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## INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

June 20, 2024

1:00 – 3:30 p.m.

**Zoom Link:** <https://dhs.wi.zoomgov.com/j/1604519247>

**Join by Phone:** 1-669-254-5252 | **Meeting ID:** 160 451 9247

Time	Topic	Presenter(s)
1:00 – 1:05 PM	Welcome	Katie Sepnieski/Kathy Welke
1:05 – 1:10 PM	Approval of May 16, 2024, Meeting Minutes (Attachment)	Katie Sepnieski
1:10 – 1:45 PM	Department of Health Services Policy Updates	DHS Policy
1:45 – 2:05 PM	Subcommittee Updates (Attachment) <ul style="list-style-type: none"><li>Income Maintenance Operational Analysis (June 7)</li><li>Call Center Technical/Operational (June 10)</li><li>Elderly, Blind, Disabled/Long Term Care (not presenting)</li><li>Training (not presenting)</li><li>Performance Monitoring (May 15)</li><li>Fraud &amp; Program Integrity (May 14)</li></ul>	Kathy Welke Kris Weden  Nicole Rolain/Ann Kriegel Tami Berg
2:05 – 2:10 PM	Income Maintenance (IM) Funding and Contract Updates	Alicia Grulke/Kathy Welke
2:10 – 2:15 PM	Consortia Feedback: IM consortia will share feedback with DHS	Kathy Welke
2:15 – 2:20 PM	Administrative Memos	Alicia Grulke/Kathy Welke
2:20 – 2:25 PM	Regional Enrollment Network	Lorie Graff
2:25 – 2:30 PM	Public Comment	All
2:30 PM	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**  
**June 7, 2024**

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
<p>DHS Policy/COVID-19 Updates – DHS Staff</p>	<p>Healthcare Policy Updates  MAPP Premiums reinstated for August. June 10<sup>th</sup> MAPP Letters sent out.</p> <p>Previously there were a number of questions on ACCESS and paper applications that were related to the FFM and those answers would crossover to the FFM when a member was denied. Those questions no longer need to crossover, and a lot of those questions were previously removed from ACCESS and paper applications. In the June CARES release CWW will be updated to align with ACCESS/paper applications. Most questions are on the Medical Gatepost page related to other insurance. These questions will not default to NO and workers do not have to ask these questions.</p> <p>CMS Final Rule was released in March requiring states to make changes in certain eligibility and enrollment processes for Medicaid. A draft document summarizing the requirements that will require a change for WI and the expected compliance data. High level provisions and compliance dates include:</p> <ul style="list-style-type: none"> <li>• Remove limitation on Reasonable Opportunity Periods for citizenships and immigration. (6/3/24)</li> <li>• Remove 12-month CHIP waiting period for applicants with access to insurance. (6/3/25)</li> <li>• Remove requirement to apply for other benefits as a condition of Medicaid eligibility. (6/3/25)</li> <li>• Updating address information and agency action on returned mail. (12/3/25)</li> <li>• Consider SAVE and birth records to be primary (stand-along) verification of citizenship. (6/3/26)</li> <li>• Retain information that is requested and received from data exchanges but not used for eligibility determinations. (6/3/26)</li> <li>• Implement changes to enrollment and renewal for non-MAGI populations. (6/3/27)</li> </ul>			

	<ul style="list-style-type: none"> <li>• Implement timeframes for acting on changes in circumstances that will include 30-day verification timeframe, 90-day reconsideration period for failure to verify at application or change in circumstances and keeping existing eligibility when a member does not verify a change that would give them a better benefit. (6/3/27)</li> <li>• Implement timeliness requirements for applications, reported changes, anticipated changes and renewals. (6/3/27)</li> </ul> <p>Post-Unwinding Plans Reviewed document of plan for post-unwinding work. This was previously discussed at IMOA and reviewed final policies and processes that would be ending or continuing.</p> <p>FoodShare Related Updates Waived Interview ends 8/30. Waiver for accepting verbal signature when can't be recorded continues through the end of June. DHS requesting FNS to continue this.</p> <p>The June release will include questions regarding work registrant ABAWD exemptions. Workers will only see this information by looking at the PDF and then will need to enter answers into CWW. In a future release this information will be integrated into CWW from ACCESS.</p> <p>June Release- Prompt for the oral work registrant script will be added in CWW when there is a change to someone's requirement.</p> <p>Scanning – Jody Noble PRT is receiving examples of documents that are appearing after the due date or other unique issues with document scanning. PRT is working on this and will bring back to July IMOA.</p>			
DEAR- Disabled Elderly Accessible Renewal	Will discuss at July IMOA.			
IM Training	LTC redesign published on 4/30. Working on phase three of LTC re-design.			

	Genesys agent and supervisor training is available on Cornerstone MAPP trainings now available in Cornerstone. Soon to be released will be a training on Case Documentation.			
Unclear Training Plan	<p>IM Training as identified 4 areas of focus for the FoodShare Unclear Project Training Plan:</p> <ul style="list-style-type: none"> <li>• Pre-Training -CBT to introduce the policy and mindset change (July)</li> <li>• Webinars and Recording – Recorded and published in Cornerstone; 8 offered sessions and anticipate 2 hours. (First two weeks of August and published on 8/15)</li> <li>• New Worker Training Updates (September)</li> <li>• Additional Training Updates- Overpayment, Work Rules, ABWADS, Clock and Interview/Exemptions (October 2024)</li> </ul>			
FS Contracted Partner Updates Stephanie Dorfman	<p>DHS relies on partners to conduct outreach to those not currently enrolled. Partners educate, increase awareness and provide application assistance. They have spent time educating on expense deductions and explaining new policies/existing policies. Focus on increasing awareness amongst targeted populations. Application assistance may take place with a three-way call with IM or come into agency with member. May directly assist members in submitting verifications electronically and direct to other community members. Educate on self-serve options with IM. Support QUEST card management and what steps the member needs to take to get another card. Educate on Work Registrant and ABAWD Requirements so they know how to meet those requirements.</p>			
MASS UNPIN Project Update Candice Canales	<p>Introduced three new tools to help protect FoodShare members.</p> <ul style="list-style-type: none"> <li>• Mass Quest Card PIN update – (Summer 2024) Allows DHS to systematically remove current PIN from compromised cards. Locks cards to prevent unauthorized use. Replaces card deactivation and replacement, allowing members to keep their card. Requires members to change PINs on ebtEdge website or mobile app.</li> <li>• Opt-in to out-of-state (OOS) spending Current default allows spending in all 50 states. New default will only allow in-state spending. Members will be able to opt in to all or specific states on the ebtEdge website and mobile app. Members will need to enable this function for online purchase deliveries in the states they select. (End of</li> </ul>			

	<p>2025)</p> <ul style="list-style-type: none"> <li>Transaction Text Alerts- By end of 2025/early 2026 Uses predetermined data sets to immediately notify members of potential suspicious QUEST card activity.</li> </ul> <p>Funding for this comes from USDA Grant</p>			
SEBT Replacement Benefits Jess Rustein	Federal rules state that Summer EBT (S-EBT) benefits are eligible for replacement in certain circumstances (household misfortune or natural disaster and not eligible if fraud or theft). IM will be assisting with this process. PowerPoint was shared regarding policy and replacement process.			
Genesys Update (Attachment)	Timeline - Pilot and Phase 1 completed. Consortia rollout is on track. Will be covering at the subcommittee who hasn't sent in test results, who has passed and still not passed.			
CARES Portfolio (Attachment)	Overview of CARES portfolio and for remainder of 2024 and what is anticipated for 2025.			
Unwinding Operations Planning	LTES have started to find other employment and DHS will be working with consortia who are still using LTES on phase out. Call center volumes are going down. Some consortia still using OT.			
Future Agenda Topics	Reviewed attachment. DEAR, Genesys, CDPU Updates, FS Unclear CARES Release			

**Income Maintenance Subcommittee Key Messages  
Call Center Technical Operational  
June 10, 2024**

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Timelines	<p>The following items have been completed:</p> <ul style="list-style-type: none"> <li>• 5/2 Agent section of GCCX user guide published (excluding ATS)</li> <li>• 5/15 Cornerstone training for Agent and Supervisor published (excluding ATS)</li> <li>• 5/16 Pilot for WFCAP, Estate Recovery, PRT/DMS Training and EMCAPO</li> <li>• 5/28 Supervisor section of GCCX user guide published</li> <li>• 5/30 Phase 1 Enrollment Broker, IMQC and OIG</li> </ul> <p>Likely delayed</p> <ul style="list-style-type: none"> <li>• 6/11 Process Help (ATS) sent via CCN</li> <li>• Publishing of Admin section of the GCCX user guide</li> <li>• Publishing of Cornerstone training for Admin and ATS</li> </ul> <p>On Track</p> <ul style="list-style-type: none"> <li>• 6/22 Publish Process Help</li> <li>• Remaining rollout Phases 2, 3, 4 and 5</li> <li>• Phase 2 agents (Bay Lake, East Central, W@ and Tribes) have been configured and invites sent to all agents. Training IDs have been sent to each consortium to be distributed to Phase 2 agents.</li> <li>• Phase 3 and 4 (IM Central, Northern, Southern, Western, WKRP, Capital, Great Rivers and Moraine Lakes) currently collecting user information.</li> </ul>		Phase 3 and 4 consortia	<b>User information due to state by 6/13/24 @ 12:00</b>
Project Updates	<p>Network Readiness Testing</p> <ul style="list-style-type: none"> <li>• All network test results, questions and support for testing should be directed to <a href="mailto:wisdhs_results@genesys.com">wisdhs_results@genesys.com</a></li> <li>• Network test escalations may be referred to <a href="mailto:Paul.Michael@dhs.Wisconsin.gov">Paul.Michael@dhs.Wisconsin.gov</a></li> <li>• The following counties did not submit testing results – Brown, Marquette, Buffalo and Rock</li> <li>• The following counties submitted failed tests – Ashland, Barron, Burnett, Clark, Crawford, Douglas, Dunn, Eau Claire, Jackson, Jefferson, Kenosha, Lincoln, Manitowoc, Oconto, Polk, Shawano, Taylor, Washington and</li> </ul>		Counties that have not submitted tests or submitted failed test should reach out to <a href="mailto:wisdhs_results@genesys.com">wisdhs_results@genesys.com</a> ASAP	

	Winnebago			
Skilling and Queue Assignments	<ul style="list-style-type: none"> <li>• In addition to being assigned a queue, each interaction is assigned a skill and language.</li> <li>• Skilling is no longer a determinant of queue assignments. Skills are now relevant to language.</li> <li>• Agents are assigned directly to a queue and must also be assigned to one or more languages.</li> <li>• In most cases all languages and skills would be assigned to all agents.</li> <li>• The Hmong language is not supported on the platform, so the Hmong prompts were loaded as <i>French</i>. Any agent taking calls where the caller selected Hmong as their language will be assigned to the <i>French</i> language.</li> </ul>			
ATS Demo	Paul gave a short demonstration on how ATS will work in Genesys Cloud. There is no audio prompt to the agent that the ATS recording began. ATS can be paused, stopped and restarted. There will be only one interaction ID. Call recordings from the current Genesys platform will not transfer over to Genesys Cloud.			
Callback Process Changes	<p>Currently the customer is called back and in queue before the agent is engaged. In the Cloud the agent answers the interaction first and then the customer is called back.</p> <p>Currently the system calls the customer back if there is a no answer. In the Cloud the agent can leave a message for the member and schedule a callback for a later time. We anticipate a limit to the number of times a call can be rescheduled and how far out they can be scheduled.</p>			
Voicemail Process	<p>Currently voicemails are placed into a voicemail box. In the Cloud voicemails are placed in queue as an interaction.</p> <p>Currently agents dial into the system and listen to voicemail via their phone. In the Cloud the interaction is offered to the agent from the queue. The agent accepts and listens to the voicemail via the user interface and computer audio.</p>			
Next Meeting	Monday, June 24, 2024 @ 1:00 p.m.			

**Income Maintenance Subcommittee Key Messages  
Performance Monitoring  
May 15, 2024**

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
RECAP of March 2024 meeting	<ul style="list-style-type: none"> <li>• Drafting QC types document-hoping to have by July Meeting</li> <li>• March Recap-unwinding metrics, PCR updates-Feb enhancements, FPS policy-pended incorrectly, PRT updates-SAH, MAG-G/MAG-C, LIS referrals-fixed in June, system issues, MSP-requested per policy-3/21 CCN, 4/4 CCN, caseloads decreasing-peaked July 2023, QC errors, DHS reviewing FS overpayment claims-would email if issues found</li> </ul>	PM subcommittee/IM Consortia	Ashley Schabel (Molly is out)	n/a
Recent Policy check in	<ul style="list-style-type: none"> <li>• Earned income being re-verified at renewal or program request</li> <li>• Current earned income at renewal/program request</li> <li>• Example-Workers do new application or renewal-note that income was recently verified and don't request new verifs. -hoping for written clarification; <b>should ask for new verifications because they would have had one more paycheck since the income was last verified</b>; example will be added to PH 16.4.2 FS policy clearly states most recent 30 days will update BC and ME- HBs in June release</li> </ul>	PM subcommittee/IM Consortia	Ann Kriegel	n/a
Consortia Reports	<p><b>Monthly Consortia Report- April 2024</b></p> <ul style="list-style-type: none"> <li>• 90K cases less than 1 year ago, statewide</li> <li>• Renewals up 50% from pre-PHE levels</li> <li>• Timeliness is constant and good</li> <li>• ASA is down to 5.11</li> <li>• Benefit recovery page far more accurate-returning to normal with some recoveries</li> </ul>	PM subcommittee/IM Consortia	Donna King	n/a



<p>HCQC Error Findings</p>	<p>Background:3 teams -will report separately going forward</p> <ol style="list-style-type: none"> <li>1. FSQC team-Reviews FS-federal reviews</li> <li>2. IMQA and special programs/projects team-review all HC programs and CTS</li> <li>3. HC team-MEQC and PERM, HC only</li> </ol> <p><b>Top 3 Eligibility errors</b></p> <ol style="list-style-type: none"> <li>1. Representative details (19 errors) <ol style="list-style-type: none"> <li>a. No form on file</li> <li>b. Member asked to remove AR, paperwork not mailed to them</li> <li>c. Witness signature missing</li> </ol> </li> <li>2. Confirmed Assistance Group (16) <ol style="list-style-type: none"> <li>a. Duplicate PINs</li> <li>b. Eligibility not run</li> <li>c. Member turned 19-should have HC on own case</li> </ol> </li> <li>3. Current Demographics (13) <ol style="list-style-type: none"> <li>a. Living arrangement code is not correct</li> <li>b. Member did not report change-not living in WI</li> </ol> </li> </ol> <p><b>Top 3 technical errors</b>-Not sent to consortia</p> <ol style="list-style-type: none"> <li>1. Current Demographics (48) <ol style="list-style-type: none"> <li>a. Incorrect living arrangement-homeless</li> <li>b. Identity MA verification-wrong code</li> </ol> </li> <li>2. Permanent demographics (41) <ol style="list-style-type: none"> <li>a. US citizenship MA verification</li> <li>b. Date of death-not updated upon receipt of verification</li> </ol> </li> <li>3. Liquid assets (29) <ol style="list-style-type: none"> <li>a. Incorrect verification code no alert was generated for AVS match-use "DE"</li> <li>b. Verification-not updated wrong asset type</li> </ol> </li> </ol>	<p>PM subcommittee/IM Consortia</p>	<p>Ashley Schabel (background)</p> <p>Angela Stanford (error data)</p>	<p>n/a</p>
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<p>IMQA Error Findings</p>	<p><b>Top 3 Eligibility Errors-March and April 2024</b></p> <ol style="list-style-type: none"> <li>1. Employment (32) <ol style="list-style-type: none"> <li>a. Unreported income-all client errors</li> <li>b. Verification-not requested/case not updated</li> <li>c. Misc-hours avg incorrect, bonus not budgeted</li> </ol> </li> <li>2. Confirmed AG Summary (12)-often marked as CWW errors <ol style="list-style-type: none"> <li>a. FS certifications-extended when not run after expedited issued, run eligibility-no comments</li> <li>b. HC certs-extended when run with dates, verification not updated at renewal;</li> <li>c. Alerts not worked-538 deleted 4 times</li> <li>d. SMRF not generated-case in review mode more than 30 days</li> </ol> </li> <li>3. Current Demographics (Cert periods)(12)- <ol style="list-style-type: none"> <li>a. Living arrangement-homeless</li> <li>b. Verification-WI residency requested when open for HC; <i>use NQ if HC open instead of pending for WI residency verification, no ID verif on file</i></li> <li>c. ID verification-not on file</li> </ol> </li> </ol> <p><b>Top 3 Technical Errors</b></p> <ol style="list-style-type: none"> <li>1. Current Demographics (31) <ol style="list-style-type: none"> <li>a. Identity verif-incorrect code</li> <li>b. Verification-Collateral Contact-needs to be 3<sup>rd</sup> party outside of AG</li> <li>c. Misc-indiv updated to homeless, no attempt to contact for return mail</li> </ol> </li> <li>2. Employment (27) <ol style="list-style-type: none"> <li>a. Calculations-overrides, not converted, cash tips</li> <li>b. Verification-closed after due date, incorrect EI verif code</li> <li>c. Data entry-transposed numbers</li> <li>d. Misc-rounding errors, no comments</li> </ol> </li> <li>3. Permanent Demographics (31) <ol style="list-style-type: none"> <li>a. Citizenship verification-code entered not on file</li> </ol> </li> </ol> <p>Hospital record-has to be signed by physician  SC-must receive applicable benefit type</p> <p>Starting Tribal review project for next month may see less</p>	<p>PM subcommittee/IM Consortia</p>	<p>Ashely Schabel</p>	<p>n/a</p>
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	<p>IMQA reviews until June</p>			
<p>Roundtable discussion and feedback sharing</p>	<p><b>Earned income Reduction Strategies and Tools</b></p> <ul style="list-style-type: none"> <li>• Paystubs Attachments</li> <li>• Team or one on one trainings</li> <li>• Tips and tricks</li> </ul> <p><b>East Central</b>-checked earned income for a long time-test with difficult paystubs-once they get it right, pass earned income.</p> <p><b>Western</b>-paystub calculator, added tabs for other calculation accuracy, long word problem quiz-scenarios like IM phone calls, use Precert tool to locate earned income, on for 12</p>	<p>PM subcommittee/IM Consortia</p>	<p>Ann Kriegel</p>	<p>Send documents/tools to Ashley Schabel by 5/17/24</p>

	<p>weeks or rolling 4 weeks of 85% or above, go below 75% back on reviews</p> <p><b>Brown</b>-round PCRs set number of staff at a time, found what QC finds-earned income; did training on conversions etc, now doing follow up QC to see if training was effective</p> <p><b>Northern</b>-staff do activity individual in CWW training then review in meeting; topics vary</p> <p><b>Send any documents to Ashley by Friday- will send out</b></p>			
Future Agenda items	<ul style="list-style-type: none"> <li>• <b>Next meeting 7/15/24</b></li> </ul>	PM subcommittee/IM Consortia	Co-chairs	TBD

**Income Maintenance Subcommittee Key Messages  
Fraud and Program Integrity  
May 14, 2024**

Agenda Item	Message/Action/Motion	Assigned to/Referred to IMAC	Deadline	Closure
OIG Updates for ITAU	ITAU is fully staffed. ITAU appreciates our patience in them addressing referrals from county agencies, as their investigation workload is heavy, and they are not able to address referrals as quickly as they would like. FPIP Metrics from 1/1/24-4/3-/24 – Overpayment totals established \$1.8M, IPVs – 217, ITAU – Overpayment totals \$222,835, IPVs 10.			
OIG Updates for PARIS and Trafficking	<ul style="list-style-type: none"> <li>• Remain fully staffed.</li> <li>• Staff assignment changes. <ul style="list-style-type: none"> <li>○ Kristy Smith has moved to investigating Trafficking cases.</li> <li>○ Tony Gehring has moved to investigating PARIS matches.</li> </ul> </li> <li>• PARIS: <ul style="list-style-type: none"> <li>○ Established \$46,125 in OPs</li> <li>○ 9 IPVs Imposed</li> </ul> </li> <li>• Trafficking: <ul style="list-style-type: none"> <li>○ Established \$50,732 in OPs</li> <li>○ 3 IPVs Imposed</li> </ul> </li> </ul> <p><b><u>Trafficking Survey:</u></b> They have realigned their standard operating procedures to balance fraud efforts statewide and focus state resources on more egregious cases.</p>			

	<p>During this process the Trafficking Team determined thresholds to ensure the most egregious fraud cases are prioritized. They are asking agency feedback regarding the Trafficking Team forwarding substantiated referrals related to Trafficking or Misuse of FS benefits to the case's county of residence. These referrals would receive a preliminary review for validity by an OIG Trafficking Agent.</p> <p>The anticipated process (unless changed based on the feedback) is the referral would be emailed to the agency's specified contact. Any evidence gathered during the OIG's preliminary analysis would be uploaded to BRITS. The OIG would not follow up on the outcome of these referrals. The Trafficking team would be happy to accommodate any requests for technical assistance, training, or questions related to misuse or trafficking investigations. They meet with agencies often to discuss trafficking cases and provide suggestions/feedback, and plan to keep doing this as long as they are requested.</p> <p>The goal of the survey is to obtain feedback on this potential process. On Monday, May 20th the trafficking team mailbox will send the survey link and "Mock -up" attachment of what a referral would look like to the agency's specified contact and the FPIP group. We ask that you answer the survey questions based on your review of the example document.</p> <p><b><u>August FPIP Meeting:</u></b>  At the August FPIP meeting Nicole Housley, Lead Trafficking Agent for OIG will be presenting on her experience with the criminal and restitution process. The presentation will detail the guidelines the OIG has adapted for criminal investigations and tips based on those experiences. We hope this presentation will aid county agencies establishing their own processes with their local District Attorney's office and criminal investigations. If your agency has any specific questions regarding the criminal process please do the following by Monday, July 8th :</p> <p>E-mail questions to: <a href="mailto:DHSOIGTrafficking@wisconsin.gov">DHSOIGTrafficking@wisconsin.gov</a>  Subject Line: FPIP Criminal Case Presentation Questions</p> <p><b><u>FoodShare Replacement Plan:</u></b></p> <ul style="list-style-type: none"> <li>• Skimming updates – OIG continues to get applications from victims of skimming, cloning and EBT theft.</li> <li>• Applications Received: 1284</li> <li>• Applications Approved: 995</li> <li>• Applications Denied: 241</li> <li>• Dollar Amount of Approved Claims: \$497,239.82</li> <li>• Counites are encouraged to obtain telephonic signatures when reports of stolen FS benefits are received, members can also obtain the applications online and email the completed application to OIG.</li> </ul>			
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OIG Fair Hearing Decision Presentation	Nikki Koch recently denied a Replacement FS Request (due to skimming). She went through the steps she took and exhibits she presented at the resulting fair hearing.			
ebtEDGE Access Discussion	Wisconsin has 50 seats for ebtEDGE Access. OIG was made aware in May 2023 that there is a 50 seat limit and that 140 individuals had access. At the time, OIG announced that only 2 seats per consortium were allowed for fraud staff. They did not remove access that staff currently had, but they did not approve others to have access. If you do not have access and need reports pulled, please reach out to those within your consortium to provide that information to you, or you can contact OIG ITAU to pull the needed reports.			
CSIRT Requests for Employee Investigations	<p>When you have an employee that you have concerns/questions on and need assistance, the following information is needed:</p> <ul style="list-style-type: none"> <li>• Worker name</li> <li>• Worker ID</li> <li>• Timeframe in question</li> <li>• Outline the question/concern you have <ul style="list-style-type: none"> <li>○ By knowing this: <ul style="list-style-type: none"> <li>▪ We determine if it's a business need</li> <li>▪ We determine if we need to pull other reports</li> <li>▪ We determine if we must request an ad hoc report which requires more time</li> </ul> </li> </ul> </li> </ul> <p>Be assured they treat all cases with discretion and have different guidelines on <u>which tools they can use for an employee investigation</u>.</p> <p>Once they receive the requested report, if you are investigating, they will forward the report to the requestor. If OIG is completing the investigation, they look for the concern/question you've outlined and report back via an investigative summary and provide in a detailed fashion of what transpired.</p>			
Compromise Claim Process Discussion	Several counties reported issues using the tool for claims originated in a county other than the county where the case currently resides. Some counties have entered a claim and issued the VCL but nothing ever came in. Western reported having one claim requested but after reviewing the OP it was determined to be agency error and the claim was deleted. The tool's math does not seem correct for a case with 3 OP claims where not all claims were approved for the compromise. It was sent to CARES PRT. The denial part of the tool seems to work as it immediately denied a claim when it was an IPV OP. This one then was disputed and went to 2nd level review and that piece of the tool also worked. Dane just got their first one and will let us know how it goes.			

	<p>PACS has added new language to the RPA that if you are experiencing a hardship you can request a compromise. Workers are also telling callers about the new compromise option.</p> <p>This will remain a standing agenda item.</p>			
PACS/BRITS Updates	<ul style="list-style-type: none"> <li>• Current recruitment for a Collection Specialist - posting WiscJobs or can reach out to April for link - rotating every 3rd week in office.</li> <li>• Claims Established through 4/30 (all programs) ~ 1,650 claims totaling \$3.1M</li> <li>• Collections thru 4/30 - \$6.3M</li> <li>• Continue to process MA Write-offs to terminate all the remaining balances of the claims <ul style="list-style-type: none"> <li>○ Processing 1k per week</li> <li>○ Close to 10k written off = \$21M</li> </ul> </li> <li>• BRITS - Go Live date of 10/14/24 remains intact, no major issues or concerns have been reported <ul style="list-style-type: none"> <li>○ Claim Creation Testing restarted mid-April</li> <li>○ 16 reported defects, 8 have been resolved pending retest</li> </ul> </li> <li>• Targeting Mid-End June to begin some payment posting and claim management testing</li> </ul>			
Action Items	<ul style="list-style-type: none"> <li>• Submit any August 2024 agenda items to Tami Berg. Her email address is in the agenda.</li> </ul>			
Next Meeting	<ul style="list-style-type: none"> <li>• 8/13/24</li> <li>• 2024 Dates: <ul style="list-style-type: none"> <li>○ 11/12</li> </ul> </li> </ul>			

