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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

September 19, 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 PM	Welcome	Katie Sepnieski/Kathy Welke
1:05 PM	Approval of August 15, 2024, Meeting Minutes (Attachment)	Katie Sepnieski
1:05 – 1:35 PM	Department of Health Services Policy Updates	DHS Policy
1:35 – 1:50 PM	Subcommittee Updates (Attachment) <ul style="list-style-type: none">Income Maintenance Operational AnalysisCall Center Technical/OperationalFraud & Program IntegrityElderly, Blind, Disabled/Long Term CareTraining (Not presenting)Performance Monitoring (Not presenting)	Kathy Welke Kris Weden Robert Klingforth Elisabeth Berkelman
1:50 – 2:05 PM	CARES Release (Attachment) <ul style="list-style-type: none">Elderly Simplified Application Project (ESAP): Disabled Elderly Application Renewal (DEAR)	DHS Staff
2:05 – 2:25 PM	Benefit Recovery Investigation Tracking System Update (BRITS) (Attachment)	April Ferstl
2:25 – 2:35 PM	Quality Control Annual Data (Attachment)	LaTanya Taylor
2:35 - 2:40 PM	Income Maintenance (IM) Funding and Contract Updates	Alicia Grulke/Kathy Welke
2:40 – 2:45 PM	Consortia Feedback: IM consortia will share feedback with DHS	Kathy Welke
2:45 - 2:50 PM	Administrative Memos	Alicia Grulke/Kathy Welke
2:50 - 2:55 PM	Regional Enrollment Network	Lorie Graff
2:55 - 3:00 PM	Public Comment	All
3:00 - 3:05 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/1604519247>, 5 minutes ahead of time.

Income Maintenance Subcommittee Key Messages
IMOA
September 13, 2024

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
<p>DHS Policy DHS Staff</p>	<p>MAPP Premiums Actively working to resolve multiple issues, but not all will be resolved in time for September. To avoid additional issues, DHS is planning to hold AA notices in September and extend eligibility into October for those who have not paid September premiums. This is a temporary fix. Expectation is still that people should be paying their premiums. Q. SSA Cards cannot use EFT. Can this be enhanced? A. DHS will review. Q. What is the reason behind agencies not able to update CWW? A. Processing does not work the same way as when Gainwell does it-how the premium is applied. It looks as though the premium is paid twice. Q.Fair Hearings- premiums received, HC reinstated but MCO disenrolled member. What guidance is there to resolve this. A. DHS will review. Agencies can include in their Fair Hearing write up that MA has already been reinstated. Consortia were asked if mailing address for initial premiums should state county of residence instead of Consortia Administration address. Consensus was to use county of residence. DHS will begin to provide consortia with a weekly update on progress on outstanding issues.</p> <p>Upcoming Health Care Operations Memos In the next couple weeks, an amendment to Operations Memo 24-07: Changes to Who Can Sign Health Care Applications and Long-Term Care Forms on Behalf of Incompetent or Incapacitated Adults.</p> <ul style="list-style-type: none"> ○ The amendment clarifies the distinction between incompetent and incapacitated and clarifies details of guardianship. <p>In early October (planned 10/4), operations memos will be published related to the October CARES release, including:</p> <ul style="list-style-type: none"> ○ Changes to Support Individual-Level Health Care Eligibility Determinations, Health Care 			

	<p>Redeterminations, and Continuous Coverage for Children</p> <ul style="list-style-type: none"> ▪ Effective October 19, 2024 ○ WWWMA Eligibility Begin Date and Late Renewal Processing Time <ul style="list-style-type: none"> ▪ This announces policy changes for the Wisconsin Well Woman Medicaid program and does not impact IM. ○ Note: There is no operations memo related to the October project that is moving SeniorCare into CWW, as there are no policy changes. • One additional health care policy ops memo that is forthcoming in November will announce the removal of the federal requirement that applicants and members take all steps to obtain benefits they are entitled to as a condition of Medicaid eligibility. <p>Foodshare Julie Taylor provided consortium with a poll during the meeting to seek feedback on the Interview Waiver that was previously in place.</p> <p>Operations Memo coming out in October with an effective date of 11/1/24 for DEAR policy. This will be a phased in approach for ongoing cases like what was done with reinstating Health Care Notices. Customers who qualify for an extended certification period will receive a notice with their new certification period, renewal date, etc. New applications 11/1 and after, and November renewals, will go into the 36-month certification period if eligible.</p> <p>Expect to hear from FNS soon on the request to continue to waive time-limited benefits for ABAWDS for the existing counties and four new counties. Will not be approved to continue waiver for Milwaukee County. Members will get notices of updated status and work requirement after September AA.</p> <p>Summer EBT Summer EBT is wrapping up with a total of \$54 Million issued serviced 500,000 children and 250,000 households. WI is working on the 2025 plan to submit to FNS.</p> <p>Jody Noble provided an update on a CARES Bulletin. These will still be emailed out but starting with October there will also be a link added to the Process Help Homepage.</p>			
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AI Updates Nick Havens	<p>Stemming from the Governor’s Taskforce on AI there has been a release of an Advisory Action plan that will guide adaption of AI. Acceptable use policy will be released in the next couple of months. Considering limitations, risk, security and budget constraints.</p> <p>Caseworker Policy Assistant- FNS has approved the addition of the FoodShare Handbook and this is being added. Will have another workgroup meeting in mid to late October to share updates and gather additional feedback. This will likely not be released until early 2025 and will be DHS’s first step in using AI.</p>			
FSET Provider Cory Flynn	<p>FSET Region 8 (Baron, Chippewa, Clark, Dunn, Eau Claire, Pepin, Pierce, Polk and St Croix Counties) will be served by CS Solutions beginning 9/30. Workforce Resource, current vendor, will continue to provide services until that date.</p> <p>Office locations can be found on this website: https://www.myfset.net</p>			
Genesys Update Paul Michaels	<p>Callback is currently delayed and will not rollout until after all phases have transition to Genesys Cloud. Anticipate having updated timeline next week for the remaining consortia.</p>			
Consolidated Appropriations Act (CCA) Requirements on Incarcerated Youth Rachel Witthoft	<p>States must provide certain services 30 days prior to release of incarcerated youth. States must implement by 1/1/25. (This applies to youth under age 21 and Former Foster Care Youth.) Shouldn’t be a direct impact to IM agencies.</p>			
Future Agenda Topics	<p>Reviewed attachment.</p>			

**Income Maintenance Subcommittee Key Messages
Call Center Technical/Operational
August 12, 2024**

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Rollout Schedule Update	<ul style="list-style-type: none"> • Northern consortium requested to be moved to Phase 4 rollout and are now scheduled for 8/29/24 along with Great Rivers and Moraine Lakes. • Capital consortium requested to be moved to Phase 5 rollout and are now scheduled for 9/12/24 along with MiES/MECA, DMS Main Line and Summer EBT. • Login times can be tracked by Admins and Supervisors under Performance>Workspace>Agent Status. “Logged In” statistic provides the total time logged in during the selected time period. • Calls handled can be tracked by Admins and Supervisors under Performance>Workspace>Agent Performance. “Handle” statistic is the total inbound and outbound calls handled by an agent. • When looking at statistical data be sure to filter by the correct date. 			
Agent Reminders	<ul style="list-style-type: none"> • Agents can check their status by looking for a green or red dot next to the person icon on the left side of the screen. If either color is present their current or last interaction is still open and new calls will not be offered to them. • Agents can check their live performance by going to Workspace>My Performance>My Queue Activity. This will show live data for each queue they are assigned to. • There are no selections for “favorites” or to “save” frequent queues or numbers. 			
Miscellaneous	<ul style="list-style-type: none"> • Once a caller enters a queue they will be informed of the number of calls ahead of them and their estimated wait time. • After September 2024 call recordings will remain on the platform for 90 days. After that time period recordings will need to be requested. • Supervisors and Admins will no longer be able to monitor agents in real time. 			

Next Meeting	Monday, August 26, 2024 @ 1:00 p.m.			
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**Income Maintenance Subcommittee Key Messages
Call Center Technical/Operational
August 26, 2024**

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Updates on Callback feature	<ul style="list-style-type: none"> Customer First callback is scheduled for beta testing the week of August 26, 2024. Customer First callback is scheduled for general release in September. This schedule is subject to change based on testing results. DHS will provide regular updates on the testing and implementation schedule. DHS completed outreach to partner agencies to communicate that the callback feature will be temporarily unavailable and may impact call center performance. 			
Project Delays	<p>Multiple issues are causing project delays. An updated timeline will be announced when available.</p> <ul style="list-style-type: none"> ATS recordings are “clipped” at the wrong time. Recordings from Phase 2 will be re-edited to ECF. ATS file transfer process is being fine tuned before additional load is added. Load to ECF is taking longer than anticipated. Increase allowance for significant queue times. For customers that continue to hold for over 3 hours. 			
MGEP Recording Retention	<ul style="list-style-type: none"> DHS is researching recording retention policies for MGEP and GCCX platforms. It is unlikely that DHS records will allow for indefinite retention of call recordings. Current plan is to move MGEP recordings older than 90 days to state storage. Recordings that have been moved to state storage will be accessible by State Admins and can be requested via a state help desk ticket. Consortia should start downloading any data from MGEP that is older than 90 days. 			
Training and Handbook	The Call Center Operational Technical Subcommittee will be used to gather feedback on possible edits and additions to Genesys training and the User Guide.			

	<p>Discussion topics could include:</p> <ul style="list-style-type: none"> • Training call flow • First Time log in • Agent queue statistics view • What queue do we want agents to use for outbound calls (“On behalf off”) • How to expand and minimize information • Videos on how to generate reports • ATS instructions • How to set up view for Supervisors and Admins 			
Next Meeting	Monday, September 9, 2024 @ 1:00 p.m.			

**Income Maintenance Subcommittee Key Messages
Call Center Technical/Operational
September 9, 2024**

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Project Delay	Updated timeline for rollout will be announced when it is available.			
MGEP Recording Retention	Testing has started on this process. Consortia will be given advanced notice as to when process will be put into production.			
Training and Handbook Enhancements	<p>Enhancements will be made to the training and handbook on a regular schedule that will likely be similar to other handbook updates which are done tri annually (3 times per year).</p> <p>The following items have been identified for enhancement:</p> <ul style="list-style-type: none"> • Expanding the interaction tab. • ATS instructions in User Guide. • Agent status definitions in live reporting. • Information provided when searching for agent. • Password strength. • Training call flow. • Account activation and first-time logging in. • Agent queue statistics. 			
Support, Change of Fix Requests	The process for submitting a Genesys Support Ticket can be found in the Genesys User Guide 11.6. Individual request for support should come directly from the user after all attempts to			

	<p>troubleshoot have been made by the user, local admins, supervisors and IT personnel. Opening a ticket by email is preferred as it allows the user to provide all necessary information to the support team, especially screen shots of the issue.</p> <p>General questions can be sent to dhsgenesyscloudproject@dhs.wisconsin.gov.</p> <p>All tickets are reviewed for priority based on number of users impacted and the significance on the call centers ability to operate.</p>			
Next Meeting	Monday, September 30, 2024 @ 1:00 p.m.			

**Income Maintenance Subcommittee Key Messages
Fraud and Program Integrity
August 13, 2024**

Agenda Item	Message/Action/Motion	Assigned to/Referred to IMAC	Deadline	Closure
OIG Updates for ITAU	Stats update: <ul style="list-style-type: none"> • ITAU is fully staffed <ul style="list-style-type: none"> ○ One Lead Investigator, One Overpayment Specialist and Four Investigators 			

	<ul style="list-style-type: none"> ○ Current trends are taking up a considerable amount of OIG - ITAU/PARIS/Trafficking ○ Skimming and Foodshare replacement is taking up time specifically ○ 26 IPVs, 291 investigations, \$466,000 in overpayments ○ Referrals have increased significantly <ul style="list-style-type: none"> ● Almost 1500 referrals more per year than 2020 ● 2218 referrals so far this year ● Investigators used to have ~30 assigned now they have ~70 per <ul style="list-style-type: none"> ▪ This does not include the FS replacement work ● Same types of referrals as in the past, just more of them ○ 47 referrals in July were inquires on SummerEBT cards being issued ○ Averaging about 320 referrals per month that Jon triages ○ 2023 68 IPVs ○ Increase of employee related investigations compared to previous years <ul style="list-style-type: none"> ● Averaging 2 per month ● Tanya Allen investigates the employee referrals ● FPIP as a whole YTD: <ul style="list-style-type: none"> ○ \$3.2 Mil overpayments ○ 5800 investigations ○ 398 people suspended from the SNAP program ● A change coming <ul style="list-style-type: none"> ○ Questions on investigations, report pulling, etc. ○ Used to have specific investigators assigned to specific counties <ul style="list-style-type: none"> ● Balancing the workload - implemented an ITAU/OIG inbox <ul style="list-style-type: none"> ▪ Triaged daily by Jon and assigned out to investigator for reply ▪ Sometimes John will answer if it does not need to go to a different investigator ▪ Will track to see if there are themes or training needs ○ If there is no response from an email sent, please do email, or reach out to Tami if no response after a couple days ○ Go live 9/3/24 ● Q? could there be a FAQ added to this meeting? <ul style="list-style-type: none"> ○ Yes, this suggestion will be considered for implementation ● Increase in large investigations <ul style="list-style-type: none"> ○ Example: <ul style="list-style-type: none"> ● One that started in Miles re: ID theft ● Involved 147 cases ● Applications fraud and ID theft ● Includes passport fraud ● Submitting subpoenas for information soon ● This continues to be an ongoing investigation ○ Example 2: <ul style="list-style-type: none"> ● Involving fraud ring that is impacting MKE Co residents 			
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	<ul style="list-style-type: none"> • Approximately 80 cases • Inappropriate updates via ACCESS <ul style="list-style-type: none"> ▪ Moving people around via ACCESS ▪ Duplicate IDs • They may have ID 2 suspects • OIG trafficking is involved and the PARIS report has some associated ○ Example 3: <ul style="list-style-type: none"> • 24 cases with similar addresses • Miami area resident is likely • Suspect used home personal number and posted on Facebook • Involving USDA ○ Example 4: <ul style="list-style-type: none"> • MN skimmer investigation • Involves Wisconsin cases • Quarterly meetings with MN • What type of reports are county agencies looking for from OIG <ul style="list-style-type: none"> ○ IPV Map? ○ Metrics? 			
<p>OIG Updates for PARIS and Trafficking</p>	<ul style="list-style-type: none"> • PARIS/Trafficking fully staffed <ul style="list-style-type: none"> ○ 18 IPVs, 425 investigations ○ \$74,000 in overpayments ○ Trafficking <ul style="list-style-type: none"> • 35 IPVS, 241 completed • \$121,000 in overpayments • 45 referrals per month for trafficking agents • Postponed: Nicole Housley was slated to present today; however, due to the PowerPoint approval process not occurring as quickly as anticipated, this will be pushed out to 11/12/24 meeting. <ul style="list-style-type: none"> ○ 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 Friday September 6: <p>E-mail questions to: DHSOIGTrafficking@wisconsin.gov Subject Line: FPIP Criminal Case Presentation Questions</p> <p><u>FoodShare Replacement Plan:</u></p> <ul style="list-style-type: none"> ○ Went live 8/1/23 			

	<ul style="list-style-type: none"> ○ From 8/1/23 to present OIF received 1356 replacement request ○ These must be completed in 30 days so this often is a priority 			
OIG ADH Decision Presentation	<p>Lauren Ciulini presented on a recently ADH hearing and Decision – This case involved HH Comp. Laurens exhibit include:</p> <ul style="list-style-type: none"> ○ 64 exhibits/324 pages (DMV, KIDS, Employer letter, joint credit requests, school information, loan applications, etc. ○ Decision - Member was disqualified from FS for one year ○ Overpayment total was \$29,500 			
CLEAR Training Discussion	<p>OIG at contract renewal time for CLEAR</p> <ul style="list-style-type: none"> ○ CLEAR representatives review the usage to ensure users are using it to its full potential. ○ CLEAR Representative asked to conduct a training on using CLEAR to show users all the program can do ○ A 1-hour training will be scheduled for all users with the OIG account, as well as Dane, Kenosha and Waukesha ○ Virtual training slated for late September or early October <ul style="list-style-type: none"> ● Upcoming changes in 2025 (more discussion to follow) <ul style="list-style-type: none"> ○ Mandatory training for new CLEAR users ○ Case numbers will be required to be tied to the pull <p>-</p>			
PACS/BRITS Updates	<p>Kent Ellis updates:</p> <ul style="list-style-type: none"> ● Recruitment for Senior Collection Specialist ongoing - posting closed 8/12, expecting it will take until October to complete ● Claims Established through 7/31 ~3,150 claims totaling \$6.2M ● Collections thru 4/30 - \$8.2M ● Continue to process MA Write-offs to terminate all the remaining balances of the claims <ul style="list-style-type: none"> ● Processing 1,500 per week to finish prior to BRITS Implementation ● Close to 25k claims written off - \$49M ● BRITS - Go Live date of 10/14/24 has not changed however the project status has been changed to Yellow <ul style="list-style-type: none"> ● Some gaps in our Stop Recovery functionality were found and its taking more time than expected to resolve those ● Claim Management and Payment Posting testing are ongoing - a few critical defects have been reported to the DEV team 			
Walk on Items	<ul style="list-style-type: none"> ● Waiver discussion stemming from the Federal MER- What is the State's approach to the waivers in the future.? Would like that answered. ● Inspector General and Deputy Inspector General will join the meeting in November 			
Action Items	<ul style="list-style-type: none"> ● Submit any November 2024 agenda items to Tami Berg. Her email address is in the agenda. 			

Future Topics	<ul style="list-style-type: none">• IMMR reports			
Next Meeting	<ul style="list-style-type: none">• 11/12/24			