with the child's school, Summer P-EBT benefits will be issued to them in the fall (date has not been determined yet – likely no earlier than October).
 - Just to reiterate, that 9/1/2021 date is an important cut-off for Summer P-EBT eligibility, so please share the flyer with anyone you feel should be seeing it and encourage them to contact us in the next few weeks.
 - DHS has also been in contact with our statewide grocers association to ensure retailers are aware of and prepared for a potential increase in customer demand shortly after this issuance
- 2020-2021 P-EBT Issuance Totals To Date:
 - Pre-6 P-EBT: over \$62 million issued to more than 100k individual children
 - School P-EBT: nearly \$209.5 million issued to nearly 291k individual students (as of 8/17)
- No New 2021-2022 P-EBT Updates Yet – Waiting on Guidance from USDA

4. **CARES Release Updates**

- Digital ForwardHealth Card CARES Release Project was shared by Anuradha Karedla. See attachment for additional information.
 - Action Item: MyAccess digital card - will that functionality also be available for Express Enrollment/PE? (Anu)
- Apply for Benefits Document Submission Module CARES Release Project was shared by Anshul Saraswat. See attachment for additional information.
- CWW DocViewer Upgrade CARES Release Project was shared by Christian Moran. See attachment for additional information.
- Residential Substance Abuse Disorder Treatment Benefit CARES Release Project was shared by Nick Hayward, Katie Quaintance and Srijana Poudel. See attachment for additional information.
- HMO Selection Enrollment Tool CARES Release Project was shared by Pungnou Her. See attachment for additional information.
 - Action Item: Will this functionality be available in Spanish?

5. **Subcommittee Updates**

- IMOA subcommittee met on June 6th, July 9th, and August 6th, 2021. John Rathman shared key discussion points from that meeting (see attachment). Next meeting is September 10th, 2021.
- Performance Monitoring Subcommittee met on July 14th, 2021. Ann Kriegel shared key discussion points from that meeting (see attachment). Next Meeting is September 15th, 2021.
- IMAC Training Subcommittee met on July 26th, 2021. Anna Dubinsky shared key discussion points from that meeting (see attachment). Next meeting is October 25th, 2021.
- Call Center Operational/Technical subcommittee met on June 14th, July 26th, and August 9th, 2021. Kris Weden shared key discussion points (see attachment). Next meeting is August 30th, 2021.
 - Rollout has been pushed back approximately 4 weeks due to delays in platform delivery.
- Fraud and Program Integrity subcommittee met on August 9th, 2021. Tami Berg shared key discussion points (see attachment). Next meeting is November 9th, 2021.
 - The Fraud 2022 Admin Memo and FPIP Guidelines draft copies are completed and ready to share with Jonelle Brom to forward to tri-chairs for 45 day review.
- EBD/LTC subcommittee met on July 20th, 2021. Kim Hanson shared key discussion points from that meeting (see attachment). Next meeting is October 19th, 2021.

6. **Regional Enrollment Network (John Rathman)**

- Registration is open for 2022 Fall virtual conference.

7. **Income Maintenance (IM) Funding and Contract Updates (Jonelle Brom & John Rathman)**

- The first IM 2022 IM Contract Negotiation Meeting occurred on August 12, 2021
- Another contract negotiation meeting is scheduled for September 22nd, 2021.
- DHS is waiting for FNS guidance to provide ARPA Funds. Contract Amendment is being written on use of funds. Use of funds can go back to April 2021. More information will be shared at upcoming meetings with consortia.

8. Consortia Feedback (John Rathman)

- Discussion points and training materials for our staff to share with FoodShare participants on the FoodShare benefit unwinding.
- Would it be possible to write CCA messaging so that individuals waiting for services could get info about the unwinding and benefit changes?
- If there would be a reduction in FoodShare benefits, could the benefit reductions be phased in over a period of time (FNS Waiver)?

9. Administrative Memos (Jonelle Brom)

- Estate Recovery Administrative Memo was published in July 2021.
- PII Admin Memo draft is potentially expected at the end of September 2021.

10. Gap Case Monthly Update

- GAP Case Numbers – See “GAP Case Report” – July 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.

11. Public Comments

None.

12. Tentative Future Agenda Topics

