

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, March 17th, 2022

1:00 – 3:30 p.m.

Zoom: <https://dhs.wi.zoomgov.com/j/1619409056>

Minutes

Non-State Attendees:

Mia Anderson-Inman	Walworth County	Jeana Neumaier	Sauk County
Roxann Binkowski	Waushara County	Kathy Olson	Marinette County
Ronda Brown	St Croix County	Heather Ondik	Oconto County
Kate Chambers	Iowa County	Kimm Peters	Kenosha County
Maria Delgado	Rock County	Kara Ponti	Dane County
Mary Donahue	Rock County	Nicole Rolain	Marathon County
Katie Gonzalez Martin	Portage County	Jessica Schultze	Jefferson County
Lorie Graff	La Crosse County	Tony Sis	Dane County
Chelsey Groessl	Brown County	Carol Sjoblom	Columbia County
Cheryl Kawlewski	Portage County	Stacey Stewart	Washington County
Ann Kriegel	Winnebago County	Rose Strege	Stockbridge Munsee Tribe
Carol Wautlet	Door County	Nina Taylor	Kenosha County
Doreen Lang	Wood County	Kris Weden	Marathon County
Heather Merten	Fond du Lac County	Kathy Welke	Eau Claire County
Annett Mooney	Marquette County	Debra Williquette	Manitowoc County
Mark Nelson	Chippewa County	Amberlyn Yohn	Racine County

State and Federal Attendees:

Autumn Arnold	DHS	Timothy McGuire	DHS
Melissa Benner	DHS	Wendy Metcalf	DHS
Tami Berg	DHS	Gigi Miller	DHS
Kristine Bovee	DHS	Charlie Morgan	LEGIS
Michelle Brownlow	DHS	Stevey Poppe	DHS
Rebecca David	DHS	Katie Sepnieski	DHS
Elizabeth Dehling	DHS	Kristina Smith	DHS
Kent Ellis	DCF	Angela Stanford	DHS
Tonya Evans	DHS	Hariharan Subramanian	DHS - Deloitte
April Ferstl	DCF	Carla Sumner	DCF
Masiel Gomez	DHS	Laurie Teubert	DHS
Shauna Grossman	DHS	Melissa Todd	DHS
Alicia Grulke	DHS	Suneetha Vallabhaneni	DHS - Deloitte
Barbara Honsa	DCF	Pang Xiong	DHS
Nick Kwaw	DHS		

AGENDA

Administrative Updates (Katie Sepnieski & Doreen Lang)

- Report attendance by e-mailing to this mailbox DHSBEOTAdmin@dhs.wisconsin.gov

Approval of February 17, 2022, Meeting Minutes (Katie Sepnieski)

- Motion to approve the minutes made by Tony Sis and approved by consensus.

Policy Updates/COVID-19 Policy updates (Steve Poppe & Autumn Arnold)

COVID Unwinding updates

- CMS issued another round of unwinding guidance earlier this month. DHS has completed the review of this guidance. There are a few key items to highlight:
 - When CMS issued this guidance, CMS did confirm that the federal government will give states at least 60 days' notice before they end the public health emergency. This confirmation gives DHS more confidence that the PHE will be extended by another 90 days to July 16, 2022. With this information, DHS continues to plan for a July end date to the PHE.
 - CMS extended the timeframe for completing unwinding renewals to 14 months to accommodate the fact that states' renewal periods span two months.
 - The one new development is that CMS has created a new requirement under which individuals who have not verified their citizenship or immigration status cannot be treated the same as other members. DHS is investigating whether it is possible to request a waiver to continue coverage until the next renewal, but members may need to be contacted at the end of the PHE and end benefits sooner than the next renewal.
- There are not any changes in dates from the unwinding timeline that was shared at the March 4, 2022, IMO meeting. DHS will plan to hear around May 16, 2022, if the PHE is ending. The first letters to members iC-only members would go out in early July 2022, renewals would be distributed in mid-July 2022, and then letters with new renewal dates would be sent soon after.
- DHS is considering the issuance of an Operations Memo for COVID unwinding. There is not yet a timeline determined for the publishing of the Operations Memo, but it would not be published until after DHS is made aware of the PHE end date.

Medicare Outreach

- DHS has reached out to individuals who have turned 65 during the PHE but have not signed up for Medicare because they continued to receive Medicaid.
- The concern is when the PHE ends and the members continuous coverage ends, they will not get a special enrollment period for Medicare Parts A & B if they are no longer eligible for Medicaid.
- If member do not sign up for Medicare by the end of this month and are found ineligible for Medicaid after the PHE ends, they may have a gap in coverage later this year.
- State Health Insurance Assistance Program (SHIP) counselors are sending letters and making outbound calls to the 1,300 Medicaid members who have turned 65 during the PHE and are not yet enrolled in Medicare. DHS has also asked some of the HMO and MCO partners to assist with these calls.
- DHS was notified at the March stakeholder call that SSA is having issues with its phone lines. If members are unable to get in contact with SSA, SHIP counselors can help set filing dates.

FoodShare Updates

- Member Benefit Issue Members of Wisconsin's FoodShare program have been targeted by a scam in which member card numbers have been fraudulently used in other States.
- DHS is investigating the scam and taking action to help members who have been affected, this includes replacing benefits and cards.
- DHS cannot take questions about the investigation at this time, the recommendation for members is:
 - Call QUEST Card Service at 877-415-5164 and change the PIN number for their card. They should make it something that they will remember, but that is hard for others to guess.
 - They should not use repeating numbers like 3333.
 - They should not use numbers in a row like 5678.
 - They should not share their new PIN with anyone outside their household.
 - Check their card balance to make sure it is accurate. They can do this by going to the ebtEdge [website \(https://www.ebtedge.com/gov/portal/PortalHome.do\)](https://www.ebtedge.com/gov/portal/PortalHome.do) , the ebtEdge [mobile app](#) and the [MyACCESS app](#) to see the benefits in their account. If they think funds are missing or see activity they do not recognize, they should report this to QUEST Card Service immediately.
- Members can contact the local FoodShare agencies if they have concerns about their accounts and for ideas about how to keep them secure.
- Anyone who may have information about this scam or who wants to report fraud that they should contact the Office of Inspector General at 877-865-3432 or go online at www.reportfraud.wisconsin.gov.
- Agencies asked for clarification from FIS regarding the ability to complete conference calls with members to assist with making changes. DHS will take this information back to FIS to receive clarification.

Emergency Allotments:

- March supplements will be issued March 19, 2022, and available for members this March 20, 2022.
- Upcoming catch up runs:
 - February will be available for members on Sunday April 3, 2022.
 - March will be available for members on Sunday May 8, 2022.
- DHS is continuing to actively plan for when emergency allotments end, with significant focus on external communications (stakeholders and members) and coordination with DHA. As a reminder approval must be requested on a month-by-month basis from FNS. The State will have one transition month after the last approved month in which emergency allotments can be issued.
- April emergency allotments have been approved. A CCN and partner email will be sent, and the DHS website updated.

P-EBT:

- First Round of School P-EBT Issuance for 2021-2022 began on March 5, 2022.

- Total Amount Issued to date: just over \$3.5 million (as of EOD March 14, 2022)
- Total of Students: 72,246 (as of EOD March 14, 2022)
- Total of Cases/Households: 51,263 (as of EOD March 14, 2022)
- Reminders on Issuance
 - These benefits were based on the information school districts reported prior to the first closure of the Portal. The information reported is for students enrolled to receive free or reduced-price meals and were absent for a COVID-related reason or were approved virtual learning during August, September, and October of 2021
 - Federal rules updated eligibility and matching protocols for the 2021-22 school year. The 'matching queue' is large, which means that there are thousands of students who, over the course of the next few days, will begin receiving benefits through the overnight issuance process.
 - There are also other students for whom a Simplified Application is being utilized for overnight benefit issuance. Families can call the P-EBT Support Team for assistance
 - This issuance is \ smaller than previous issuances for a few key reasons:
 - In August, September, and October of 2021, most schools resumed in-person learning
 - Not every school had reported the necessary August, September, and October 2022 student information to DHS before the portal closed This means that the November and December issuance (happening on April 9, 2022) could be higher than expected.
 - For students who were reported as being eligible for benefits by the first portal cut-off date, they received \$7.10 per day that they were reported as P-EBT Eligible, assuming they and their school met all eligibility criteria.
 - Benefits issued on March 5, 2022, were available to families as early as Sunday March 6, 2022, if they have a QUEST card or a P-EBT card from last year. Benefits were loaded onto these cards automatically
 - If a family does not have either of those cards but is eligible for benefits, they can expect to receive a new P-EBT card in the mail with the benefits pre-loaded onto it.
 - Families receiving benefits during this round of issuance also received a letter in the mail explaining how the program works, how benefits were calculated for each student in their household, and how to get in touch with the P-EBT team if they have questions
 - If a family believes they are eligible for benefits, but they have not received a letter in the mail, please advise them to consult the P-EBT website or call the P-EBT Support Team.
- Portal Open Again for Continued School District Data Submissions
 - School districts should be compiling and uploading information into the Portal for the months of November and December 2021.
 - They can share info in the Portal about students who were missed previous uploads as well as any P-EBT Eligible Days that should have been included for eligible students in August, September, or October of 2021.
 - More resources are being shared with school districts to assist in their timely and accurate submission of all necessary data.
 - The next P-EBT School District Forum is being held on Monday March 21, 2022.

- DHS Outreach Efforts
 - Listserv email blasts (GovD), Family flyers (translated into Spanish and Hmong), Family email templates (translated into Spanish and Hmong), Portal Forums, Written Summary of Forums, Portal Walkthroughs (in video and in writing), Webpage updates, School resource packet
 - Direct outreach to districts for whom many students could benefit from a simplified application
- P-EBT Issuance on April 9, 2022
 - This will include November and December P-EBT eligible days and any August, September, and October P-EBT days that were not included in the first round of issuance
- Pre-6 P-EBT Updates
 - FNS had initially instructed States that Pre-6 P-EBT plans were not being accepted/reviewed at this time due to legal clarifications they needed to work through.
 - On Friday March 4, 2022, a handful of Midwest Region States met with FNS' National Office to discuss new guidance/recommendations they had to offer on Pre-6 P-EBT
 - This means they are now accepting State plans again, and Wisconsin intends to submit a plan as soon as possible.
 - DHS will share more information about Pre-6 P-EBT when possible; planning has started with relevant stakeholders.
- P-EBT Support Team Contact Information
 - For questions about P-EBT, please check the [P-EBT webpage](#) or refer families to the P-EBT Support Team. They can be reached via phone (833-431-2224) or email (PEBTsupport@wisconsin.gov)
 - Questions from school reps can be directed to a separate email inbox: SchoolPEBT@wisconsin.gov

Portal Cut-Off Date for SFAs	2021 Months Reported viaPortal	Planned Issuance Date	Portal Re-Opens
2/18/2022	August, September, & October	3/5/2022	3/7/2022
3/28/2022	November & December	4/9/2022	4/11/2022
4/29/2022	January & February	5/14/2022	5/16/2022
6/3/2022	March & April	6/18/2022	6/20/2022
7/8/2022	May & June	7/23/2022	7/25/2022

CARES Release

- Hariharan Subramanian presented information on the OPR Functionality -Precertification Review CARES Release. See attachment for additional information.
- Income Maintenance Agencies inquired about what roll out will look like of the precertification process and if the rollout be delayed so that consortia can operationalize.

Subcommittee Updates

- IMO subcommittee met on March 4, 2022. John Rathman shared key discussion points from that meeting (see attachment). Next meeting is April 1, 2022.

- Fraud Program Integrity Subcommittee met on February 8, 2022. Mary Donahue shared key discussion points (see attachment). Next meeting is May 10, 2022.
- Call Center Operational/Technical subcommittee met on February 28 and March 14, 2022. Kris Weden shared key discussion points (see attachment). Next meeting is March 28, 2022.

Regional Enrollment Network (Lorie Graff)

- The focus has been assisting with Special Enrollment Period (SEP) applications.
- Currently, there is an outreach plan being developed to assist with unwinding.
- The REN Conference is being planned for late summer of 2022.

Income Maintenance (IM) Funding and Contract Updates (Alicia Grulke)

- ARPA Funding Amendments should be posted within the next two weeks.

Consortia Feedback (Doreen Lang)

- Consortia inquired if DHS will be mailing letters to members regarding the FS scam and information to update their PIN and add a password to their card. A mailing may increase call volume and it would be important to know if a letter is sent out.
- Consortia also inquired if FIS agents are aware of this issue and the need to have conference calls with IM Staff when necessary.

Administrative Memos (Alicia Grulke)

- Consortia asked at the February IMAC meeting about issuing updates to Administrative Memo 17-07 *Income Maintenance Training Roles and Responsibilities*. This administrative memo is currently being reviewed and updated and will be sent out to consortia for 45-day review.
- Consortia also asked about issuing updates to the Administrative Memo 20-04 *Customer Service*. This Administrative Memo was reviewed, and it was determined no updates or changes were needed, and an updated memo will not be issued.
- The Consortia are reviewing the Estate Recovery Administrative Memo for Quarters 3 and 4 of 2021. The consortia have until April 9th to submit their response.
- PII Administrative Memo continues to be reviewed by OLC.

Gap Case Monthly Update

- GAP Case Numbers – See attachment “*GAP Case Report*” – February 2022.

Public Comments

- There were radio ads regarding the FoodShare scam were happening. DHS is not aware of radio ads that were put out from DHS and will need to check into this further.
- **Tentative Future Agenda Topics**