

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, March 21, 2024

1:00 – 3:30 p.m.

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

Minutes

Invitees

Attendees (X = Attended)			
<input checked="" type="checkbox"/>	Katie Sepnieski – DHS BEOT	<input type="checkbox"/>	Tarah Richardson – DHS BEOT
<input checked="" type="checkbox"/>	Alicia Grulke – DHS BEOT	<input type="checkbox"/>	Elizabeth Olsen – DHS BEOT
<input checked="" type="checkbox"/>	Ashley Schabel – DHS BEOT	<input checked="" type="checkbox"/>	LaTanya Baldwin – DHS BEOT
<input type="checkbox"/>	Jody Noble – DHS BEOT	<input type="checkbox"/>	Stevey Poppe – DHS BEEP
<input type="checkbox"/>	Pang Xiong – DHS BEOT	<input checked="" type="checkbox"/>	Autumn Arnold – DHS BEEP
<input checked="" type="checkbox"/>	Molly Thomas – DHS BEOT	<input type="checkbox"/>	Brookelynn Slamka – DHS BEEP
<input checked="" type="checkbox"/>	Angela Stanford – DHS BEOT	<input type="checkbox"/>	Valeri Kazakhetsyan – DHS BEEP
<input type="checkbox"/>	Alexia Hamilton – DHS BEOT	<input checked="" type="checkbox"/>	Laurie Teubert – DHS BEEP
<input checked="" type="checkbox"/>	Nick Kwaw – DHS BEOT	<input type="checkbox"/>	Nicole Huffman – DHS BEEP
<input type="checkbox"/>	Linsey Donaldson – DHS BEOT	<input type="checkbox"/>	True Lor – DHS BEEP
<input type="checkbox"/>	Victoria Conley – DHS BEEP	<input type="checkbox"/>	Laura Hanson – DHS BEEP
<input checked="" type="checkbox"/>	Bay Lake – Chelsey Groessl	<input type="checkbox"/>	Rebecca David – DHS BEEP
<input type="checkbox"/>	<i>Bay Lake – Becky Hetfield-Salentine</i>	<input checked="" type="checkbox"/>	MilES – Monica Gregory
<input checked="" type="checkbox"/>	Capital – Shawn Tessmann	<input type="checkbox"/>	<i>MilES – Shawnte Julien</i>
<input type="checkbox"/>	Capital – Adam Chorlton	<input checked="" type="checkbox"/>	Moraine Lakes – Mia Anderson-Inman
<input checked="" type="checkbox"/>	Central – Nicole Rolain	<input checked="" type="checkbox"/>	Moraine Lakes – Heather Merten
<input checked="" type="checkbox"/>	Central – Amanda Brooks	<input checked="" type="checkbox"/>	Northern – Steve Budnik
<input checked="" type="checkbox"/>	East Central – Ann Kriegel	<input type="checkbox"/>	<i>Northern – Jeanine Spuhler</i>
<input type="checkbox"/>	<i>East Central – Annett Mooney</i>	<input checked="" type="checkbox"/>	Southern – Kate Chambers
<input checked="" type="checkbox"/>	Great Rivers – Kathy Welke (co-chair)	<input checked="" type="checkbox"/>	Southern – Laci Bainbridge
<input checked="" type="checkbox"/>	Great Rivers – Ronda Brown	<input checked="" type="checkbox"/>	Western – Lorie Graff (co-chair)
<input checked="" type="checkbox"/>	East Central – John Rathman (co-chair)	<input type="checkbox"/>	<i>Western – Tricia Wavra</i>
<input checked="" type="checkbox"/>	WKRP – Katie Kasprzak	<input checked="" type="checkbox"/>	WKRP – Kimm Peters
	Guests:		
<input checked="" type="checkbox"/>	Thor Neng - DCF	<input type="checkbox"/>	Tami Berg - OIG

<input type="checkbox"/>	Gage Winkelmann – DCF	<input type="checkbox"/>	Nicole Koch - OIG
<input checked="" type="checkbox"/>	Barbara Honsa - DCF	<input checked="" type="checkbox"/>	Lauren Heitman – DHS Area Admin
<input checked="" type="checkbox"/>	Kent Ellis - DCF	<input type="checkbox"/>	Shine Baby– DHS BSM
<input type="checkbox"/>	Annie Griggs – DCF	<input type="checkbox"/>	Suzanne Cone – DHS BSM
<input checked="" type="checkbox"/>	Jessica Schulte – Jefferson County	<input checked="" type="checkbox"/>	Darin Petesch – DHS BSM
<input type="checkbox"/>	Darsell Johns – MilES	<input type="checkbox"/>	Mai Yee Xiong – DHS BSM
<input type="checkbox"/>	Michael Poma - MilES	<input type="checkbox"/>	Paul Michael - DHS
<input checked="" type="checkbox"/>	Tim McGuire - MilES	<input type="checkbox"/>	Shauna Grossman - DHS
<input checked="" type="checkbox"/>	Mac Strawder - MilES	<input type="checkbox"/>	Shelli Essmann DHS Area Admin
<input type="checkbox"/>	Brenda Belanger-Red Cliff	<input checked="" type="checkbox"/>	Carol Waulet – Door County
<input type="checkbox"/>	Wendy Corbine - Bad River	<input type="checkbox"/>	Amber Taylor – Adams County
<input type="checkbox"/>	Renee Lyman – Dodge County	<input type="checkbox"/>	Kris Weden – Marathon County
<input type="checkbox"/>	Carol Sjoblom – Columbia County	<input type="checkbox"/>	Raelle Allen - Lac du Flambeau Tribe
<input type="checkbox"/>	Alyson Wagoner - Forest County Potawatomi	<input checked="" type="checkbox"/>	Maria Delagado – Southern
<input checked="" type="checkbox"/>	Heidrun Kovach – Dane County	<input checked="" type="checkbox"/>	Roxann Binkowski – Waushara County
<input type="checkbox"/>	Mitch Birkey – Calumet County	<input type="checkbox"/>	Adam Chorlton – Capital Consortia
<input type="checkbox"/>	Kesha Cole – Ozaukee County	<input type="checkbox"/>	Deb Bohlman – Fond du Lac County
<input type="checkbox"/>	Michele Chiuchiolo – Dane County	<input type="checkbox"/>	Amy Beranek – Dodge County
<input type="checkbox"/>	Deb Williquette – Manitowoc County	<input checked="" type="checkbox"/>	Melissa Todd
<input type="checkbox"/>	Ron Redell – Dane County	<input type="checkbox"/>	Rob Klingforth – Moraine Lakes
<input type="checkbox"/>	Kara Ponti – Dane County	<input type="checkbox"/>	Cortney Hebel – Dane County
<input type="checkbox"/>	Cheryl Kawlewski – Portage County	<input checked="" type="checkbox"/>	Charlie Morgan – WI Legislature

AGENDA

Welcome (Katie Sepnieski & Kathy Welke)

- Report attendance by replying to the email from DHSBEOTAdmin@dhs.wisconsin.gov.

Approval of February 15, 2024, Meeting Minutes (Katie Sepnieski)

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

Policy Updates (Department of Health Services)

Healthcare

- The reinstatement of premiums has started for children in BadgerCare Plus:
 - Operations Memo 24-04 was published on March 8, 2024.
 - The Department sent a CARES Coordinator Notice (CCN) on March 11, 2024.

- Letters about premiums will be mailed to members on a rolling basis in advance of the next renewal.
- New applicants as of April 1, 2024, may be charged a premium starting in May 2024.
- Members enrolled before April 1, 2024, will not be charged premiums until after their next scheduled renewal in April or later.
- The Department received a question from Income Maintenance agencies asking how members will be notified about the ways to pay BadgerCare Plus premiums and if fliers, brochures, or notecards will be created to use in lobbies and/or a banner created on ACCESS or other Department websites.
 - The Department will take this suggestion to the communication and outreach team. The premium statement was updated to include information about how to pay, so members will get that information every month.
- Below are planned publication dates for upcoming Operations Memos:

Memo	Target Publication Date
Change in Face Value Determinations for Life Insurance Policies for Medicaid	03/22/2024
Discontinued Requirements for BadgerCare Plus Childless Adults	04/03/2024
Policy Changes for MA & BC+ Related to Who Can Sign	04/12/2024

Subcommittee Updates (Income Maintenance Agency Subcommittee Co-Chairs)

- Income Maintenance Operational Analysis (IMOA) subcommittee met on March 1, 2024. Kathy Welke shared key discussion points (see attachment). Next meeting is April 12, 2024.
- Call Center Operational Technical subcommittee met on February 26 and March 11, 2024. Kris Weden shared key discussion points (see attachment). Next meeting is March 25, 2024.
- Fraud & Program Integrity subcommittee met on February 13, 2024. Mary Donahue shared key discussion points (see attachment). Next meeting is May 14, 2024.

Income Maintenance (IM) Funding and Contract Updates (Alicia Grulke & Kathy Welke)

- The MA Unwinding Funds contract effective April 1, 2024, have been sent to consortia for signature. Four consortia have signed the contract.

Consortia Feedback (Kathy Welke)

- None

Administrative Memos (Alicia Grulke & Kathy Welke)

- None

Regional Enrollment Network (Lorie Graff)

- Partners discussed concerns over an increase in marketplace enrollment fraud issues. The fraud involves individuals getting enrolled by unscrupulous agents into plans that cost more or that do not provide the benefits needed. The problem has increased since mid-2023, with the unwinding, as more individuals have transitioned from Medicaid to the Marketplace. Efforts are going into raising awareness of the issue.
 - The Wisconsin Examiner published an article on the agent fraud issues (<https://wisconsinexaminer.com/2024/03/06/health-care-navigators-insurance-regulators-see-increase-in-questionable-sales-pitches/>), and Office of the Commissioner of Insurance

(OCI) published a bulletin alerting insurance agents, brokers and others of the complaints they are receiving.

- Both CMS and the federal Marketplace are holding listening sessions to learn more about the fraud across the country. The primary concern among marketplace assisters is how to help consumers resolve issues if taken advantage of and enrolled in one of the plans. The main option is to file a complaint with OCI, but if a consumer is not connected to an assister or navigator there is concern that consumers are not aware that there are steps available that they can take.
- Partners provided feedback on a report that's being provided by the Department that shows the Number of Medicaid Members Requiring Member Action for Renewal each month. The data is provided by REN area, consortia, and county. Partners reported that they are finding the data helpful to their outreach planning efforts.
- Discussion about post-unwinding plans for committees and meetings. The Unwinding Task Force meetings will continue through July. The Department shared that, while other meetings will end at the end of the unwinding (Stakeholder meetings, IM Partner workgroup), DHS is exploring ways to integrate partners into existing state-run meetings at regular intervals. Covering Wisconsin is also exploring options for continuing the statewide Regional Enrollment Networks beyond the unwinding.

Public Comment

- None

Announcements

- Tarah Richardson, begin on March 11, 2024, as the new Operations Office Associate for the Bureau of Eligibility Operations and Training.
- The May 2024 IMAC meeting will be held in person. More information will be shared at the April 2024 meeting.
- The Department shared that the Unclear rule policy implementation date is to be determined. The March 1, 2024, IMOA Key Messages were updated to reflect this.
- The Department shared that March 1, 2024 IMOA notes had an incorrect acronym related to Summer P-EBT. IMOA Key Messages were updated to reflect the change from Summer -PEBT to Summer EBT.
- For upcoming meetings in 2024, send agenda items to the WHCSA Tri Chairs or Bureau of Eligibility Operations and Training operations associate at DHSBEOTAdmin@dhs.wisconsin.gov.