

## Meeting Materials, IRIS Advisory Committee, August 8, 2023

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# **Electronic Visit Verification (EVV) IRIS Advisory Committee**

**8/8/2023**



# Communications/Training Update

- iLIFE hosted in-person EVV training on 8/1, 8/3, 8/4; 87 people participated
- Published new flyer with contact information for IRIS participants  
<https://www.dhs.wisconsin.gov/publications/p03485.pdf>
- New FAQs added to address trending questions
- Direct phone calls to new provider agencies by Customer Care
- Three-part email series reminding providers to have ICs add live-in workers on prior auths
- Having Key Conversation session specific to IRIS contractors on 8/9
- Weekly outreach to offer support to providers and payers in all programs



# IRIS EVV Compliance – 80% threshold

Four Month Process began in July

7.21.23 Pay Date		7.07.23 Pay Date		6.23.23 Pay Date		6.9.23 Pay Date	
ICA	# of PPTs below 80%	ICA	# of PPTs below 80%	ICA	# of PPTs below 80%	ICA	# of PPTs below 80%
A4U	331	A4U	331	A4U	352	A4U	336
LSS	423	LSS	403	LSS	436	LSS	430
FP	264	FP	271	FP	282	FP	274
MILC	12	MILC	14	MILC	14	MILC	20
PCS	12	PCS	16	PCS	19	PCS	12
TMG	2605	TMG	3093	TMG	3264	TMG	3125
Totals	3647	Totals	4128	Totals	4367	Totals	4197



## Number of Participants with PHWs and Zero Visits Logged through June

FEA	Reporting Month	# of unique Participants with a PHW EVV service auth	% of Participants with no visits
GT	Jun-23	1731	23%
iLIFE	Jun-23	6571	45%
Outreach	Jun-23	658	22%
Premier	Jun-23	1217	67%



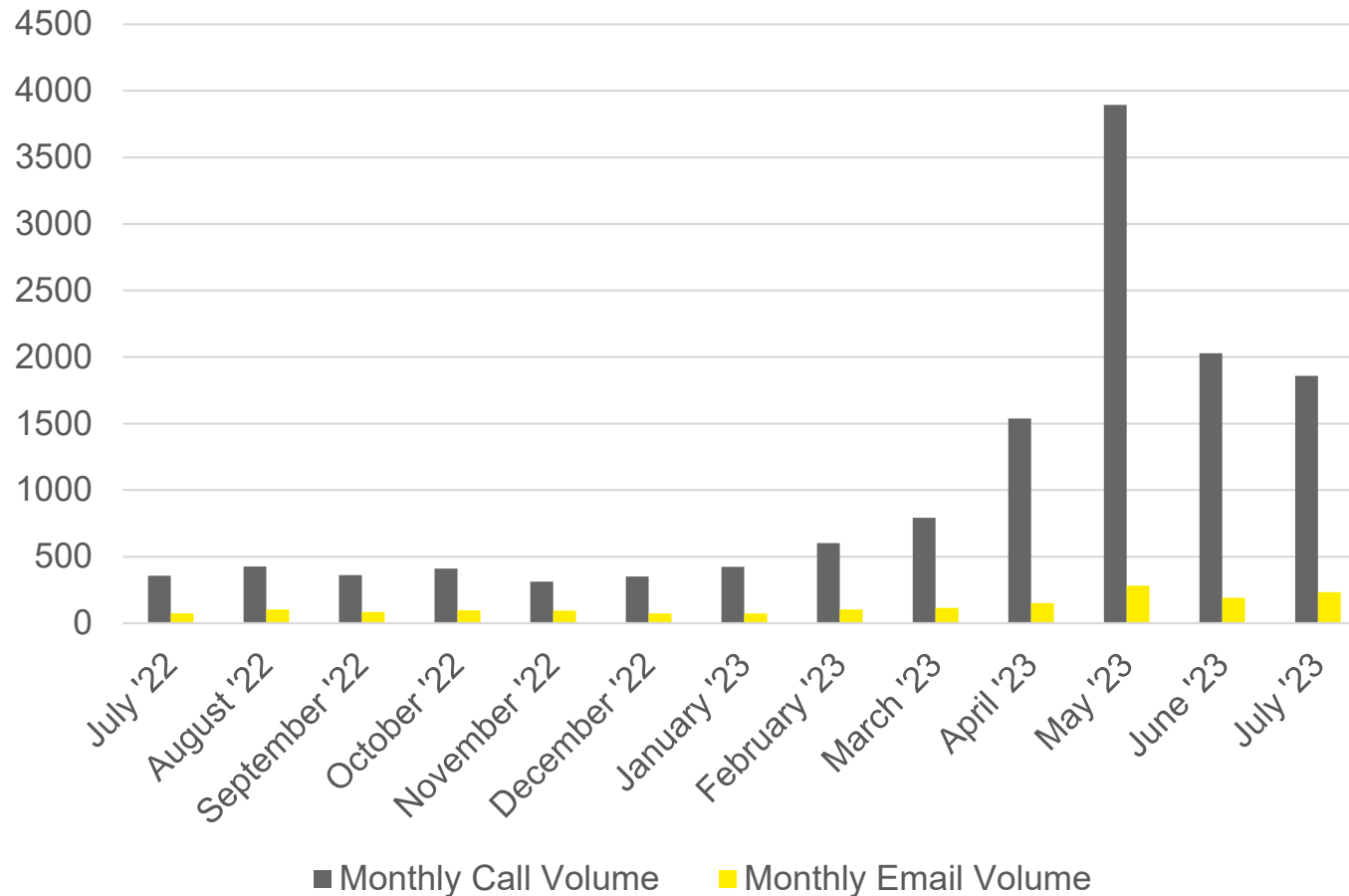
# DHS placed 9 calls to each FEA between July 10 and August 4

- **Acumen/Outreach Health Services**
  - All calls answered within 1 minute
- **GT Independence**
  - All calls answered within 1-2 minutes
- **iLIFE**
  - 5 out of 9 calls went to voice mail
  - Average wait time for other 4 calls was 7.25 minutes (range of 1-18 minutes)
- **Premier**
  - 5 out of 9 calls went to voice mail
  - Average wait time for other 4 calls was 4.25 minutes (range of 1-13 minutes)

If you are having difficulty reaching your FEA, please email  
DHS at [DHSIRISQuality@dhs.wisconsin.gov](mailto:DHSIRISQuality@dhs.wisconsin.gov) .



# EVV Contact Center – Call and Email Volumes



- Call volumes have reduced to 93 per day for the month of June.
- Providers continue to take advantage of the one-on-one office hours support with contact center leads.



**Questions?**



## IRIS Advisory Committee Policy Tracker 2023

Policy / Content	Month
<ul style="list-style-type: none"> <li>Budget Amendment (Contractor discussion #4)</li> <li>ISSP Essential Provider Agreement (Update provided to Contractors)</li> <li>ISSP Participant Service Provider Agreement (Update provided to Contractors)</li> <li>EVV (Draft Language Review)</li> </ul>	January
<ul style="list-style-type: none"> <li>Budget Amendment (Contractor workgroup #1)</li> <li>ISSP Essential Provider (Draft Language Review)</li> </ul>	February
<ul style="list-style-type: none"> <li>Budget Amendment (Contractor update)</li> <li>ISSP Participant Service Provider Agreement (Off-cycle draft language review)</li> <li>Enrollment (Off-cycle draft language review)</li> </ul>	March
<ul style="list-style-type: none"> <li>Budget Amendment (Workgroup update)</li> <li>Disenrollment (Contractor discussion #1)</li> <li>Enrollment (Draft Language Review)</li> <li>ISSP Participant Service Provider Agreement (Off-cycle draft language review)</li> </ul>	April
<ul style="list-style-type: none"> <li>Budget Amendment (Workgroup update)</li> <li>Disenrollment (Draft Language Review)</li> <li>Enrollment (Draft Language Review)</li> <li>ISSP Participant Service Provider Agreement Policy (Final draft language review)</li> </ul>	May
<ul style="list-style-type: none"> <li>Budget Amendment (Workgroup update)</li> <li>Disenrollment (Final draft Language Review)</li> <li>Enrollment (Final draft Language Review)</li> <li>ISSP Participant Service Provider Agreement Policy (Draft language review)</li> </ul>	June
<ul style="list-style-type: none"> <li>Budget Amendment (Small workgroup weekly)</li> <li>ISSP Participant Service Provider Agreement Policy (Final draft language review)</li> </ul>	July

<ul style="list-style-type: none"> <li>Budget Amendment (Small workgroup weekly)</li> <li>Budget Amendment (Final Draft)</li> <li>Participant Rights (Review current language for gaps)</li> <li>Participant Safeguards / Health and Safety (Review current language for gaps)</li> </ul>	<b>August</b>
<ul style="list-style-type: none"> <li>Participant Rights (Review draft language)</li> <li>Participant Safeguards / Health and Safety (Review draft language)</li> <li>One-Time Expense Request (Review current language for gaps)</li> </ul>	<b>September</b>

#### **Policies and Content Reviewed and Published:**

- [Electronic Visit Verification in IRIS \(P-03113\)](#)
- [IRIS Support Services Provider Training Standards \(P-03071\)](#)
- [Fiscal Employer Agent \(FEA\) Enrollments and Transfers \(P-03107\)](#) *(Effective December 1, 2022)*
- [Remote Services \(P-03081\)](#) *(Effective January 1, 2022)*
- [Vulnerable and High Risk Participants \(P-03128\)](#) *(Effective January 1, 2022)*
- [Reporting and Follow-up for Immediate Reportable and Critical Incidents \(P-03131\)](#) *(Effective January 1, 2022)*
- [Service Authorization Request Process \(P-03237\)](#) *(Effective December 1, 2022)*
- 2023 – 2024 IRIS Contractor Provider Agreement

#### **Currently In Progress:**

- Eligibility
- ISSP Service Authorization Development
- Essential Services Provider
- Participant Provider Service Agreement
- Enrollment
- Disenrollment
- Budget Amendments

# IRIS Resource Update: Enrollment Policy

Kyle Novak

IRIS Program and Policy Analyst

August 8, 2023



Wisconsin Department of Health Services  
Division of Medicaid Services

# General Updates & Reminders

- The Department is re-drafting all program policies, with the following goals:
  - Alignment with the current waiver and program practices
  - Developing new policies as needed
  - Combining the current Policy Manual and Work Instructions documents to create a single resource

# Summary of Significant Changes

- Created policy to address gaps and sections were retitled for accuracy
- Combined enrollment, transfers, suspensions and disenrollments into one policy
- Addressed Enrollment Streamlining
  - Integration of systems communicating participant enrollments and disenrollments

# Enrollment: Referrals and Orientation

- Renamed the “orientation period” to the “referral period” for consistency
- Created a re-referral section
- Addressed referrals for “Youth in Transition”
- Updated the referral withdrawal process
- Renamed and moved “Denial of Enrollment”

# Enrollment: Program Enrollment

- Developed new sections to address:
  - Enrollment
    - Addressing post-referral processes
  - Expedited re-enrollment
    - Addressing incarceration, IMD admission, or hospital admission that last longer than 90 days

# Enrollment: Program/Provider Transfers and Suspensions

- Provided additional content on transfers, identifying two separate types
  - “Program transfers” describes transfers between long-term care programs (e.g., Family Care to IRIS)
  - “Provider transfers” describes transfers between ICAs
- Developed content around program suspensions and re-enrollment



# Enrollment: Program Disenrollments

- Clarified types of disenrollment
  - Aligned with the disenrollment forms, inter-agency processes, and system updates
- Clarified types of program requested (involuntary) disenrollments
  - Updated ineligible setting disenrollment to comply with federal and state regulation regarding incarcerations and IMD admissions



WISCONSIN DEPARTMENT  
*of* HEALTH SERVICES

# 2022 Member Satisfaction Survey

Jie Gu  
Program and Policy Analyst  
6/1/2023

# Survey Sample Criteria

Surveys were sent to randomly selected participants meeting the following criteria:

- Current participant
- Having been a participant for 6+ months
- Distributed among all three target groups

# **2022 Managed Care Member Satisfaction Survey Analysis**

## FC/FCP/PACE Survey Questions

Q1: Can you contact your Care Team when you need to?

Q2: How often do you get the help you need from your Care Team?

Q3: How clearly does your Care Team explain things to you?

Q4: How carefully does your Care Team listen to you?

Q5: How respectfully does your Care Team treat you?

Q6: How well did your Care Team explain the Self-Directed Supports option to you?

Q7: How involved are you in making decisions about your Care Plan?

Q8: How well does your Care Plan support the activities that you want to do in your community, such as visiting with family and friends, working, and volunteering?

Q9: How much does your Care Plan include the things that are important to you?

Q10: Overall, how respectfully do the people who provide you with supports and services treat you?

Q11: How well do the supports and services you receive meet your needs?

Q12: Overall, how much do you like MCO?

Q13: Currently, which of the following best describes where you, the member, live?

Q14: Who answered the questions in this questionnaire?

Q15: Please write any other comments you may have about MCO in the box below. Due to the anonymous nature of this survey, we will be unable to directly respond to any concerns shared. If you need help or have an immediate concern, please contact your care manager for assistance

## IRIS ICA Survey Questions

Q1: Can you contact your IRIS Consultant when you need to?

Q2: How often do you get the help you need from your IRIS Consultant?

Q3: How clearly does your IRIS Consultant explain things to you?

Q4: How carefully does your IRIS Consultant listen to you?

Q5: How respectfully does your IRIS Consultant treat you?

Q6: Overall, how much do you like your IRIS Consultant Agency?

Q7: Overall how well do the supports and services you receive in your Individual Support and Service Plan meet your needs?

Q8: How well does your IRIS Consultant Agency provide you the information you need to develop your Individual Support and Service Plan?

Q9: How well does your Individual Support and Service Plan support the activities that you want to do in your community, such as visiting with family and friends, working, and volunteering?

Q10: How well does your Individual Support and Service Plan support your needs related to living in a place of your choice? This may include your own apartment or house, Adult Family Home (AFH), or Residential Care Apartment Complex (RCAC).

Q11: How much control do you feel you have over recruiting, hiring, training, supervising, disciplining, or terminating your workers?

Q12: How much control do you feel you have over how your budget is spent to purchase allowable services to meet your needs?

Q13: Currently, which of the following best describes where you, the participant, live?

Q14: Who answered the questions in this questionnaire?

Q15: Please write any other comments you may have about ICA in the box below. Due to the anonymous nature of this survey, we will be unable to directly respond to any concerns shared. If you need help or have an immediate concern, please contact your IRIS consultant for assistance.

## IRIS FEA Survey Questions

Q1: Do you know how to contact your fiscal employer agent when you need to?

Q2: How often do you get the help you need from your Fiscal Employer Agent?

Q3: When you email, call, or leave a voicemail for your fiscal employer agent, how satisfied are you with the timeliness of the response?

Q4: When you email, call, or leave a voicemail for your fiscal employer agent with a concern, how satisfied are you with the result?

Q5: How clearly does your fiscal employer agent explain things to you?

Q6: How carefully does your fiscal employer agent listen to you?

Q7: How respectfully does your fiscal employer agent treat you?

Q8: How easy is it for you to find the forms or information you need on your fiscal employer agent's website?

Q9: If you hired a worker within the last year, how satisfied were you with the timeliness for hiring them?

Q10: How satisfied are you with the fiscal employer agent timesheet and payroll processing?

Q11: How well does your fiscal employer agent communicate with you if there is a problem with submitted timesheets?

Q12: Overall, how much do you like your fiscal employer agent?

Q13: How likely are you to recommend your fiscal employer agent to someone you know?

Q14: Currently, which of the following best describes where you, the participant, live?

Q15: Who answered the questions in this survey?

Q16: Please write any other comments you may have about FEA in the box below. Due to the anonymous nature of this survey, we will be unable to directly respond to any concerns shared. If you need help or have an immediate concern, please contact your IRIS consultant for assistance

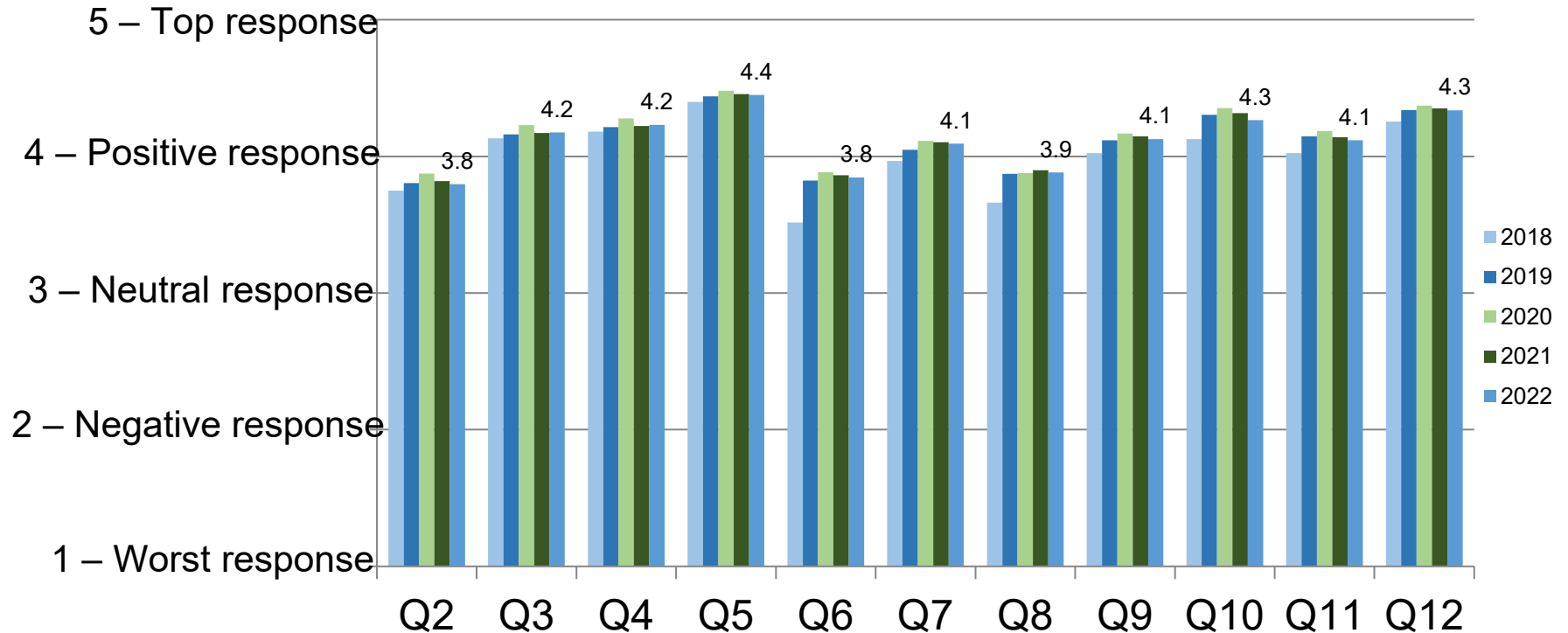
# **Family Care Survey Analysis**



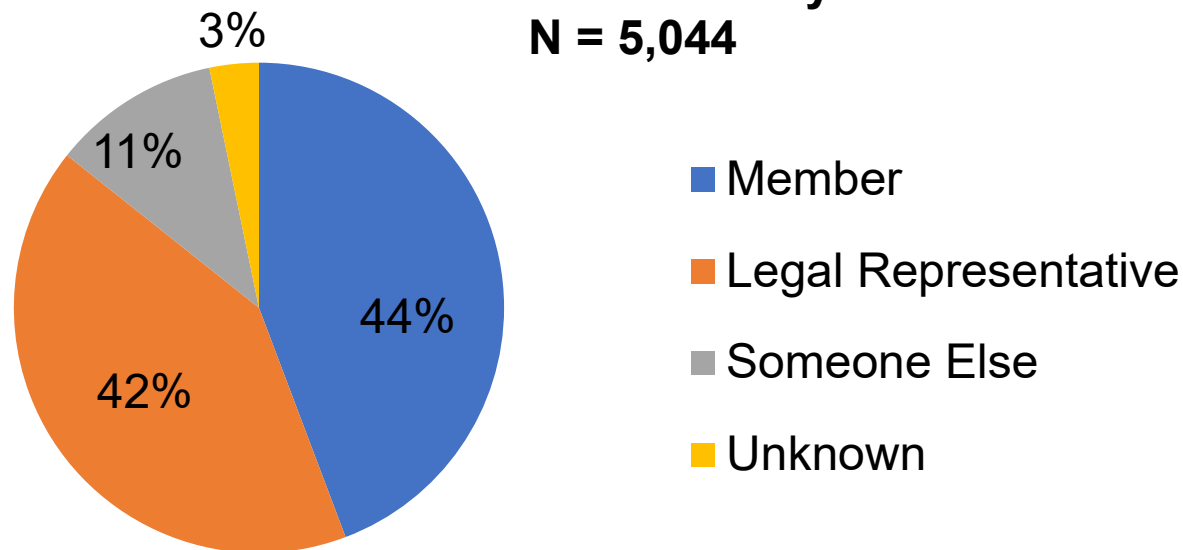
# FC/FCP/PACE Insights

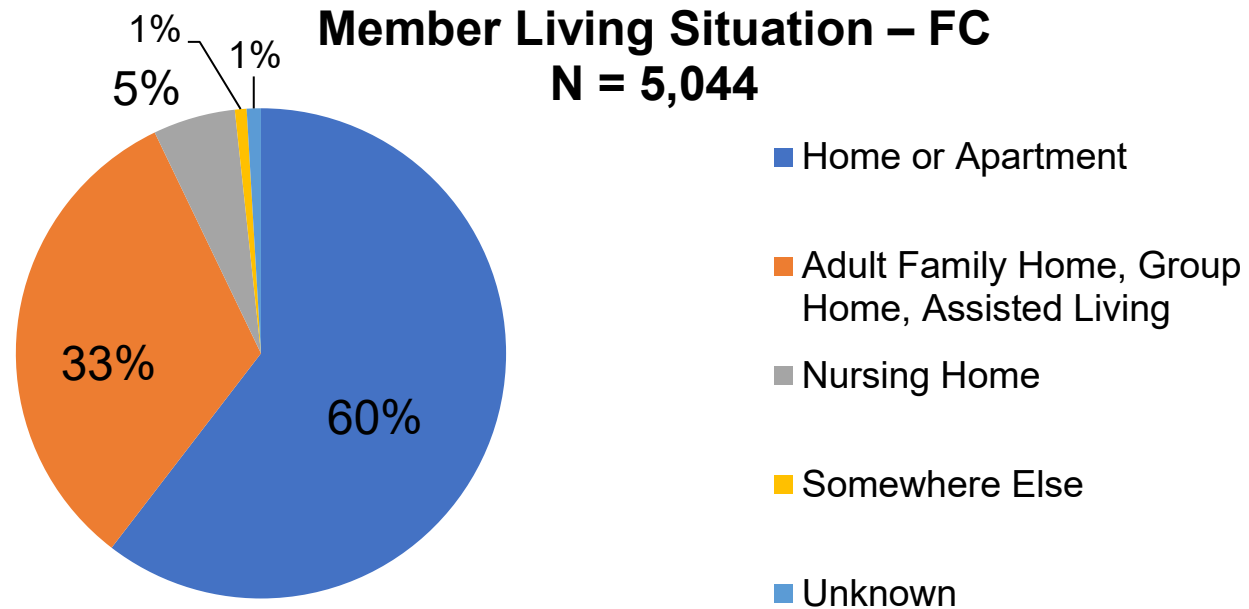
- When we started the satisfaction survey in 2018, we didn't have well established baselines, so 2018 data should be used as a baseline.
- General steady improvement from 2018 – 2020.
- Decrease in satisfaction between 2020-2021, and slight decrease/evening out between 2021-2022
- On average 3% increase in satisfaction across all questions in FC, 1% increase in satisfaction in FCP, and a decrease of 3% in PACE since 2018
- Q6 and Q8: Self Directed Supports and Community Activities have had the most significant improvement since 2018, but also among the lowest scoring
- Q5: How respectfully does your care team treat you has been the highest scoring
- Across all questions, roughly 80% score positively on average

## Survey Question Response – Managed Care (FC) (P4P questions: Q2, Q7, Q9, and Q11)



**Who Answered Survey – FC**  
**N = 5,044**

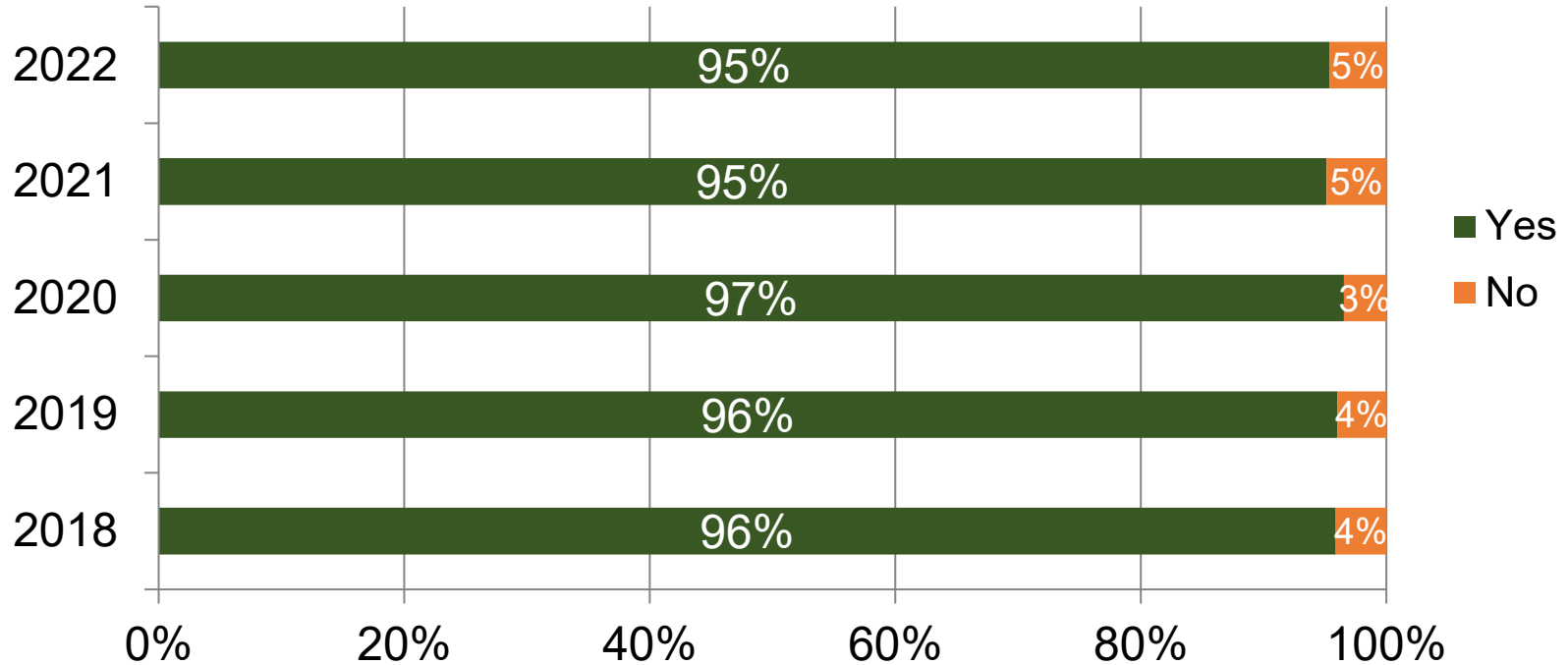




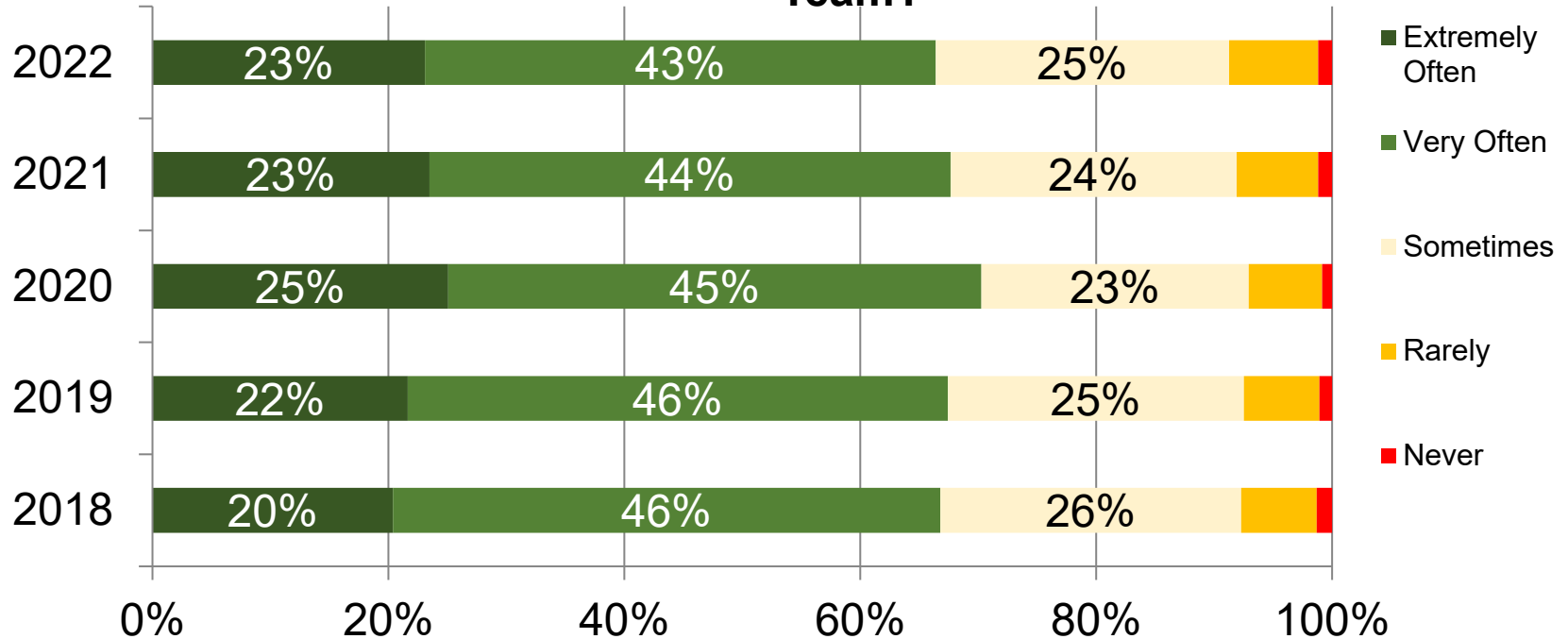
# Detailed Question Graphs

- In the following graphs, all data across the years we have conducted the survey for survey questions 1-12 are broken down.
- The top responses are in deep green, and positive responses are a combination of light green and deep green.

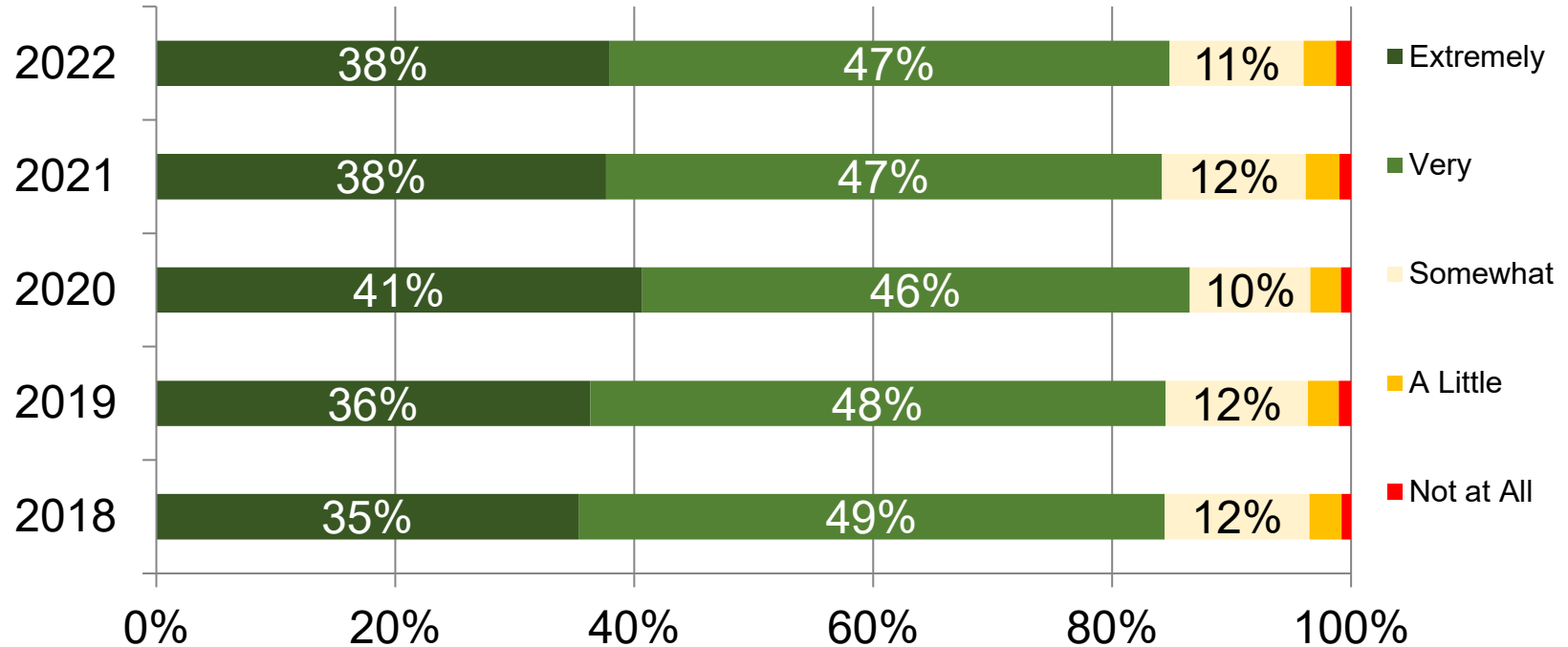
## Can you contact your Care Team when you need to?



## How often do you get the help you need from your Care Team?

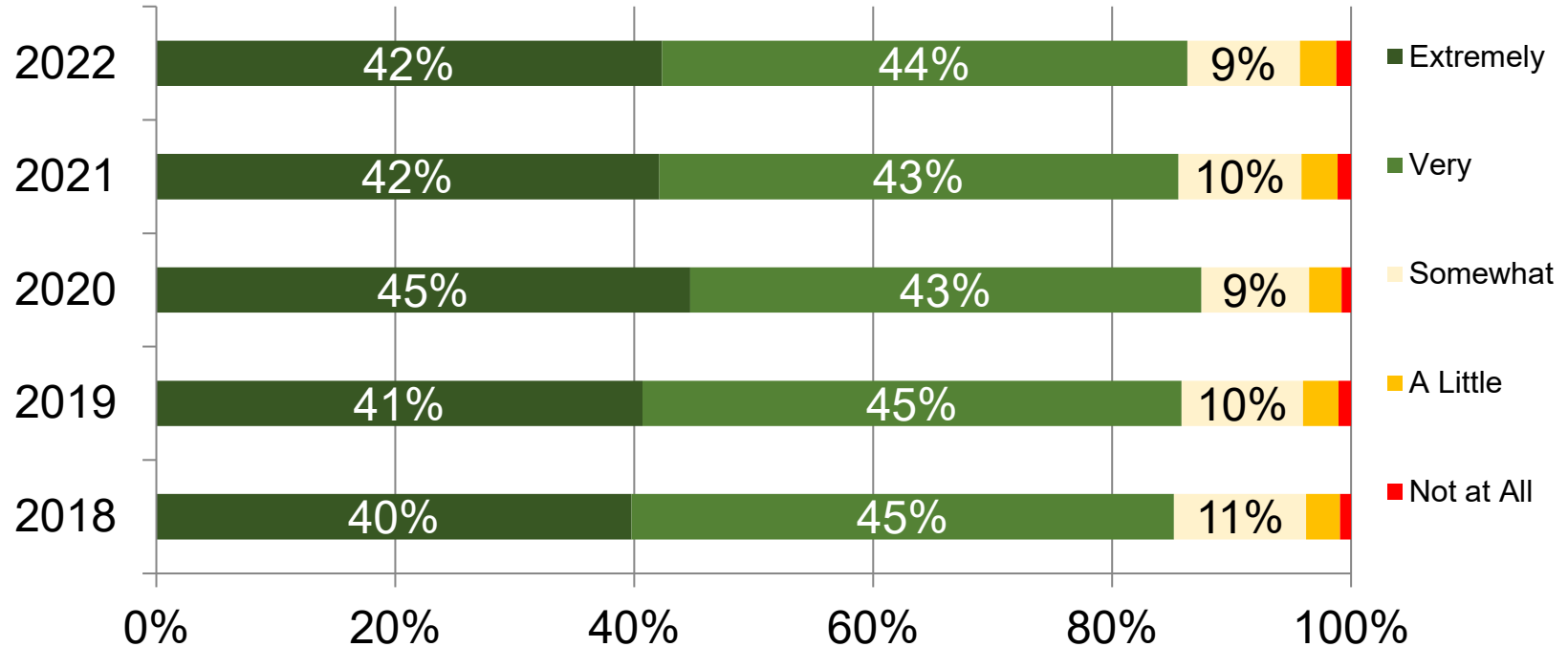


## How clearly does your Care Team explain things to you?

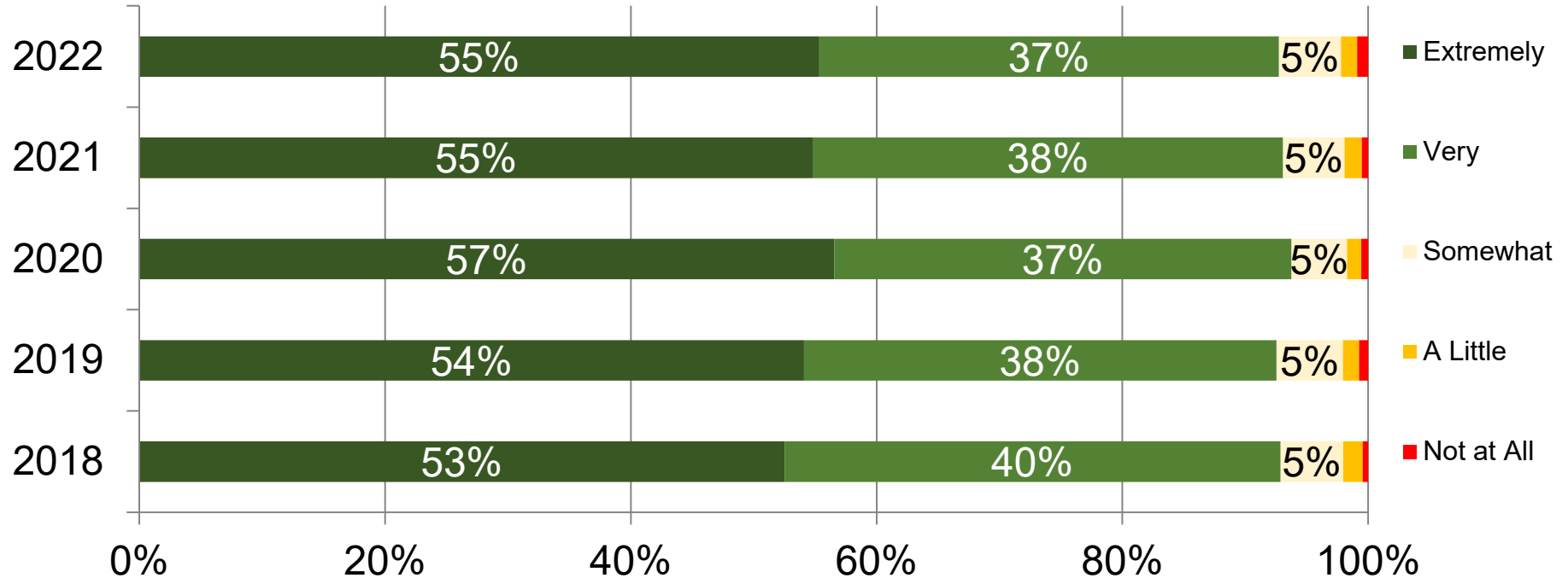




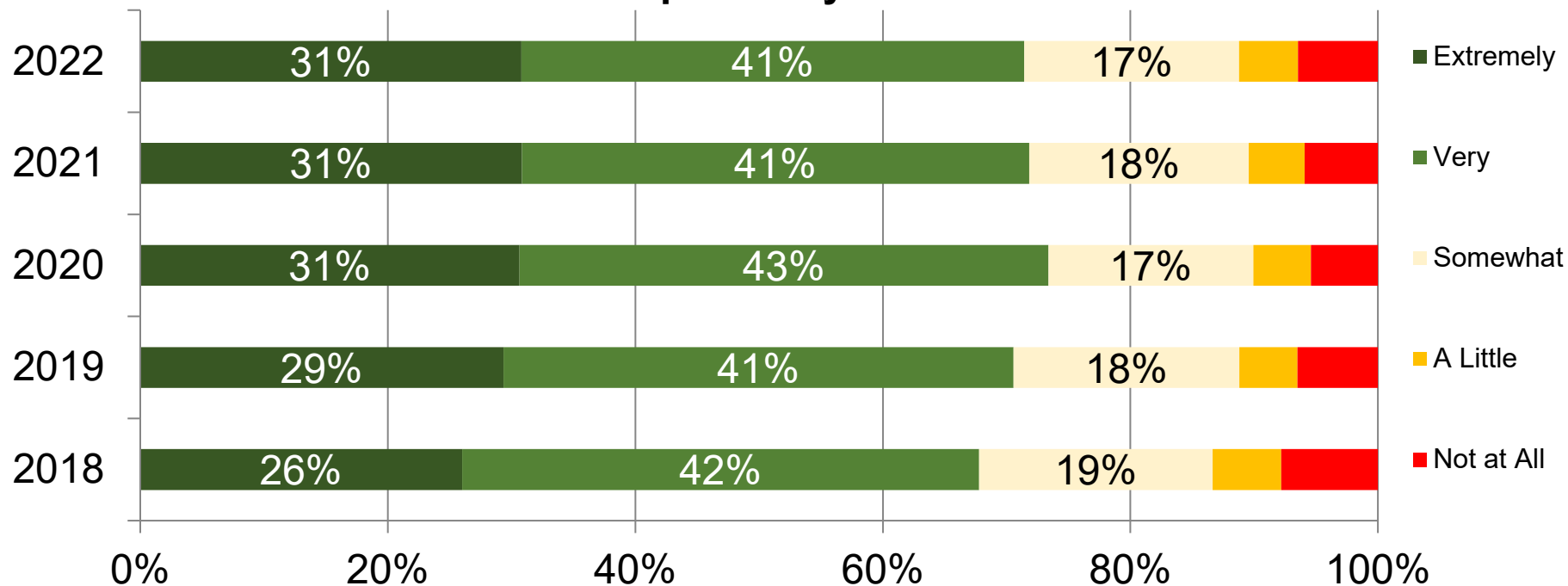
## How carefully does your Care Team listen to you?



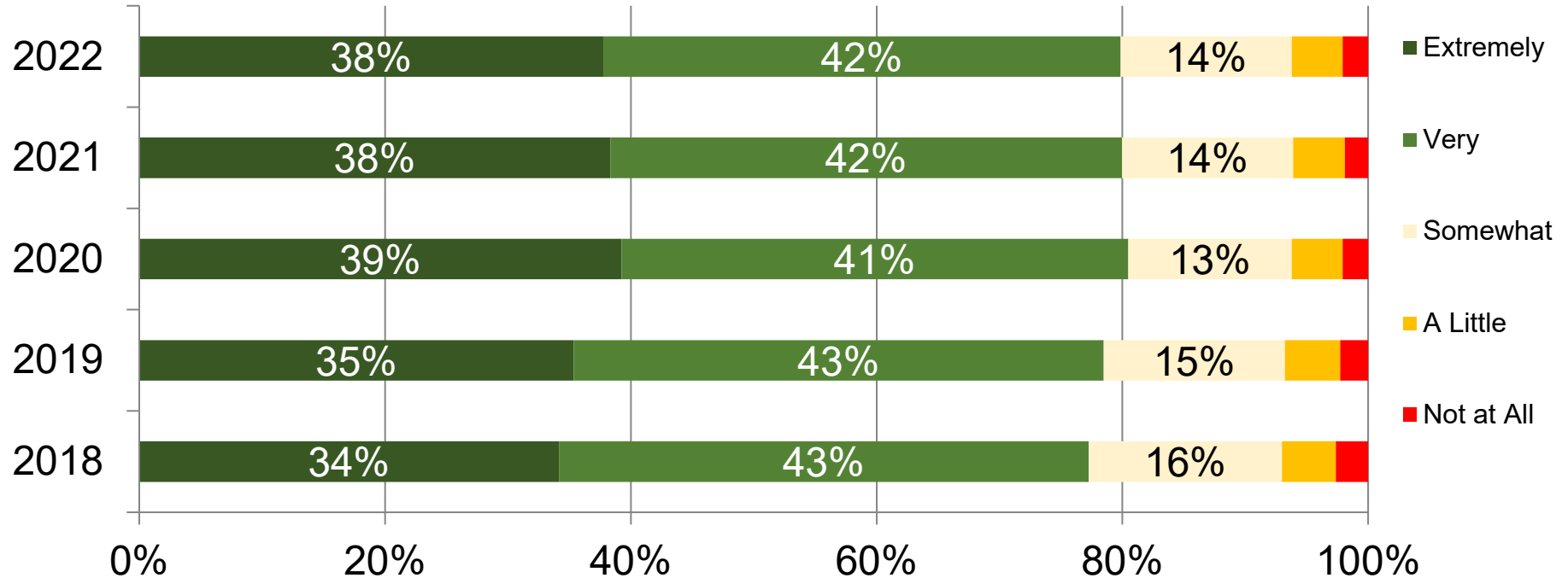
## How respectfully does your Care Team treat you?



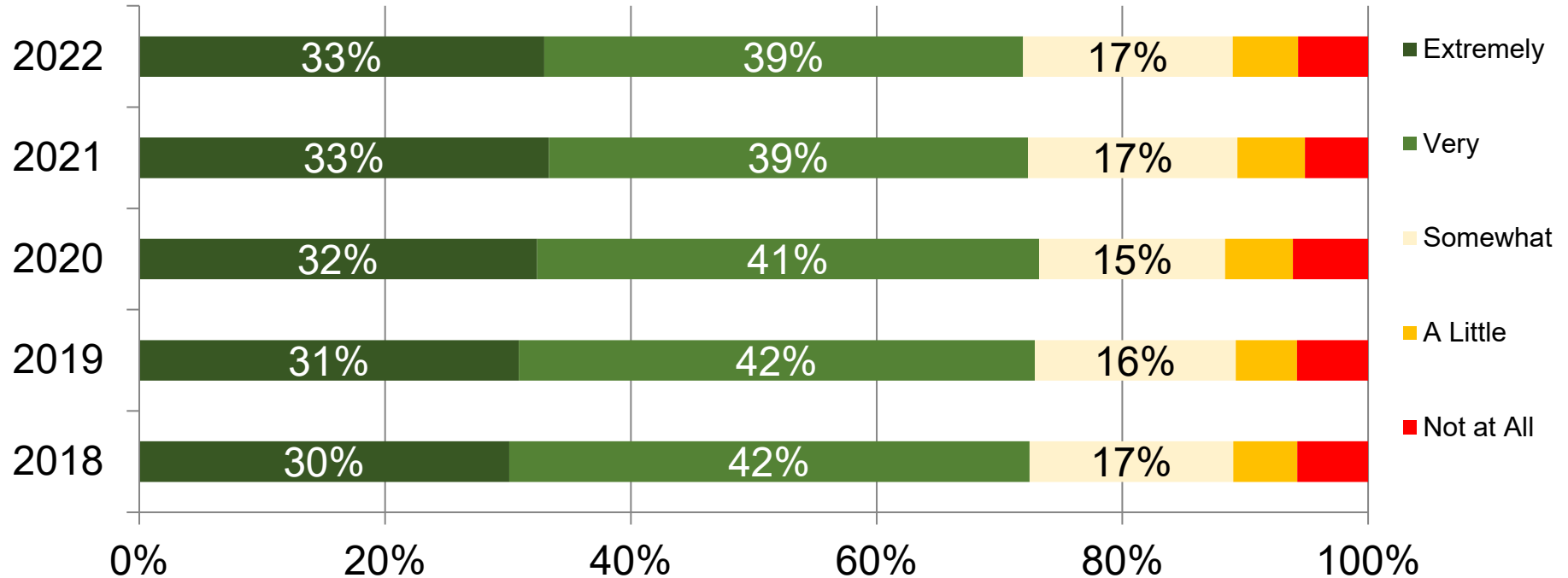
## How well did your Care Team explain the Self-Directed Supports option to you?



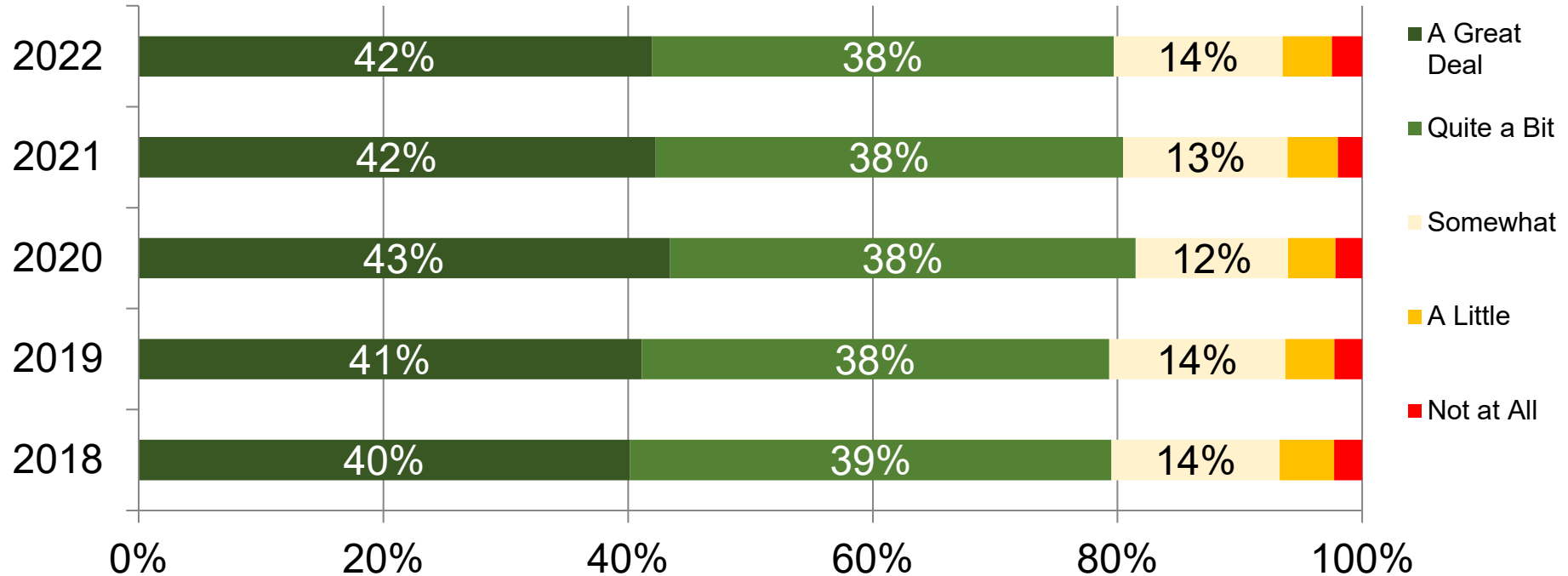
## How involved are you in making decisions about your Care Plan?



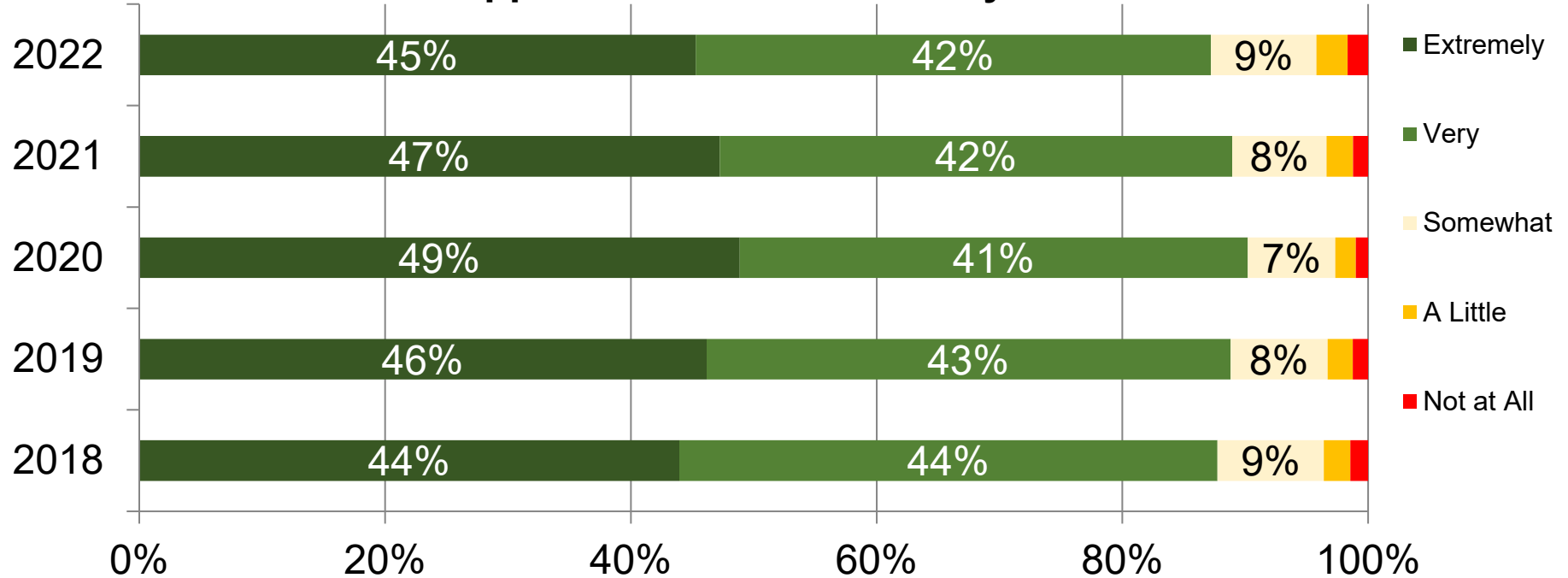
**How well does your Care Plan support the activities that you want to do in your community, such as visiting with family and friends, working, and volunteering?**



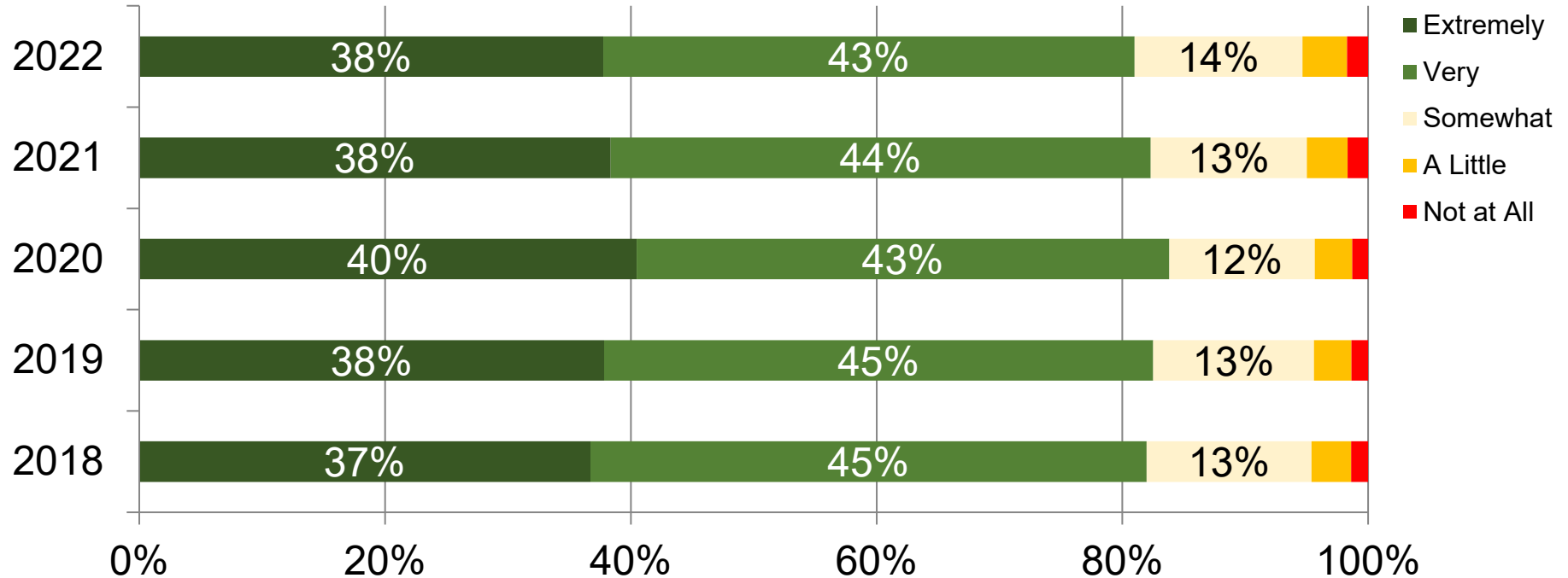
## How much does your Care Plan include the things that are important to you?



## Overall, how respectfully do the people who provide you with supports and services treat you?

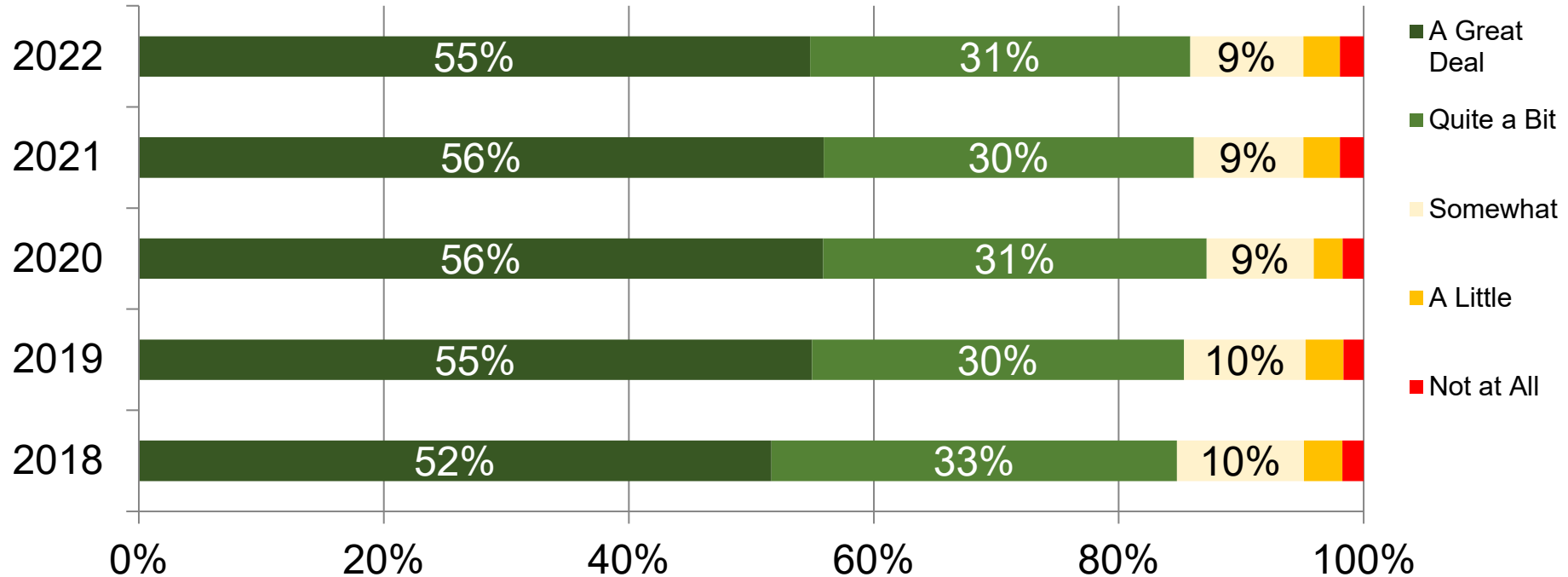


## How well do the supports and services you receive meet your needs?



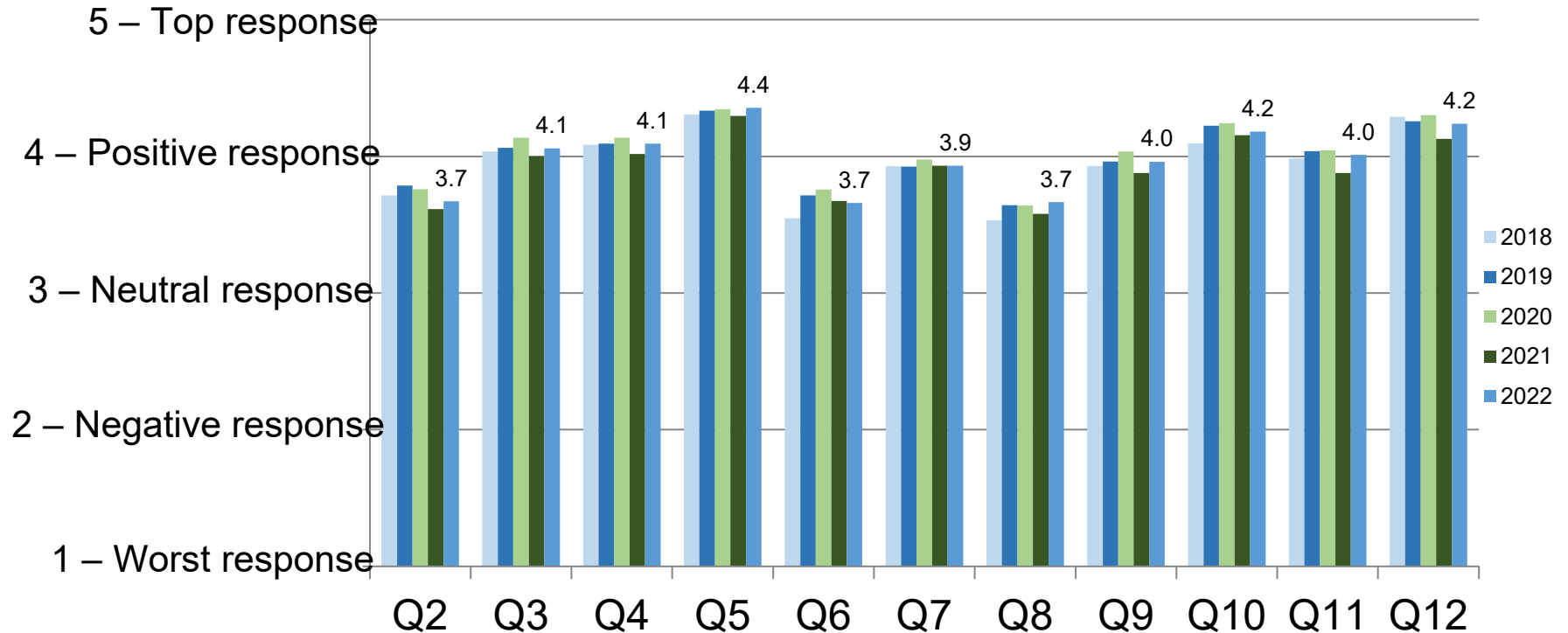


## Overall, how much do you like your MCO?

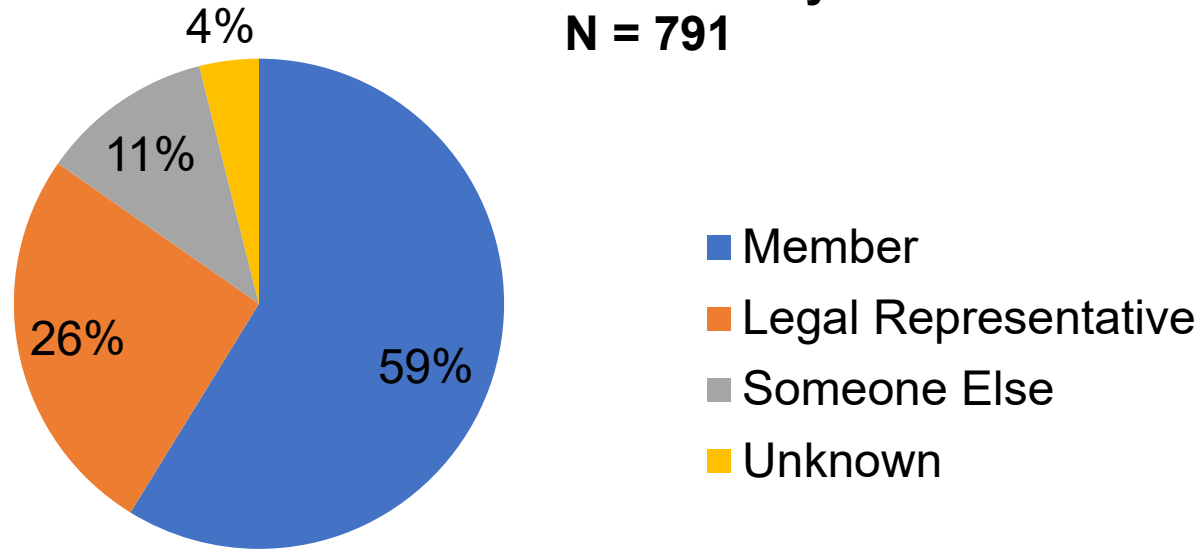


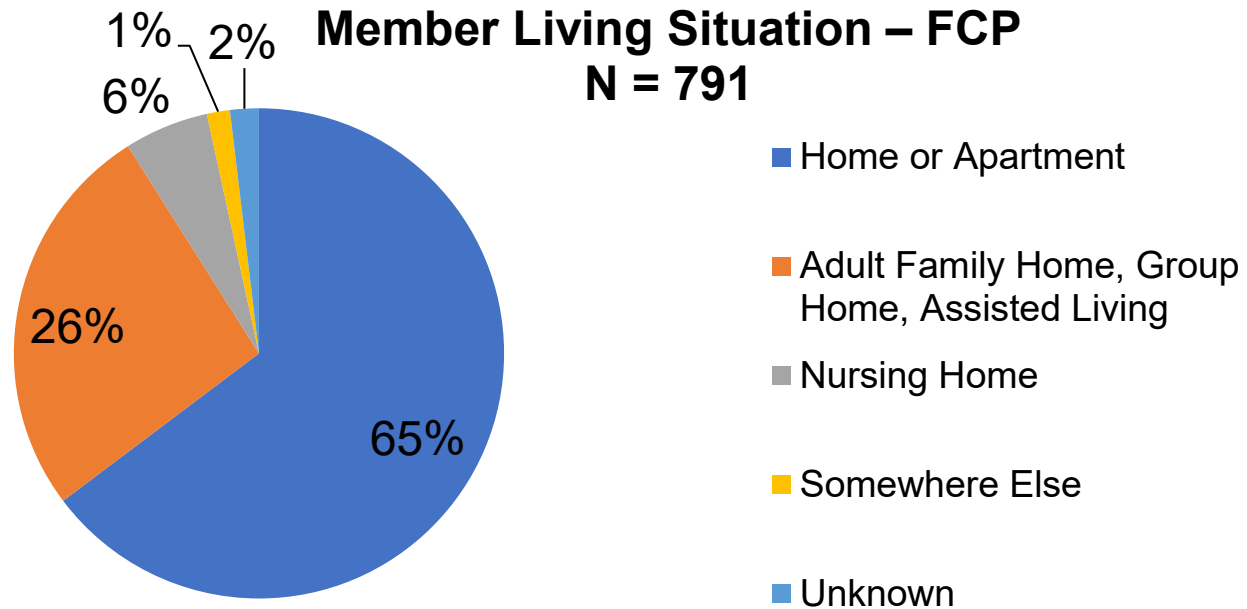
# **Family Care Partnership Survey Analysis**

## Survey Question Response – Managed Care (FCP) (P4P questions: Q2, Q7, Q9, and Q11)



**Who Answered Survey – FCP**  
**N = 791**

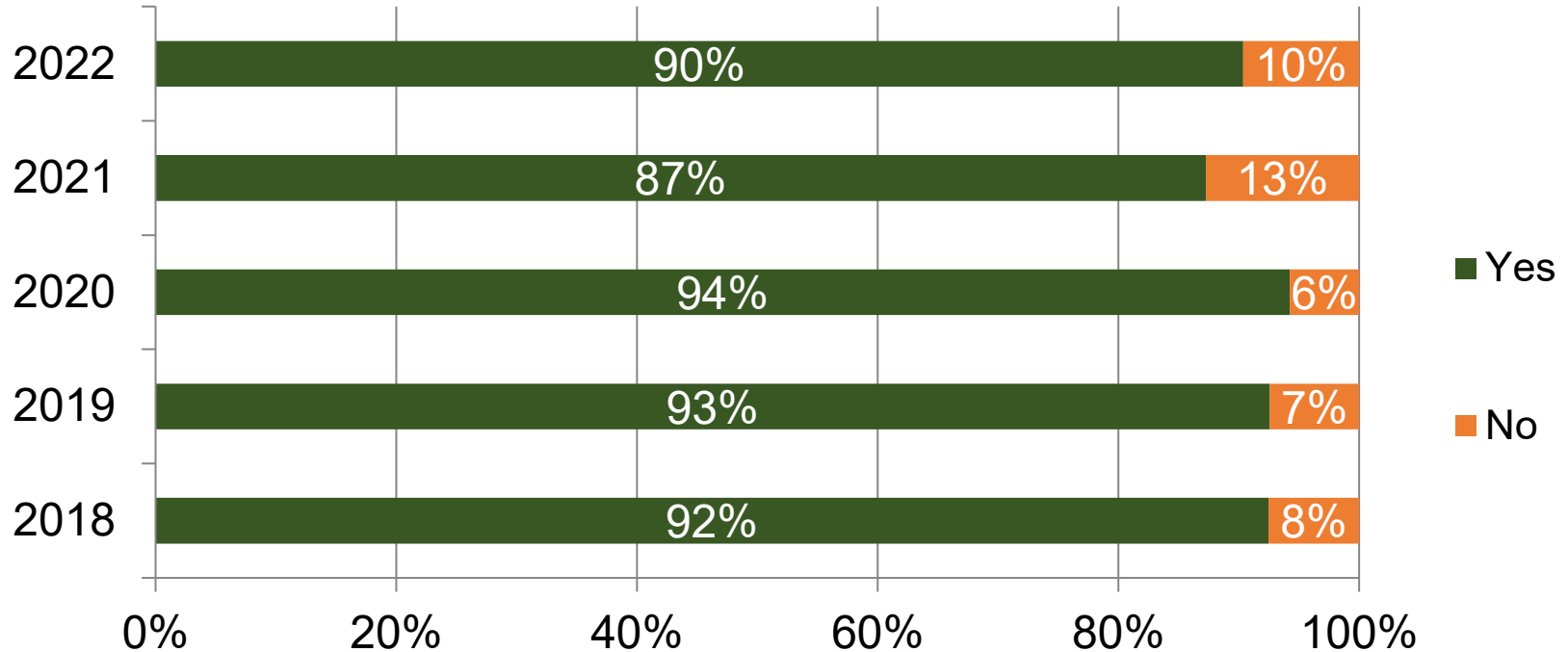




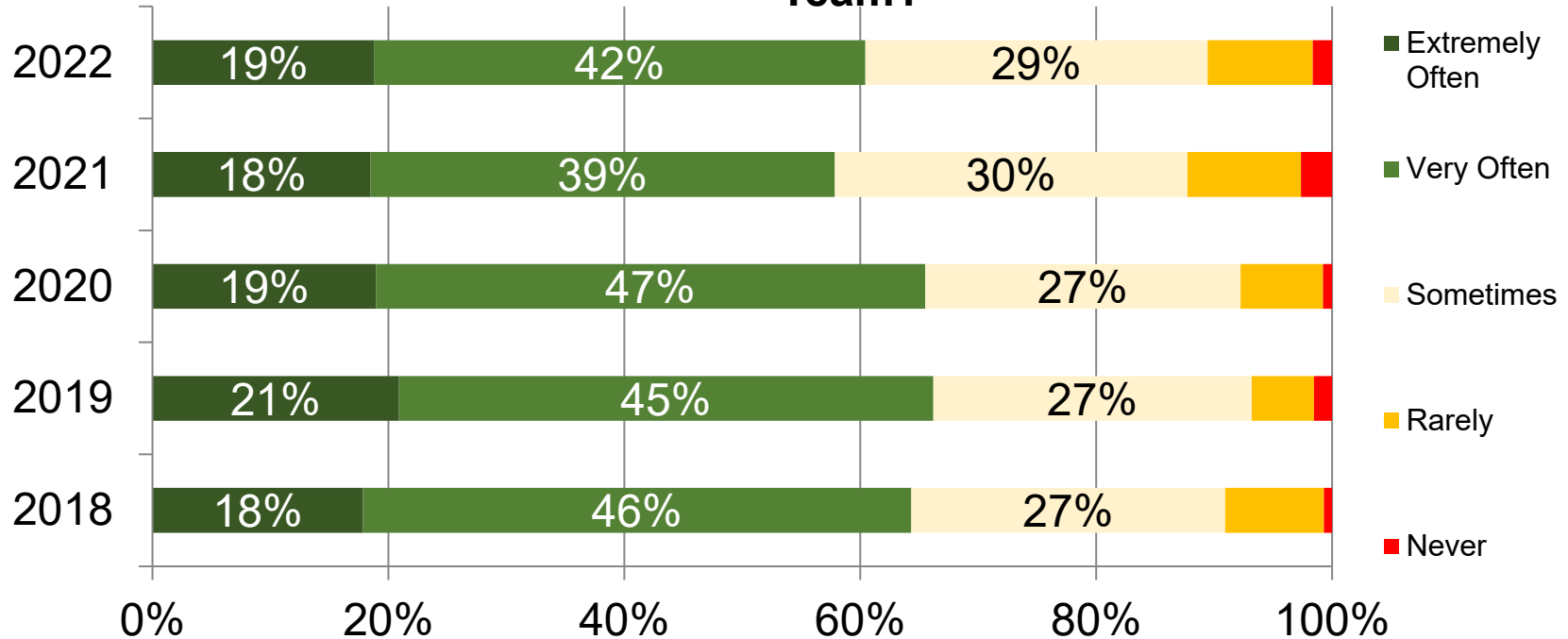
# Detailed Question Graphs

- In the following graphs, all data across the years we have conducted the survey for survey questions 1-12 are broken down.
- The top responses are in deep green, and positive responses are a combination of light green and deep green.

## Can you contact your Care Team when you need to?

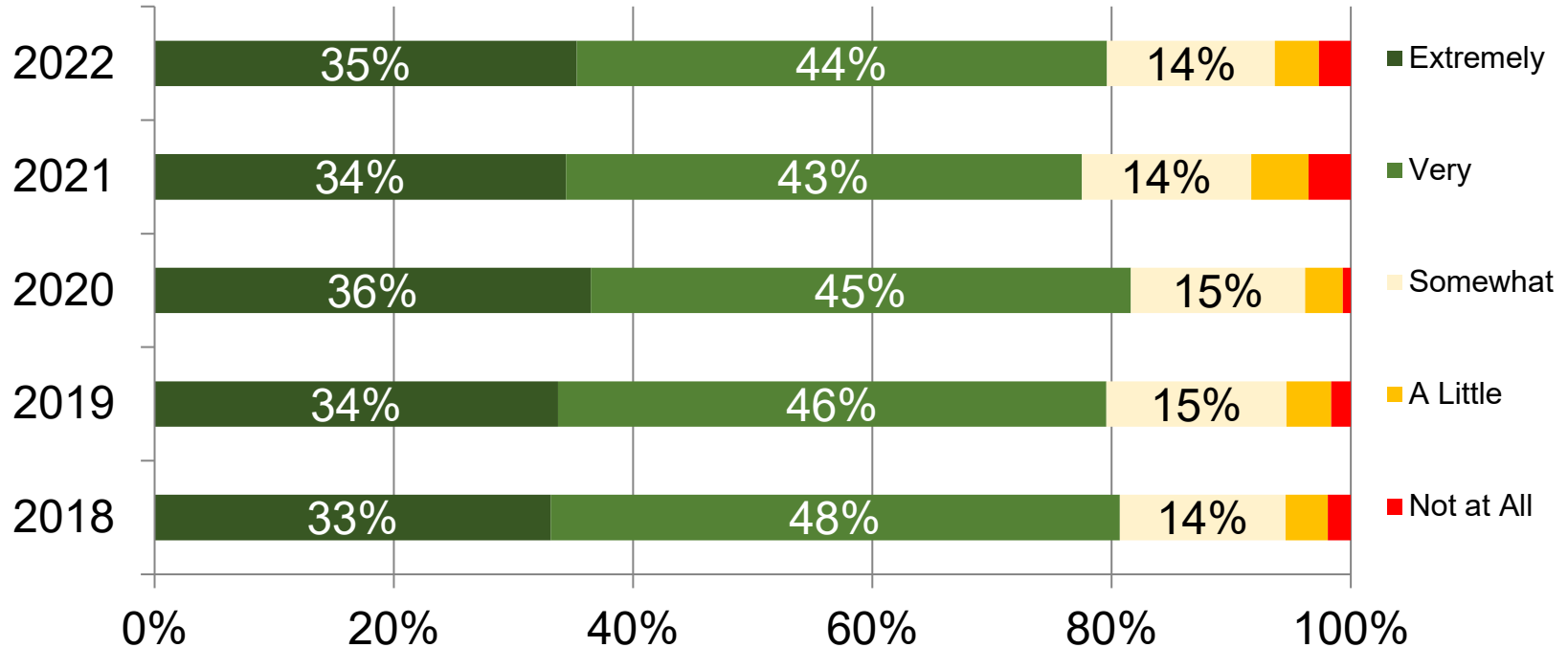


## How often do you get the help you need from your Care Team?

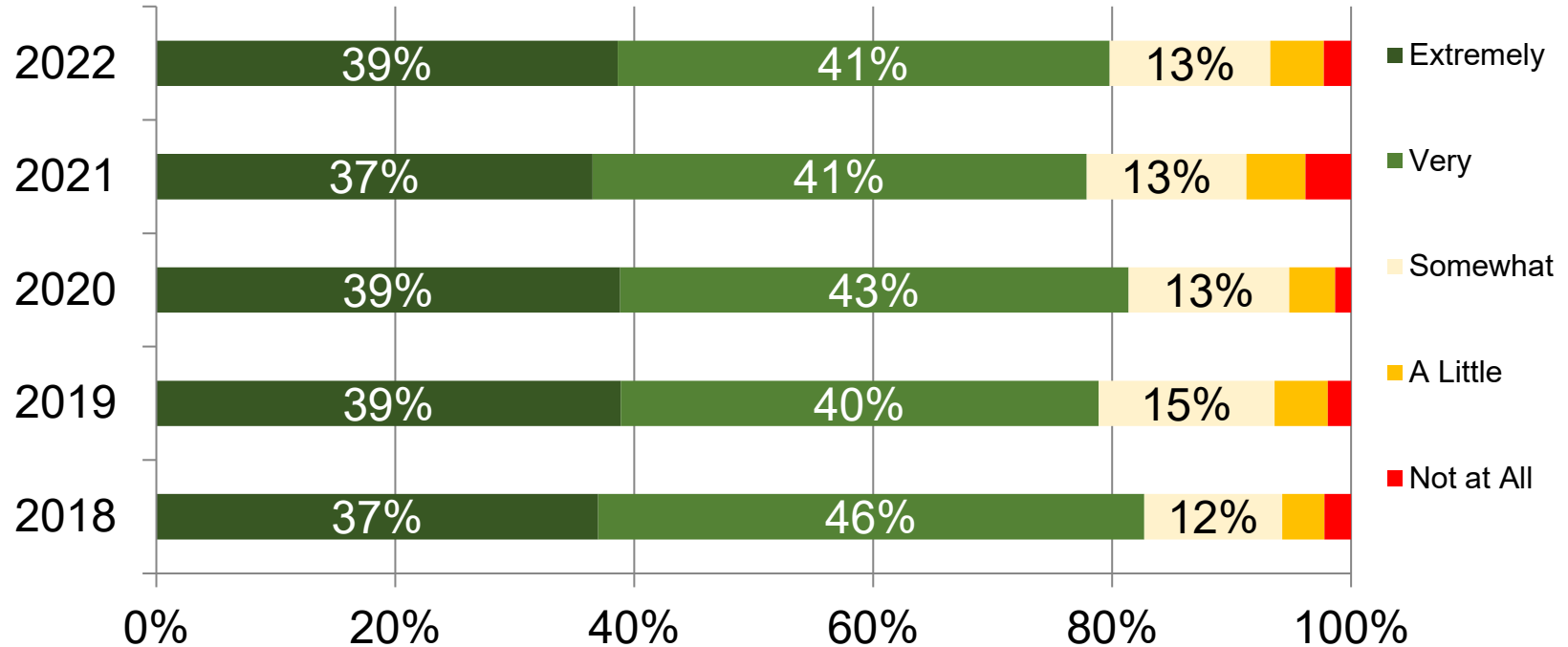




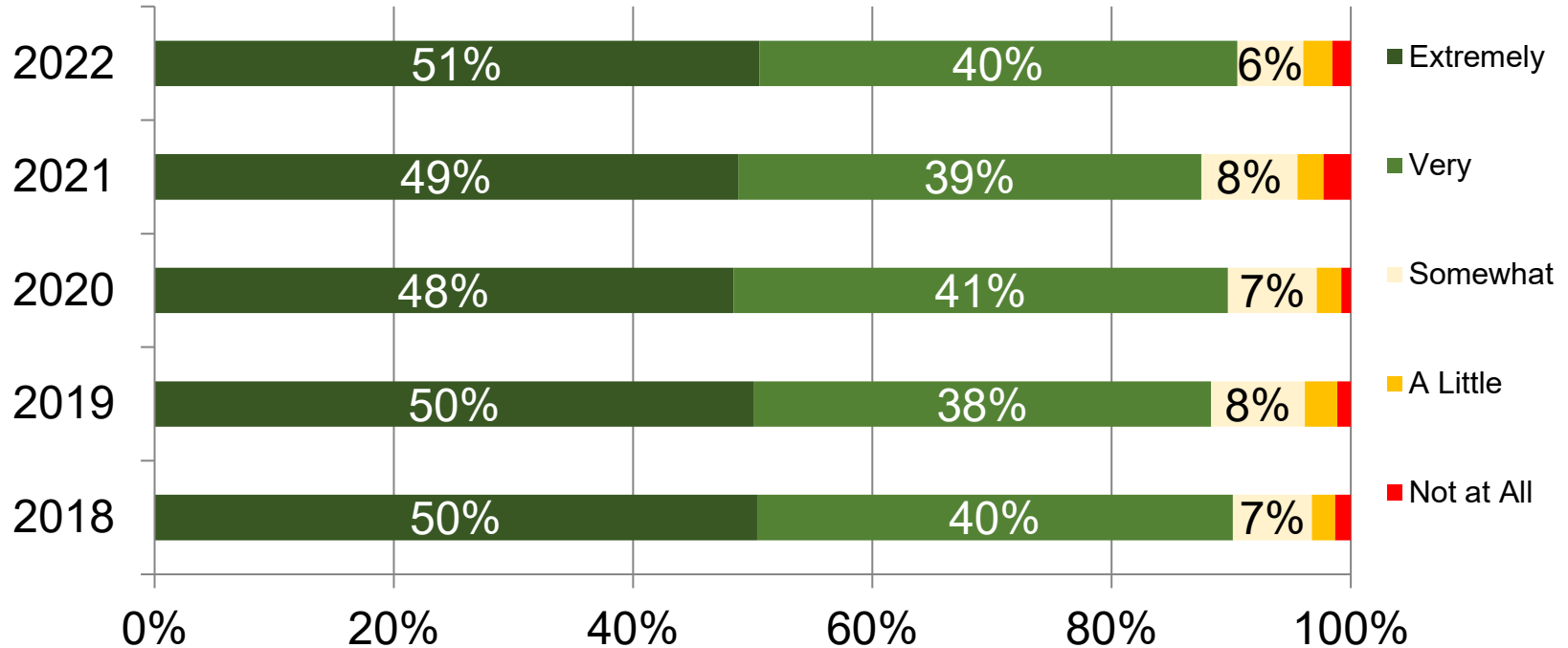
## How clearly does your Care Team explain things to you?



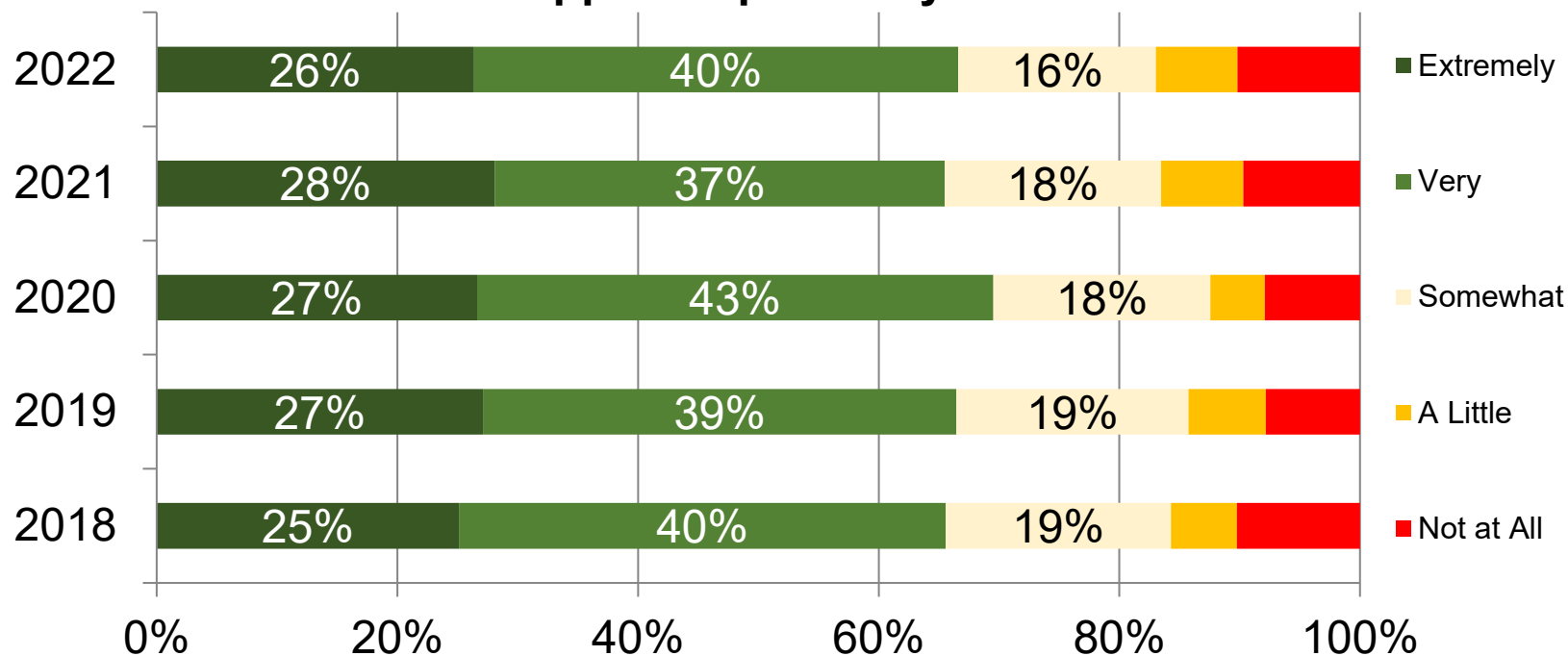
## How carefully does your Care Team listen to you?



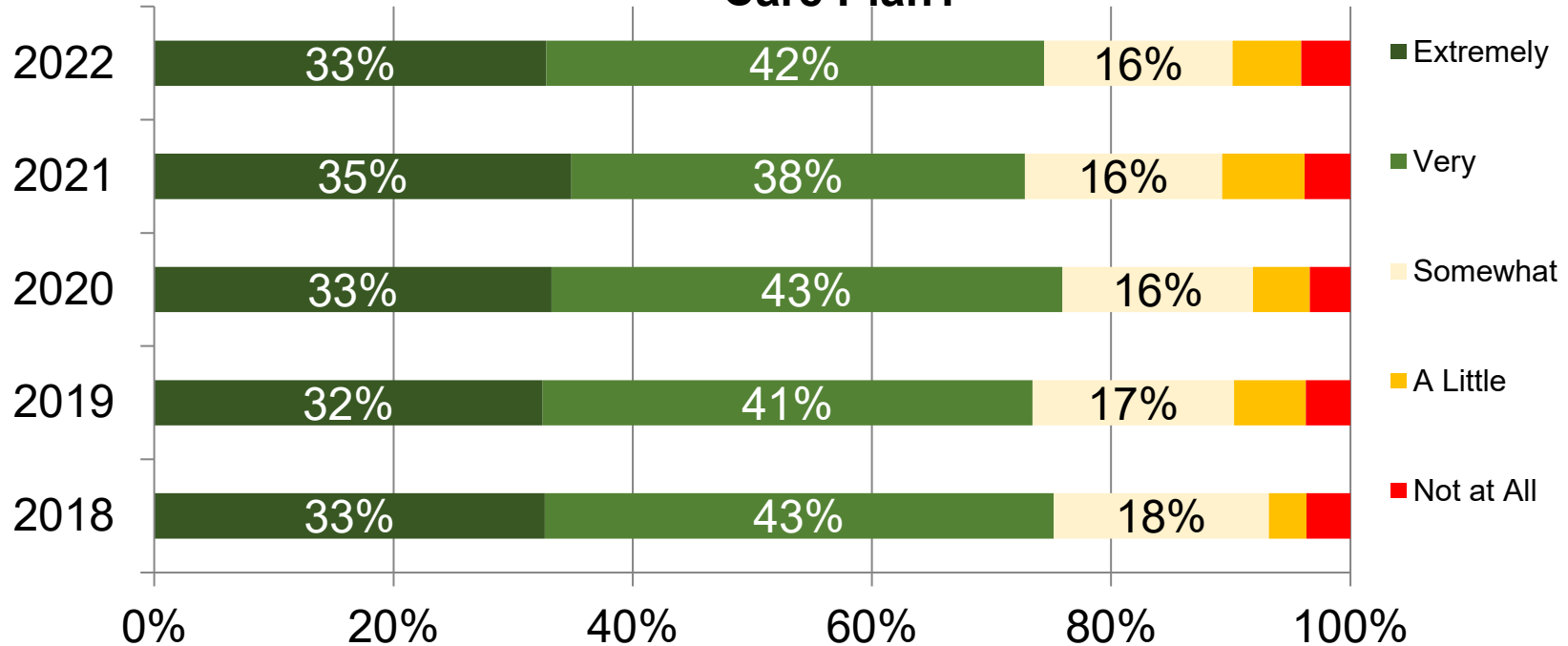
## How respectfully does your Care Team treat you?



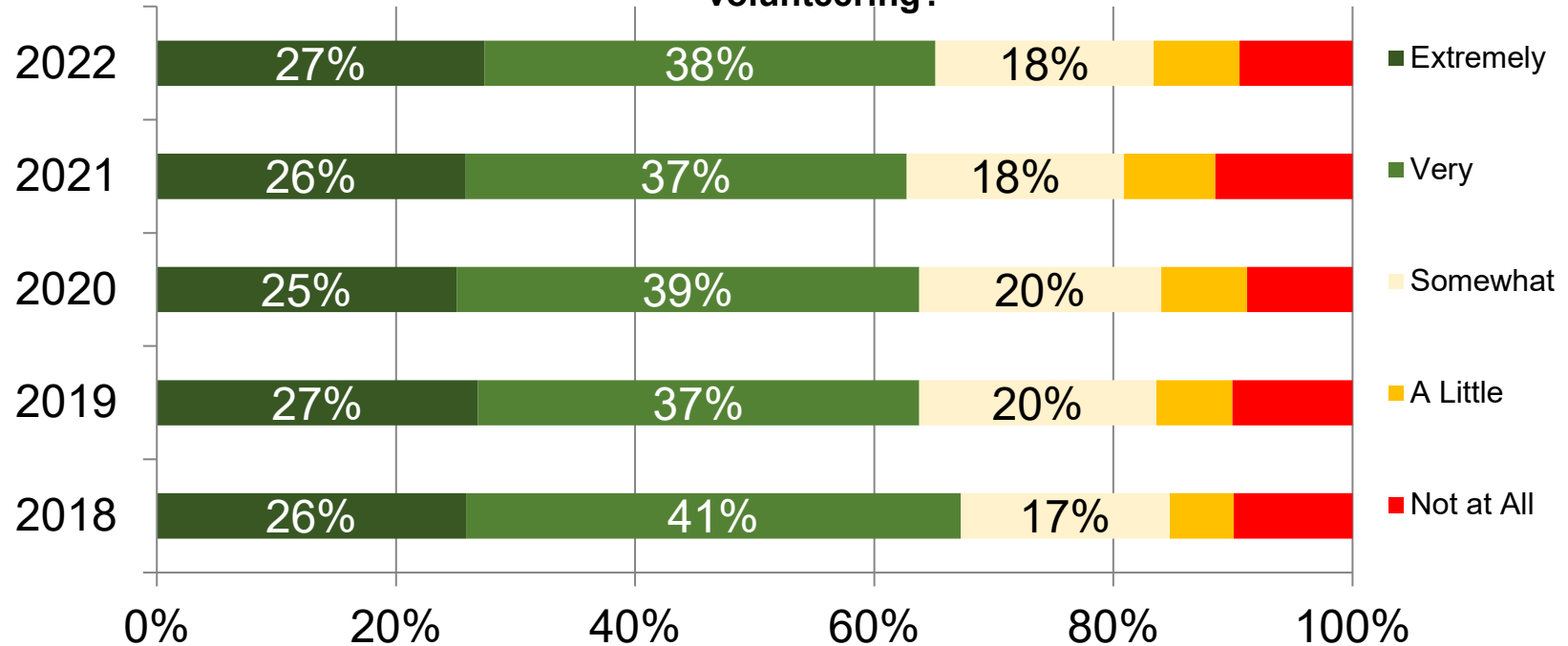
## How well did your Care Team explain the Self-Directed Supports option to you?



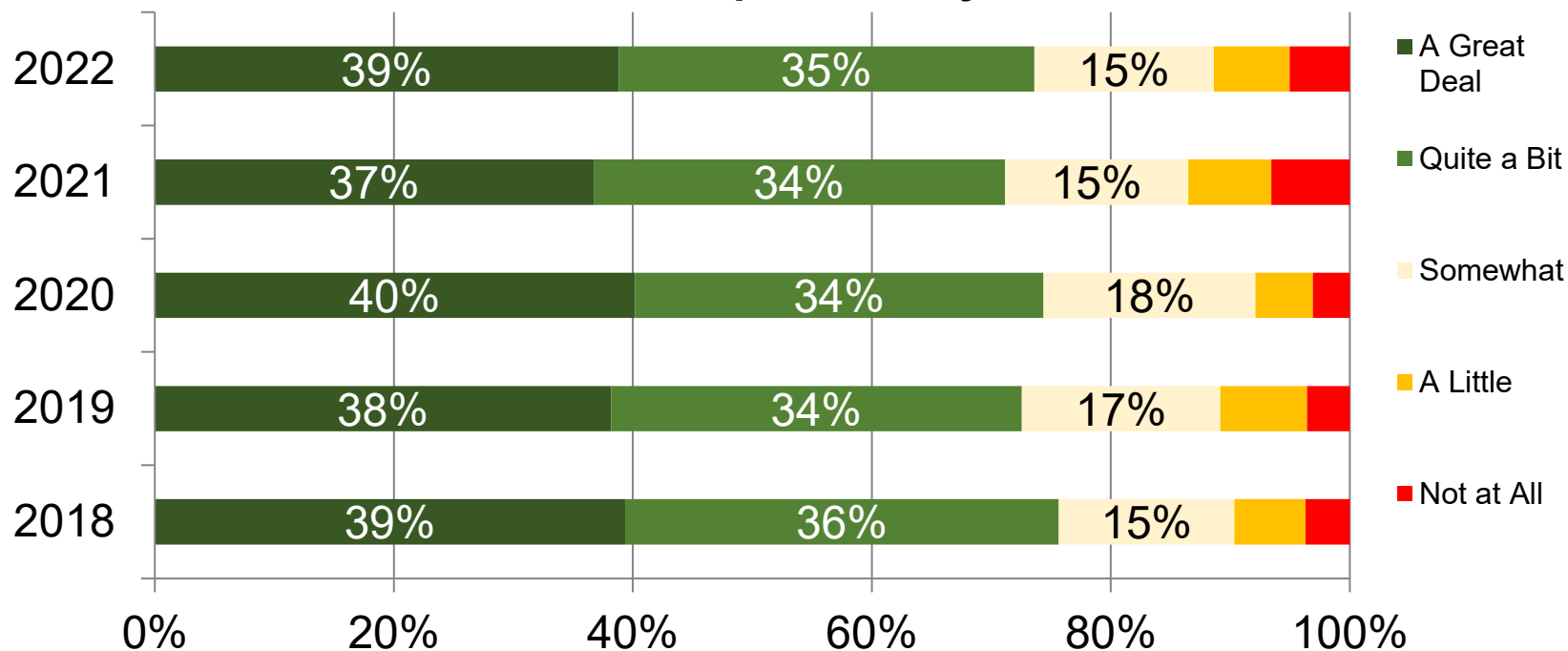
## How involved are you in making decisions about your Care Plan?



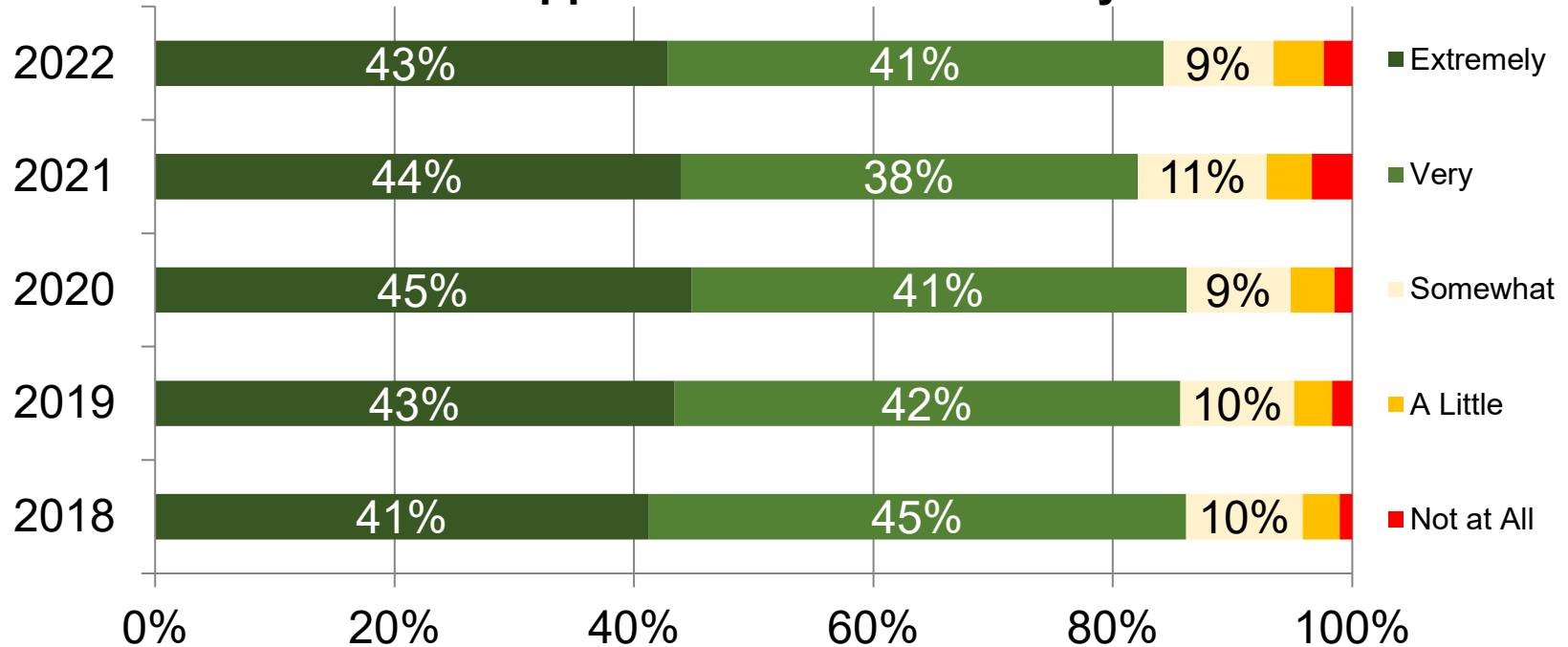
**How well does your Care Plan support the activities that you want to do in your community, such as visiting with family and friends, working, and volunteering?**



## How much does your Care Plan include the things that are important to you?

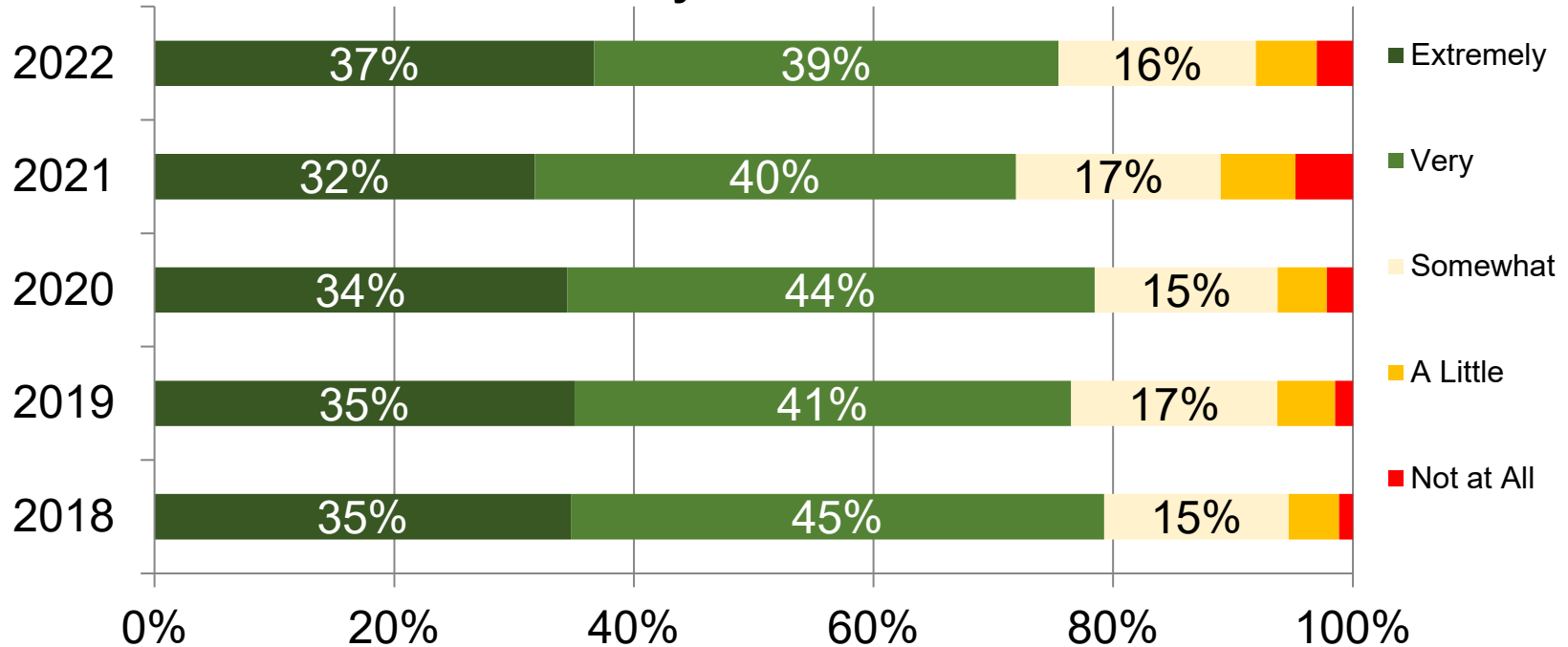


## Overall, how respectfully do the people who provide you with supports and services treat you?

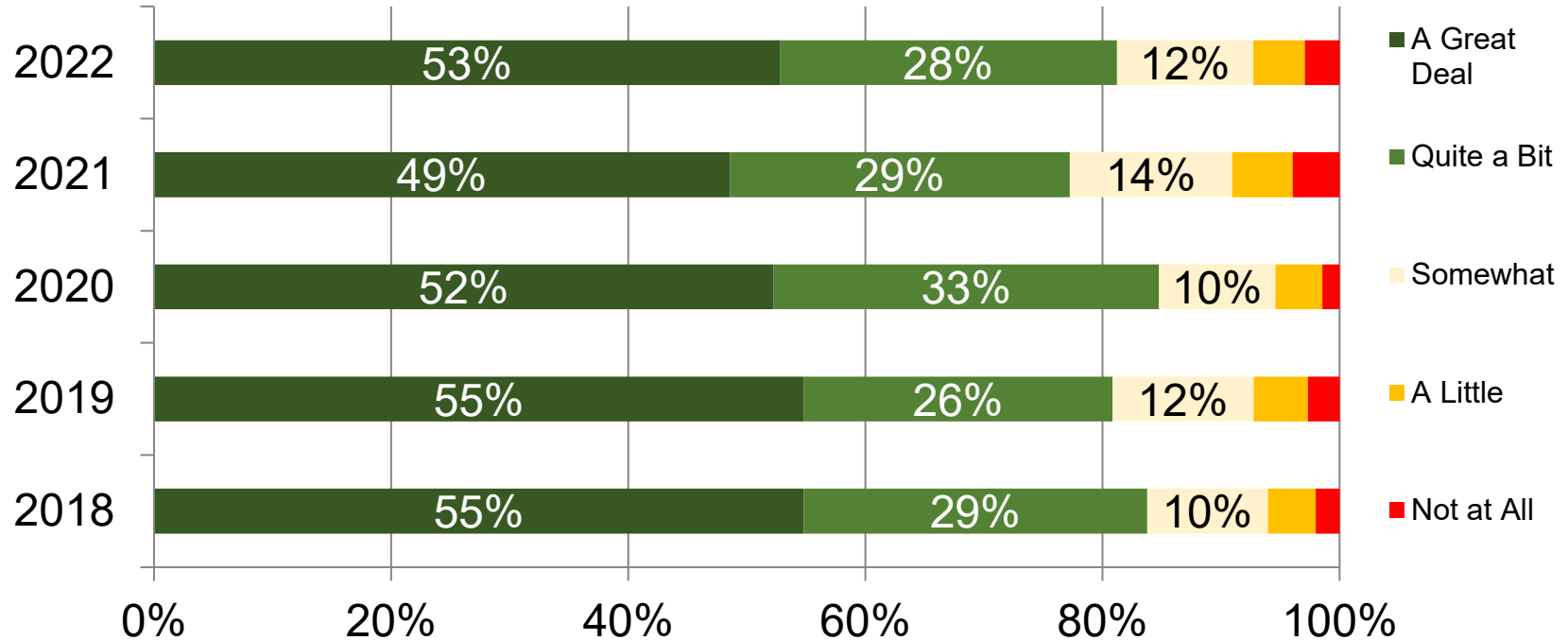




## How well do the supports and services you receive meet your needs?



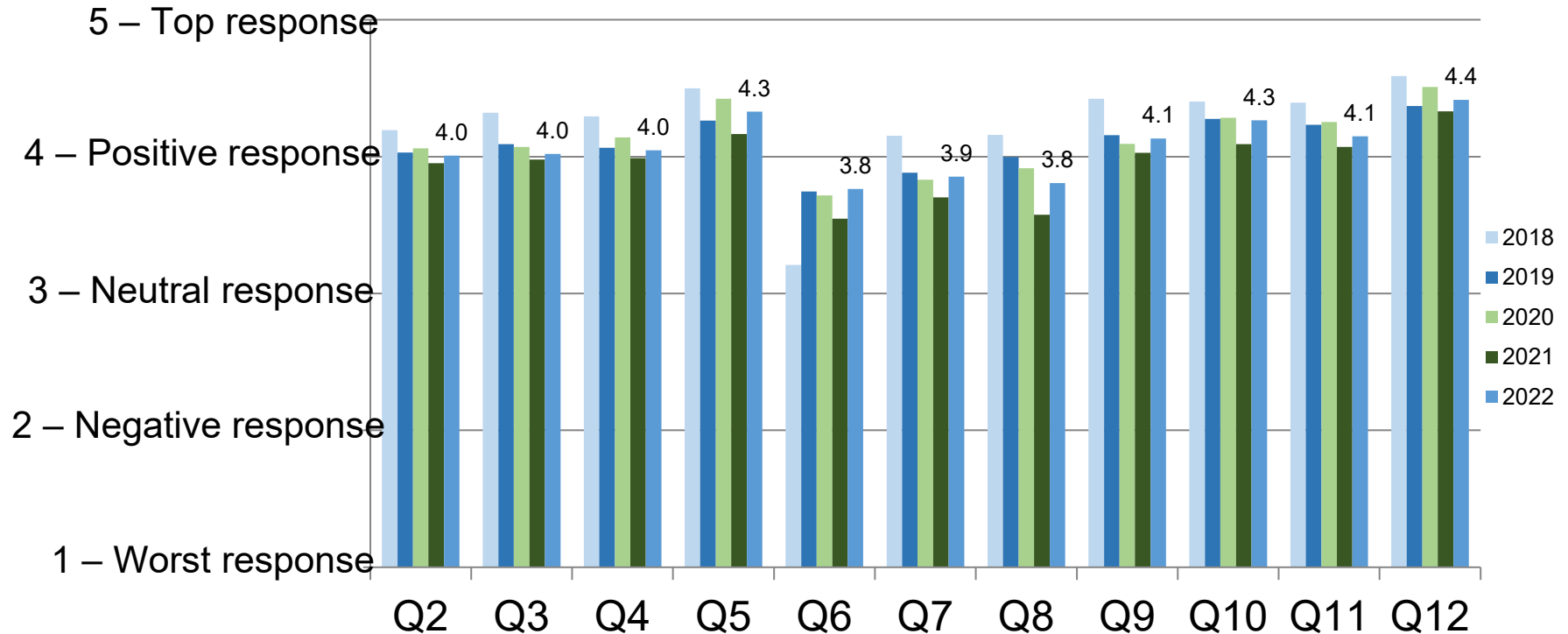
## Overall, how much do you like your MCO?



# **PACE**

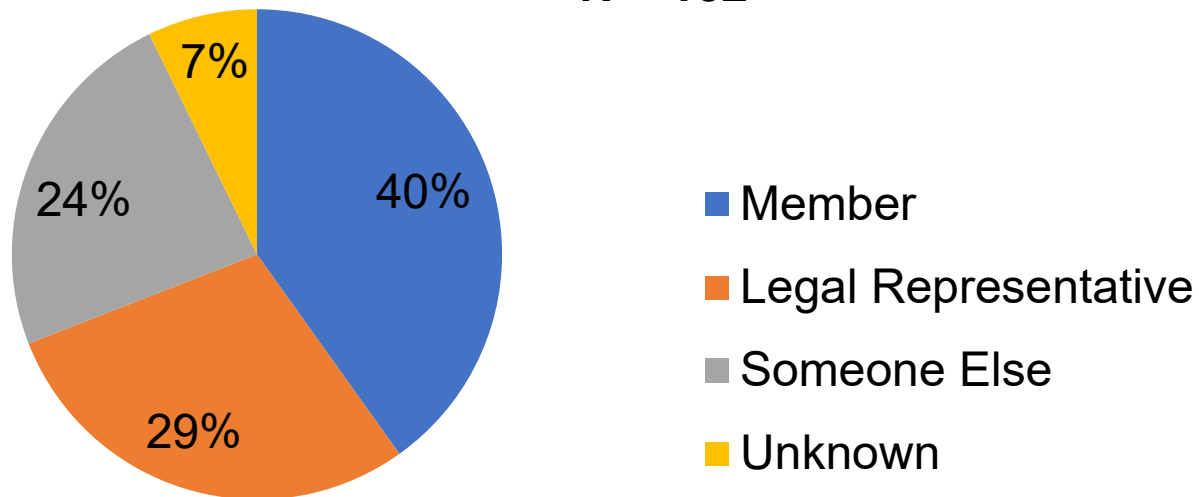
# **Survey Analysis**

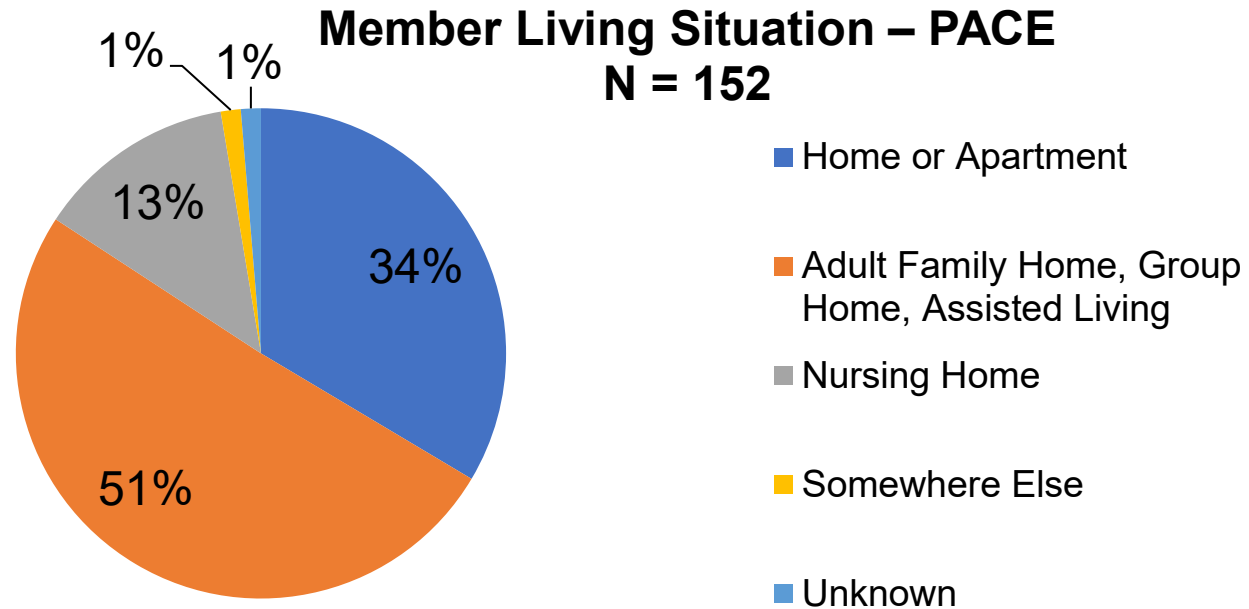
## Survey Question Response – Managed Care (PACE) (P4P questions: Q2, Q7, Q9, and Q11)



## Who Answered Survey – PACE

N = 152

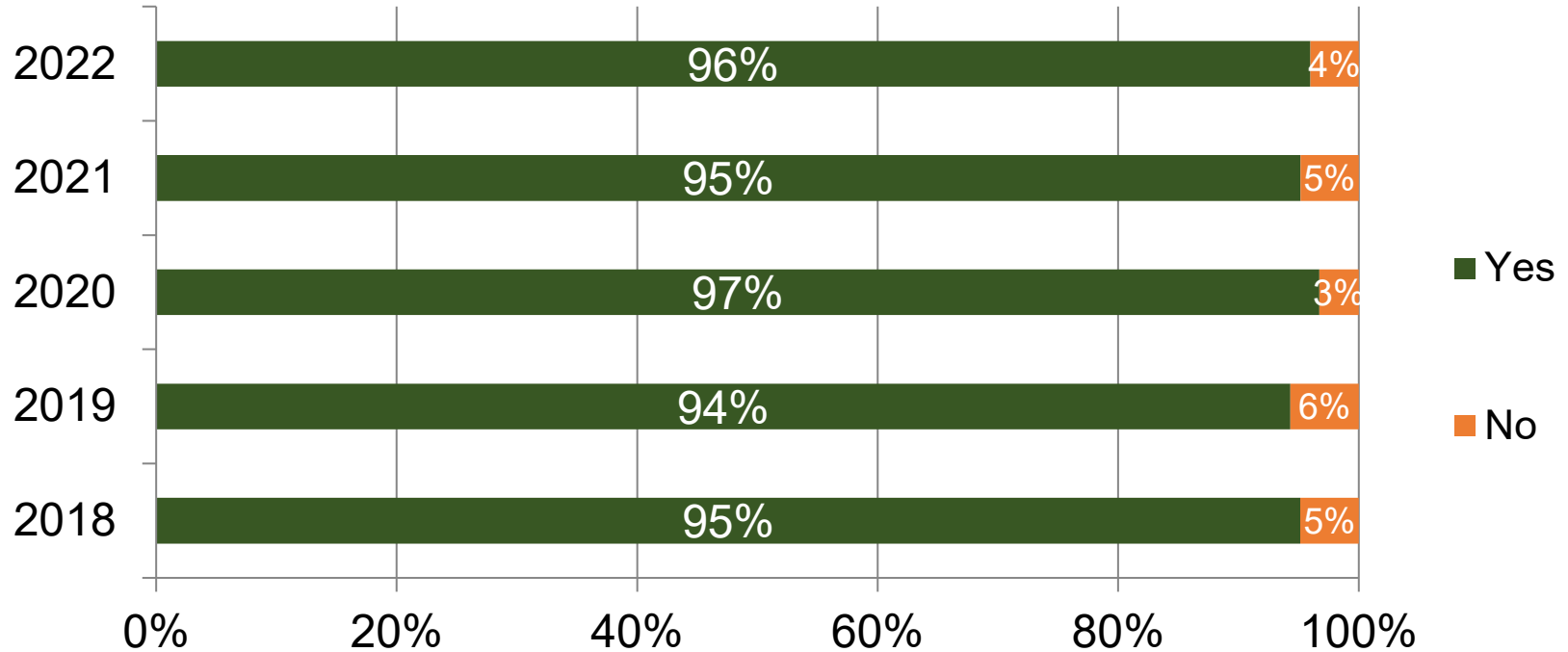




# Detailed Question Graphs

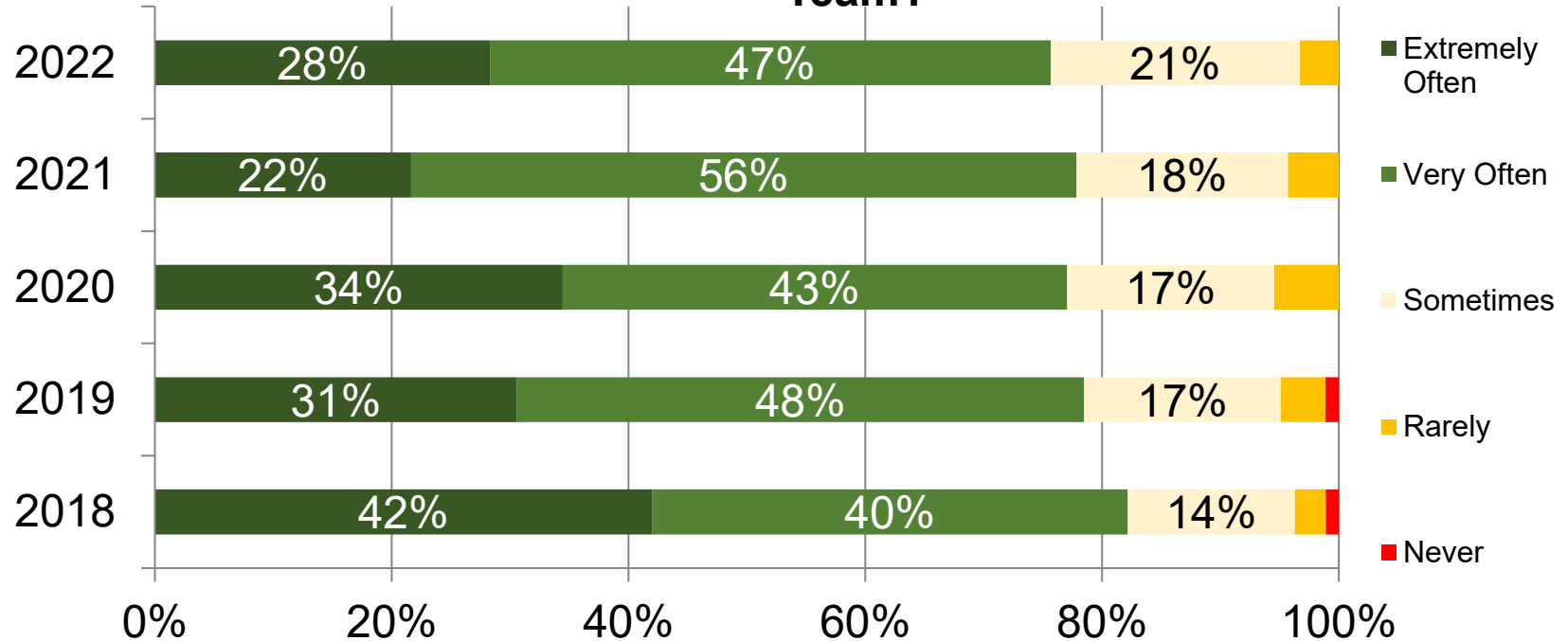
- In the following graphs, all data across the years we have conducted the survey for survey questions 1-12 are broken down.
- The top responses are in deep green, and positive responses are a combination of light green and deep green.

## Can you contact your Care Team when you need to?

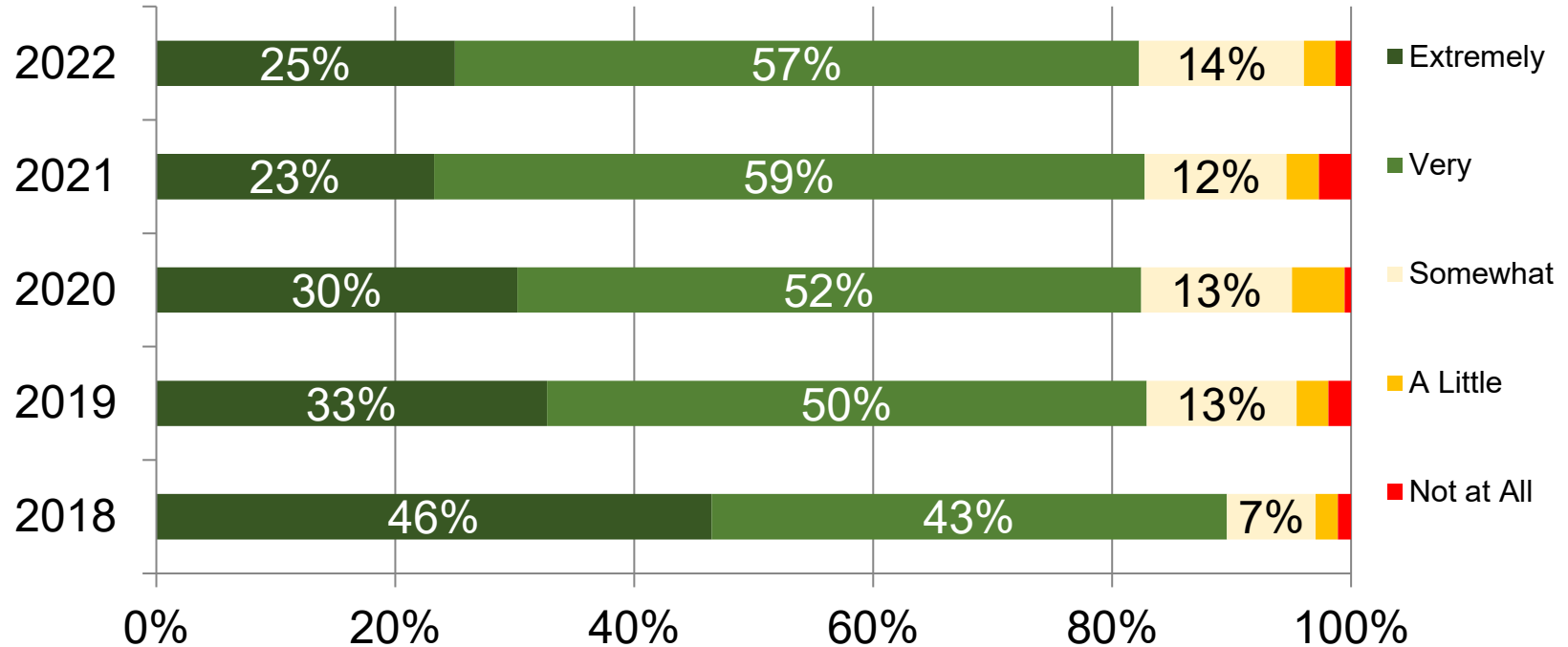




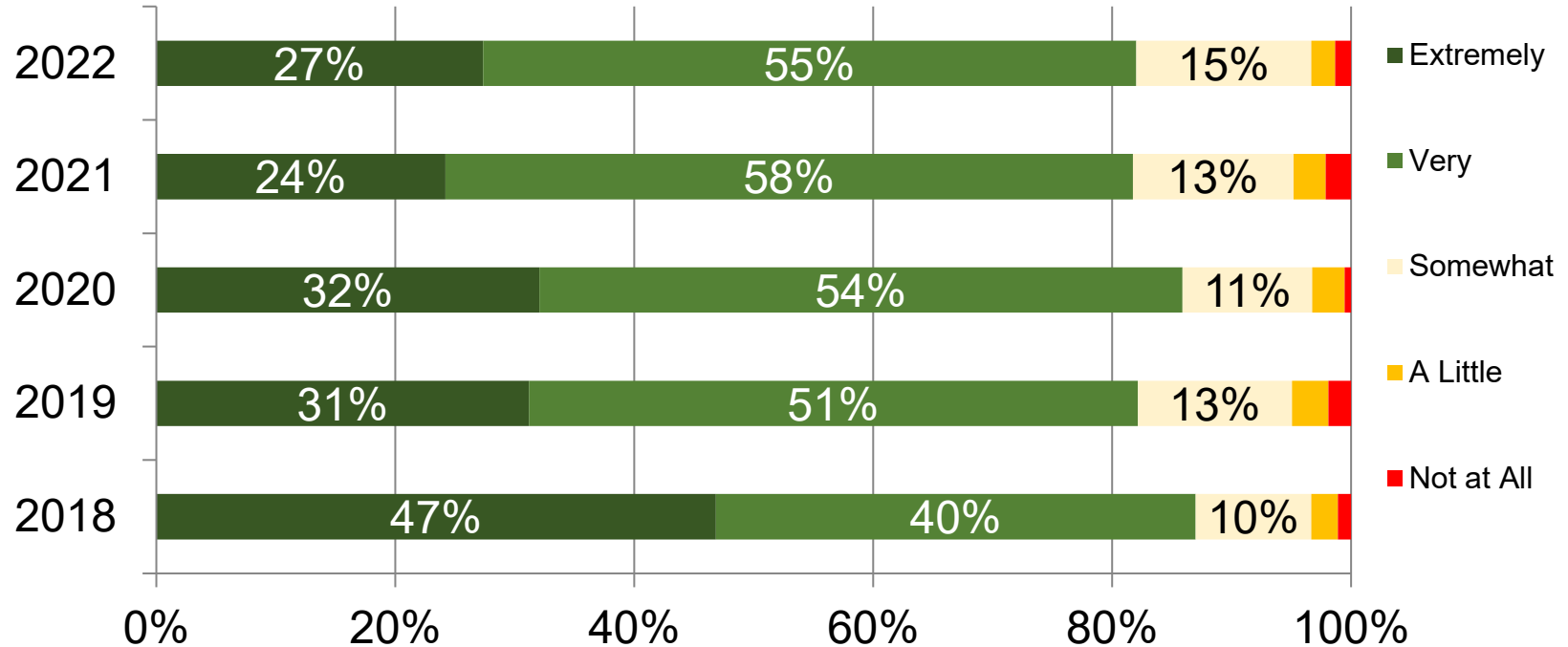
## How often do you get the help you need from your Care Team?



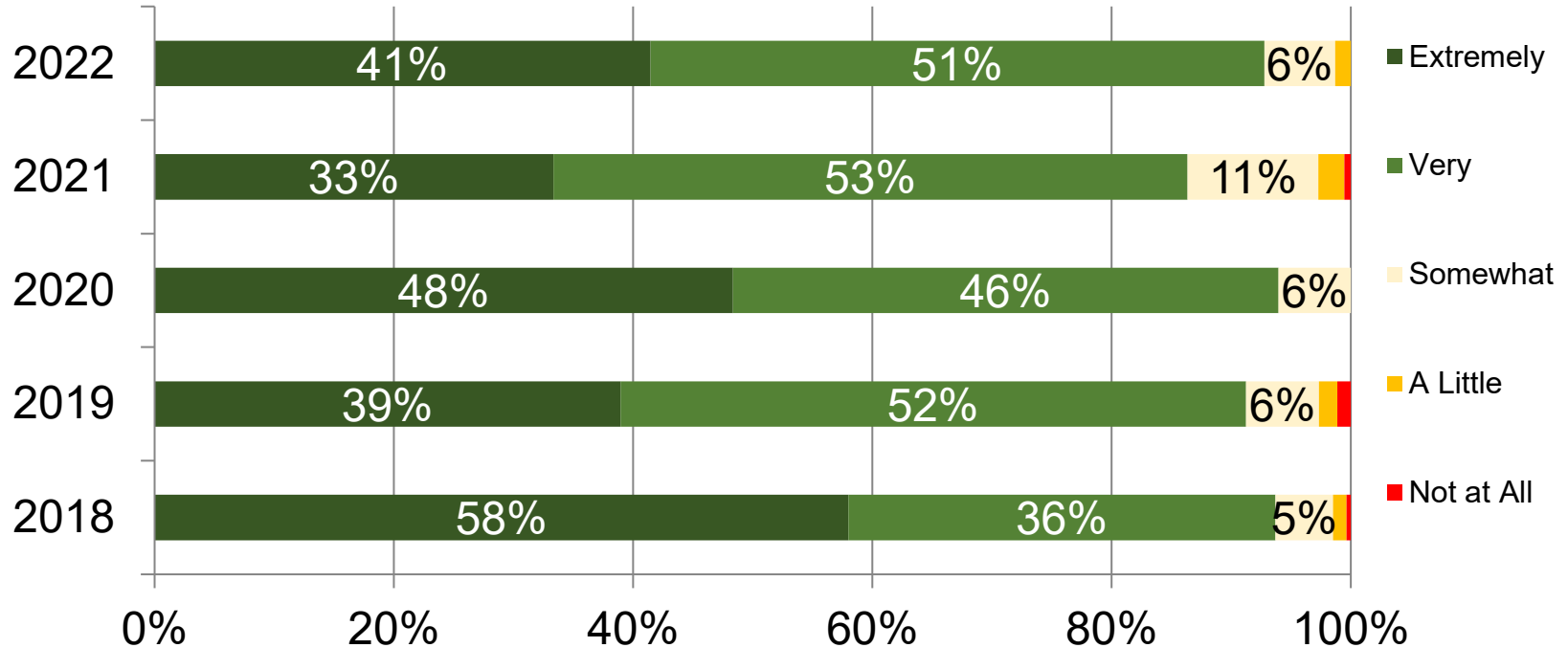
## How clearly does your Care Team explain things to you?



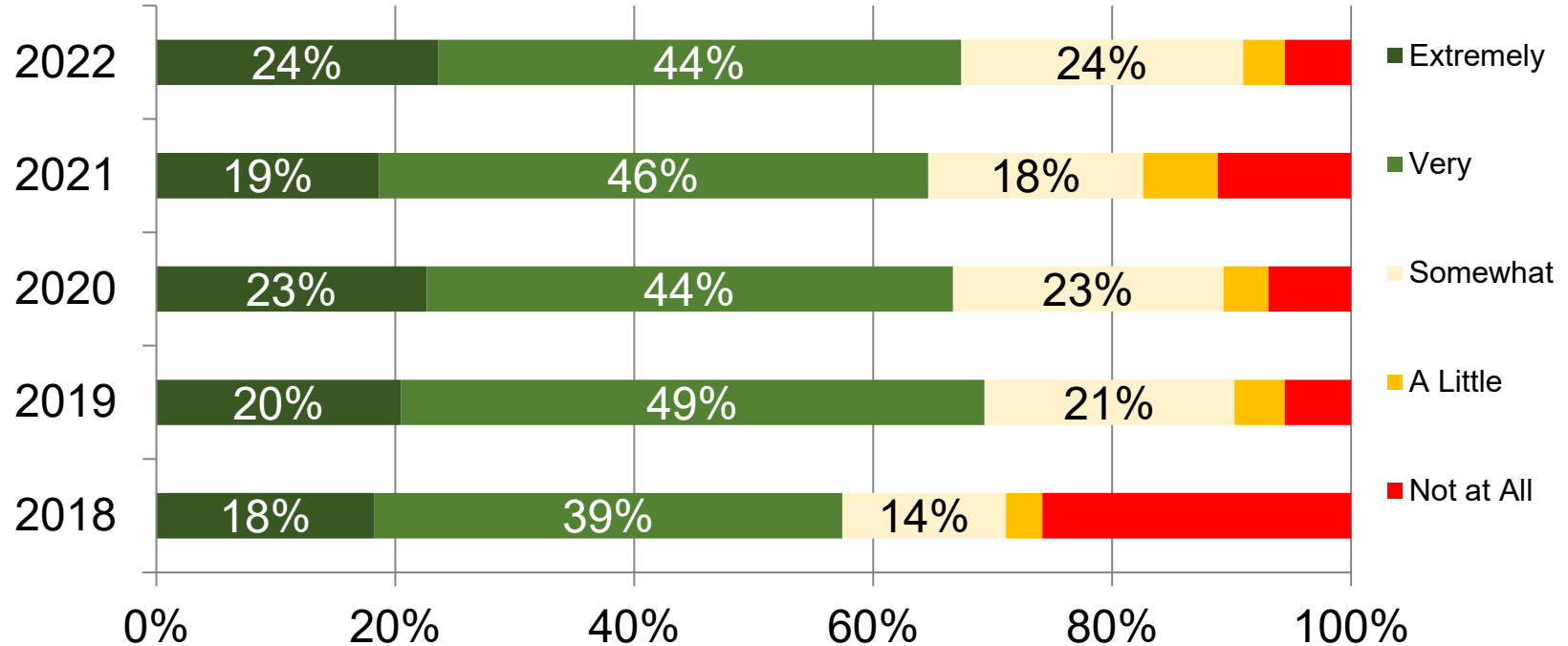
## How carefully does your Care Team listen to you?



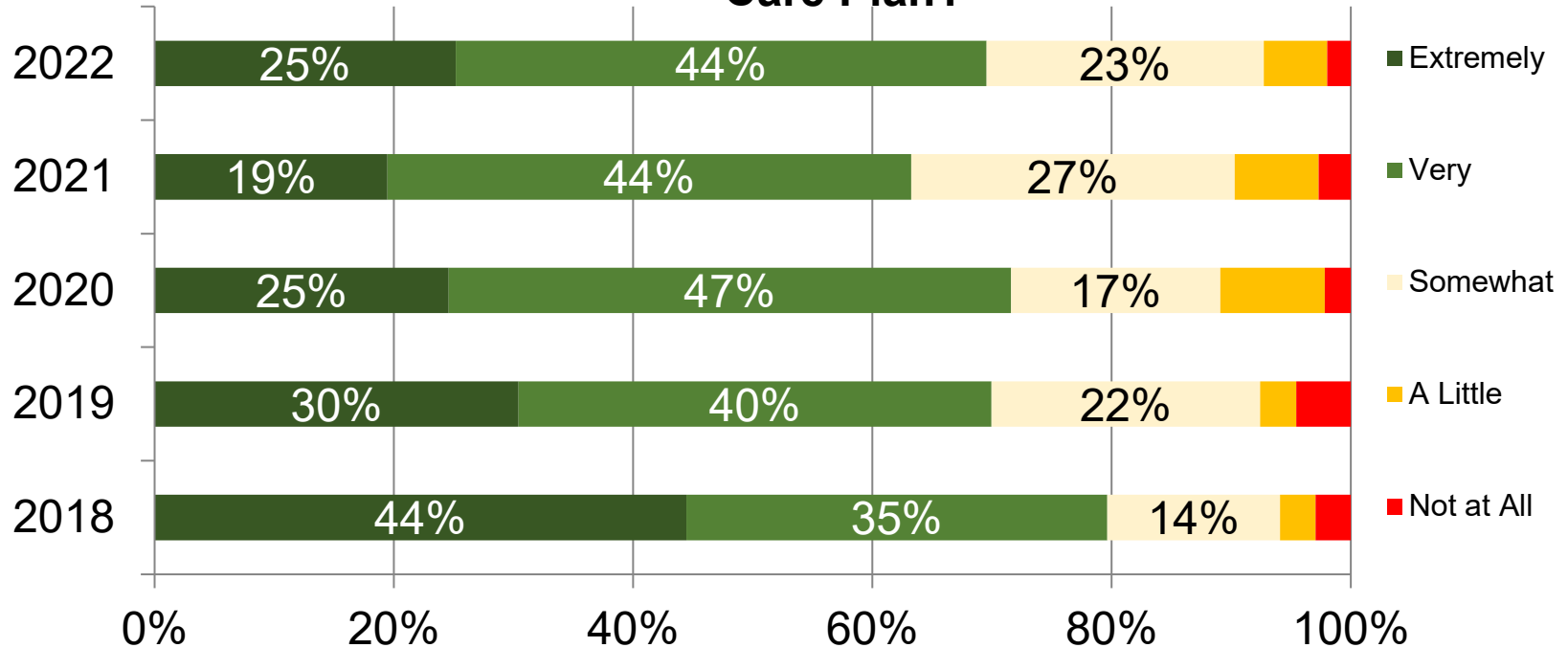
## How respectfully does your Care Team treat you?



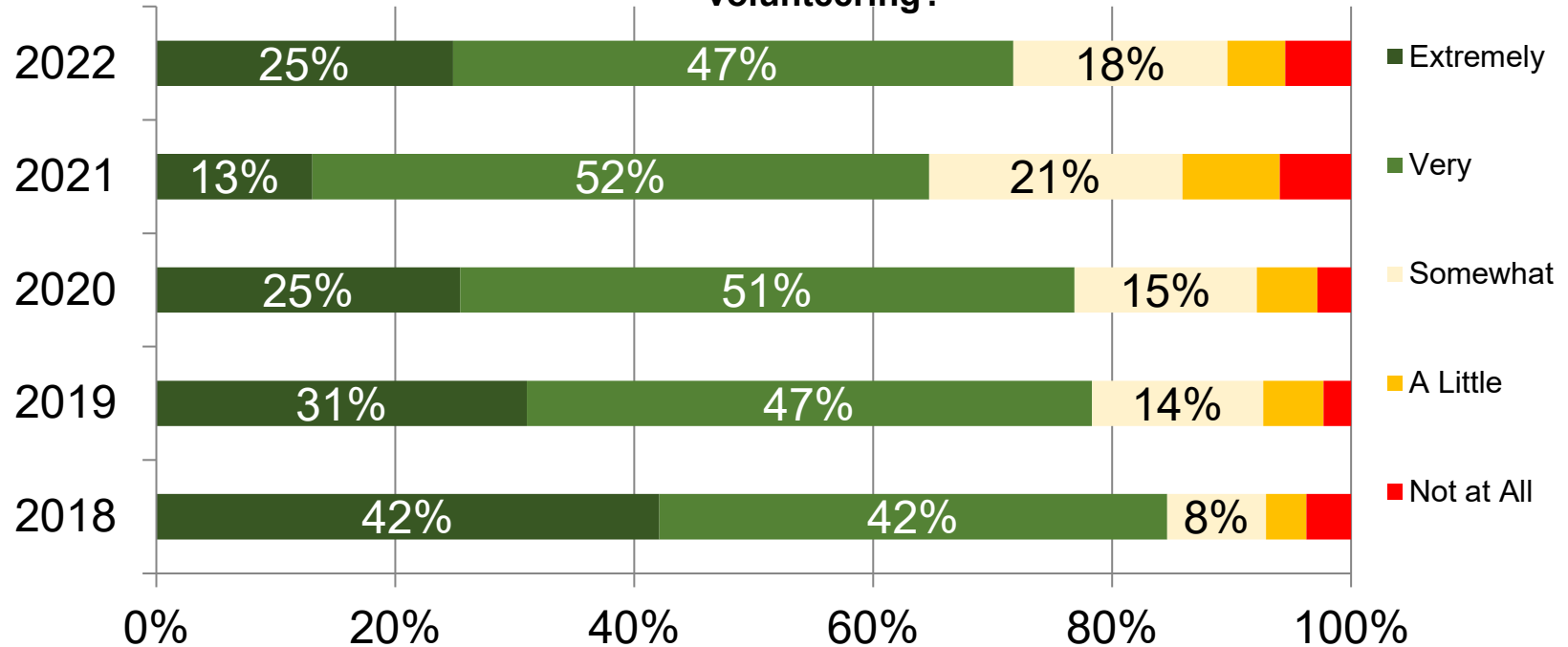
## How well did your Care Team explain the Self-Directed Supports option to you?



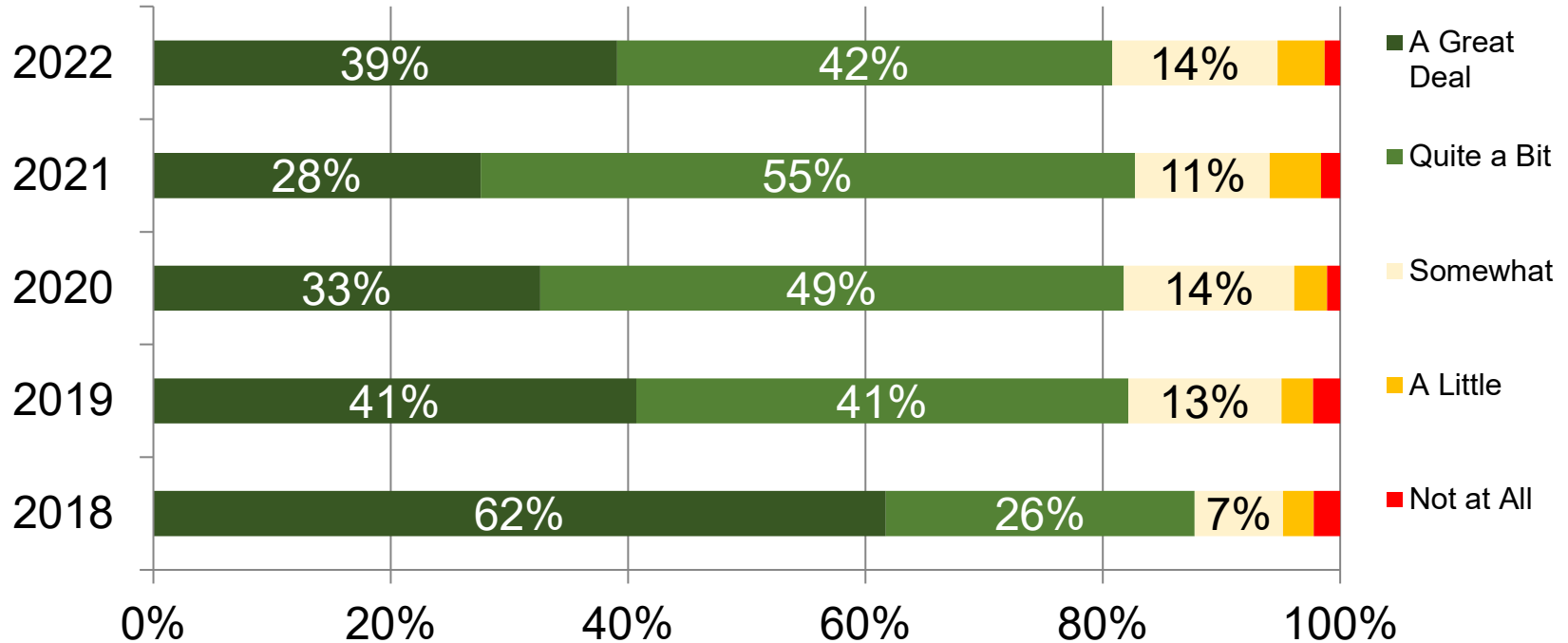
## How involved are you in making decisions about your Care Plan?



**How well does your Care Plan support the activities that you want to do in your community, such as visiting with family and friends, working, and volunteering?**

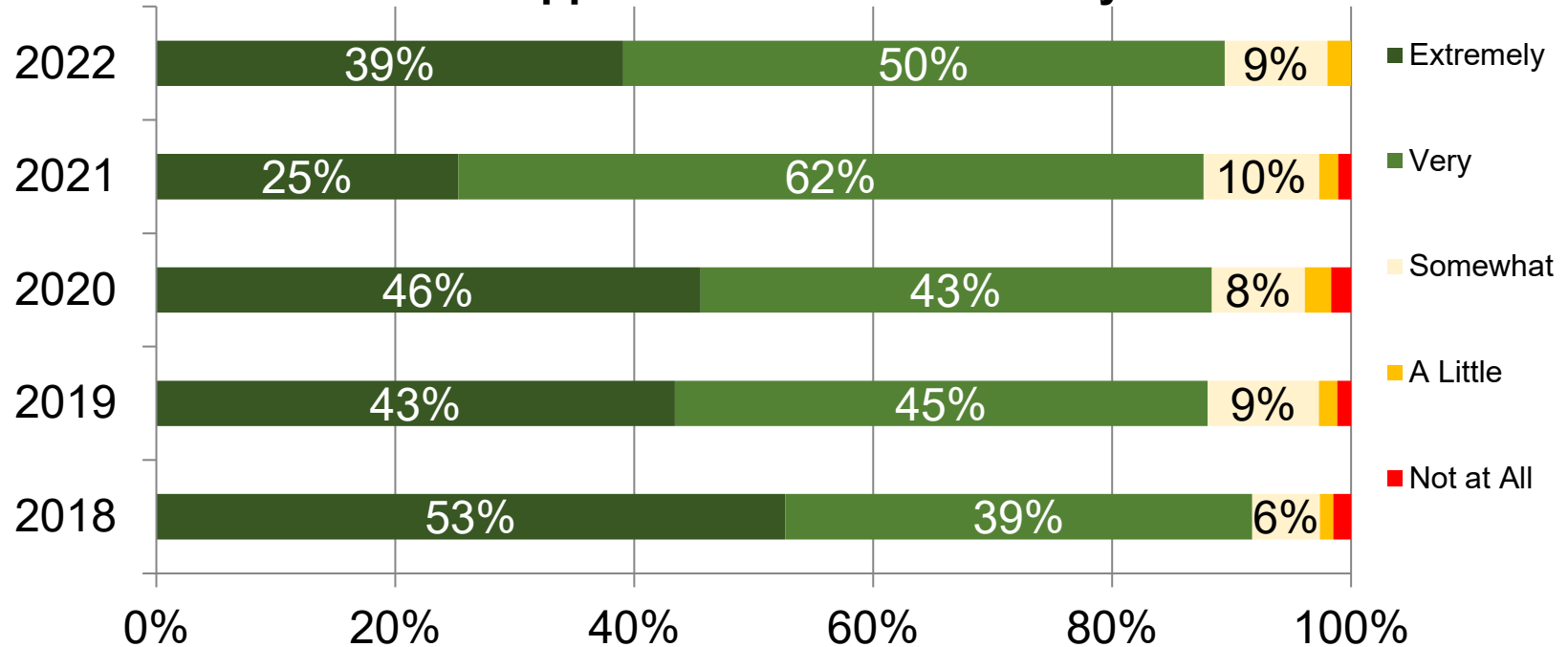


## How much does your Care Plan include the things that are important to you?

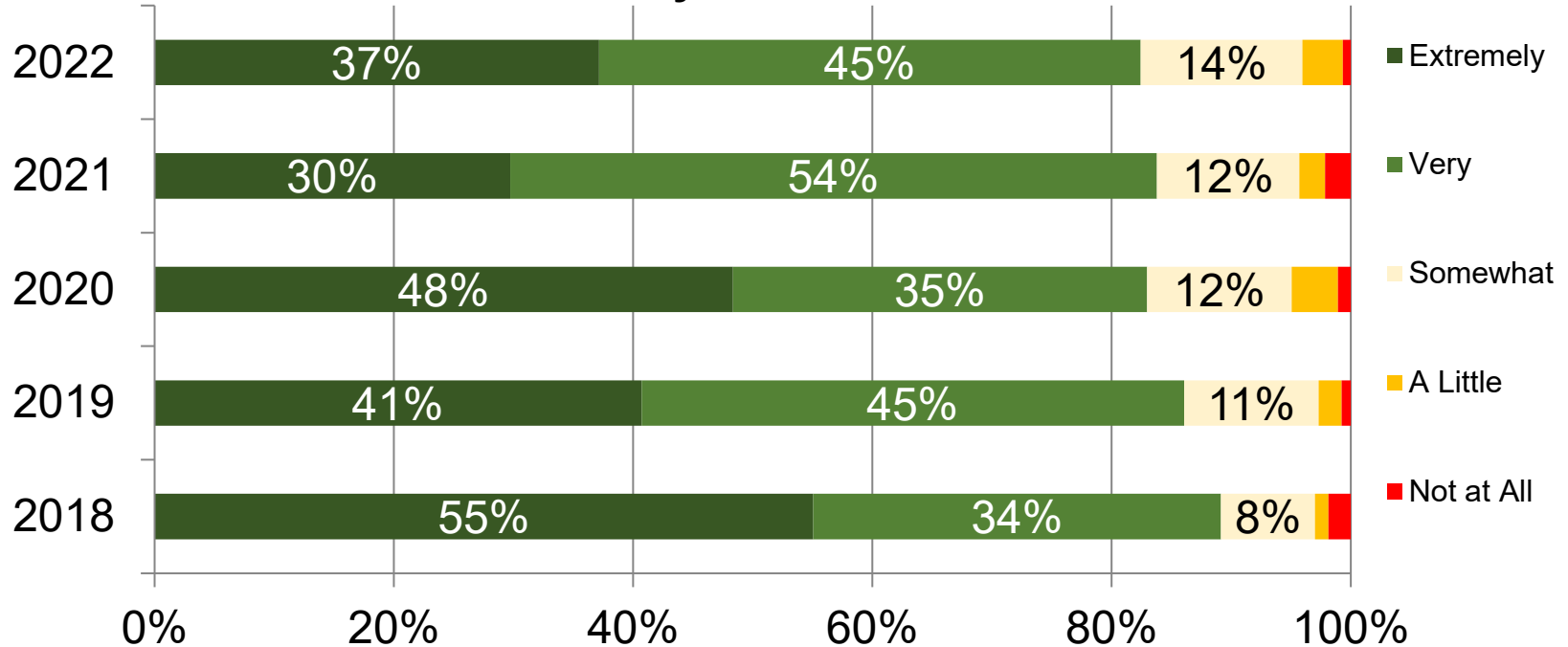




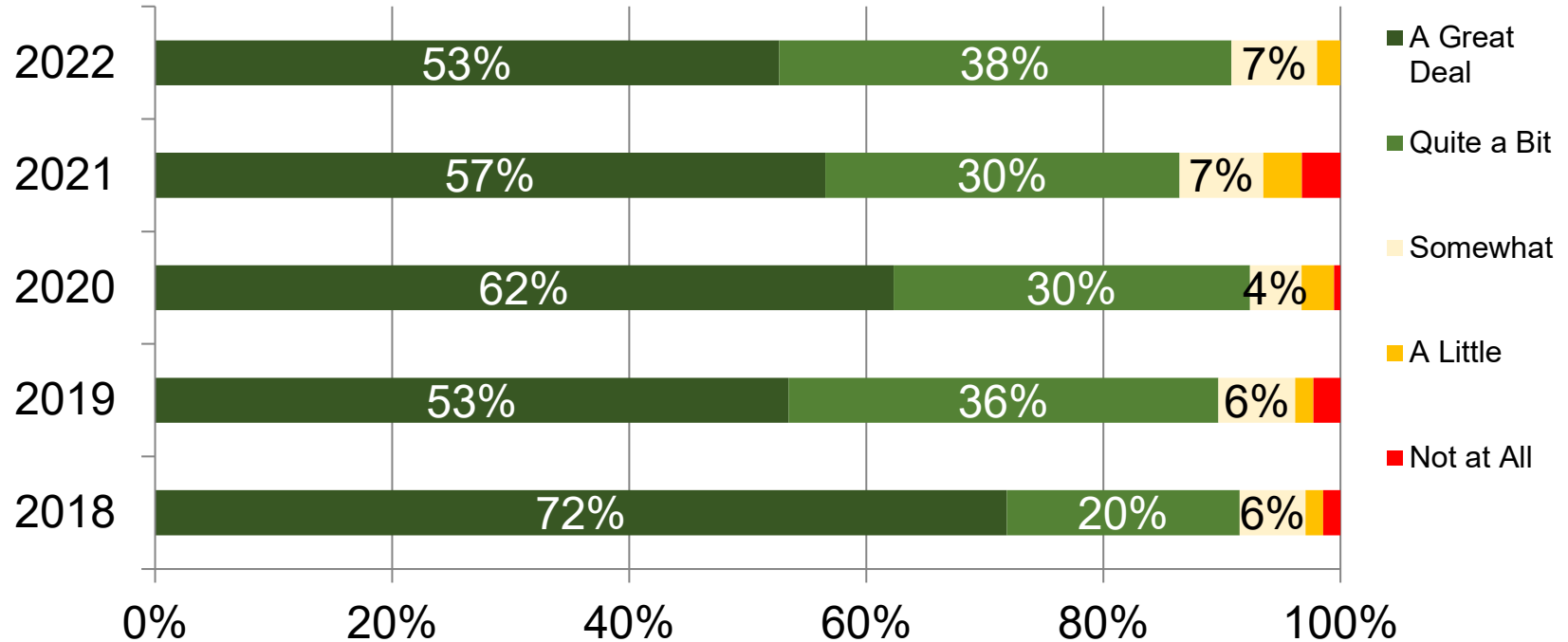
## Overall, how respectfully do the people who provide you with supports and services treat you?



## How well do the supports and services you receive meet your needs?



## Overall, how much do you like your MCO?

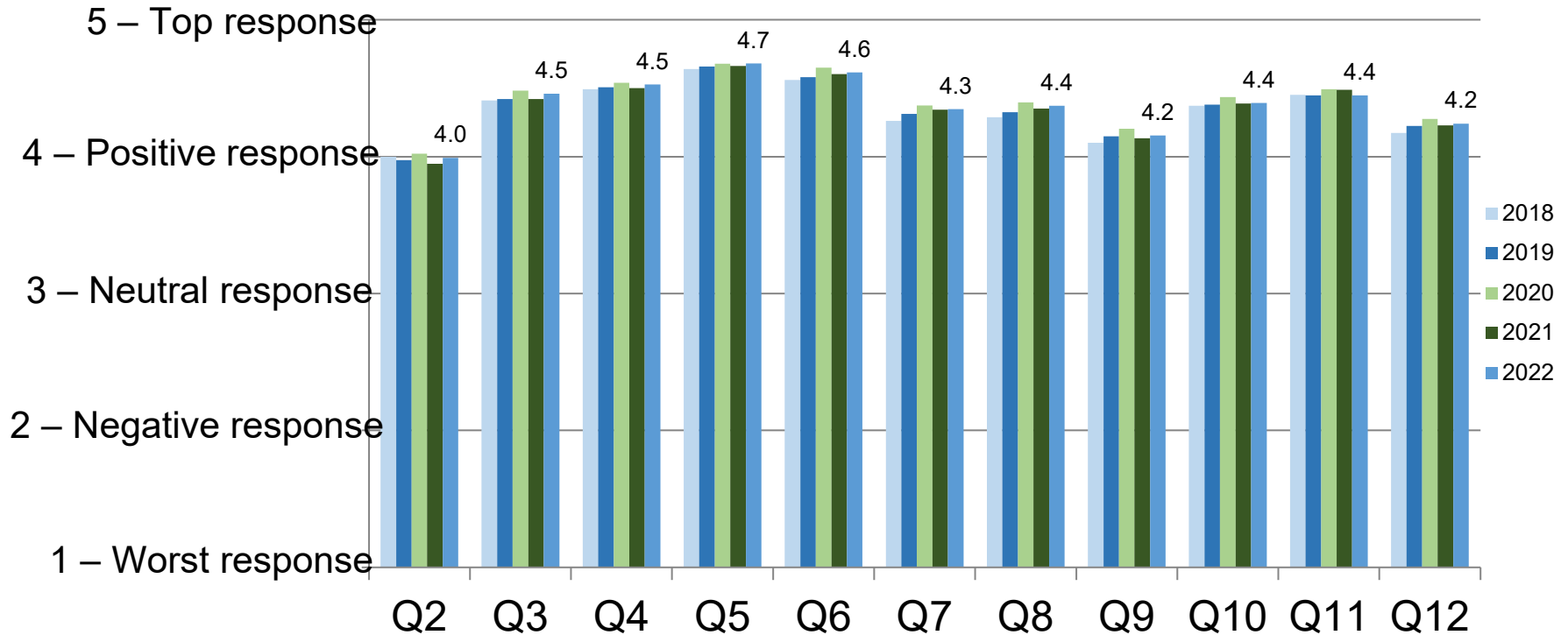


# **2022 IRIS Consultant Agency Participant Satisfaction Survey Analysis**

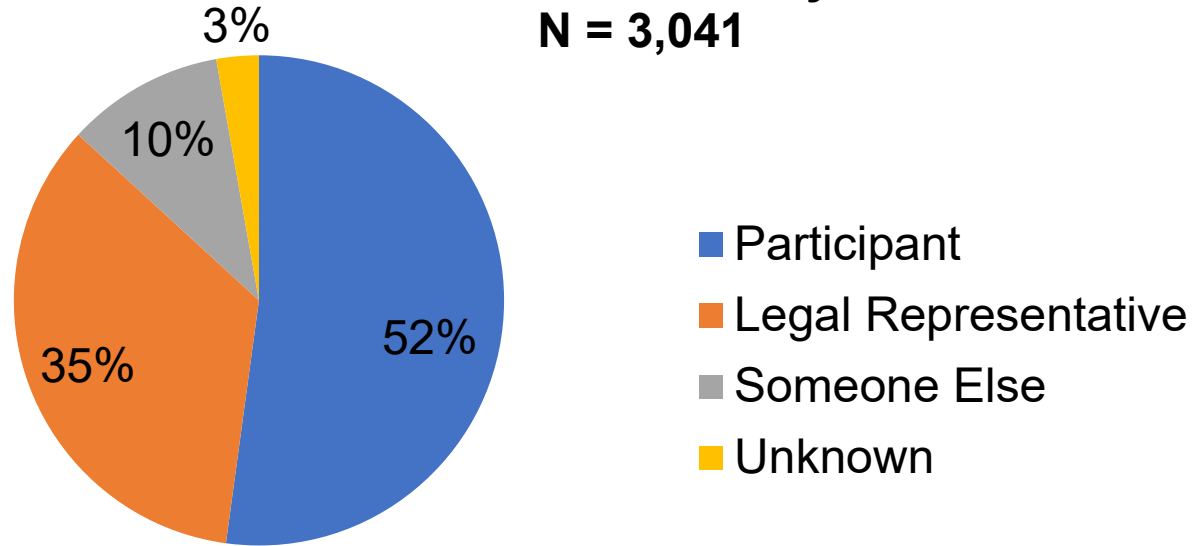
# IRIS ICA Insights

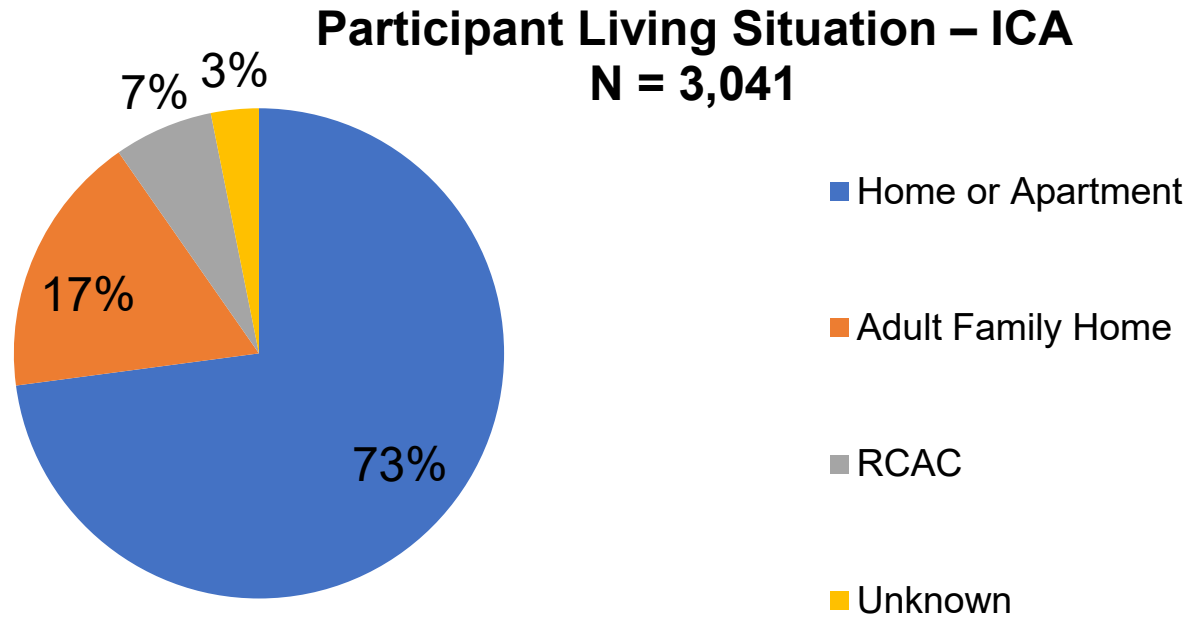
- 2018 Baseline
- General steady improvement from 2018 – 2020.
- Decrease in satisfaction between 2020-2021, and slight increase between 2021-2022
- On average 1% increase in satisfaction across all questions in ICAs since 2018
- Q2 and Q9: How often do you get the help you need, and community activities supported by plan tend to be the least satisfied
- Q5 and Q6: How respectfully does your consultant treat you, and overall how much do you like your ICA tend to be the most satisfied
- Across all questions, roughly 89% score positively on average

## Survey Question Response – IRIS Consultant Agencies



**Who Answered Survey – ICA**  
**N = 3,041**



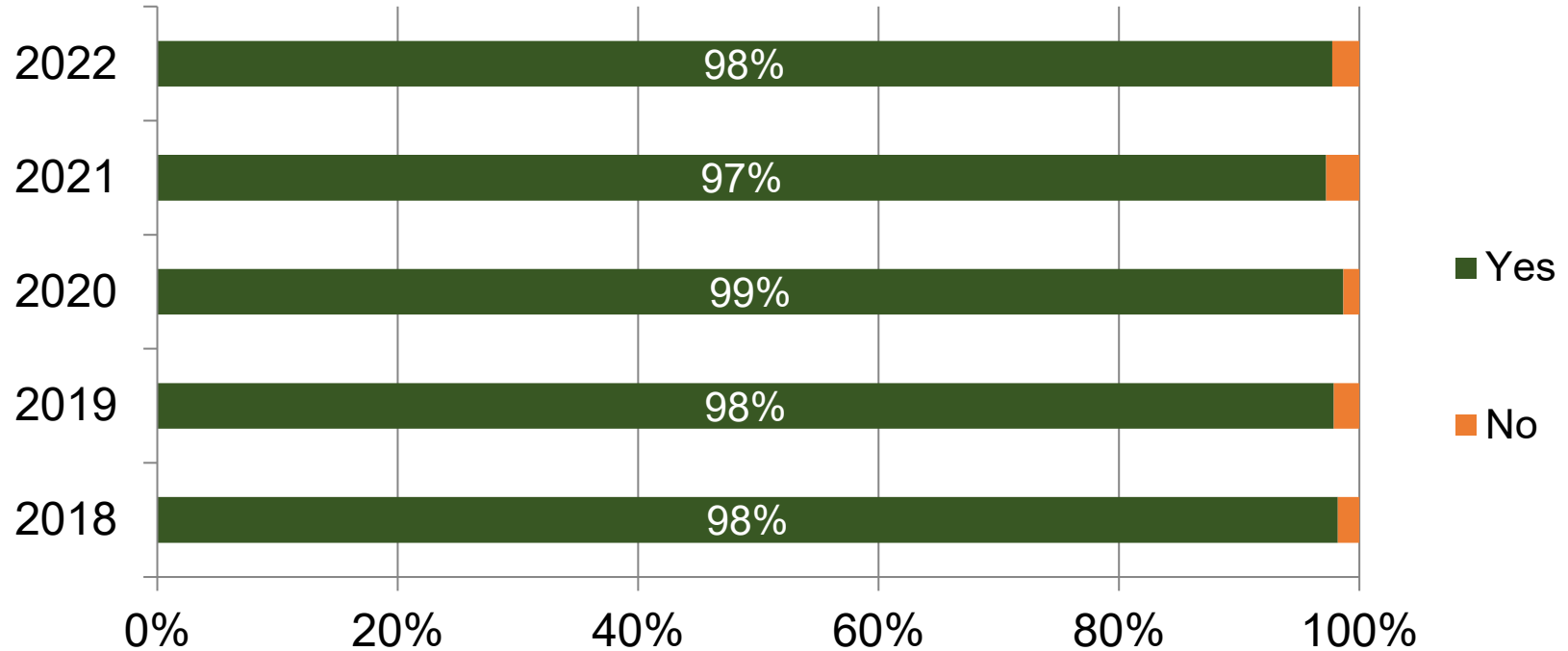




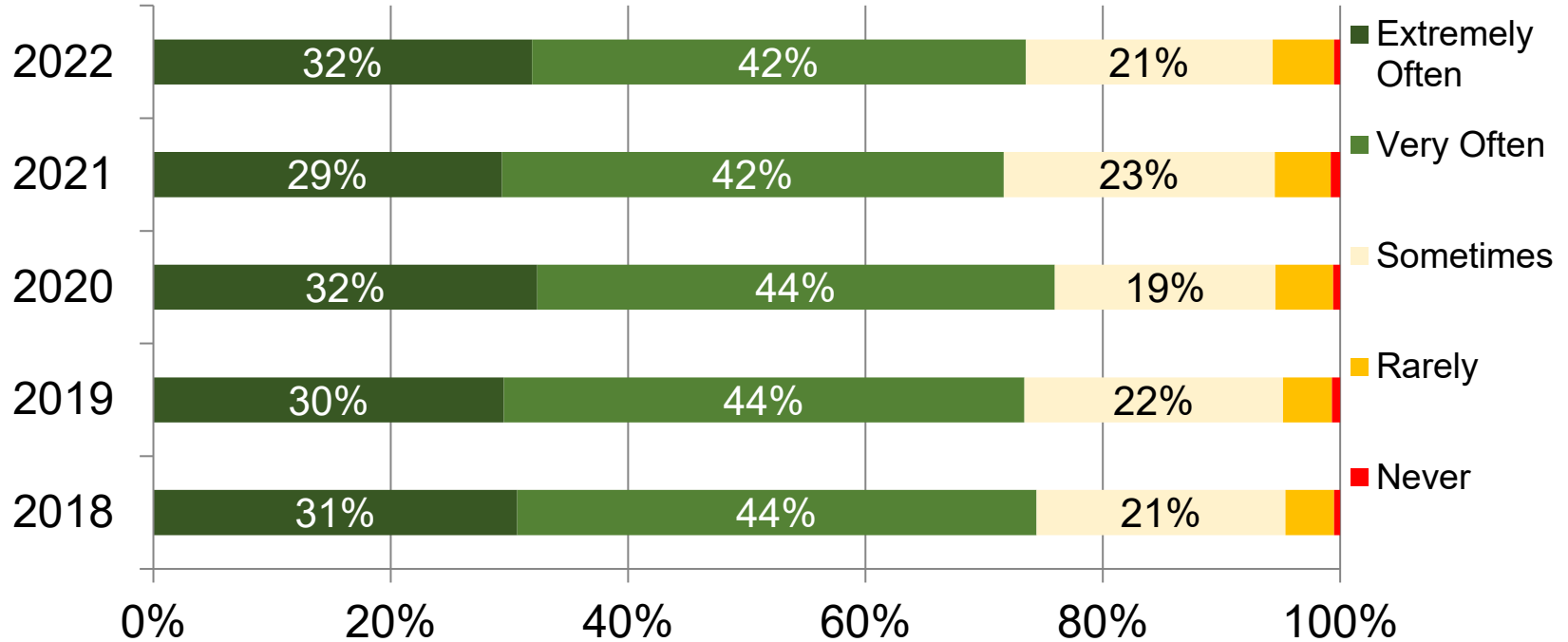
# Detailed Question Graphs

- In the following graphs, all data across the years we have conducted the survey for survey questions 1-12 are broken down.
- The top responses are in deep green, and positive responses are a combination of light green and deep green.

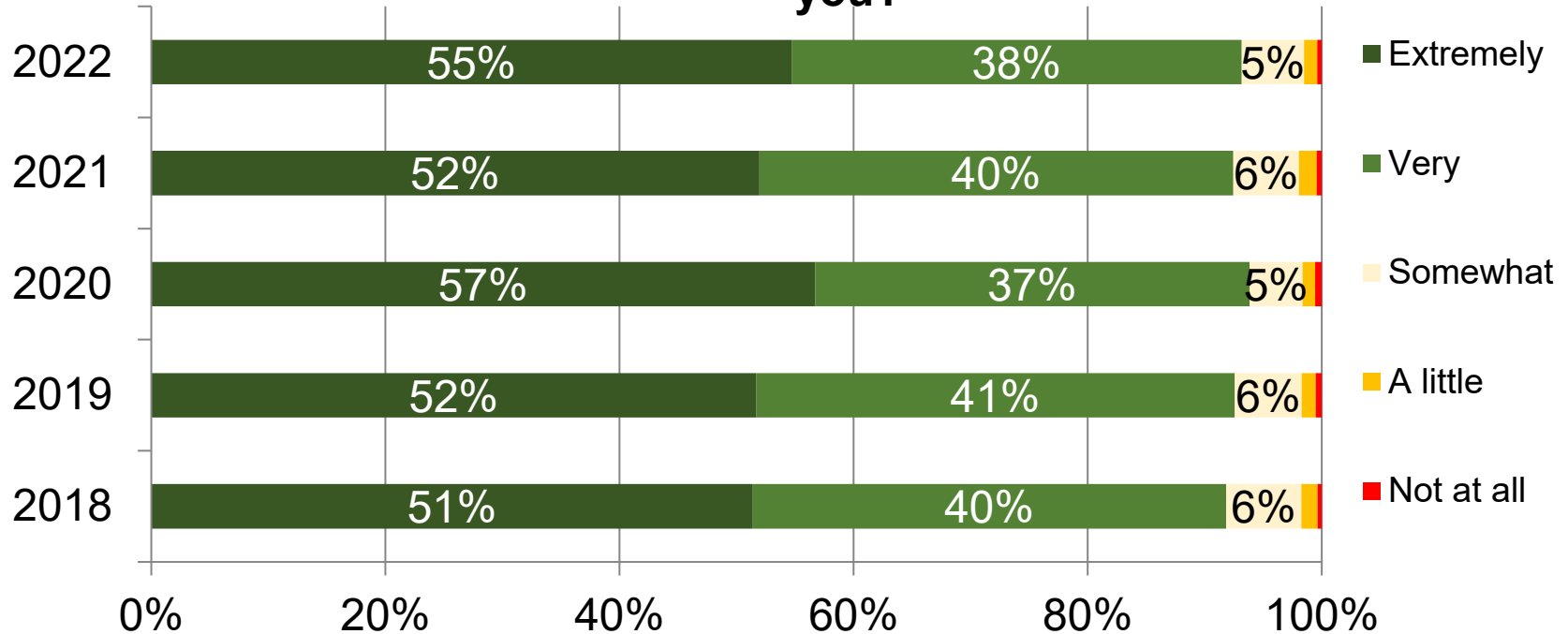
## Can you contact your IRIS Consultant when you need to?



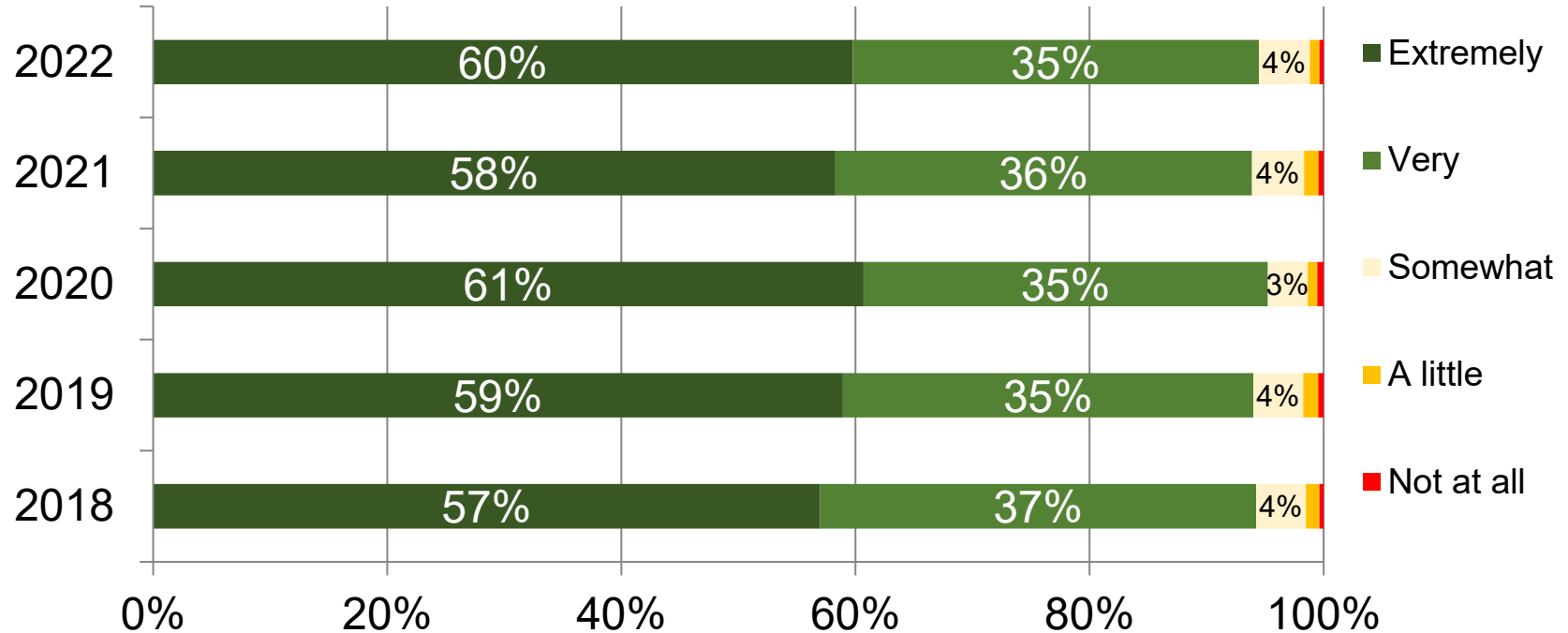
## How often do you get the help you need from your IRIS Consultant?



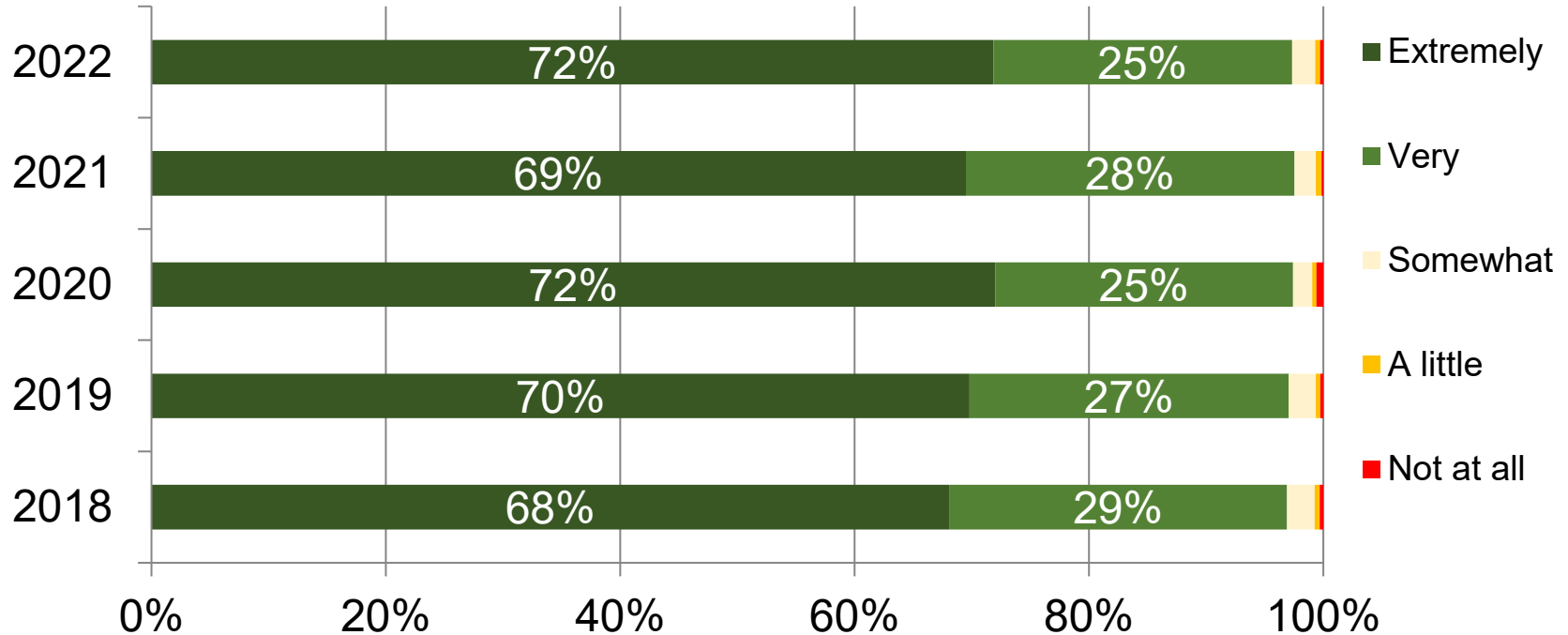
## How clearly does your IRIS Consultant explain things to you?



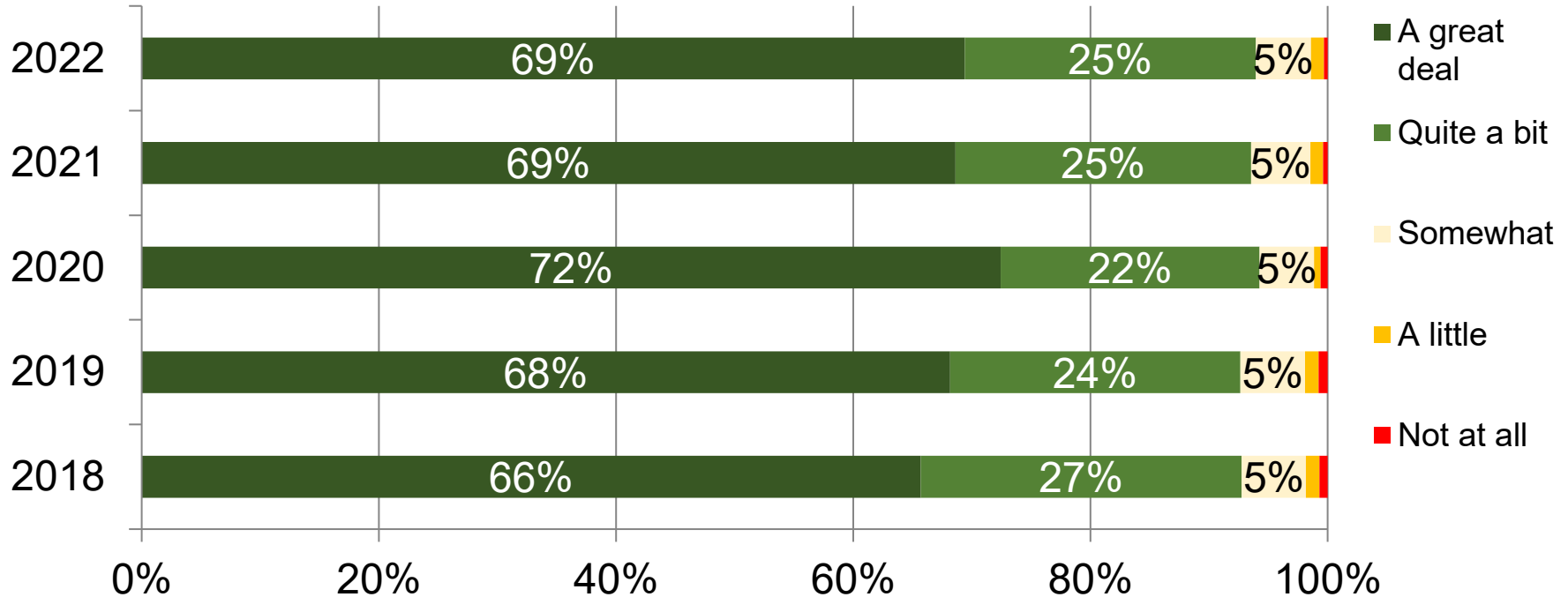
## How carefully does your IRIS Consultant listen to you?



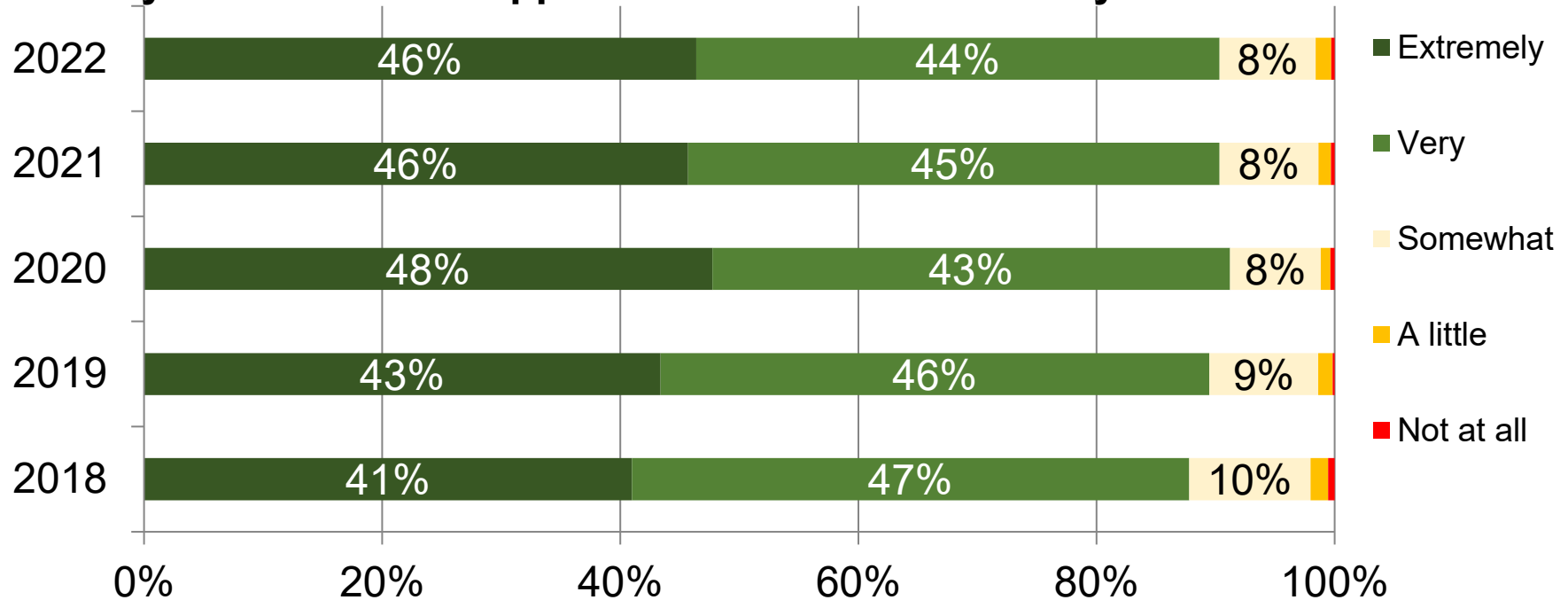
## How respectfully does your IRIS Consultant treat you?



## Overall, how much do you like your IRIS Consultant Agency?

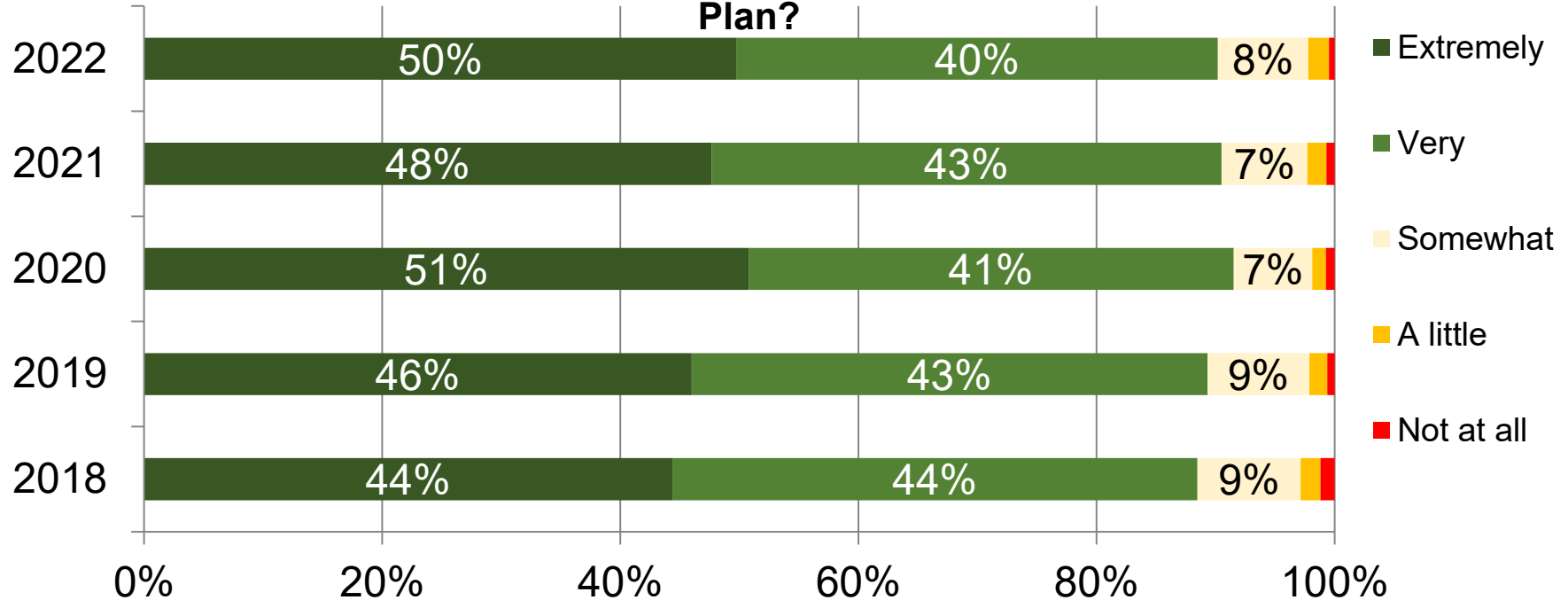


## Overall how well do the supports and services you receive in your Individual Support and Service Plan meet your needs?

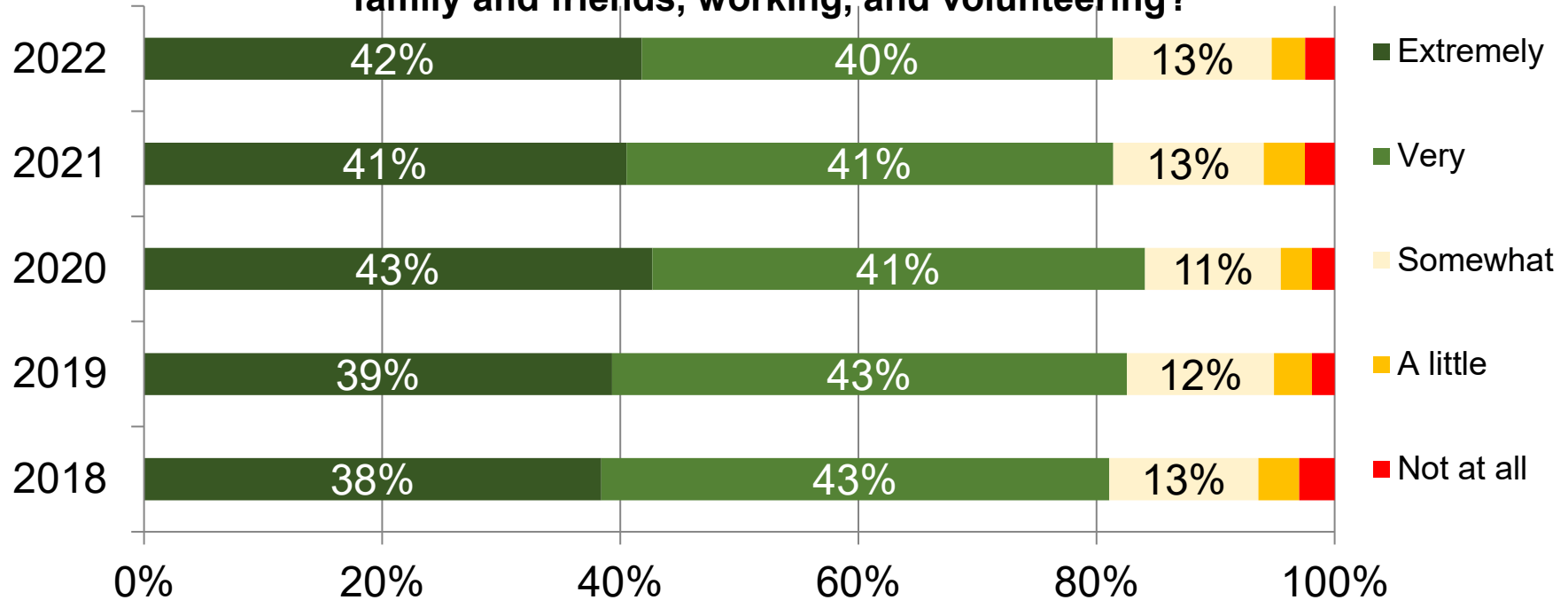




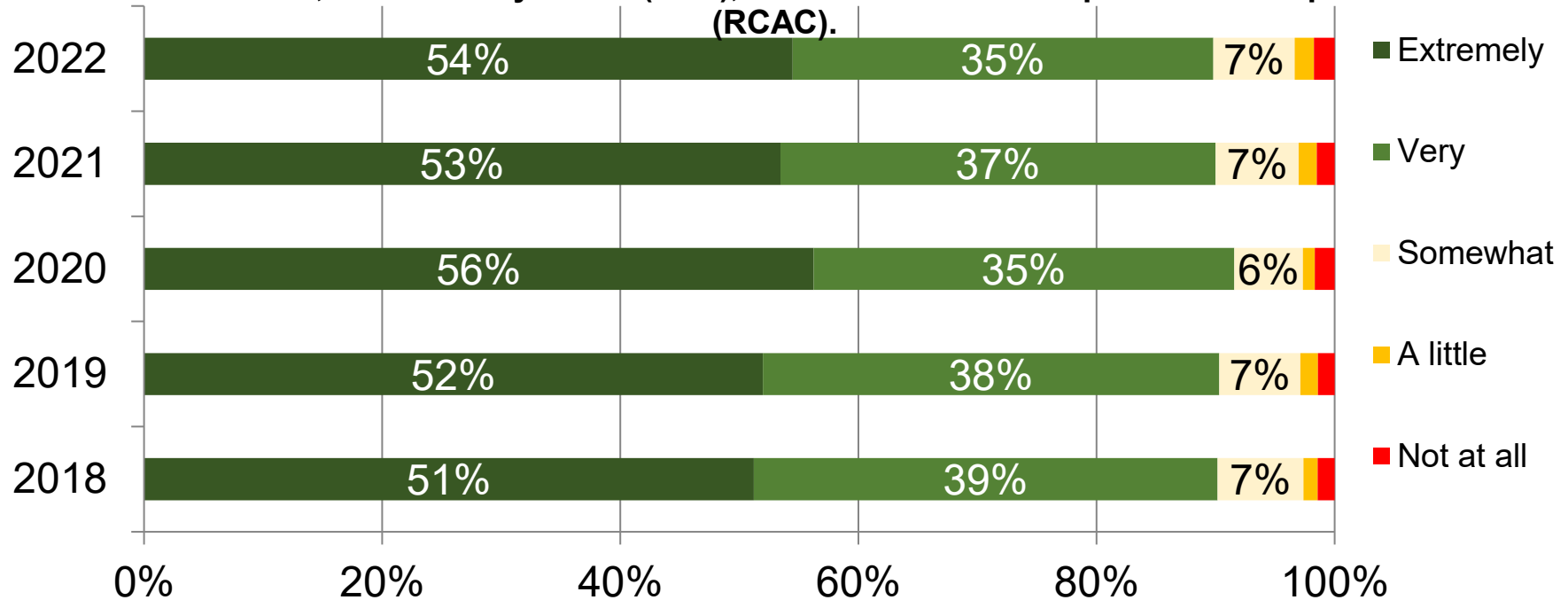
**How well does your IRIS Consultant Agency provide you the information you need to develop your Individual Support and Service Plan?**



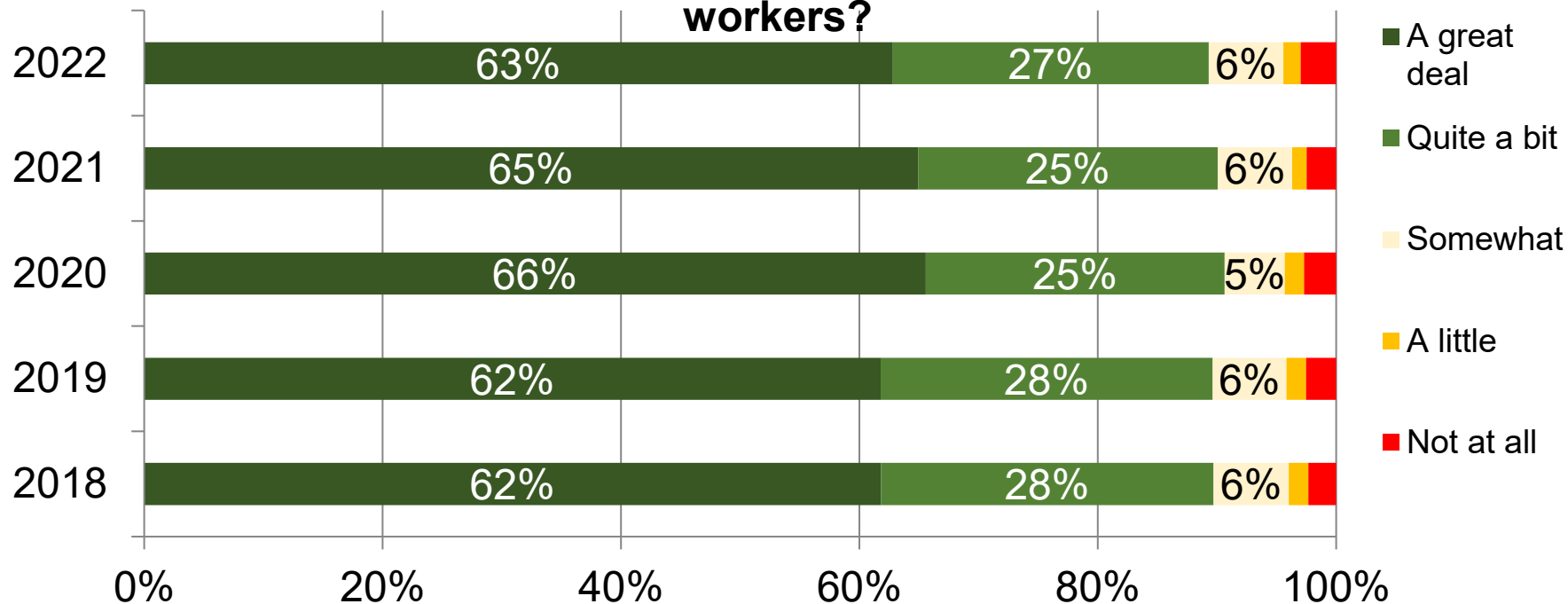
**How well does your Individual Support and Service Plan support the activities that you want to do in your community, such as visiting with family and friends, working, and volunteering?**



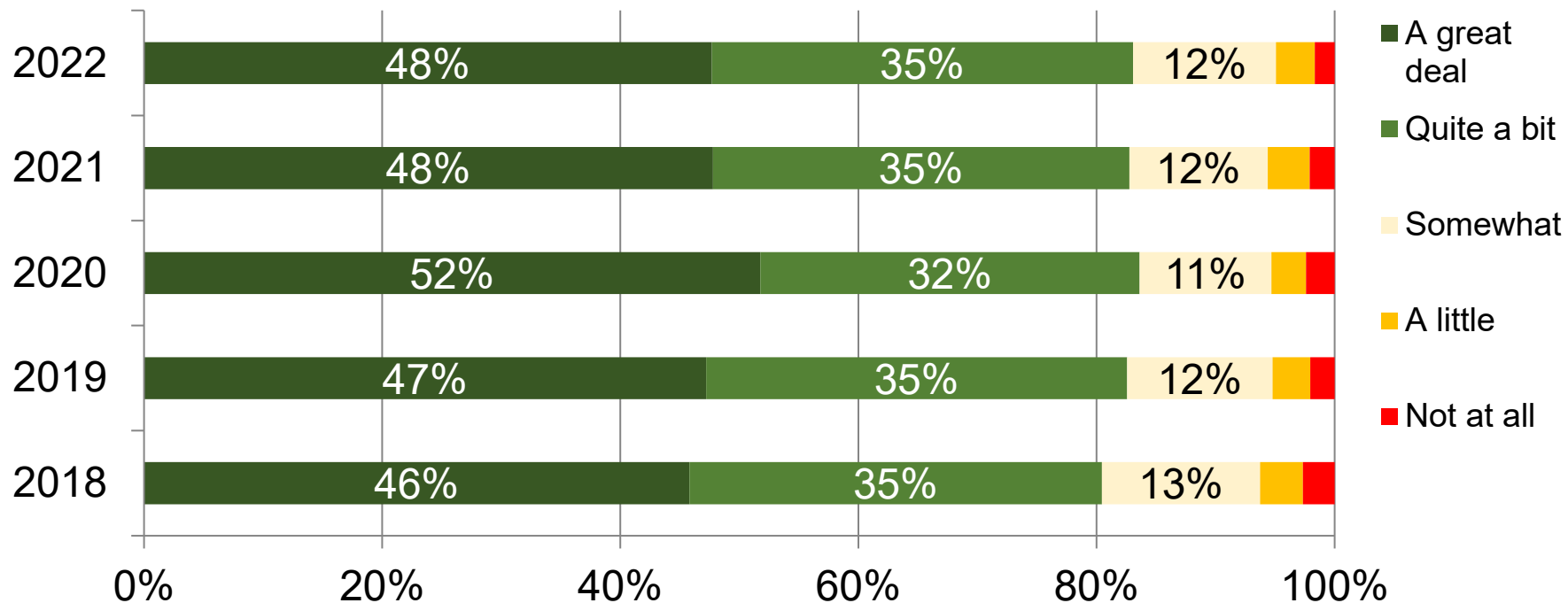
**How well does your Individual Support and Service Plan support your needs related to living in a place of your choice? This may include your own apartment or house, Adult Family Home (AFH), or Residential Care Apartment Complex (RCAC).**



## How much control do you feel you have over recruiting, hiring, training, supervising, disciplining, or terminating your workers?



## How much control do you feel you have over how your budget is spent to purchase allowable services to meet your needs?



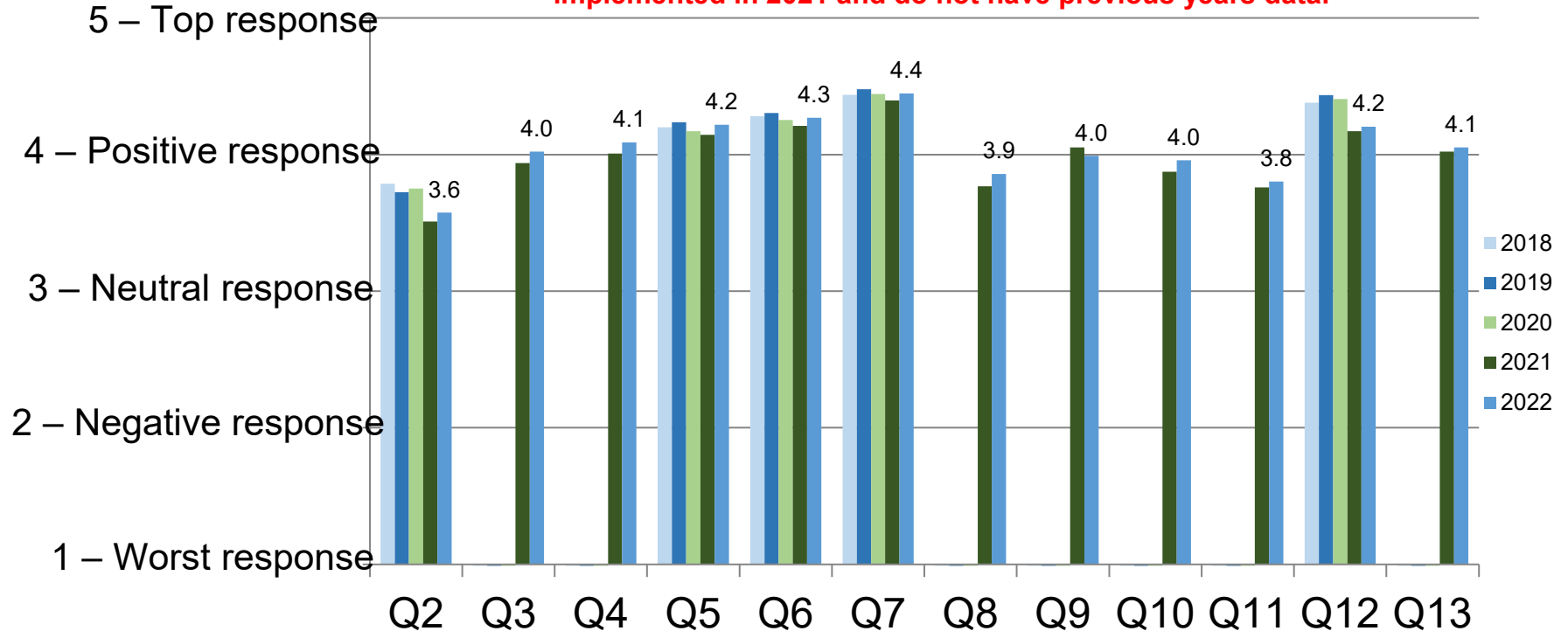
# **2022 IRIS Fiscal Employment Agent Participant Satisfaction Survey Analysis**

# IRIS FEA Insights

- 2018 Baseline
- Increase in satisfaction between 2018 – 2019.
- Decrease in satisfaction between 2019-2021, increase between 2021-2022
- Q2, Q12 did worse compared to 2018: How often do you get the help you need, overall how much do you like your FEA
- Q6 did slightly worse compared to 2018: How carefully does your FEA listen to you
- Q5 and Q7 improved slightly since 2018: How clearly does your FEA explain things to you and how respectfully does your FEA treat you
- Q2 tends to be the least satisfied (How often do you get the help you need)
- Q7 tends to be the most satisfied (How respectfully does your FEA treat you)
- Across all questions, roughly 76% score positively on average

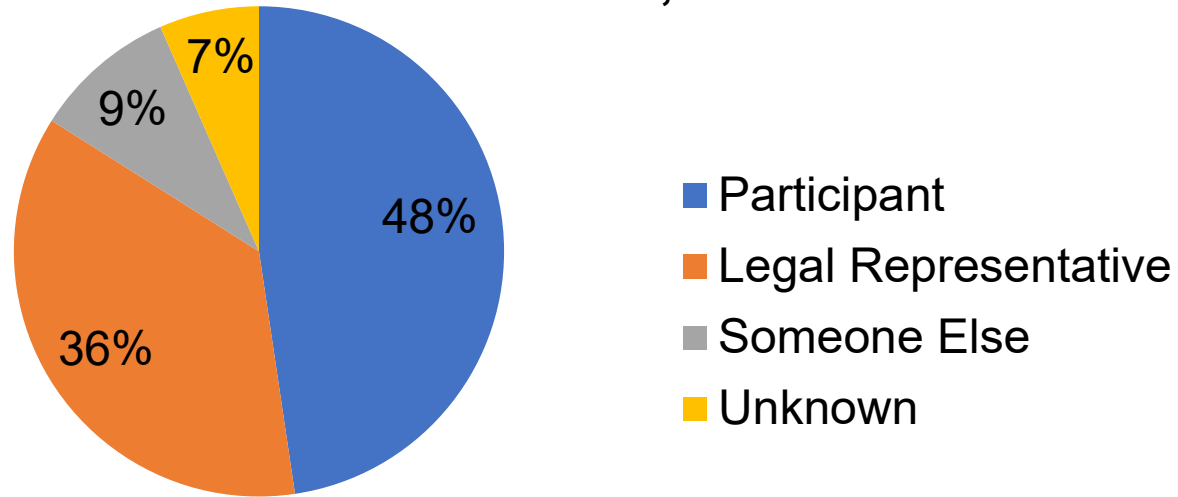
## Survey Question Response – IRIS Fiscal Employment Agents

\*Q3,Q4, Q8, Q9, Q10, Q11, and Q13 are new questions implemented in 2021 and do not have previous years data.

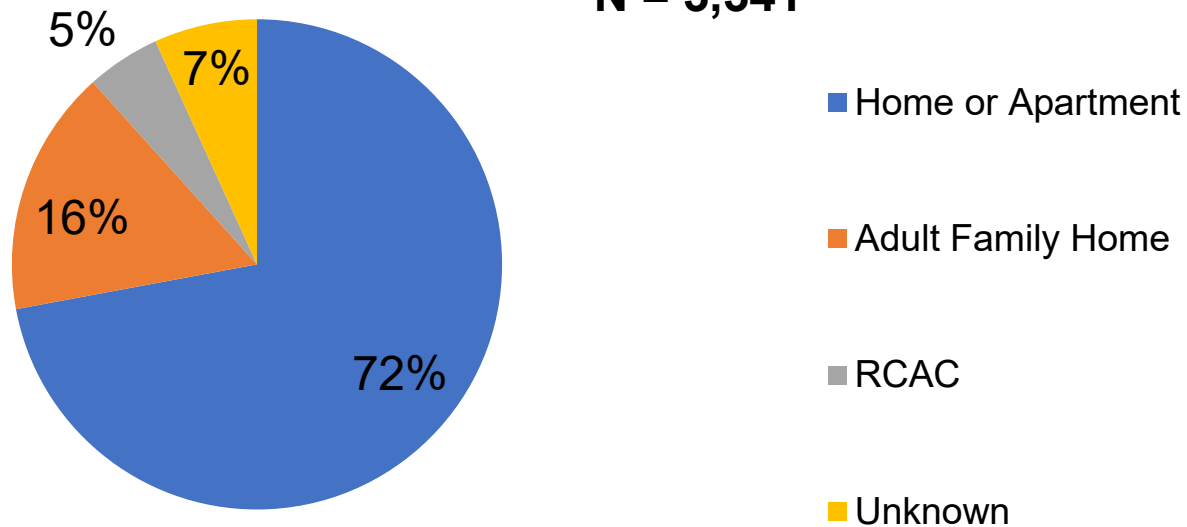




### Who Answered Survey – FEA N = 3,341



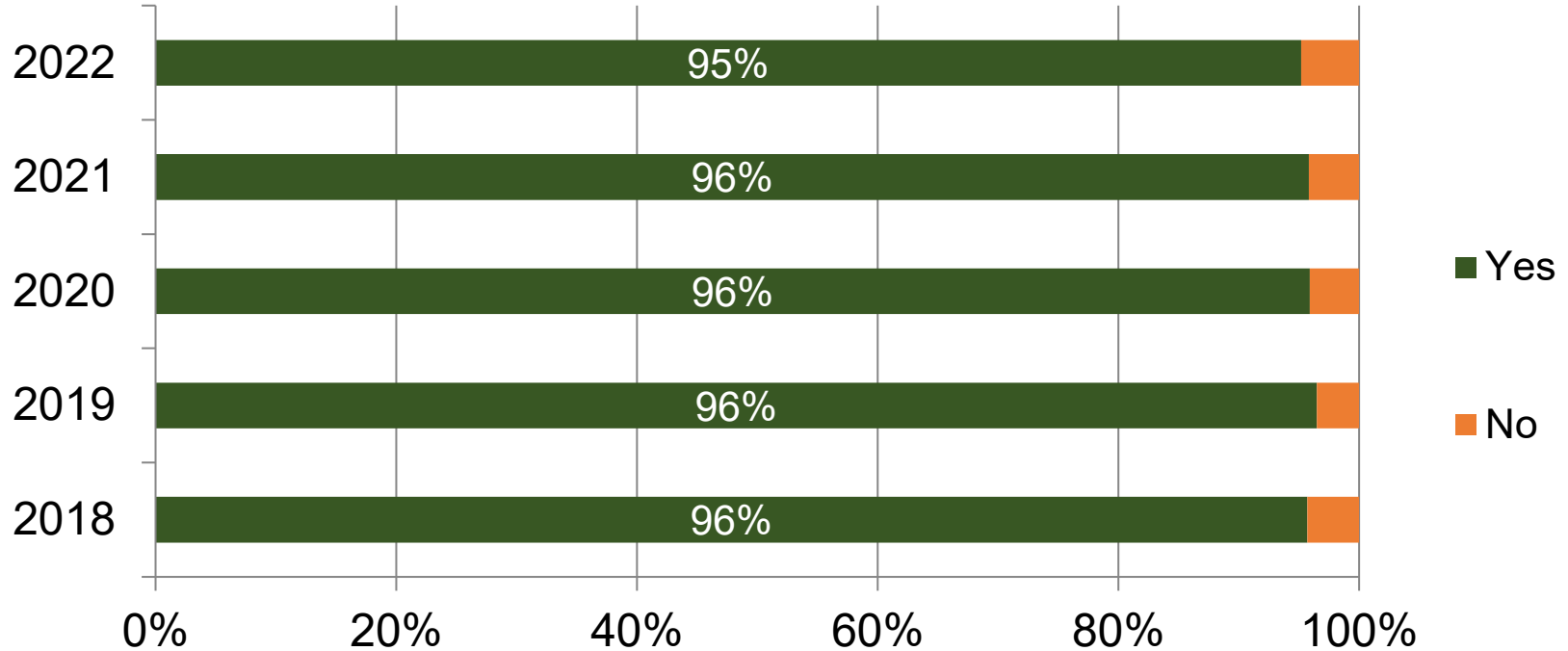
## Participant Living Situation – FEA N = 3,341



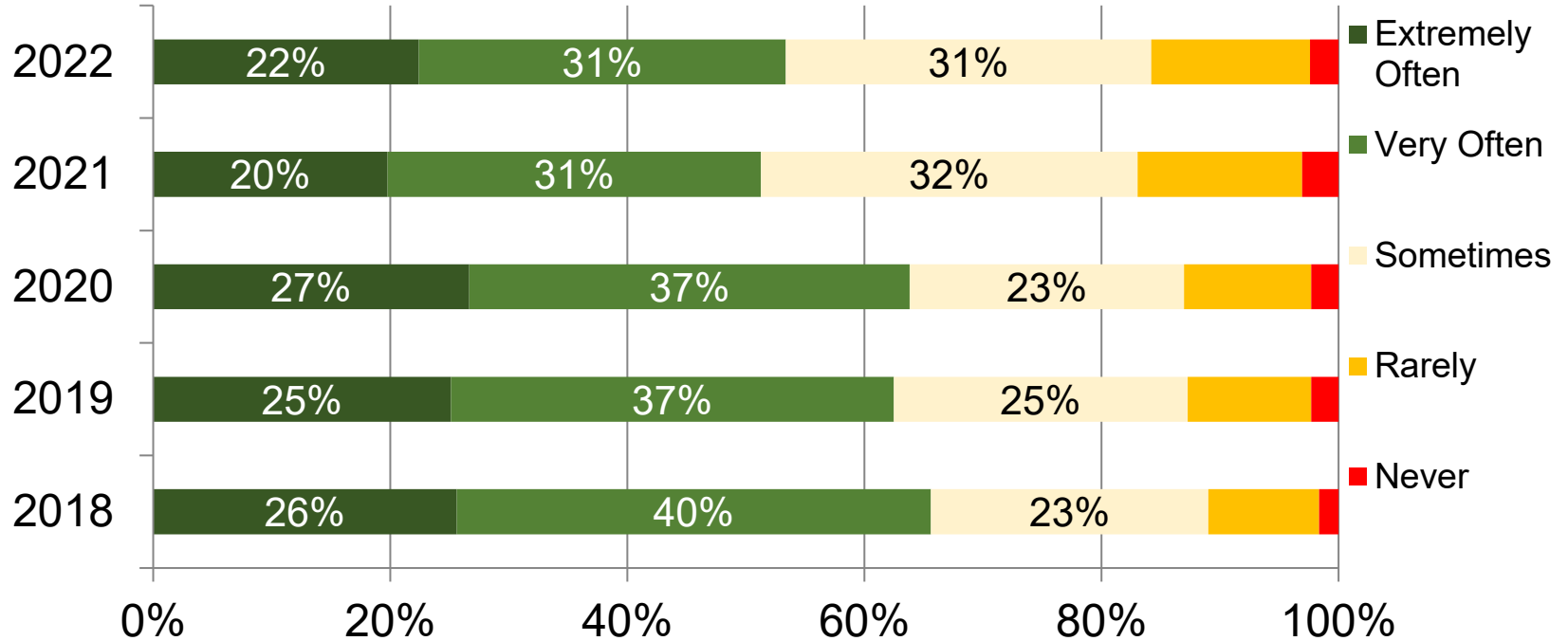
# Detailed Question Graphs

- In the following graphs, all data across the years we have conducted the survey for survey questions 1-13 are broken down.
- The top responses are in deep green, and positive responses are a combination of light green and deep green.

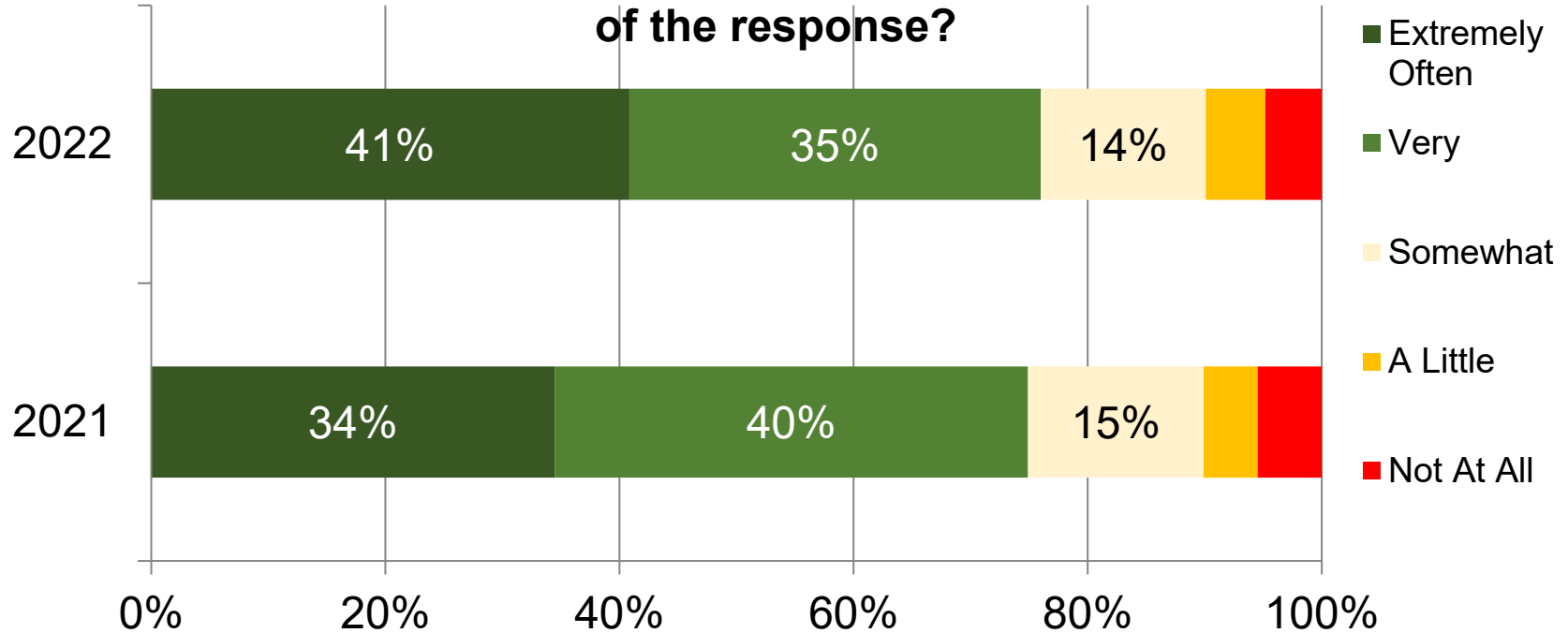
**Do you know how to contact your fiscal employer agent when you need to?**



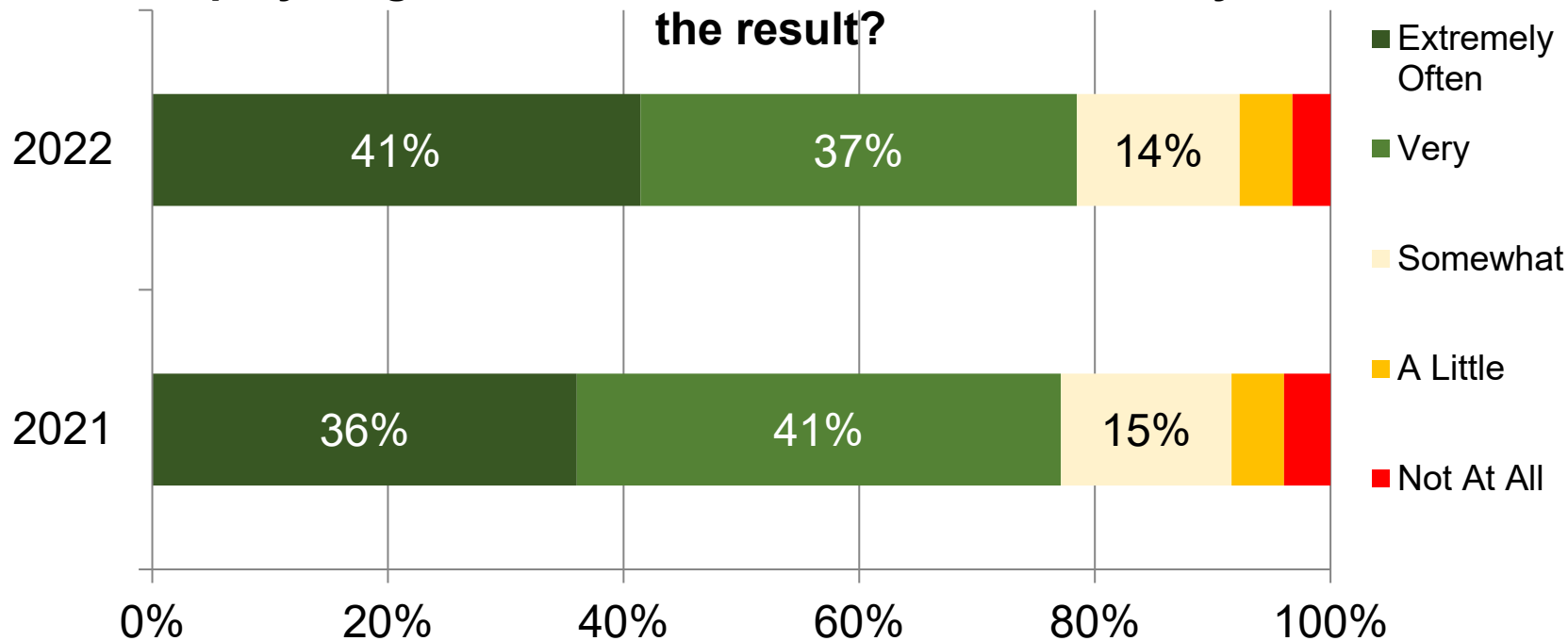
## How often do you get the help you need from your fiscal employer agent?



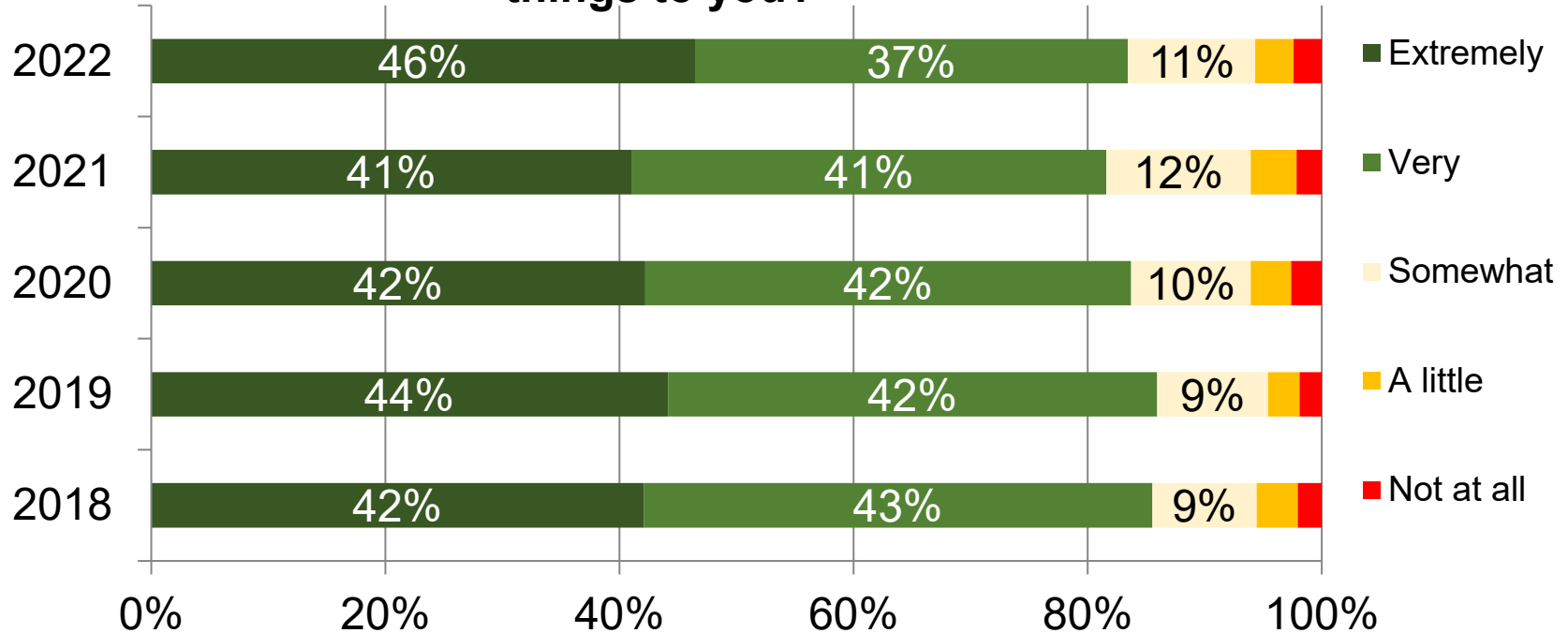
**When you email, call, or leave a voicemail for your fiscal employer agent, how satisfied are you with the timeliness of the response?**



**When you email, call, or leave a voicemail for your fiscal employer agent with a concern, how satisfied are you with the result?**

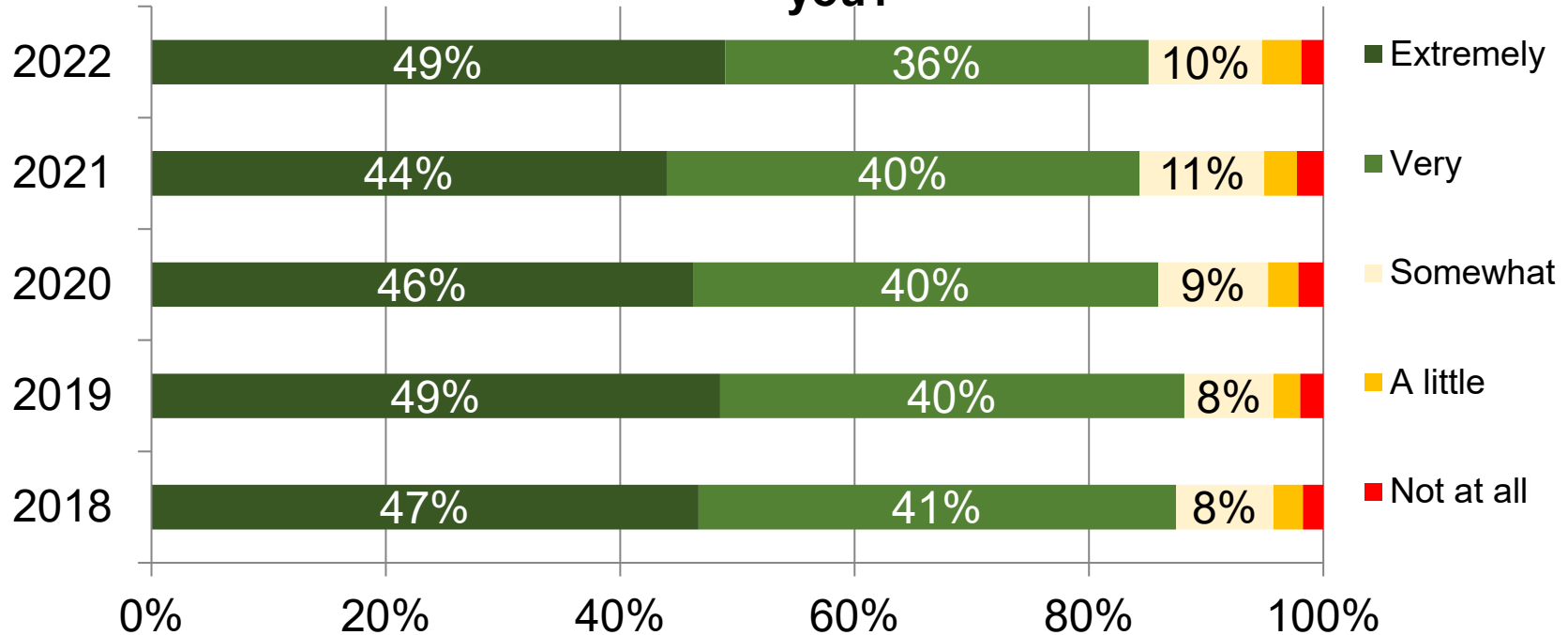


## How clearly does your fiscal employer agent explain things to you?

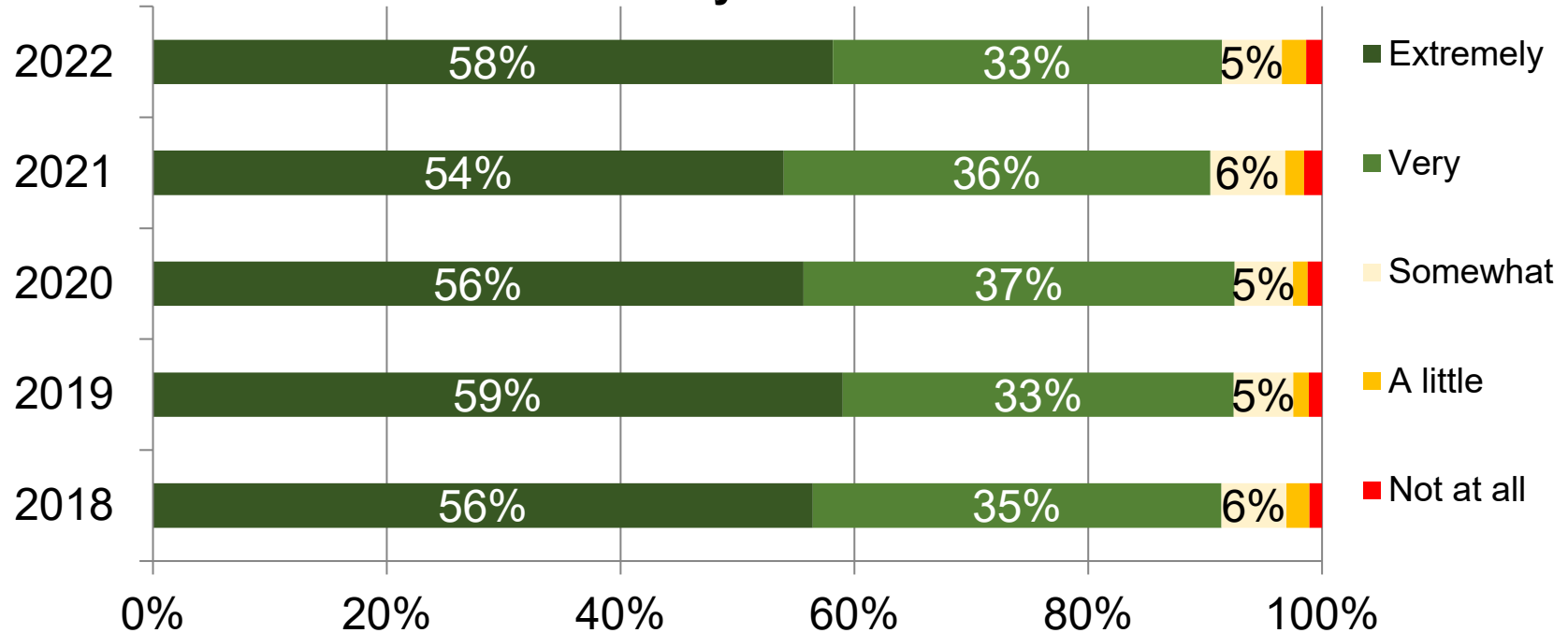




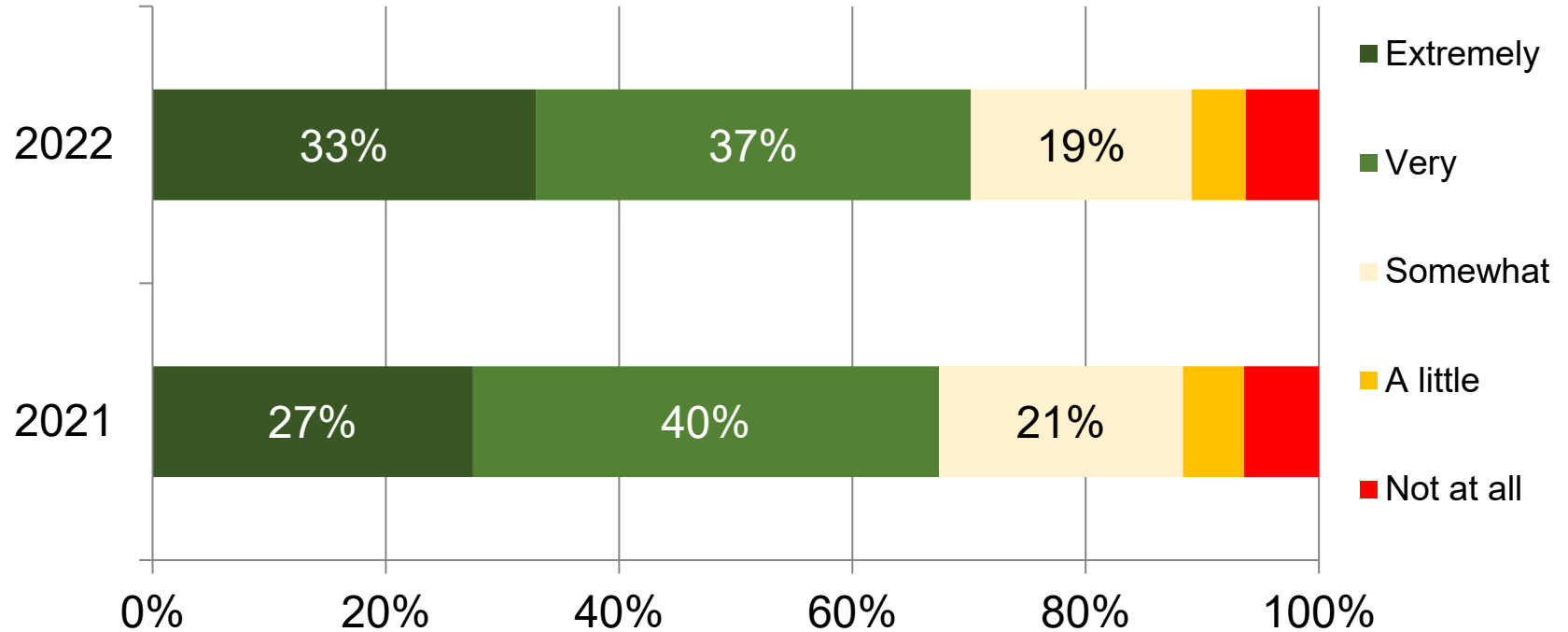
## How carefully does your fiscal employer agent listen to you?



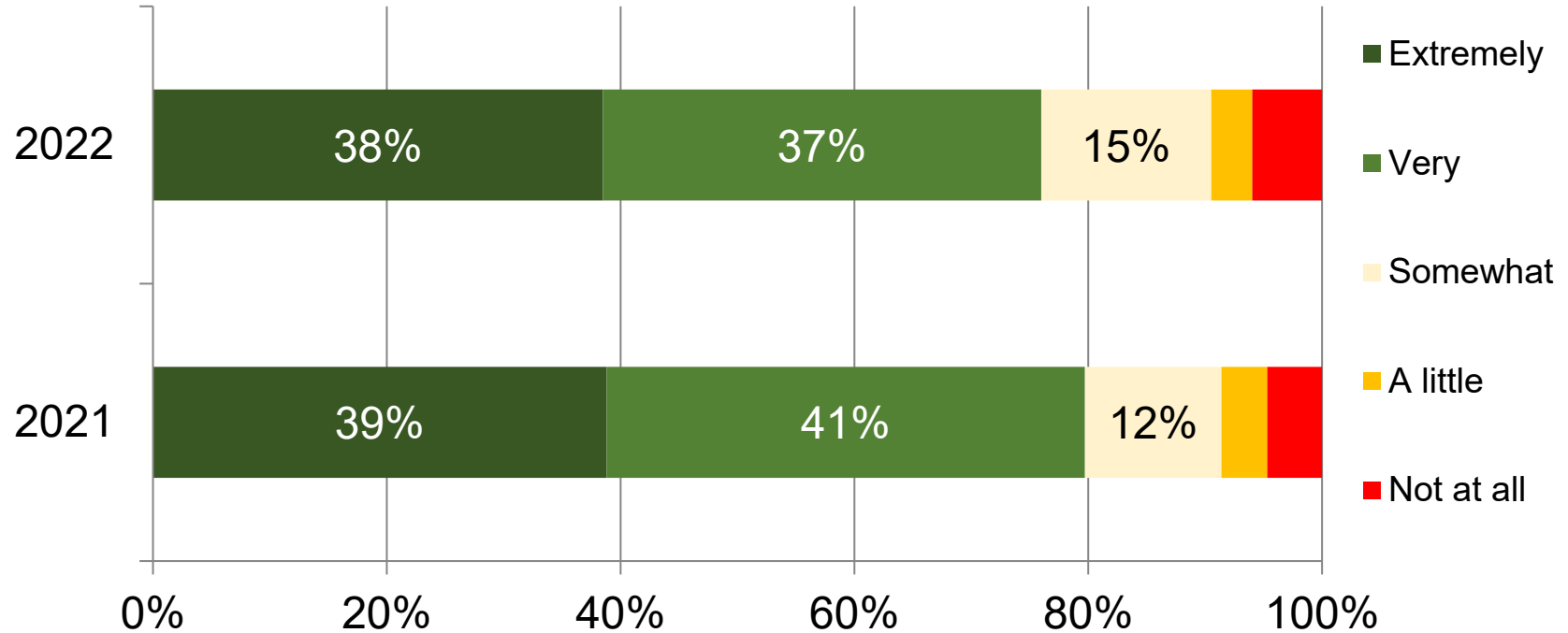
## How respectfully does your fiscal employer agent treat you?



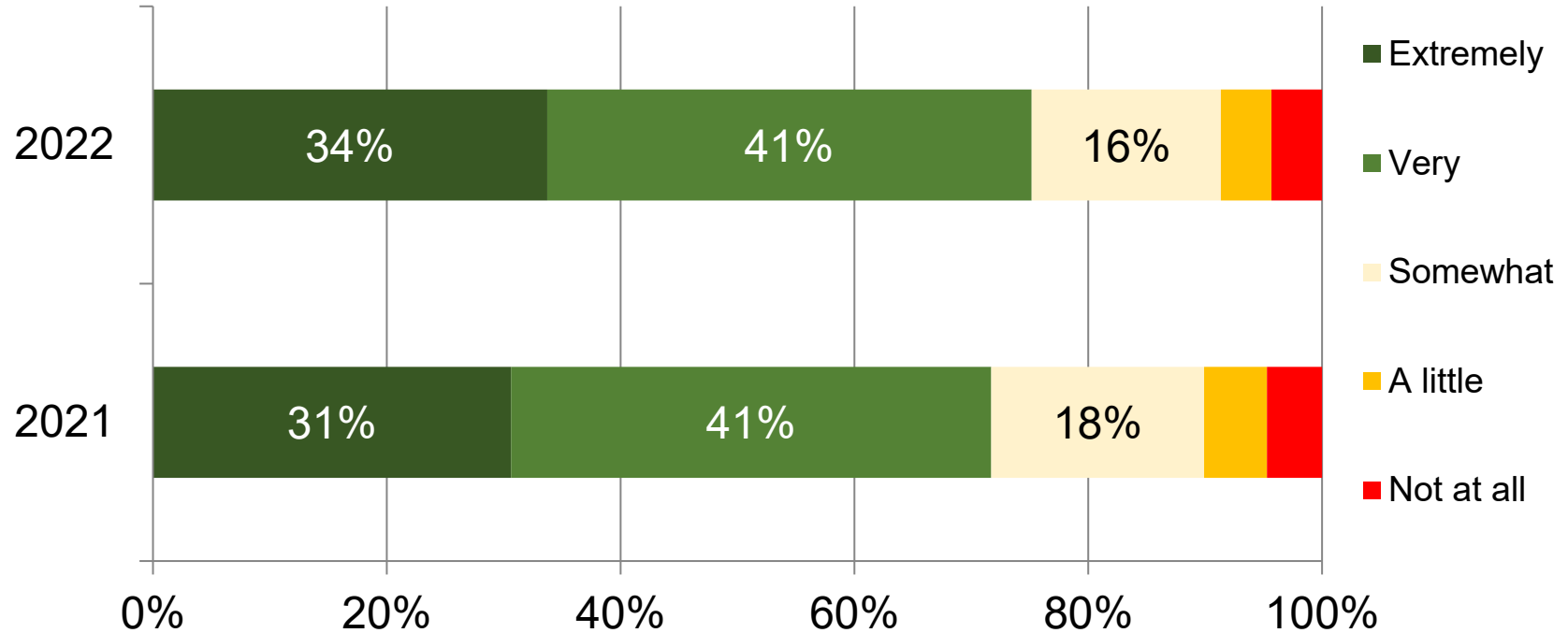
**How easy is it for you to find the forms or information you need  
on your fiscal employer agent's website?**



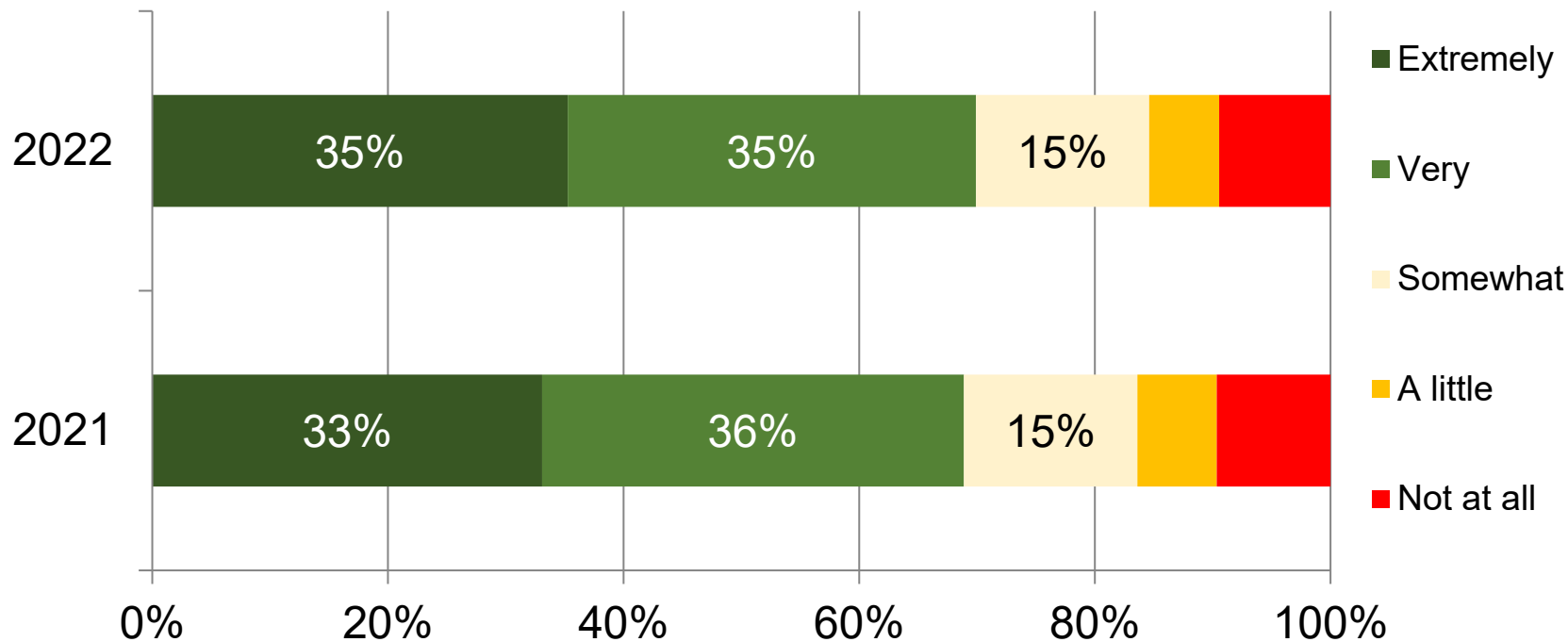
**If you hired a worker within the last year, how satisfied were you with the timeliness for hiring them?**



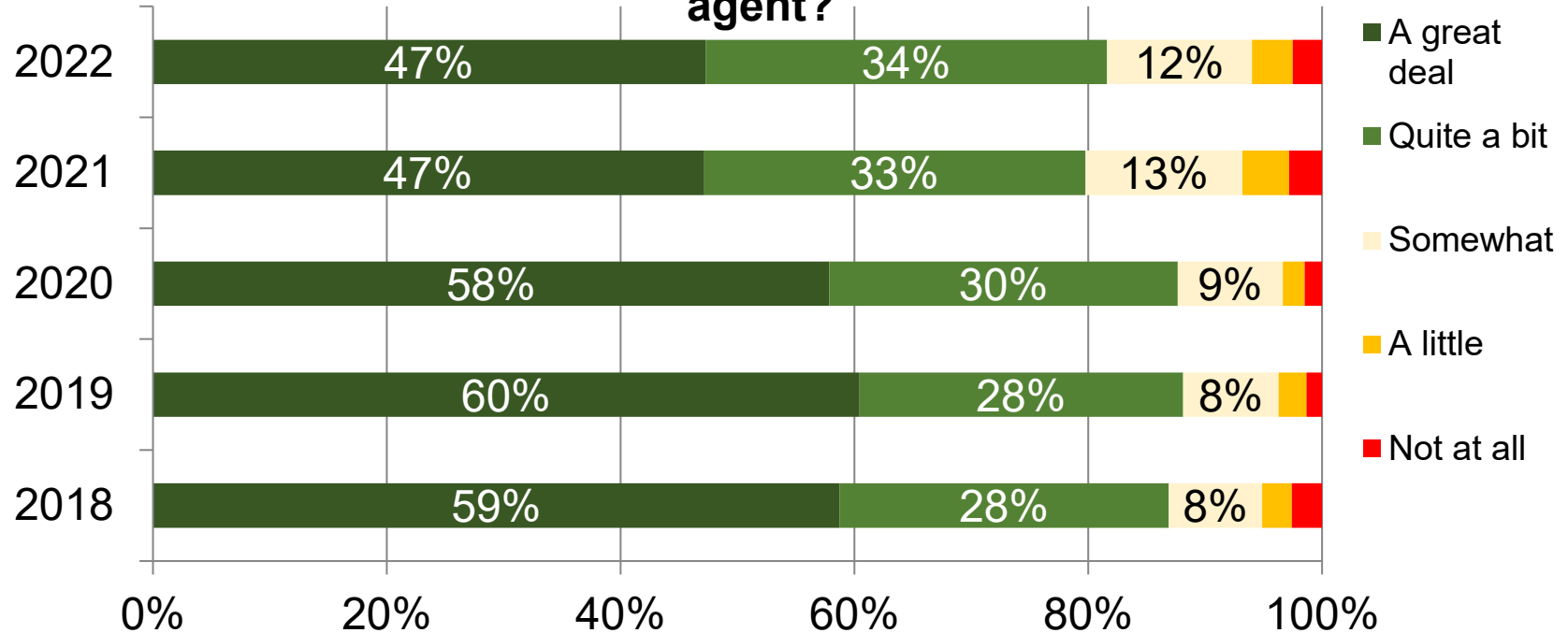
### How satisfied are you with the fiscal employer agent timesheet and payroll processing?



## How well does your fiscal employer agent communicate with you if there is a problem with submitted timesheets?



## Overall, how much do you like your fiscal employer agent?



## How likely are you to recommend your fiscal employer agent to someone you know?

