

OPEN MEETING MINUTES

Instructions: [F-01922A](#)

Name of Governmental Body: IRIS Advisory Committee		Attending: <b>Committee Members:</b> Rosie Bartel, Julie Burish, Alexa Butzbaugh, Martha Chambers, Fil Clissa, John Donnelly, Jonathan Clafin, Mitch Hagopian, Angie Kiefer, Kathi Miller, Maureen Ryan, Sue Urban, Amy Weiss	
Date: November 24, 2020	Time Started: 9:30 am	Time Ended: 3:30 pm	<b>DHS Staff:</b> Amy Chartier, Ann Lamberg, Ben Nerad, Betsy Genz, Christine See, Kyle Novak, Karina Virrueta-Running, Kimberly Schindler, Leon Creary, Samantha Ninnemann, Suzanne Ziehr
Location: Zoom Conference Call		Presiding Officer: Betsy Genz, Director, Bureau of Adult Programs and Policy	

**Minutes**

**Committee Members Absent**

- Dean Choate

**Meeting Call to Order**

- September minutes were approved

**Department Updates, presented by Betsy Genz and Amy Chartier**

- WISITS
  - Member from WISITS will be at March meeting to provide an update and discuss code conversion
  - Hired Mary Sweet and in last round of interviews for team
  - Jordan Humpal is back with the Systems Management team at the Department
- IRIS Waiver
  - Currently answering questions from CMS, do not anticipate many changes
- Division of Medicaid Services Reorganization
  - All staff and work have transitioned to their respective areas
  - ICAs and FEAs are working with Contract Coordinators (Katie Kelnhofer and Margaret Anderson)
  - Budget Amendments (BAs) and One Time Expenses (OTEs) are handled by Amy Chartier's section
  - Health and Safety Concerns will go to Sheldon Kroning and Shaun Swenson, they are part of Erika Rupnow's
  - Both Bureau Directors are getting up to speed on BadgerCare Plus (BC+) programs
- Budget Statements
  - With Electronic Visit Verification (EVV) and Enrollment Streamlining, there was a delay and these will start going out in March
- BAs and OTEs

- Volume of requests has increased about one hundred percent (100% )
- Quality Assurance Specialists are trying to address this

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

- Timelines
  - Met with contractors on October 26, 2020, to discuss process of reviewing
  - Have goal of March 2021 to review and update
  - Sent out survey to generate a workgroup
  - Looking to eliminate inconsistencies between documents
  - Working with subject matter experts (SMEs) to determine current processes and make adjustments
- Cost Share
  - Went through handout
  - MedRemedial Expenses (MRE) we being deducted previously but weren't include on this form
  - DHS will look into why FEAs cannot enter a negative amount and have to do workarounds to make it work
- Service Definitions (list titled: Supportive Home Care Definitions)
  - Definitions are trying to be all encompassing if not explicitly described.
  - The Service Definition Manual is being updated to match what was submitted in the waiver
  - Participant Employer Authority is a new section
  - **Committee Suggestions**
    - Okay with having examples included in manual, as long as all committee members agree on the examples
    - Leaving off homelessness and evictions is big and should be addressed, should have been included in the waiver
    - Something should be put up by January 1, 2021, to match the waiver, not wait so public can evaluate what they need and for fair hearings.
    - Something needs to be posted that the ones on website are out of date
    - Coordinator should be included in the Provider Type
- Will schedule ad hoc meetings in the future to discuss these.
  - **Committee Suggestions**
    - Put them on the next meeting agenda to flush out.
    - Send info ahead for committee to review
  - Discussion at January meeting will depend on where team is at.
  - Feedback can be sent in from contractors or committee members [Suzanne Ziehr](#)

### **ICA and FEA Rate Changes presented by Ben Nerad**

- Provided update on Monthly Rate of Service (MROS) rate setting process
- Over last month have held meetings with ICAs and FEAs to go over the proposed MROS and get feedback/concerns
- DHS made determination to have a six (6) month delay for start of new MROS rate implementation
  - Had proposed a phased implementation
  - This will be pushed back by 6 months
- Have requested ICAs and FEAs provide DHS with projected 2021 budgets and cost increases
  - DHS will review these for potential rate adjustments
  - This is due to DHS by mid-January and will have Quarter 1 (Q1) financial reporting by mid-April 2021

- There is a differentiation in cost structures of the ICAs and FEAs. That cost structure does not correlate to size. DHS is aware of this and has been discussed internally. No specific actions will be taking at this time related to it.
- DHS will be requesting reports on plans for what changes will happen with the changes in rates - both staffing and business
- DHS expects quality to be the same as they are currently. Oversight team will be working with Ben and Betsy's team to ensure quality of services will be the same.
- The Medicaid budget is not segregated by program, so any money saved by the State stays in Medicaid
- A robust review of the agencies is completed annually
  - EQRO
  - Participant Satisfaction surveys
- MCOs do not have unique rates, there are regional rates and the administrative rate is a similar model to the MROS rates
- **Committee Suggestions:**
  - Committee members are not in a position to analyze data. Would like this as a standing agenda item until it is done so we can hear how it is working
  - Have the providers come to the committee and explain how they feel it is working and the concerns they have with how DHS is viewing it

#### Public Comment

- Anne Karch provided public comment
- Bob and Heidi Sheire provided public comment

#### Geographic Service Region (GSR) Presentation and Discussion presented by Betsy Genz and Kimberly Schindler

- Reviewed charge given to the Long Term Care Advisory Council:
  - Explore strategies to ensure Wisconsin's Long-Term Care (LTC) programs focus on the whole person including: access; choice; high-quality; collaborative relationships; efficient and cost effective; with Wisconsin leading the nation in LTC delivery and services and supports.
    - Provide advice and guidance on the number of Geographic Service Regions (GSRs).
    - Provide advice and guidance on the number of Managed Care Organizations (MCOs), IRIS Consultant Agencies (ICAs), and Fiscal Employer Agents (FEAs) in each GSR.
    - Provide advice on procurement strategies for MCOs and ICAs.
    - Provide advice on benefit definitions, reimbursement models, rates, and value based purchasing strategies.
    - Provide advice and guidance on integrating or aligning long term care services with behavioral health services and acute and primary care services, including services provided through Medicare.
- Started meeting with LTCAC in July to discuss and develop recommendations
- Want to make sure others have a voice so are bringing the presentation to IRIS contractors and the IRIS Advisory Committee (IAC)
- Committee members are welcome to provide written feedback until mid-December
- Looking at how do we structure for today's needs moving into tomorrow
  - Administrative challenges (procurements)
    - Difficult for those applying to have multiple GSRs nearby with different MCOs
    - Fewer MCOs than we did 20 years ago
- More IRIS providers than 10 years ago

- **Committee Suggestions:**

- Prefer option that doesn't disrupt participant's lives
- Push for the option that allows more choice

**Electronic Visit Verification (EVV) Update presented by Amy Chartier**

- Soft launch of EVV began on November 2, 2020
- Much of the provider credentialing was not available until last week in October
- Have not started getting data back from Gainwell
- Provider can use Sandata system for free or an alternative system they pay for
  - If using an alternative system, the provider must provide credentialing and training on the system
  - Some contractors are still working on this (such as GT) and they don't have it set up yet
  - Meetings with both Outreach and Premier coming up to get a demo of their systems
- Working with EVV Communications team to link training pages of FEA with IRIS Participant EVV pages
- Letters will go to Participant Hired Workers (PHWs) on December 6, 2020, that have not provided an email address
- FEAs have been asked to reach out to participants and then the Participants to the PHWs to give estimated time of when it will start with the various systems
- System is launched so we are in compliance, does not need to be hard launch
  - The State will provide CMS with hard launch information
- Have received complaints about Sandata Customer Care not being able to assist
  - DHS is working to educate them and the EVV callcenter

**Proposed January Meeting Topics**

- COVID-19 update
  - Vaccinations, Mitch Hagopian to speak to this
- MROS update
- Membership composition

**Adjourn**

- Motion to adjourn meeting by Martha Chambers. Motion seconded by Maureen Ryan. Meeting was adjourned unanimously

Prepared by: Suzanne Ziehr on 11/24/2020.

These minutes are in final form. They were presented for approval by the governmental body on:  
01/26/2021