

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

March 16, 2023

1:00 – 3:30 p.m.

Zoom Link: <https://dhs.wi.zoomgov.com/j/1605652920?pwd=emhLcklIMi83RmlpdW0vcjR1WHBtZz09>

For audio dial: 1-669-254-5252 **Meeting ID:** 160 565 2920

Time	Topic	Presenter(s)
1:00 – 1:05PM	Administrative Updates	Katie Sepnieski/Kathy Welke
1:05 – 1:10PM	Approval of February 16, 2023, Meeting Minutes (Attachment)	Katie Sepnieski
1:20 – 2:05PM	Department of Health Services Policy Updates	DHS Policy
2:05 – 2:30PM	Subcommittee Updates (Attachment) a. Income Maintenance Operational Analysis b. Call Center Technical/Operational c. Training (no update) d. Performance Monitoring (no update) e. Fraud & Program Integrity (no update) f. Elderly, Blind, Disabled/Long Term Care (no update)	Kathy Welke Kris Weden
2:30 – 2:35PM	Income Maintenance (IM) Funding and Contract Updates	Alicia Grulke/ Kathy Welke
2:35 – 2:40PM	Consortia Feedback: IM consortia will share feedback with DHS	Kathy Welke
2:40 – 2:45PM	Administrative Memos	Alicia Grulke/ Kathy Welke
2:45 – 2:50PM	Regional Enrollment Network	Lorie Graff
2:50 – 2:51PM	Gap Case Monthly Update (Attachment)	Katie Sepnieski
2:50 – 2:55PM	Public Comment	All
2:51 – 3:00PM	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, March 3, 2023

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
<p>DHS Policy/COVID-19 Updates</p>	<p>Healthcare- Autumn Arnold</p> <p>Early Renewals Members have been doing early renewals and some cases have been closing 3/31. This conflicts with messaging that no one would lose eligibility before 5/31. DHS is working on finding these cases and fixing them. This is a concern for cases with early renewals being completed from the time renewal distribution occurred through 3/31. A CCN will be coming out. Early renewals will not be prevented from happening, but workers need to strongly encourage them to wait until their review date.</p> <p>CMS Requirements & Returned Mail DHS is in the process of receiving approval to use the National Change Of Address (NCOA) database to run cases through before renewal letters are sent out as an effort to reduce returned mail. Text Messaging and Email will count as one of the methods to attempt to reach the customer when mail is returned (DHS would be doing this outside of CWW) along with an outbound call to members. This would meet the two attempt CMS requirements. For customers w/o text/email the outbound call will suffice. Staff should have a working assumption to place an outbound call on all returned mail.</p> <p>Letters informing members of their renewal date and the change to continuous eligibility will begin to be sent on Monday. These letters will not go through NCOA, and these letters are not subject to the two methods of contact on return mail requirement.</p> <p>After returned mail is resent the member is given another 30 days to complete the renewal. More information will be coming out to explain this process further.</p> <p>If MA coverage is lost there is a 6-month special enrollment for Medicare.</p> <p>FoodShare- Julie Taylor EA catch up run for Jan will be on 3/11 and for Feb on 4/8.</p> <p>Drug panel: At a minimum, a 7-panel drug test is required to be used. DHS encourages agencies to use a 7-panel drug test. Urine and oral swabs will be the only two acceptable methods of sampling. If the individual is unable to submit to one method of</p>	<p>IMOA Members</p>	<p>On-Going</p>	

	<p>sampling, they will need to submit to the other sampling method. Alcohol is not to be tested for. Blood, hair, and fingernail sampling are not allowed for FoodShare drug felon testing purposes.</p> <p>Administration and results: Consortia and Tribal Income Maintenance agency staff cannot administer the drug tests. Other county or tribal staff that are not involved in IM administration are permitted to administer the tests if they are a trained professional. For example, an IM agency may be co-located with their county’s public health department. A nurse employed by the county at the public health department could administer the drug test, however, the IM worker employed by the county would not be authorized to administer the test.</p> <p>Drug tests can be administered by trained professionals outside of the IM or tribal agency staff only. Results can be received from the follow types of entities which include but are not limited to:</p> <ul style="list-style-type: none"> Doctors and nurses Public and Tribal health centers and departments Certified laboratories Justice centers Drug courts Hospitals Medical centers Probation and Parole Employers Drug and alcohol treatment centers Other Credentialed drug testing individuals/agencies (non-Consortia/Tribal IM staff) <p>Applicants and members cannot self-administer the drug tests.</p> <p>If an agency has questions about whether an entity is acceptable, they will email the Problem Resolution Team and DHS will review.</p> <p>Scheduling of Drug test: The IM or tribal agency must assist the member with scheduling the test if needed. The IM or tribal agency must provide the member with the name of the drug testing vendor, their physical location, and their contact information. Additionally:</p> <ul style="list-style-type: none"> • If the agency is scheduling the test <i>for</i> the member the agency must provide the member with the scheduled date and time of the test. • If the agency’s policy is to have the member schedule the drug test, the agency must explain this to the member. The agency must provide all the information the member needs to schedule the drug test including any referral paperwork, and the date by which the test and results must be sent back to the IM agency for FoodShare eligibility. 			
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- These actions must be documented in the case record. When reasonable, this information should be provided in writing. We will provide more details on this process in the forthcoming written policy.
- DHS understands that each tribe, consortia, or even county may have different processes based on contracted agencies and internal referral procedures. It is ultimately the agencies responsibility to document that the applicant or member has been sufficiently notified.

DHS is reviewing current functionality of the CWW Drug Felon page to ensure CWW supports the drug testing policy.

DHS will be issuing an ops memo with this guidance.

FS Interview Waiver

DHS will utilize and allow flexibility to waive interviews during unwinding. This will be in effect from 6/1/23 -5/31/23.

FS Interviews at application and review can be waived when all of the following are met:

- *Application is signed
- *All mandatory verification items have been verified
- *There is no missing or conflicting on information on the application or renewal

Members can request an interview even if they meet the criteria for a waived interview.

A requested interview must be done- and if the request is for a FTF interview they are entitled to a FTF interview.

More information guidance forthcoming.

April FS Handbook Release

April FS Handbook Release will include and Overpayment Chapter. All relevant policies for claims and calculations will be in one chapter. There will be another chapter for adjacent policies related to overpayments (i.e. tax intercepts). The release will have a lot of strikethroughs and changes and that is because of the creation of these chapters.

PEBT

The intention to end the PHE on 5/11 has impacts on PEBT.

5/11 would be that last day of eligibility for PEBT. School Children on 5/11- this will be last day eligible for PEBT. Home School and P6 members will receive prorated benefits for May.

Children eligible for the summer program will receive \$40/month and issued in mid-June as one lump sum.

CLTS Hearing Notices

When DHA sends hearing notices for CLTS they are using the contact provided by agencies (which is IM contacts). IM will need to make sure CLTS partners get these hearing notices when they come through.

	DHARMA – on hold and looking for new vendor. In the meantime, DHA will continue as they have been with communications on Fair Hearings			
COVID Unwinding Task Force	Katie Beckett reviews start in June Communications team provide updates 50% increase in ACCESS Accounts Managed Care Forecasting Reports will be provided to managed care agencies.	IMOA Members	On-Going	
Genesys Update	Enhancements list has been received and clarification on a few items was discussed at last Monday’s Call Center meeting. Next step is to finalize the list, send for estimates and the prioritize the list. The prioritization process will occur in March. Call Back- Successful implementation of call back for Bay Lake and East Central began this week. Northern, Great Rivers, IM Central and Moraine Lakes will start on 3/10.	IMOA Members	On-Going	
Roundtable	Unwinding Planning ARPA Contracts – working with FNS to be able to release more ARPA funds to consortia. Should have more information within the next two weeks. LTE Updates Quite a few LTES left in last few months and should have positions filled 3/27. Will be training a group of staff coming from COVID Response Team that have familiarity with Genesys and other data systems. Unwinding Coordinators Update Starting to receive some requests for assistance. Cadence of the weekly unwinding meetings have been adjusted to twice/month. CLTS staff will come to March IMAC to discuss how IM/CLTS can work together to support each other during unwinding. 3/16 At IMAC CLTS meeting meets earlier that week and then will be and then will come to IMAC to share how we can work together for unwinding.	IMOA Members	On-Going	
Future Agenda Items/Next Meeting Date	Next meeting is 4/13 @ 1pm.	IMOA Members/DHS Staff	February 3, 2023	

**Income Maintenance Subcommittee Key Messages
Call Center Operational Technical Subcommittee
February 27, 2023**

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Updates and Changes	<ul style="list-style-type: none"> • Updated overflow times. • Updated queue prompts. • Bay Lake and East Central transitioned to callback. • Genesys continues to work to aggregate all historical reporting data to central time zone. • Genesys User Guide-Historical Reporting 9.2 was released 2/27/2023. 			
Genesys Enhancement List	<ul style="list-style-type: none"> • Discussed questionable Genesys enhancement requests submitted by consortia for prioritization list. • List will be reviewed and prioritized by Paul Michael, Adam Afsary and Alicia Grulke by mid-March and presented to consortia leads and Call Center Operational Subcommittee. 			
Next Meeting	Monday, March 13, 2023 @ 1:00 p.m. Contact Information: DHSGenesysCloudProject@dhs.wisconsin.gov			