

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

October 20, 2022

1:00 – 3:30 p.m.

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

For audio dial: 1-669-254-5252 **Meeting ID:** 161 940 9056

Time	Topic	Presenter(s)
1:00 – 1:05 PM	Administrative Updates	Katie Sepnieski/Doreen Lang
1:05 – 1:10 PM	Approval of September 15, 2022, Meeting Minutes (Attachment)	Katie Sepnieski
1:05 – 1:35 PM	DHS Policy Updates COVID-19 Policy Updates	BEEP Policy
1:35 – 1:45PM	October 2022 JIRA Maintenance	Shawn Thomas
1:45 – 2:00PM	SNAP Fraud Grant	Tabbie Mellenberger
2:00 – 2:15PM	Covering Wisconsin – Open Enrollment	Courtney Harris
2:15 – 2:30PM	Subcommittee Updates (Attachment) a. IMOA b. Performance Monitoring c. Call Center Technical/Operational d. EBD/LTC Subcommittee	John Rathman Nicole Rolain Kris Weden Kara Ponti/Ron Redell/Kim Hanson
2:30 – 2:35PM	Income Maintenance (IM) Funding and Contract Updates	Alicia Grulke/Doreen Lang
2:35 – 2:40PM	Consortia Feedback: IM consortia will share feedback with DHS	Doreen Lang
2:40 – 2:45PM	Administrative Memos	Alicia Grulke/Doreen Lang
2:45 – 2:50PM	Regional Enrollment Network	Lorie Graff
N/A	Gap Case Monthly Update (Attachment)	Katie Sepnieski
N/A	Public Comment	All
N/A	Announcements/Future Agenda Items	All

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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.zoomgov.com/j/1619409056> 5 minutes ahead of time.

Income Maintenance Subcommittee Key Messages
IMOA
Friday, October 7, 2022

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
DHS Policy/COVID-19 Updates	<p>Emergency Foodshare allotments have been approved for October. Benefits will be issued this month and catch up benefits will occur in December. Missed emergency allotments on cases from May 2021 through May 2022 are occurring. DHS is working on getting messaging on the emergency allotments in Spanish and Hmong.</p> <p>Preparations are occurring for re-implementing drug testing requirements for when the Public Health Emergency ends. Estimated volumes of drug testing by consortia will be available by mid-November. Consortia are reminded that drug tests used must be State Certified and come from a State Certified lab. Questions were raised about how an agency knows what drugs a member would need to be tested for? A request was also made that written instructions be prepared for agencies since this testing process is getting fairly complex.</p> <p>An ops memo will be published soon to clarify which members who live in RCAC's will qualify for Foodshare benefits. Those who receive 50% or more of their meals from the RCAC are not eligible for Foodshare. A guide is also being constructed to help staff determine which medical expenses can be claimed by EBD members. Each EBD member will also be mailed a copy of this guide. Mailings will begin later this month and will be spread out over a two-week period. A CARES notice will also be sent out on this topic along with a copy of this new guide.</p> <p>Lastly, immigrants must apply for a social security number before they can become eligible for Foodshare. This policy needs to be updated and is currently being worked on with Social Security. For the time being, please keep sending questions to the CARES problem resolution center on this topic. IM staff should help immigrants with applying for a SSN when needed.</p> <p>PBET guidance was recently received from FNS about the 2022-2023 school year. There will also be a summer 2023 PBET</p>	IMOA Members	On-Going	

	<p>program. There is additional guidance this year for home schooled and virtually schooled children who have left a federal lunch program from last year. A summer PBET catch up run will occur in October.</p> <p>Questions have been raised about the DMS member outreach plans previously reviewed with IMOA members. There will be three outreach efforts done. First, reminders about member address updates, second reminders about Medicaid renewal processes, and lastly decision outcomes and reminders to go to the Federal Marketplace if Medicaid benefits end. Covering Wisconsin will outreach to fee-for-service members and MCO's and IRIS consultants will do outreach to their respective members. Access and MyAccess use will be strongly encouraged to reduce call center volumes.</p> <p>The Vital Records data exchange will go live at the end of October and an operations memo will be published soon.</p> <p>DHS is looking towards November 11th to see if we will get notification from the Feds on if the Public Health emergency will end in January or not.</p> <p>CMS continues to give DHS guidance regarding re-implementing premiums. Children's premiums are anticipated to resume on April 1st for new members and existing members would resume at their next renewal. For MAPP members, both new and existing members will have premiums reinstated on the same date. Existing members will continue to get benefits even if they do not pay their premiums until their next renewal. They will be held harmless. Presently, it is anticipated that DHW will delay re-instating MAPP premiums until July 1st. MAPP work requirements would also restart on July 1st. Childless Adults premiums for new and existing applicants would start April 1st, but existing members would not face premiums until their next renewal.</p> <p>CMS is also reopening public comments regarding continuous enrollment that could have impacts on some of the decisions being made in Wisconsin.</p>			
COVID Unwinding Task Force Updates	The COVID Unwinding Task force met on September 13 th and many of the updates discussed today were reviewed. Information was also shared with partner agencies about the ARPA and	IMOA Members	On-Going	

	Unwinding funds that consortia will receive to help pay for overtime or hire temporary staff to help with the increased workload. The refresher training was also reviewed. The COVID Unwinding Task force also reviewed the social media plans to promote members updating addresses and becoming familiar with MyAccess functionality.			
Genesys Update	The list of proposed Genesys customizations was reviewed with IMOA members. This list is currently being evaluated for prioritization by the Genesys subcommittee. Cost estimates for these customizations are currently being assembled. The Genesys contract is also being amended so that the prioritized customizations can proceed. In the near future, a tentative timeline for customization completion will also be assembled and shared.	IMOA Members	On-Going	
Fair Hearing Overpayment/IPV Data	Fair Hearing data was analyzed to identify if some Fair Hearings could be avoided and also to track hearings that caused a remand/reverse cases to identify what issue caused the initial incorrect decision. The data analysis did reveal some trends about agency errors that resulted in many of the remanded decisions. The recommendations resulting from this review is that a training should be developed to help create more effective fair hearings. The training could cover what exhibits need to be assembled for a hearing, who needs to receive the hearing packets, who needs to testify at the hearing, knowing the proper flow of the exhibits at the hearing, and finally a recommendation to review the case shortly before the hearing. There was consensus from IMOA members that there would be merit to developing this suggested training. This project will be referred to the Training Subcommittee for creation in 2023 in a virtual format so all could access “on-demand” as needed.	IMOA Members		
Innovative Training Update	There are September, October, November and December 2022 Innovative Training Cohorts planned. Participants and local coaches from the September Cohort are being surveyed about the training. The November Cohort will start on 10/31 so it can be completed before the end of the year. A request was made to try to align the start of Cohorts with the start of county pay periods, but counties pay periods do not align, so this won’t be possible. The 2023 Cohort schedule has been assembled and it is on the Cornerstone website. Other work is being completed to ensure sustainability of this new model and staff are also working on reporting and enhancements to the Cornerstone portion of the Innovative Training Project.	IMOA Members	On-Going	

Roundtable Discussion	<p>IMOA members were broken into small groups to gather input on what is working well and what could be improved upon for IMOA moving forward. Suggestions for improving included; (1) more information in writing from IMOA meetings- too hard to write it all down, (2) use IMOA for more feedback items like system changes, (3) getting feedback on how the information we shared was used or wasn't used, (4) making meetings a bit more proactive to allow for feedback at the front end of processes, (5) would like to reinstate the year-in-advance CARES roll-out plans</p> <p>Things work well include; (1) great information that is very timely, (2) like having IMOA at the start of the month, and (3) very timely, organized and well documented meetings.</p> <p>ARPA funding requests have been submitted to FNS and DHS staff will let tri-chairs know if our additional requests to use the funds for hiring bonuses and retention stipends, is approved. In addition to direct funding, DHS staff are increasing the number of trainers and support personnel for us to assist during unwinding, as well as creating the unwinding "pool staff" to do overflow functions. Pool staff would be supervised through MILES.</p> <p>IMOA members were then split out into small groups to gather input on other tasks the "pool staff" could possibly complete that would be helpful or beneficial to consortia to help manage workload. Ideas generated include; (1) no change SMRFS and Access Health Care Renewals, (2) upfront call tree response for ending of emergency Foodshare allotments, and (3) hand-off for options for members losing Medicaid.</p> <p>Next, IMOA members reviewed an IMOA Threshold spreadsheet. Consortia would be assessed for baseline numbers and then have monthly check-ins through the unwinding process. IMOA members were asked to review and provide feedback on items missed or items that should be removed from the tracking. Information was recorded and sent to DHS staff.</p> <p>Lastly, IMOA members were asked to look at Thresholds at three levels that would target three different type of responses; (1) Agency change in staffing, (2) Assistance from pool staffing (targeted support and technical assistance), (3) Administrative Office involvement. Information was recorded and sent to DHS staff for input.</p>	IMOA Members/DHS Staff	Unwinding	
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	Information will be compiled from the responses submitted and shared with the group at our next meeting.			
Future Agenda Items/Next Meeting Date	Agenda items for the next IMOA Meeting include; Policy and COVID-19 updates, Innovative Training Update, and COVID Unwinding Task Force update. Next meetings will be on Friday, October 21 st from 9:00-11:00 and on Friday, November 4 th at 9:30.	IMOA Members/DHS Staff	October 21, 2022 November 4, 2022	

Income Maintenance Subcommittee Key Messages

Performance Monitoring

(9.21.22)

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Recap of July 2022 Meeting	Molly recapped July meeting reiterating roles and responsibilities for workgroup Key takeaways from FNS presentation SMRF timeliness benchmark discussions Roundtable on strategies to reduce errors *Clear chrome browsing data	All	n/a	n/a
Recap/Reflect 2022 Goals & Identify 2023 Goals: Please Review 2022 Goals/Focal areas:	<p><i>Have we fulfilled these goals? If yes, how?</i> <i>Which 2022 goals/focal areas do we want to keep for 2023 and what new goals/focal areas should we include?</i></p> <ol style="list-style-type: none"> Identify strategies to reduce CAPERS, active, and PERM error rates— <ol style="list-style-type: none"> Add “and implement” Regular updates on strategies being implemented; review a tracker at each meeting Review data to show if strategies are successful-note on tracker when to look at data again to see expected impact System changes-(verify before deny-can we view impact in Sept/Oct?) Have a document to track strategies, status of items being worked on outside of workgroup Have everyone working on same strategies Tracking errors Utilize IMMR report data to evaluate performance <ol style="list-style-type: none"> How are we using IMMR data to be proactive in real time? Keep as a goal on how we are using this in 2023 How DHS uses to report their findings to consortia 	All	<p>All-submit additional goals</p> <p>Chairs-incorporate into 2023 goals/charter</p>	<p>9/30/22</p> <p>Oct/Nov 22</p>

	<p>d. Add “and resources” after ‘share best practices, current observations <u>and resources</u>’</p> <p>3. Share error reduction initiatives and resources-combine into number one-similar</p> <p>4. Create small workgroup with Innovative training subgroup to develop error reduction trainings and other materials-</p> <p>a. Group did set this up, but meetings did not occur---</p> <p>b. Add as a column on tracker to assess every strategy for training/workgroup</p> <p>5. Strategize with agencies of individuals continuous improvement plans-PERM, MEQC and FSQC----will rollover to 2023-did not have these reviews in 2022.</p> <p>6. Add for 2023-Develop a performance metric recommendation for SMRF timeliness</p> <p>7. If you think of anymore goals- send one of chairs an email by 9/30/22.</p>			
Monthly Consortia Report & SMRF Performance	<p>Donna Reviewed August Monthly Report-</p> <p>1. Caseload continues to increase</p> <p>2. Timeliness for all metrics is above threshold; call center data within range</p> <p>3. Consortia expressed need for Genesys reports-advised to bring to Genesys/Call center subcommittee</p> <p>4. Error data not updated/reviewed</p> <p>5. Discussion on adding PCR usage to monthly report-decided not to do this as incorrect assumptions may be drawn if not everyone is using it or using it in the same manner</p> <p>6. Enhancements to PCR tool are requested for a CARES project in 2024, do not know if that project will be selected in 2024</p>	All	n/a	n/a
FSQC Error Findings (attachment)	<p>Dione reviewed FSQC error data –top category is wages and salaries with \$4202 in error.</p> <p>Agency caused errors \$861 (6 cases)-following up on reported information</p> <p>Client caused errors \$3341 (12 cases)-not reporting information/correct information</p> <p>Negative Case errors 39.39%, expect to slowly decrease as verify before deny was corrected in July and accounted for 36/65 negative errors</p> <p>Notices (not clear) 23 cases, incorrect income calculation 6 cases, 8 cases denied after the 30th day.</p>	All	n/a	n/a

Consortia Presentation: Precertification Tool – Tips and Tricks (Western)	Western shared how they use the PCR review tool and shared their internal tracking tools and reviewer desk aids with consortia	All	n/a	n/a
Future Agenda Item(s)	None noted-please email one of the chairs if any topics come up	All		ongoing

**Income Maintenance Subcommittee Key Messages
Call Center Operational Technical Workgroup
September 12, 2022**

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Prioritization List	Jonelle Brom and Alicia Grulke attended meeting to update subcommittee on status of prioritization list. Requests were ranked based on compliance/mandate, impact on member experience, impact on unwinding and by number of times it was requested on the consortia “wish lists”. The list continues to be reviewed and categorized. Once the list is finalized it will be shared with this committee and consortia leads. Some requests are not viable on Genesys as the platform does not have the capacity for those requests. The list will be evaluated with vendor to ascertain an estimate on hours for priority items. Fixes and malfunctions will be handled by the Genesys Project Team and training will be categorized to determine who would be handling it.			
Support/Change Process (Wisconsin Help Desk system)	<ul style="list-style-type: none"> Systems issues for individual users should be sent to the Wisconsin Help Desk directly by the user. Troubleshooting should occur locally with call center Admins, local supervisors and IT personnel. If issue persists user should send it in. The following requests should come to the Wisconsin Help Desk via Admins or Supervisors: <ul style="list-style-type: none"> Request for new users User configuration changes or deactivations 			

	<ul style="list-style-type: none"> - Call flow changes (initial call flow changes will be submitted via a different process) - Temporary change in hours of operation - Business event requests (meeting, special, technical, etcetera) • Capital, Southern, Moraine Lakes and WKRP will be moving onto this system the week of September 12, 2022. • The following issues will be considered critical and high priority and escalated for immediate service: <ul style="list-style-type: none"> - System unusable for all users with no workaround. Response time: immediate. - Issues that have significant repercussions for all users but do not render the entire system unusable. Response time: immediate. - Multiple users and or multiple locations are unable to receive or make calls having significant effect on a call center's ability to operate. Response time: immediate. • Normal prioritization: little or no obstruction to operation of a call center, usually single user, single location unable to receive or make calls. Response time: typically, same day/next day. • Low prioritization: routine support requests that do not impact any users' ability to take or make calls. Response time: prioritized based on other work. • Miscellaneous requests such as user additions, edits and deactivations. Response: typically 3 to 5 business days or as soon as possible. • Setting Business Events: <ul style="list-style-type: none"> - Emergency changes will be set immediately. - Meeting Business Events must be requested the week before. - Repeating Meeting Business Events should be requested for each occurrence. A follow-up should be sent to request deactivation of any business event. 			
User Guides	<ul style="list-style-type: none"> • Live Reporting tentative release date 10/29/2022. 			
Outages and Known Issues	<ul style="list-style-type: none"> • Duplicate connection IDs in Interaction Recording. All examples from 7/11/2022. Vendor unable to determine cause. Please report any new occurrences especially if outside of the July 11th date. • Known issue with the day after a holiday. Workaround is in place to prevent holiday carryover. Vendor working on resolution. 			

Next Meeting	<p>September 26, 2022 @ 1:00 pm</p> <p>Questions and concerns regarding project can be sent to: DHSGenesysCloudProject@dhs.wisconsin.gov</p>			
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**Call Center Operational Technical Workgroup
September 26, 2022**

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Prioritization List Update	Jonelle Brom updated the subcommittee on status of prioritization list. Top 10 requests were ranked and tabulated. These items will be passed on to vendors for estimates. Once estimates are received determination will be made on what can be moved forward and if any additional items can be included.			
Fixes and Malfunctions	<ul style="list-style-type: none"> The issue of calls transferred to specialty queues and then returning to the general queue if not answered has been RESOLVED. Continue working with vendors to incorporate a solution that will show valid statistics for all queues to agents. Capital, Southern, Moraine Lakes and WKRP will be moving onto the new Wisconsin Help Desk system the week of September 26, 2022. This move had been postponed from the week of September 10, 2022. 			
User Guides	<ul style="list-style-type: none"> Live Reporting tentative release date 10/29/2022. 			
Outages and Known Issues	<ul style="list-style-type: none"> Interaction Recording is returning inconsistent search results. Try requesting the search again. At times the second search has provided results. 	Ticket open with Genesys		
Next Meeting	<ul style="list-style-type: none"> Monday, October 10, 2022 @ 1:00 p.m. Questions and concerns regarding project can be sent to: DHSGenesysCloudProject@dhs.wisconsin.gov 			

