

F-01922 (03/2018)

OPEN MEETING MINUTES

Instructions: [F-01922A](#)

|   |                          |   |   |
|---|--------------------------|---|---|
| Name of Governmental Body:<br>IRIS Advisory Committee |                          | Attending:<br><b>Committee Members:</b><br>Rosie Bartel, Linda Bova, Julie Burish,<br>Caitlin Connelly, Fil Clissa, John Donnelly,<br>Angie Kieffer, Kathi Miller, Maureen Ryan,<br>Danielle Smith, Sue Urban |   |
| Date:<br>July 27, 2021                                | Time Started:<br>9:30 am | Time Ended:<br>3:30 pm  | <b>DHS Staff:</b><br>Amy Chartier, Ann Lamberg, Christine See,<br>Elizabeth Doyle, Grant Cummings, Kyle<br>Novak, Sam Ninnemann, Shelly Glenn,<br>Suzanne Ziehr |
| Location:<br>Zoom Webinar                             |                          | Presiding Officer:<br>Curtis Cunningham, Assistant Administrator  |   |
| <b>Minutes</b>  |                          |   |   |

**Committee Members Absent**

- Dean Choate, Martha Chambers, Mitch Hagopian

**Meeting Call to Order**

- Introductions
  - All committee members and DHS staff introduced themselves
  - Live Transcription for Closed Captioning was enabled and common words it may change were explained
- Approval of July minutes
  - Maureen Ryan made motion to approve minutes. Kathi Miller seconded the motion. The minutes were approved unanimously.

**Recap on May Meeting Discussion, presented by Curtis Cunningham**

- Looking to make the committee meetings more effective
- Had a meeting two (2) months ago with just committee members to discuss
- Went through PowerPoint to summarize what was discussed in May
- **Committee Suggestions**
  - One thing that happens in the meetings and we provide feedback with initial responses and sometimes we lose track and it doesn't come back around and we don't know what happens with it. We used to do an annual calendar about what we will do in the year so we have input on what is of value and timing. Would like to have a lookout for the next 12 months about what will be worked on and track what goes in, what happened and what comes back.
  - Glad some of the information is on the website, if you read data it doesn't help, need to take it back, use it and talk through with the IAC
  - Previously, on off month committee would get together to prepare what they want to talk about at the meeting. I think it was really constructive. Should consider having ad hoc meetings such as a phone call.

**Department Updates, presented by Curtis Cunningham and Amy Chartier**

- Budget has been passed
- Managed Care Quality Strategy

- Public comment period has ended
- Currently reviewing comments and then will submit to CMS
- Home and Community Based Settings (HCBS) rule
  - Transition plan was posted for public comment. Will be reviewing comment and submitting to CMS
- Hub and Spoke Model is being rolled out
  - Model for Substance Abuse Disorder(SUD) and AODA and Behavioral Health services
- Telehealth rule is moving forward
  - Virtual supports is different than telehealth
- Electronic Visit Verification (EVV)
  - Hard launch set
  - Email and documents being sent out
  - State will not hold PHW paychecks if mistakes are made
    - There will be other consequences if it continues to be an issue
  - Contractors are required to submit validated claims and payments will not be made until they are validated
  - State continues to meet with ICAs and FEAs to discuss monthly
  - **Committee Suggestions:**
    - There has been a struggle with the mobile app based on the cell provider. Would be beneficial to have an expert at the state for people to go to with these issues to get help
    - Have had situations there aren't answers for. Just because it's a soft launch, doesn't mean you don't have to do it so the users know what issues may be.
    - All the FEAs are trying to use the same language in their messaging
    - thanks Rosie, my RNs provide education and they hear over and over that people will not use it until it is "mandated" we are working with people to explain that if they wait, and they start and hard launch and make errors it could risk their services if they cannot use it correctly. What you say is spot on.
- Monthly Budget Statement
  - Still in process, maybe available the end of August
- Policy Team
  - Karina accepted a new position
  - Kyle will be on maternity leave in August.

#### **IAC Committee Membership for 2022**

- Went through process to apply for open seats
- Shared current membership roster and upcoming vacancies
- **Committee Suggestion:**
  - Will the meetings stay virtual? It helps with having people participate.

#### **Ombudsman Update presented by Kathi Miller**

- Have been receiving a lot of questions regarding EVV

#### **Fiscal Updates, presented by Grant Cummings and Elizabeth Doyle**

- Individual Budget Allocation (IBA) Overview
  - This will be updated over the next 7-8 months
  - Wanted to provide an overview of what it is and how it works
  - Went through PowerPoint explaining IBA and process to calculate it
    - Use actual participant experience
    - Not using 2020 data since it is thrown off because of COVID-19
    - The IBA is refreshed when there is a new Functional Screen, which may be triggered by a move

- Will be looking at how to make the system work for everyone without making extra barriers
- DHS wants members and participants to choose the model that is best for them
- Targeting some point in winter of 2022 or July 2022 to start using the new model
- Still early in process, part of which is getting feedback from all stakeholders
- Will provide an update at September meeting
- **Committee Suggestions:**
  - It would be good to go through functional screen
- Monthly Rate of Service (MROS)
  - Information was sent out regarding this prior to the meeting
  - Change in rates occurred
  - Based on review, did not see a need to delay the contractual reduction, effective 7/1/2021
  - Did receive feedback that some more time was needed to meet some contractual requirements
    - Decrease that was to go into effect 1/1/2022 has been delayed until 7/1/2022
  - **Committee Suggestions**
    - What did the department do to ensure the current level of service is maintained? Not that they go down to the minimum requirement of the contract. Because that would constitute a loss of service for the participant. You're saying its excess profits, how do we know it's not going to come from service and it is coming from the profit?
  - Contract Compliance, If you are seeing changes, need to let the state know to it can be address
  - State has several oversight, contract compliance, and reviews done throughout the year to monitor.

### Public Comment

- Kurtis McAully
  - Curtis Cunningham summarized email Kurtis sent committee members. Thank us all for serving on committee. Page 91 of policy manual, one of the listings here is 961.41. There is an asterisk that notes there is a 5 year period - would like an asterisk next to other crimes, such as his personal crime. It would allow him to provide care as a participant hired worker.
- Carol Richards
  - When will the certification process open up to new ICAs and FEAs

### Policy Updates and Policy Tracker presented by Amy Chartier

- Went through IRIS Policy Tracker
  - Discussed what policies will be covered and the process
  - Calendar will be updated later with the first 6 months of 2022 as well as October 2021
  - All IRIS policies and work instructions will move through this tracker
  - These initial ones that were changed or tweaked because of the waiver, so they were prioritized
  - Will determine on a case by case basis to see if committees are needed
- Template
  - GovD will go out with what is new/updated and what they are replacing
  - Will be included in What's new IRIS banner on web page
  - Once all completed, will be in a single document and the individual documents will be sunset
  - It is DHS recommendation that ICAs give the Policy manual to participants, but it is ultimately up to the particular ICA if they will
  - This taking the policy manual and work instructions and blending them together

- Once policy and work instructions are complete, they will start on participant facing documents.

### **FEAs – Enrollment and Transfer Policy, presented by Amy Chartier and Kyle Novak**

- Walked through policy
- **Committee Question:**
  - Limiting choice bullet about how many times can change an FEA. Where in the waiver does it say you can limit it?
  - **DHS Response**
    - It's not in the waiver. Per policy processing times it only could happen at most 2 times a year. Intention was so that the FEAs had an opportunity to provide their services and not disrupt the IRS process/reporting they need to do.
    - We rarely have people asking multiple times/year, just trying to have it clean, clear, and reasonable for the effort needed to be made by the FEAs

### **Remote Services Policy, presented by Amy Chartier and Kyle Novak**

- Walked through policy
- **Committee Question:**
  - What about the folks that don't have audio/visual? Can it be just phone
  - **DHS Response**
    - No, it was determined to meet requirements need to be audio/visual
- **Committee Question:**
  - I didn't see anything that says these should not replace in person services as the only options. I didn't see anything that is a value statement that these are HCBS services
  - **DHS Response**
    - This is self-directed and with current state this allows for flexibility
    - We do try to address it in a few places, that provider and participant are in agreement of what the service entails
- This policy will go into effect after the current emergency is over

### **ARPA Update & 2021-2023 Biennial Budget, presented by Curtis Cunningham**

- Went through information found on website: <https://www.dhs.wisconsin.gov/arpa/hcbs.htm>
- There was a stakeholder engagement meeting to discuss
- Had 2 weeks to put a plan together
- 6 areas to reinvest in
  - Medicaid HCBS Workforce, Provider Capacity, and Fiscal Stability
  - Promoting Quality and Innovation Resources
  - Tribal LTC Services
  - Access to HCBS Information and Services
  - Assisted Living Information, Analysis, and Quality Oversight
- Looking to have portability of training, a career ladder, and registry of training
  - We don't want to professionalize so much to inhibit trusted people from performing services
- Have a registry of workers looking for work that participants can access
- **Committee Question:**
  - 5% rate increase - does that include IRIS workers? Is it just going to be a 1 time 5% bump?
  - **DHS Response:**
    - The idea is there would be an increase in funding, IRIS has a different dynamic in that it shows up in a budget for the participant
    - Intent is that the 10% enhanced FMAP will be across many services
- **Committee Question:**
  - Rate schedules - does this include the IRIS Rates Bands?
  - **DHS Response:**

- The rate bands will be reset based on the IBA process. We don't have a rate schedule for Supportive Home Care (SHC) so question is if we want to set one
- This could look at setting residential rates, day services, Competitive Integrated Employment (CIE), or Supportive employment
- **Committee Question:**
  - It all sounds like managed care, but we're HCBS so it should include IRIS too. At what level of each rate band or IRIS caregivers entering
  - **DHS Response:**
    - This relates to usual and customary that relates to UHC
    - SDPC has a designated rate range
    - Would need to think though how it would be applied
- Independent Living and Informal Care giver resources
  - Current impression is you need to impoverish yourself to get Medicaid services
  - Idea is to do a pilot program to make available some services to individuals not currently eligible for services
  - This would allow people to living in the community and avert coming into full HCBS system
- Access to HCBS Information and Services
  - Aging and Disability Resource Centers (ADRCs) haven't received much increase in funding so their ability to do outreach has been limited
  - Develop a ADRC like system for children's, set up a non-wrong door system for those needed services
- Assisted Living
  - Need to get more data
  - Want to make sure addressing things as much as possible
- Submitted plan to CMS
  - CMS has 30 days to respond or submit questions to state.
  - Need CMS approval to proceed with drawing down the enhanced federal funding
  - If there are changes to the plan or project after approval, needs to go back through CMS approval

## Adjourn

- Next meeting topics
  - Tracker won't be posted online but will be reviewed at each meeting
  - Look at things that need to be done by department in the next 12 months to see what else is there - including the policies not on the list (i.e. background checks)
  - Talk about the data that DHS may be able to share
  - Talk about how the data is driven by outcomes

Prepared by: Suzanne Ziehr on 07/27/2021.

These minutes are in final form. They were presented for approval by the governmental body on: 09/28/2021