

OPEN MEETING MINUTES

Instructions: [F-01922A](#)

Name of Governmental Body: IRIS Advisory Committee		Attending: Committee Members: Rosie Bartel, Julie Burish, Martha Chambers, Dean Choate, Fil Clissa, John Donnelly, Mitch Hagopian, Angie Kiefer, Karrie Knapp, Kathi Miller, Maureen Ryan, Kim Rux, Sue Urban, Amy Weiss
Date: September 22, 2020	Time Started: 9:30 am	Time Ended: 2:45 pm
Location: Zoom Conference Call		DHS Staff: Amy Chartier, Angela Witt, Leon Creary, Betsy Genz, Ann Lamberg, Kyle Novak, Christine See, Karina Virrueta-Running, Michelle Osness, Samantha Ninnemann, Suzanne Ziehr
		Guest Presenters: Leslie Stewart
		Presiding Officer: Betsy Genz, Director, Bureau of Adult Programs and Policy

Minutes

Meeting Call to Order

- Motion to approve the July minutes by Martha Chambers, seconded by Maureen Ryan

Introduction of New Members, presented by Betsy Genz

- New members introduced themselves and provided some background on their reasons for joining the committee
- Current members and Department of Health Services (DHS) staff introduced themselves

Department Updates, presented by Betsy Genz and Amy Chartier

- Waiver Update
 - Submitted to Center for Medicare and Medicaid Services (CMS) yesterday (September 21, 2020)
- Membership Update
 - Department of Health Services (DHS) will send out to committee members and post on the IAC website an updated list of members
 - Currently looking for a minority participant and participant hired workers (PHWs) to bring more diversity to the committee
 - When committee structure was discussed, it was decided there was a need for more participant seats
 - It was also decided to have 4 advocate seats on the committee, including ombudsman
 - The Medicaid Director reviewed all requests for nominations and re-nominations
 - Monica Bear's appointment to the committee was not renewed
 - Participant Hired Workers (PHWs) as committee members is a gap we have
 - DHS cannot pay the PHWs to participate on the committee
 - Any recommendations on how to address this are welcome

- Since IRIS has gone statewide, there has been a significant use of provider agencies instead of only PHWs
- **Committee Comments**
 - It is bad precedence to have Monica leave committee, she should have been reappointed
- Electronic Visit Verification (EVV)
 - New training resources are now available on the EVV website
 - With these resources, you can:
 - Find out your next steps, including how to obtain a unique provider agency ID
 - Sign up for the training you will need
 - Access training materials for administrative employees and workers
 - Provider agency administrators can sign up for the three-part series of provider agency administrator training through the Sandata learning management system
 - Live webinars will be available through mid-October
 - Alternatively, provider agency administrators can select Self-Paced Training starting August 18, 2020
 - July Forum presentations were posted to the EVV Forums webpage in English, Spanish and Hmong
 - A new EVV member flyer is now available
 - The flyer can be download and shared
 - This flyer will help inform members and participants of the EVV program and provides additional resources to learn more
 - Provider Agency ID
 - Provider agencies that are not required to be Medicaid enrolled as part of their normal delivery of services to members or participants, such as supportive home care agencies, will need to request a provider agency ID for electronic visit verification (EVV)
 - The provider agency ID is needed regardless of the EVV system used. This unique ID is also required to register for EVV trainings that begin tomorrow, August 18, 2020
 - The provider agency ID is generated in real time and will display once you have finished submitting your information
 - Medicaid-enrolled personal care provider agencies will use their Medicaid ID for EVV
 - There will be an ICA webinar to assist consultants with understanding their role with regard to EVV and supporting participants
 - The EVV project team is working on resources for participants
- Monthly Budget Statement
 - Still in design phase
 - Anticipate testing on January 8, 2021
 - Go-live scheduled for February 2021
- Telehealth/Remote Services
 - Calling the services Remote Services instead of Telehealth Services allows for flexibility in policy development
- Family Care (FC) and IRIS Geographic Service Region (GSR) Changes
 - Proposals were presented to the Long Term Care Advisory Council (LTCAC)
 - The LTCAC was tasked by the DHS Secretary to provide recommendations on GSRs, Procurement vs. Certification, and the number of contractors in each GSR
- The November IRIS Advisory Committee (IAC) meeting, DHS will review the proposals and seek input from the IAC

- Meeting dates for 2021 were agreed upon
 - January 26
 - March 23
 - May 25
 - July 27
 - September 28
 - November 23 was agreed to be moved to November 16 to avoid the Thanksgiving Holiday

NCI Update, presented by Angela Witt

- Went through briefing documents
- Data collection for the 2019-2020 report was completed from the Fall 2018 to Spring 2019, and received Winter/Spring of 2020
- COVID-19 has interrupted and changed the survey
 - The next couple survey cycles may be hard to make policy decisions on because of this
- 2017-2018 and 2018-2019 will be the most comparable to look at trends,
 - DHS will look at creating trending visuals to show follow-up information
- At future meetings the committee will discuss what the data trends show and the implications for the IRIS program
 - Updated enrollment information is on the website
- At this time the IAC will not be creating an ad hoc transportation workgroup since the LTCAC is tasked with providing recommendations to Secretary on transportation
- **Committee Comments:**
 - It is incumbent on the department to improve on these
 - Would like graph that shows all the years of surveys to observe trends
 - Ad hoc group should be created to provide recommendations regarding how we would be to talk about how we are going to get people back to a quality of life as soon as they can move forward. Such as with employment
 - Want a more gelled up plan for how funding will be moved around

Ombudsman Update, presented by Leslie Stewart and Kathi Miller

- Leslie and Kathi introduced themselves and what their respective organizations do
- Majority of staff are working from home, offices are opened in a very limited way
- COVID-19
 - Through regional and GSR meetings allowed them to make connections and provide additional outreach for COVID-19 and non-COVID-19 related items
 - Meetings also allow Ombudsman to know who to connect participants with also
 - Many changes because of COVID-19 generated calls from participants and allowed them to talk changes through with someone
- Referrals
 - Saw many more referrals from IRIS Consultants (ICs)
 - Ombudsman assure participants they are in the driver's seat
 - Try to make it clear the Ombudsman are issue specific
 - The ICs are the participant's ongoing resource
- Data
 - Went through handout containing data from each organization
 - BOALTC
 - This is a full year reporting, last time was 6 months
 - No glaring issues

- FCIOP
 - Only go to State Fair Hearing about 40% of the time
 - Hearings are stressful for the participant
 - Try to resolve informally when possible
- More frequent updates on data and trends the Ombudsman are seeing can be provided by Kathi at the committee meetings
- **Committee Comments:**
 - More referrals should be coming from the participants since this is a self-directed program, not from the ICs
 - If getting lots of calls where participants say they can't reach a "live" person, that is an issued the Department should look at
 - Would like to see how data compares to the previous year

Public Comment

- Monica Bear
 - Dane county has participated in SD movement since late 90s since receiving a grant
 - It's been an honor and a privilege to be on the IAC since 2010 and many of the workgroups and subcommittees that preceded it
 - Challenge the committee to hold firm to the belief that with the proper level of support everyone can self-direct
 - IRIS is uniquely poised to offer those with the highest needs the individualization, innovations, and customizations of supports that they need to maximize their community contribution, participation, and citizenship
 - It is my sincere hope that IRIS remains committed to practices and policies that offer comprehensive, nimble responses to adults with IDD who have complex support needs and are prone to crisis.
 - IRIS continue to promote and support policies to support individuals working
 - If ever a need for my professional knowledge or experience, please reach out to help
- Anne Rabin
 - Appreciate that IAC wants to add PHWs to committee, we know there are a lot of passionate great caregivers that would have good input and provide perspective
 - Feel some PHWs would feel uncomfortable to step up because this is a high-level committee
 - Way to enhance and make avenues easier for them to consider becoming members of committee
 - Precedence for this with BPPD - John Shaw came to Kenosha and he came to help orientate
 - Can think about a couple people that may be good they have to take off of work and some of them it is a
 - Would support a stipend and some education for PHWs to serve

IRIS Resource Discussion, presented by Leon Creary, Kyle Novak, Karina Virrueta Running

- Lisa Galvan has joined policy team to work on this project
- Provided background on what the waiver is for new committee members
- Went through PowerPoint
- Discussed Public Comment themes
- Timeline to have updates completed is March 31, 2021
- No Substantive changes made to the waivers because of public comments

- ***Committee Comments***
 - Without looking at the processes again, it is difficult to comment on them. It would be help to talk to people in our networks to get information. Would like to know how the process has been working and timelines.
 - These links were missed being sent previously and will be sent in follow-up email
 - Information on timelines will be shared at a future meeting
- Strengths with Budget Amendments (BAs) and One Time Expenses (OTEs)
 - ***Committee Comments***
 - Process was quick and easy for OTE submission
 - Having both processes as part of waiver is good, these are two (2) hallmarks of the program
 - They need to stay strong and in place for people
 - OTE experience and outcome are wonderful, allows participants to use more technology
 - Some participants don't know this exists and there should be some outreach
- The draft waiver, sent to CMS, will be posted online, this includes comments, link will be sent to committee.

COVID-19 Update, presented by Betsy Genz

- MTM, Inc contract was updated to require drivers to wear masks
 - DHS will take this back and see where there MTM contract amendment is as well as express other concerns to Division of Public Health
- Looking at how to make COVID-19 pages more user friendly for people in our programs
- Have developed tools for IRIS Consultants (ICs) to us when helping members
- Will let committee know when dashboards with COVID-19 numbers is live
 - It will be updated once per week
- State Disaster Medical Advisory Committee (SD-MAC) - has a subcommittee that is developing an ethical framework for distributing vaccines when they are ready
- There is guidance out providers should have alternative ways for participants to participate in programs if the participant is exempt from wearing a mask.
 - DHS has a team with DPH, DQA, and DMS that will talk with providers if they have questions or concerns about this

Reorg Update and BQO Introductions and WISITS staffing, presented by Betsy Genz, Kiva Graves, and Ann Lamberg

- Went through PowerPoint regarding the Division of Medicaid Services (DMS) reorganization
- The new structure started on Monday, September 21, 2020
- IRIS team is being spread into two bureaus
 - Bureau of Programs and Policy (BPP)
 - Bureau of Quality and Oversight (BQO)
- Introduced Kiva Graves and Ann Lamberg, the director and deputy director for the Bureau of Quality and Oversight
- Discussed changes to WISITS staff
- Discussed changes to structure and roles of the different teams within BPP and BQO
- Discussed what the IRIS Policy Team will focus on going forward

- Similar to the Managed Care Organizations (MCOs) having a single contact for their inquiries:
 - Katie Kelnhofer is the primary contact for the IRIS Consultant Agencies (ICAs)
 - Margaret Anderson is the primary contact for the Fiscal Employer Agents (FEAs)
- If needing to contact Betsy and Kiva, send an email to both
 - They will coordinate on follow-up

Future agenda items:

- IRIS Policy Manual updates
- Discuss GSR, procurement vs. certification, and number of contractors per region
- Discuss posting percentages of committee members that identify with various ethnicities

Adjourn

- Meeting was adjourned unanimously

Prepared by: Suzanne Ziehr on 09/22/2020.

These minutes are in final form. They were presented for approval by the governmental body on:
11/24/2020