

OPEN MEETING MINUTES

Instructions: [F-01922A](#)

Name of Governmental Body: IRIS Advisory Committee			Attending: Committee Members: <ul style="list-style-type: none">Linda Bova, Julie Burish, Alexa Butzbaugh, Martha Chambers, Fil Clissa, Dean Choate, John Donnelly, Mitch Hagopian, Angie Kiefer, Kathi Miller, Maureen Ryan, Danielle Smith, Sue Urban DHS Staff: Amy Chartier, Ben Nerad, Christine See, Kiva Graves, Leon Creary, Samantha Ninnemann, Suzanne Ziehr
Date: January 26, 2021	Time Started: 9:30 am	Time Ended: 12:00 pm	
Location: Zoom Webinar			Presiding Officer: Betsy Genz, Director, Bureau of Adult Programs and Policy

Minutes

Committee Members Absent

- Rosie Bartel

Meeting Call to Order

- Motion to approve November minutes by Maureen Ryan. Motion seconded by Angie Kiefer. Minutes were unanimously approved.

Department Updates, presented by Betsy Genz and Amy Chartier

- IRIS Contractor Provider Agreements have been executed
- Long Term Care Advisory Council (LTCAC) Charges related to Geographic Service Regions (GSRs)
 - Information provided by the IRIS Advisory Committee and other stakeholders is being consolidated
 - Suggestions will be put in a paper and presented to LTCAC in March 2021.
 - The council will make edits, and the final document will be shared with the Secretary's Office and the IAC.
 - IRIS Waiver Renewal was submitted to CMS September 2020
 - DHS received full CMS approval on waiver renewal on December 17, 2020
 - New waiver has been posted to public website: <https://www.dhs.wisconsin.gov/iris/2021-1915cwaiver-application.pdf>
 - Committee members are encouraged to start making list of changes for the next waiver renewal
 - A waiver amendment is still on the table, but not being worked on currently. Currently the focus is more on COVID-19
 - Committee Comment:**
 - Waiver has a nice summary of changes up front, which is nice
 - Hired last open WISITS position, Jonathan Claflin
 - Gail Propsom supervised the team
 - Electronic Visit Verification (EVV)
 - Newsletter is being sent
 - Podcast was created in December: <https://www.dhs.wisconsin.gov/evv/podcast.htm>
 - Topics include EVV customer care training

- Forms updated for live-in caregivers
- Soft launch only included T1019 services
 - Included codes: <https://www.dhs.wisconsin.gov/evv/providers.htm>
 - No defined time for hard launch
 - S5125 and S5126 I service code need to be included in EVV starting January 1, 2021
- Provider outreach plan has been implemented by DHS to assist providers that are struggling to set up EVV or not comfortable using it
- EVV customer care team is contacting providers that have services listed in system but have not completed trainings
- Providers cannot begin to record visits until all steps have been completed
- No claims are being denied at this time as a result of missing or incomplete EVV information
- Plan being developed for Hard launch, EVV stakeholder committee is providing input

Ombudsman Update presented by Kathi Miller

- The Board on Aging and Long Term Care (BOALTC) and Disability Rights Wisconsin (DRW) meet regularly
- Receiving a heads up on mailings and notifications they are being sent out helps (i.e. with vaccines and EVV)
- Have had many calls about enrollment and disenrollment process
 - Helping participants understand who they are expecting a call from and how long until they receive the call
- Continue to do trainings and outreach jointly with DRW

Monthly Rate of Service (MROS) presented by Ben Nerad

- Pushed back started date of rate change from January 1 to July 1, 2021
- Will look to see if there are unexpected costs that were not captured in 2019 data used in MROS rate setting
 - Requested and received 2021 budget projections from ICAs and FEAs
 - Quarter 1 (Q1) 2021 Financial reports will be submitted in April by the ICAs and FEAS
 - The difference is the time period of data being reviewed
 - We don't know yet how significant or substantial those changes will be
- DHS is working through this, learning, and following what is required under waiver
- DHS does not generally pay out an additional margin to providers
- If committee members have suggestions on what the state needs to consider for the oversight and protection of the participants in general, they should send them to Suzanne Ziehr (Suzanne.Ziehr@dhs.wisconsin.gov)
- **Committee Suggestions:**
 - Feels like the master to the state is the federal government, not the participant
 - Next time rates are reexamined it would be helpful to have someone explain to the committee how the rates are determined

COVID-19 and Vaccine Update presented by Mitch Hagopian and Kiva Graves

- There are some limiting factors with distribution
- Rollout is being managed at the local level
- State is trying to provide consistent information in areas that we can
- Suggest checking the DHS website for up to date information and sign up for GovDs and weekly newsletter
- Began receiving inquiries from public health departments of who they can reach out to contact workers

- There was confusion from Public Health departments about who was in the 1A group and the terms IRIS program uses for its workers
 - Webpage has been updated to use terms used with the IRIS programs
- BPDD helped to create plain language resources that are being updated as needed
- Will be posting new FAQs soon
- COVID-19 stakeholder group met yesterday
 - Working through a universal consent form
 - A way to create a list of every public health department, their websites, and what they are doing to help contractors
 - What tools can be put together
 - How to reach out to hesitant groups
 - Working with those that oversee the Non-Emergency Medical Transportation (NEMT) contract to categorize COVID-19 vaccine as an urgent (same day) transportation request
- State Disaster Medical Advisory Committee (SDMAC)
 - Mitch Hagopian is on subgroup for vaccine rollout
 - Currently working on phase 1C
 - All of the IRIS, Family Care, and Children's Long Term Support workforce is covered under phase 1A (paid and unpaid)
 - Program recipients are in phase 1B
- BAL has bi-weekly webinars about vaccine rollout and assisted living: <https://www.dhs.wisconsin.gov/regulations/assisted-living/asstdlv-g-forum.htm>
- Information on the COVID-19 Vaccine: <https://www.dhs.wisconsin.gov/covid-19/vaccine-about.htm>
- **Committee Suggestions:**
 - Having IRIS Consultants (ICs) work with participants to help with vaccine registration would be helpful

Service Definition Manual presented by Amy Chartier and Leon Creary

- Service Definition manual is being updated to match the specific to definitions, approved in waiver
 - Service definition manual will be posted once reviewed, approved, and updated
 - In process of reviewing service codes to determine what needs to be changed.
- Policy manual and work instruction manual
 - Completed internal review of internal policy and work instructions
 - Requested updates to practices not currently in manual
 - Plan to have this completed by end of March
 - After completed will look deeper at:
 - BA and OTE processes
 - Accessibility assessments

IRIS Contractor Provider Agreement presented by Amy Chartier

- Leon Creary will be lead on contract amendments for the IRIS program
- Went through list of substantive changes from previous agreement to new contractor provider agreement
- Link to IRIS Contractor Provider Agreement: <https://www.dhs.wisconsin.gov/iris/provider-agreement.pdf>
 - There will be an amendment this year and will included:
 - FEA selection
 - Clarification on provider agreement
- BADR worked with Kyle and Sheldon to create a publication on what is an FEA
 - Working with FEAs and ORCD to talk through their role more
 - Christine See will share draft document for committee review, this is very draft

- **Committee Suggestions:**

- IAC was not given opportunity for feedback on change of FEA selection process
 - The scoreboard tool is not good for helping with that
- Can committee work with ADRC to come with a script for them to use? This needs more discussion
 - End users should be on advisory group in creating training materials for the ADRCs
- Have more consumer input before beginning trainings in March
- Doesn't make sense for people to have to go back to ADRC to change FEA and ICA
- Next meeting topics should include:
 - FEA Survey Questions
 - New FEA change process

Public Comment

- Anne Rabin
 - What is good for the scorecard to have
 - See for each FEA, what is the percentage of delayed payments? Provide Data vs opinion
 - Percent of part inquiries handled on first, second or third calls
 - Can customer service take action to resolve an issue, rather than passing up the line
 - Other than scorecard or website there is no one participant can contact to see how they will meet their needs
 - Have more data driven information to improve scorecards
 - Scorecards are currently not valuable

Prepared by: Suzanne Ziehr on 01/26/2021.

These minutes are in final form. They were presented for approval by the governmental body on:
03/23/2021