

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, June 16th 2022

1:00 – 3:30 p.m.

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

Minutes

Non-State Attendees:

Mia Anderson-Inman	Walworth County	Mark Nelson	Chippewa County
Roxann Binkowski	Waushara County	Kathy Olson	Marinette County
Mitch Birkey	Calumet County	Heather Ondik	Oconto County
Deb Bohlman	Fond du Lac	Kimm Peters	Kenosha County
Kathy Busler	Jefferson County	John Rathman	Outagamie County
Kate Chambers	Iowa County	Ron Redell	Dane County
Adam Chorlton	Dane County	Nicole Rolain	Marathon County
Kesha Cole	Ozaukee County	Jessica Schultze	Jefferson County
Maria Delgado	Rock County	Debbie Schwandt	Kenosha County
Mary Donahue	Rock County	Tony Sis	Dane County
Lorie Graff	La Crosse County	Nina Taylor	Kenosha County
Chelsey Groessl	Brown County	Briana Turk	Richland County
Jaymie Hammer	LCO Nation	Alyson Wagoner	FC Potawatomi Community
Lori Joas	Manitowoc County	Carol Wautlet	Door County
Darsell Johns	Ozaukee County	Kris Weden	IM Central
Robert Klingforth	Waukesha County	Kathy Welke	Eau Claire County
Ann Kriegel	Winnebago County	Amberlyn Yohn	Racine County
Doreen Lang	Wood County	Renae Zigel	Washington County

State and Federal Attendees:

Autumn Arnold	DHS	Timothy McGuire	DHS
Mary Augustine	DHS	Tabbie Mellenberger	DHS
LaTanya Baldwin	DHS	Wendy Metcalf	DHS
Michelle Berger	DHS	Gigi Miller	DHS
Kristine Bovee	DHS	Jody Noble	DHS
Candice Canales	DHS	Michael Poma	DHS
Rosanna Caponi	DHS (Deloitte)	Steve Poppe	DHS
Elizabeth Dehling	DHS	Tabitha Ramminger	DHS
Kent Ellis	DCF	Katie Sepnieski	DHS
Julia Eyers Getz	DHS	Shena Smith	DHS
April Ferstl	DCF	Kristina Smith	DHS
Michelle Furr	DHS	Molly Thomas	DHS
Allan Goetsch	DHS	Shawn Thomas	DHS
Shauna Grossman	DHS	Melissa Todd	DHS
Alicia Grulke	DHS	Jolyne Wallace	DHS
Nicole Huffman	DHS	Jayne Wanless	DHS
Pam Kiern	DHS	Mai Yee Xiong	DHS
Nick Kwaw	DHS	Pang Xiong	DHS
Becky Luebke	DHS		

AGENDA

Administrative Updates (Katie Sepnieski & John Rathman)

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

Approval of May 19th, 2022, Meeting Minutes (John Rathman)

- Motion to approve the minutes made by Tony Sis and John Rathman and approved by consensus.
- Request to correct the May 19th, 2022 minutes in the *Income Maintenance (IM) Funding and Contract Updates* section, third bullet point, to change the date from 2021 to 2022.

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

FoodShare Updates (Stevey Poppe)

- Emergency declarations were declared for Stockbridge-Munsee tribal nation and Monroe County due to storms that impacted these areas. There is no indication that a state-wide emergency will be declared.
- FoodShare members that lost food due to a power outage lasting 4+ hours or due to other damage can request replacement FoodShare benefits to restock.
- Members must complete and submit the Replacement FoodShare form within 10 days of the loss.
- Proof of the disaster is required. Income Maintenance agencies can obtain information about broad power outages directly from the power companies. If the Income Maintenance agency is unable to obtain verification directly from the power company or another source, a verification request must be sent to the household. Households have 10 days to provide verification.
- Households that are not eligible for replacement FoodShare must be sent a denial notice.

Public Health Emergency (PHE) Unwinding

- The Department of Health Services (DHS) is implementing a 20% threshold for reasonable compatibility effective July 1, 2022. Operations Memo 22-08 titled *Reasonable Compatibility Threshold for Health Care*, was issued on Friday, June 10.
- DHS is finalizing the letter that will be sent to approximately 1300 members that require verification on citizenship identity, or immigration. The tentative timeline for the letters to be sent is early July 2022. DHS will share the finalized letter with Income Maintenance Agencies.
- DHS is gathering data on the number of cases that have the C9 code and will continue discussion on this in August 2022.
- The Center for Medicaid Services (CMS) indicated that additional guidance on the reinstatement of premiums is being developed. DHS will adjust the PHE Unwinding plan if necessary once guidance has been received from CMS.
- Pending any changes based on the ePayments/Premium's presentation, the earliest premiums will go into effect is January 1, 2023.

Healthcare Updates

- The Department of Health Services (DHS) submitted a 1115 waiver application on June 3, 2022 to extend postpartum coverage from 60 days to 90 days.

CARES Releases (Michelle Furr, Mai Xiong & Pam Kiern)

- Michelle Furr and Mai Xiong presented information on the June 2022 release for the Knowledge Center Help Function in ACCESS. See the attachment for additional details.
- Pam Kiern presented information on the June 2022 release for ePayments/Premiums. See the attachment for additional details.

Subcommittee Updates (Income Maintenance Agency Subcommittee Co-Chairs)

- Income Maintenance Operational Analysis (IMOA) subcommittee met on June 3, 2022. John Rathman shared key discussion points (see attachment). Next meeting is August 5, 2022.
- Fraud and Program Integrity Subcommittee met on May 10, 2022. Mary Donahue shared key discussion points (see attachment). Next meeting is August 9, 2022.
- Performance Monitoring met on May 18, 2022. Ann Kriegel shared key discussion points (see attachment). Next meeting is July 18, 2022.
- Call Center Operational/Technical subcommittee met on March 28, 2022. Kris Weden shared key discussion points (see attachment). Next meeting is June 27, 2022.

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

- The PHE Unwinding ARPA Contract has been drafted. The draft language was shared with ESPAC to provide feedback. The Department of Health Services (DHS) intends to release the contracts as close to the 60-day notification as possible once the notification is received that the PHE is ending.
- WHCSA has identified the 2023 Contract negotiation team. The negotiations for 2023 Income Maintenance Contract will begin in June 2022.

Consortia Feedback (John Rathman)

- Income Maintenance consortia members discussed the notice project to replace individual worker names with consortia information. It was shared that Deloitte is creating a list of all notices each consortium can change as well as a list that will require a system update. The lists are anticipated to be available in the next few weeks. The tri-chairs will continue to put this topic as an agenda item on the weekly tri-chair agenda.
- Consortia members are interested in providing feedback on the DHS Genesys plan. There are additional questions about the use of softphones with Genesys and consortia would like to receive clarification if softphones will be required or will just remain an option. Consortia members also asked if any type of softphone can be used with Genesys or if there will be a required State soft phone system required. Consortia members expressed concerns about present administrative time needed to run Genesys reports and logs. Consortia members also want to provide input on the use of the Wisconsin Help Desk for Genesys requests and issues.

Administrative Memos (Alicia Grulke)

- *Administrative Memo 17-07 Income Maintenance Training Roles and Responsibilities memo* is currently being reviewed and updated and will be sent to consortia for 45-day review.
- *PII Administrative Memo* continues to be reviewed by Office of Legal Counsel.

Regional Enrollment Network (Lorie Graff)

- The 2022 Regional Conference dates are September 28, 2022 -September 30, 2022 and October 3, 2022 - October 4, 2022. The conference will be held virtually.
- Covering Wisconsin completed a live webinar in May 2022 regarding PHE Unwinding. This is available on the Covering Wisconsin website.
- Regional Enrollment Networks (REN) are having discussions regarding membership expansion because of new RENs that are being reinvigorated.
- There continues to be discussions regarding communication to members on reporting address changes, and discussion about media contacts.

Gap Case Monthly Update

- GAP Case Numbers – See attachment “GAP Case Report” – May 2022

Public Comments

- None

Announcements

- The July 2022 IMAC meeting will be cancelled. The next IMAC meeting is scheduled for August 18, 2022.