

EPIC Meeting
 Tuesday, October 23, 2007

| TOPIC | DISCUSSION |
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| Approval of Minutes | Minutes from September meeting accepted with change to child care issues will be a separate line (from 266-6000) if budget allows |
| AGENCY REPORTS | |
| Income Maintenance Paula Roberts | <p>ACCESS apps over 1000 per month; Report My Changes 600-650 per month</p> <p>Verification Center and Call Center efforts duplicated (example of this is baby adds) – Paula attempting to address</p> <p>Looking to move child care line to separate, but waiting for DWD budget</p> <p>Met with W2 agencies to look at if they can update screens in CARES. W2 staff ads / deletes / changes employer for W2 recipient. 100,000 cases, 13,000 with child care cause lots of problems</p> <p>Break in Service hasn't made the difference that they hoped it would. Still seeing Break in Service traffic. County anticipated 80% would be affected and 20% is the reality.</p> <p>Benefit issuance cards issue. DHFS changed vendor from JP Morgan to eFunds last week Friday. No access to distribute FoodShare cards. Couldn't do it until after 10 AM Monday b/c training materials not available. Created quite a backlog of traffic and problems at the county.</p> <p>EBT cards are now dark green. Should have gone live Monday. Old cards shouldn't have had to come in. But now if cases aren't pended, then they do have to come in. Problems – number on back of card telling customers to go to local agency. Permanent blue cards still work. Population that was mailed card and it wasn't County only orders these cards every 3 months; this isn't a high volume issue. They have asked the food pantry downstairs to increase volume given in interim.</p> <p>Mary has asked a FoodShare staff person to join EPIC meetings</p> <p>Face to Face Waiver pushed back to March / April. County looking at Minnesota waiver and how theirs is written. County concern is verification piece. How can phone review be linked with verification piece and not have info go into black hole. Also issue of signature page. Online they use signature page – electronic signature much easier. If they have child care case, they must do face-to-face. Doesn't look like DWD will join on to this. Both county and state have asked DWD to take this into consideration and they are adamant that this is a fraud issue.</p> <p>BC+ implementation pushed to February 1st. Milwaukee looking at possibly doing BC+ training on Saturdays so that they don't have to take workers off-line to complete training but there will likely be union issues with working on Saturdays.</p> |

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| | <p>Sandra saw some delay in response from Customer Service Unit. Days went by before email response received. Paula will let Verlene know.</p> <p>Paula said county has had serious issues with IS. Server down on a Tuesday or Wednesday for hours several weeks ago.</p> <p>Had a CS rep state on the phone that an applicant had to be working in order to apply for BC.</p> <p>Sandra sent emails to Verlene to alert.</p> <p>Danyel asked if we'd see a shorter turn-around time for BC applications. Reviewed 30-day policy. Paula said CS could intervene at this point. Danyel saying paycheck stubs are outdated by the time whole "package" is complete.</p> <p>Section Manager over area retired Sept 12th; Ricardo is now sitting down there in the unit so he should be trouble-shooting and problem-solving</p> <p>IVR drop-dead date is November 2nd. IT department is fit-to-be-tied. Tested 70 employees making calls all at once (off-hours) 3 days in a row and everything went well.</p> |
| <p>DHCF – State Report Mary Moyer (in person ☺)</p> | <p>Childless adults stay in budget, looking at 2009 implementation.</p> <p>January conversion process of current MA / BC cases. Training starting – 2 phases. Phase 1 end of Oct. and will not be face-to-face (Milwaukee will be) – use handbook and PowerPoint. End of November state training unit will travel around the state for 1-day sessions. Training Unit working closely with Milwaukee County due to it being largest size county in state</p> <p>EPIC website www.dhfs.wi.gov/lem/epic is up; minutes and member list is there. Additions will be made. We can put a blurb detailing who we are, history, etc.</p> <p>Outreach Coordinator – Jeff Burkhart Will be emailing about a partner training web cast November 15th. Getting involved in signing people up for BC+. If he emails Co-Chairs, we will disseminate to EPIC.</p> <p>FPW renewal is January 1st; still negotiating terms with the Feds. If nothing is agreed upon, extension will run until an agreement can be reached. Mary understands that if needed, the extension will be as is, month-to-month. Some contentious issues going back and forth between the states and the Feds. Big issue is 15 – 17 year olds. Feds want person to have no other insurance or Medicare in order to qualify for FPW. Tanya asked if exceptions are made for all of the insurance companies who are not covering birth control. Men excluded from FPW on WI state budget. Tanya reminded EPIC that PP sees men, does STI testing & treatment just please make appointment. Keenan site of Health Dept serves men as well.</p> <p>See handout for notes on BC+.</p> <p>HealthWatch may be instrumental in helping to coordinate.</p> <p>Majority of current recipients will not see changes.</p> <p>Additions to information presented by Mary in September – An article about an Emergency MA issue in New York where the fed govt has come in and said they have to stop providing chemotherapy under EMA. Here is the link:</p> |

http://www.nytimes.com/2007/09/22/washington/22emergency.html?_r=1&adxnnl=1&oref=slogin&adxnnlx=1190821919-rwDHBvyDOs6a4/waPh7OgA

ACCESS questions

If an applicant is using ACCESS, is s/he notified of what verification will be required with the application?

Yes, a "Types of Proof" page is created and lists the required verifications based on whatever the client had entered into ACCESS.

Does ACCESS provide contact details of an applicant's local IM Agency?

Yes, a physical address & mailing address is provided.

Youth Exiting Out of FosterHome Care policy questions

There seems to be a contradiction in asking for 3rd party insurance liability and not asking for health insurance access & coverage verification for the "youths exiting out of home care" benefit. Is this population subject to insurance verification or not?

This population is not subject to health insurance verification, nor can they be ineligible for having other insurance coverage. An individual can still have 3rd party insurance coverage and be eligible for the program. This is different from being ineligible for the program because you have health insurance access or coverage, as is the case with BadgerCare. Also, while BadgerCare Plus will have the same insurance verification requirement, there are exceptions, like this one for the YEOHC group.

Will YEOHC recipients be enrolled in managed care or fee for service?

Managed Care

Further Information Provided by Mary following Oct EPIC meeting

Here is the updated handbook link to get to this topic:

<http://www.emhandbooks.wi.gov/meh/>

From here go to Ch 5, then EBD Related MA, then Section 5.8 Institutions. Section 5.8.1 thru 5.8.11 covers information related to Institutional MA.

To follow up on the questions related to the Family Planning Waiver....

Regarding the waiver renewal and question about whether, if we don't negotiate before Jan 1, the extension that would allow for FPW to continue would continue as FPW is now, or would the Center for Medicare & Medicaid make amendments? **The extension would continue the FPW program as it is now.**

Regarding the news that the Center for Medicare & Medicaid want WI to eliminate persons with other health insurance coverage and with Medicare from being eligible for the program, and the question about whether the feds would make an exception if the person's other insurance does not cover contraceptives or is it a blanket ban? **This is unknown at this time.**

Additionally, I have passed along the questions and comments that came up on the BC+ Child Welfare Parents & Caretakers topic to my colleagues developing that policy.

Also see attached handout for a Q & A that Mary (or someone at the state) developed for Aurora related to Institutional

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| GAMP Report Diane Gallegos | <p>Passed out new GAMP handbook.</p> <p>MLK, Lubsey and Coggs are only sites accepting new apps. Everyone else <u>only doing renewals</u></p> <p>Will be speaking with state and working on plan for 2009 coverage of childless adults and how that will impact GAMP. If all goes well all GAMP recipients will switch to BC+ when the switch is flipped... Income guidelines will be better for current GAMP recipients</p> |
| COALITION REPORTS (if any) | |
| ON-GOING ISSUES AND ACTION | <ul style="list-style-type: none"> Institutionalized Medicaid populations <p>Frank is having problems. Disseminated information from MA handbook. Not limited to Milwaukee County. Requesting OPs memo statewide. Paula will have the person at the county who handles</p> <p>Tracy Wymelenberg also had questions regarding same issue. What is time frame allowed for persons to apply (pts under 21 years & hospitalized).</p> <p>Person has to be institutionalized when app done. Must be in minimum 30 days before applying / in order to apply. Apply on the 30th day or after. Pt can apply after discharge per Mary. Mary will forward information as this seems to be misunderstood / unclear.</p> <p style="padding-left: 40px;">Income not counted. If minor, parent's income not counted. Must notify upon discharge b/c case closes. Only covers institutional period. Mary will seek clarification. Frank's handout is outdated information.</p> <p>Check June minutes if this issue was visited then. Sandra will look at MA website for updated handbook info; bring hard copies to next meeting.</p> <ul style="list-style-type: none"> Transferring cases between counties. <p>Masiel experiencing problems btwn Milwaukee and Waukesha and vice-versa. Milwaukee County has a transfer coordinator – Ricardo Gonzales. He is now a Supervisor. Jennifer Wicke is the new transfer coordinator. Paula will get back to us.</p> <p>Ricardo Gonzales is Supervisor Section Manager over SMRF, mail-in, alert, fair hearing and energy Deb Salas Green Sup Section Manager over verification and call-center Looking for sup for SMRF and fair hearings Paula hoping to fill by November sometime. County waiting for state budget, \$980,000 shortfall due to the fact that Milwaukee will not see increase in shared revenue</p> |
| Next Meeting: | <ul style="list-style-type: none"> Tuesday, November 27th at 1:30 PM, Children's Oakwood facility, 10361 W. Innovation Drive. Call-in number is 414-266-7614. |