

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, January 19th, 2023

1:00 – 3:30 p.m.

Zoom: <https://dhswi.zoomgov.com/j/1619409056>

Minutes

Attendees (X = Attended)			
X	Katie Sepnieski – DHS BEOT	X	Beth Stiner – DHS BEOT
X	Alicia Grulke – DHS BEOT	X	Elizabeth Olsen – DHS BEOT
X	Stevey Poppe – DHS BEEP	X	Pang Xiong – DHS BEOT
X	Autumn Arnold – DHS BEEP	X	Angela Stanford – DHS BEOT
X	Becky David – DHS BEEP	X	Elisabeth Berkelman – DHS BEEP
X	Lisa Hanson – DHS BEOT	X	Jody Noble – DHS BEOT
X	Lars Brown – DHS BEEP	X	Molly Thomas – DHS BEOT
X	Sammy Choi – DHS BEEP	X	Melissa Todd – DHS BEOT
X	Michelle Brownlow – DHS BEOT	X	Kristine Bovee – DHS BEOT
X	Laurie Teubert – DHS BEEP	X	Mary Augustine – DHS BEEP
X	Melissa Benner – DHS BEEP	X	Steph Mabrey – DHS BEEP
X	Brooke Slamka – DHS BEEP	X	Chris Jenson – DHS BEOT
X	Pungnou Her – DHS BEEP	X	Shannon Drake-Buhr – DHS BEOT
X	Bay Lake – Chelsey Groessl	X	MiLES – Mike Poma
	<i>Bay Lake – Becky Hetfield-Salentine</i>	X	Moraine Lakes – Mia Anderson-Inman
X	Capital – Shawn Tessmann	X	Moraine Lakes – Robert Klingforth
X	Capital – Tony Sis	X	Northern – Steve Budnik
X	Central – Nicole Rolain		<i>Northern – Jeanine Spuhler</i>
X	Central – Kris Weden	X	Southern – Kate Chambers
X	East Central – Ann Kriegel	X	Southern – Mark Nelson
X	East Central – John Rathman	X	Western – Lorie Graff
	<i>East Central – Annett Mooney</i>		<i>Western – Tricia Wavra</i>
	<i>Great Rivers – Kathy Welke</i>	X	WKRP – Amberlyn Yohn
X	Great Rivers – Ronda Brown	X	WKRP – Kimm Peters

X	MilES – Tonya Evans		
	Guests:		
X	Shawn Thomas – DHS BSM	X	Gage Winkelmann - DCF
X	Rachel Witthoft – DHS BSM	X	Patsy Rolo - Langlade County
X	Danielle Karnopp – DHS BSM	X	April Ferstl - DCF
X	Heather Ondik – Oconto County	X	Jessica Schultze - Jefferson County
X	Jatinder Singh – DHS	X	Maria Delgado – Rock County
X	Carla Sumner - DCF	X	Jack Yang – Waukesha County
X	Barbara Honsa - DCF	X	Lori Joas – Manitowoc County
X	Kent Ellis - DCF	X	Carol Waulet – Door County
X	Becky Luebke – DHS OIG	X	Julia Eyers-Getz – DHS BSM
X	Suzanne Cone – DHS BSM	X	Candice Canales – DHS OIG
X	Jeanie Ortiz – DHS BEEP	X	Tim McGuire - DHS
X	Amy Beranek – Dodge County	X	Adam Chorlton - Capital
X	Lisa Nagle – Marquette County	X	Shena Smith – DHS OIG
X	Carol Sjoblom – Columbia County	X	Roxann Binkowski – Waushara County
X	Mitch Birkey – Calumet County	X	Annie Griggs – DCF
X	Abbey Graff	X	Darsell Johns – DCF
X	Cheryl Kawlewski – Portage County	X	Heather Merten
X	Kara Ponti	X	Kress BC
X	Michele Chiuchiolo – Dane County	X	Michelle Berger – DHS OIG
X	Nina Taylor – Kenosha County	X	Renae Zagel – Washington County
X	Shauna Grossman - DHS	X	Stacey Stewart – Washington County
X	Tabbie Mellenberger - DCF		

AGENDA

Administrative Updates (Katie Sepnieski & John Rathman)

- Report attendance by e-mailing to this mailbox DHSBEOTAdmin@dhs.wisconsin.gov.
- September 21, 2023 will be an in person Income Maintenance Advisory Committee (IMAC) meeting. This meeting will be held at the Dane County Job Center.

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

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

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

FoodShare Updates

- The Fiscal Year 2023 Consolidated Appropriations Act in December ended all funding for emergency allotments (EA) following the February 2023 EA benefit issuance. This means that February 2023 will be the last benefit month members can receive EA.
- The Department has received approval to issue EA benefits for January and February 2023.
 - January benefits will be issued on January 21, 2023, with benefits available to all members by January 22, 2023.
 - There is a Pandemic Electronic Benefit Transfer (P-EBT) issuance on January 21, 2023. The P-EBT issuance is expected to be less than \$1 million, but eligible members will have 2 deposits on this day.
 - The notice of supplement issuance letters may be slightly delayed, but they will still be sent to all FoodShare (FS) households.
 - February EA benefits will be issued on February 18, 2023, with benefits available to all members on February 19, 2023.
 - The Department will continue to issue catch-up runs to members that are confirmed open for benefits after the EA issuance date.
 - The January catch up will occur on March 11, 2023 and the February catch up will occur April 18, 2023.
 - Based on past months EA issuance, the Department estimates about 97% of FS members will receive their last issuance in February 2023.
- A robust communication campaign has been developed to ensure members are aware of changes related to the Consolidated Appropriations Act. The first round of external communications launched the week of January 9, 2023, and were sent out in a Cares Coordinator Notice (CCN) with links.
 - Press release issued on January 12, 2023.
 - The FoodShare webpage, the FoodShare News webpage (previously known as the FoodShare COVID-19 webpage), and a slider has been included on the Department of Health Services (DHS) webpage on January 12, 2023.
 - Access and MyAccess banners went live on January 13, 2023.
 - Genesys hold messaging in English, Spanish and Hmong was made available for consortia on January 13, 2023, and all consortia have that message turned on.
 - First social media messages were posted on Facebook, NextDoor and Twitter. There has been a lot of engagement on these posts.
 - Letters to members began printing January 14, 2021. Those letters are available for members to view in their Access account, and the printed letters were available in the mail January 17, 2023. These letters will continue to be mailed out with an anticipation of all letters getting to members by the end of the month.
- The new food resource page was launched the week of January 9, 2023. Positive feedback from that resource page has been received. This will continue to be a “living” webpage that will be maintained

and updated. This webpage can be shared with members or use it to help facilitate conversations about additional resources.

- Updated talking points were sent to Income Maintenance agencies on January 17, 2023, that includes the correct link to the food resources page.
- The EA ending flyer is approved and available in the publication's library and the unwinding partner tool kit. Resources are available in English, Spanish and Hmong versions that have the Department of Health Services (DHS) logo and a place to add a partner's logo. Income Maintenance agencies can use these flyers to distribute to members or have available in lobbies.
- Additional social media messaging, including partnering with SNAP-Ed and FoodWise on a campaign about stretching FoodShare dollars is being developed.
- The Department is continuing to work closely with partners like the FS outreach partners to spread the word and to support members through this transition. EA ending discussions and other changes in the Consolidated Appropriations Act occurred at the Bureau of Eligibility, Enrollment and Policy (BEEP) Stakeholder call on January 11, 2023, and the PHE Unwinding Taskforce on January 17, 2023.
- A partner email was sent to the ForwardHealth Partners on January 13, 2023. Talking points were shared to help facilitate conversations with members.
- In February, updated messaging will be released to emphasize that it is the last month of emergency allotments and will continue to keep Income Maintenance agency partners informed as new or updated communications are released publicly.

Healthcare Updates

- The Consolidated Appropriations Act decouples continuous coverage from the public health emergency declaration and sets a date of April 1, 2023, for when the unwinding process for Medicaid will begin.
 - March 31st, 2023 is the last date that members can apply for Medicaid and still have continuous coverage. If members apply on April 1, 2023, or later, normal rules around termination of coverage will apply.
 - For existing members, states are still prohibited from ending or reducing coverage for existing members prior to completing a full determination, so the plan of extending continuous coverage until the next renewal will be maintained.
- The Department plans to maintain the existing timelines around renewals and reapplications. This includes renewal redistribution in mid-February 2023, letters with new renewal dates going out in March 2023, and the first round of renewal due dates in June.
 - The Department plans to send letters to the iC-only population in mid-April 2023, which will give those members a deadline for reapplying of May 31, 2023.
- CLA premiums, the TNQ, MAPP and CHIP premiums cannot be reinstated until January 2024.
- The Department is confirming when MAPP work requirements will be reinstated.
- There are two additional requirements in the Consolidated Appropriations Act:
 - A good-faith effort to get updated contact information from members. The Department believes that this requirement is being met, but the Department is waiting for further guidance on what the Center for Medicaid Services (CMS) expectations are.
 - Contact members through more than one modality before ending coverage when there is returned mail. This is another provision in which the Department is waiting for further guidance on what CMS expectations are.
- CMS has suggested additional guidance in these areas will not be shared until the end of January 2023.

- Danielle Karnopp shared the tentative CARES Portfolio for 2023.
- Shawn Thomas presented information on the February 2023 release Extending the Verification Due Date and Enhancements for Precertification Reviews of FoodShare Cases. See attachments for additional details.
 - Discussion occurred related to these releases. The Department will follow up on questions.
- Suzanne Cone presented information on the February 2023 release Gap Filling and Notification of Prior Social Security Income (SSI) Eligibility. See attachments for additional details.

Quality Control Annual Data (Mic Brownlow/Lisa Hanson)

- Michelle Brownlow and Lisa Hanson shared the annual quality control data. See attachment for additional details.

Subcommittee Updates (Income Maintenance Agency Subcommittee Co-Chairs)

- Income Maintenance Operational Analysis (IMOA) subcommittee met on December 8, 2022, and January 6, 2023. John Rathman shared key discussion points (see attachment). Next meeting is February 3, 2023.
- Performance Monitoring subcommittee met on November 16, 2022. Key discussion points are available in the attachment. The next meeting scheduled was for January 18, 2023. These meeting minutes will be shared at the February 16, 2023, meeting.
- Call Center Operational/Technical subcommittee met on November 28 and December 12, 2022, and January 9, 2023. Kris Weden shared key discussion points (see attachment). Next meeting occurred on January 30, 2023.
- EBD/LTC Subcommittee meet on December 6, 2022. Key discussion points are available in the attachment (see attachment).

Income Maintenance (IM) Funding and Contract Updates (Alicia Grulke & John Rathman)

- The Unwinding contract will be routed to Consortiums for signature due to the decoupling of some policies from the Public Health Emergency and is effective 2/1/2023.
- The 2023 IM Contract has been signed by all Consortiums.
- The RMS Surplus funding has been approved.
- The ARPA Funding is being routed currently for signature and will be released due to the decoupling of some policies from the Public Health Emergency.

Consortia Feedback (John Rathman)

- Consortiums are requesting the county-by-county data of the Medicaid cases that will be reviewed each month of unwinding to help prepare for the anticipated workloads.
- On future communications, use the term “contact your consortium” rather than contact your agency. Agency often means county in Income Maintenance. The preference is that members are calling the consortium phone lines.
- For future handbook releases include a summary of policy changes contained in the handbook release and offer a presentation at IMAC to share policy changes related to handbook updates.
- Recent Quests Card changes required by the Federal Government for vault card issuance has resulted in error prone procedures. Can an automated solution be put in place as a JIRA item to make this more streamlined and less error prone?
- Concerns were raised regarding the new Innovative Training model. All consortia were encouraged to bring their concerns to the January 2023 IM training subcommittee meeting.

- The issue of a member requesting a renewal of their Medicaid application before April 1, 2023 is a concern on how to best respond and, does it extend eligibility under continuous Medicaid enrollment?
- Improved coordination is recommended to occur between Income Maintenance Agencies and Child Support as it relates to Child Support Non-Cooperation and changes that will occur because of unwinding.

Administrative Memos (Alicia Grulke & John Rathman)

- Administrative Memo 17-07 Income Maintenance Training Roles and Responsibilities has been published.
- Administrative Memo Fraud Prevention and Investigation Program Allocations and Guidelines for Calendar Year 2023 was signed by all consortiums.
- Administrative Memo 22-05 Enhanced Federal Funding for Qualifying IM Activities has been approved by all consortiums.
- Administrative Memo 23-01 2023 IM Consortia Administrative Allocation has been approved by all consortiums.
- Administrative Memo 22-03 Estate Recovery Incentive Funds has been published. These incentive funds are for January 1, 2022, through December 31, 2022.

Regional Enrollment Network (Lorie Graff)

- Open Enrollment ended January 15, 2023. Assisters were less busy following December 15, 2022, the last date to sign up for January 1st coverage.
- Covering Wisconsin is offering refreshers on Access and MyAccess for community partners in preparation for the unwinding.
- Several Regional Enrollment Network (REN) representatives provided updates on preparation and support for unwinding. A DHS representative is attending each REN meeting to provide updates and cover items requested by local REN members.

Gap Case Monthly Update

- GAP Case Numbers – See attachment “GAP Case Report” – November & December 2022.
- Due to the February 2023 CARE Release related to Gap Fill, this attachment will not be shared at ongoing IMAC meetings.

Public Comments

- No Comment

Announcements

- For upcoming meetings in 2023, send agenda items to the WHCSA Tri Chairs or Bureau of Eligibility Operations and Training operations associate at DHSBEOTAdmin@dhs.wisconsin.gov.
- Please send attendance to DHSBEOTAdmin@dhs.wisconsin.gov