



# Wisconsin's Income Maintenance Redesign Overview

# Current Model

- The Department of Health Services (Department) contracts with local county and tribal agencies to administer Income Maintenance (IM) programs.
- The State operates and manages the:
  - Enrollment Services Center (ESC), which serves individuals without dependent children statewide.
  - Milwaukee Enrollment Services (MilES) serving Milwaukee County residents.



# Redesign as Required Under Wisconsin Act 32

- As part of the 2011-2013 budget, the Department was directed to contract with no more than 10 consortia to provide Income Maintenance Services.
- Tribal income maintenance agencies retain the option to continue to Administer IM programs or may choose to contract with a Consortium.
- The Department is responsible for creating an IM Administration Unit (duties outlined in upcoming slides).
- MilES will continue to operate but will be now staffed with all State employees as of January 1, 2012.
- Cases currently managed by the ESC will be moved to the member's county of residence for ongoing management.
- Full implementation is expected to occur by January 1, 2012. The Department is responsible for certifying the consortia by October 31, 2011.



# Overview of Components of the IM Regionalization Model

- Ten (10) consortia and MiES.
- Need to be certified by October 31, 2011.
- Start date is January 1, 2012.
- Contracting with only lead agency (or entity representing the consortia).
- Centralized functions to create efficiencies.
- Increased fraud prevention activities.
- Significant reduction in funding for local agencies.
- Change in allocation methodology.



# Goal of IM Regionalization

- Increase administrative efficiencies.
- Continue local presence.
- Improve and standardize the delivery of service to clients.
- Help realize savings allowing resources to continue to support vital Medicaid Programs.



# Programs Effected by IM Regionalization

- Programs which are included in the IM Regionalization:

BadgerCare Plus	FoodShare
Wisconsin Funeral and Cemetery Assistance Program (WFCAP)	Medicaid - MAPP, LTC, PACE, Well Women Medicaid
Caretaker Supplement	Emergency Food Assistance
Family Planning Only Services	

- Programs NOT be affected by the changes:

Child Care – eligibility and authorization	W2
BadgerRX Gold	Kinship Care
Energy Assistance – WHEAP and LIHEAP	Senior Care



# Income Maintenance Administration Unit

The IM Administration Unit (services managed centrally by the State) will be responsible for performing the following centralized functions:

- Centralized Document Processing Unit-Statewide.
- Wisconsin Funeral and Cemetery Aids Program (WFCAP).
- Conducting fraud investigation and fraud prevention activities.
- CARES Maintenance and Development.
- HMO Enrollment services.
- Benefit recovery.



# Income Maintenance Administration Unit

The IM Administration Unit will be responsible for performing the following centralized functions :

- Providing IM worker training.
- Performing 2nd-party reviews.
- Providing information technology and licenses for call centers that are operated by multicounty consortia.
- Contracting with multicounty consortia and establishing performance requirements.
- Contracting with tribal governing bodies and establishing performance requirements.
- Monitoring contracts with multicounty consortia and tribal governing bodies, including compliance with performance standards and federal and other reporting requirements.



# Roles of the Consortia

## Roles of the Consortia:

- Operating and maintaining a call center
- Conducting application processing and eligibility determinations
- Conducting ongoing case management
- Providing lobby services
- FSET
- Estate Recovery

## Shared Functions:

- Fraud and fraud investigation activities
- Subrogation and benefit recovery efforts
- Participating in fair hearings
- Fair hearings and grievances



# Counties Opt Out of Consortia Participation

- County agencies have the option to opt out of providing income maintenance services. However, the Department is encouraging all county agencies to explore all options to participate in a consortia.
- If a county does not participate in a multicounty consortium or DHS determines that a multicounty consortium does not satisfy the Department's performance requirements, the Department shall assume responsibility for administering income maintenance programs in that county or in the geographical area of the multicounty consortium.
- If the DHS assumes responsibility for administering income maintenance programs in a county or in the geographical area of the multicounty consortium, any county for which the Department administers income maintenance programs shall pay to DHS the amount that the county expended for the administration of income maintenance programs in calendar year 2009.



# 2011-13 Biennial Budget

## 2011-13 Biennial Budget Annual Funding Levels for Income Maintenance Functions, beginning in FY 13

Category	Funding			FTE
	GPR/County	FED	Total	
<b>A. Centralized Services</b>				
1. Staff Costs	\$ 2,757,100	\$ 2,757,100	\$ 5,514,200	78.00
2. Document Processing Unit	\$ 2,093,000	\$ 2,093,000	\$ 4,186,000	
3. Call Center Licenses	\$ 2,150,000	\$ 2,150,000	\$ 4,300,000	
4. CARES Infrastructure Costs	\$ 2,500,000	\$ 2,500,000	\$ 5,000,000	
Subtotal	\$ 9,500,100	\$ 9,500,100	\$ 19,000,200	
<b>B. Milwaukee Eligibility Services</b>	\$ 14,500,700	\$ 14,500,700	\$ 29,001,400	385.00
<b>C. Fraud Funding</b>				
1. State Staff and Contracts	\$ 750,000	\$ 750,000	\$ 1,500,000	19.00
2. Contracts to Counties and Tribes*	\$ 250,000	\$ 250,000	\$ 500,000	
Subtotal	\$ 1,000,000	\$ 1,000,000	\$ 2,000,000	
<b>D. Funding to County Consortia and Tribes</b>				
1. Income Maintenance Contract to Counties/Tribes*	\$ 13,624,500	\$ 13,624,600	\$ 27,249,100	
2. County Maintenance of Effort + Federal Match	\$ 20,084,050	\$ 20,084,050	\$ 40,168,100	
Subtotal	\$ 33,708,550	\$ 33,708,650	\$ 67,417,200	
<b>E. Total Income Maintenance Funding</b>	\$ 58,709,350	\$ 58,709,450	\$ 117,418,800	482.00
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<b>F. FoodShare Employment and Training*</b>	\$ 2,981,900	\$ 2,981,900	\$ 5,963,800	

\*GPR Funding for FSET and Consortia/Tribal IM and Fraud contracts is budgeted in the appropriation under s. 20.435(4)(bn).



# Resources

Wisconsin Act 32:

<http://legis.wisconsin.gov/2011/data/acts/11Act32.pdf>

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# Questions

