

EPIC

November 27, 2007

TOPIC	DISCUSSION
Approval of Minutes	<p>One clarification was made on p.3 related to Institutional Medicaid</p> <p>No meeting in December – most of us will be at the BC+ overview meeting Dec 12th at the Black Health Coalition. Email Leah Jepson for more information. LJEPSO@milwaukee.gov</p>
AGENCY REPORTS	
Income Maintenance Paula Roberts	<p>IVR system running for 3 weeks, averaging about 4,000 calls per week selecting self-service. 1700 accounts set-up from 2800 calls seeking information. Less than 1/3 of those utilizing IVR are NOT requesting to speak to live person, which is a sign that the IVR system is meeting its goal to lower volume of calls where caller needs to speak to a live person.</p> <p>Majority of calls still coming in 8 AM to 4:30 PM. Please encourage off-hour calls. Signage now up in all areas at 12th & Vliet with IVR information.</p> <p>Over 125,000 calls week of Thanksgiving</p> <p>Oct decrease 1200 to 850 ACCESS apps; mail in and in-person apps remain the same.</p> <p>Dec 7th 1:30 PM at Coggs meeting related to modernizing the Coggs center. Looking for brainstorming ideas. Looking at utilizing same system as DMV with tickets, what wait time is for what area you need to see. Ability to track workers – tied into round robin system.</p> <p>Pushing to have 80% of clients to do phone reviews as opposed to face-to-face.</p> <p>Had to cut 24 positions in Income Maintenance in the county budget. These were vacancies; not live people whose positions were eliminated. Paula stated the Department is hoping to have another training class soon.</p> <p>Approval for separate line (goes live Dec 3rd) for Child Care 289 6464. Can do authorizations. Even if case has FoodShare benefits, etc if they have Child Care, use this number. Hoping this will take some traffic away from 289 6000. 13000 child care cases touched 6 to 8 times per year. These are high maintenance cases. Other cases are only touched 1 or 2 times per year.</p> <p>Rhonda asked a question related to IVR. Clarify if you must have SS # to use IVR and Paula stated you can use case # rather than SS #. Rhonda thought at the training that the IS person said SS # necessary. Rhonda has found that “record not found” but she kept going through process and it worked. Paula confirmed that the county is aware of this, and is trying to go through back door and fix / resolve.</p> <p>Verification about 5 days backlogged. Overtime Wed and Sat to attempt to catch-up. Report My Changes being used</p>

on ACCESS which results in more verification being submitted.
Using a tracking device for documents entering building. This will be a database so sups can view. Hoping to have this in place 1st of the year.

Rhonda stated biggest issue they see in volume at their office is cases closing or benefits delayed b/c of verification Paula explained that many people do not show up to review with necessary documentation, which if it is brought at that time – doesn't go to verification. It is done on site

BC+ employment verification change in process should alleviate this hopefully.

County has seen LOTS of changes in 2007 – between DHFS and DWD. Once BC+ training occurs, they plan to go and do additional training as staff has been exposed to a lot of information over these past few weeks, months.

Energy Assistance will be RFP for 2008. They will be in outstations and not in the Coggs Center. Community Partners do a very good job of processing this benefit. A ton of people line-up at Coggs when the outstations are empty. County to attempt to help outstations market to get more people in their doors.

Billie Jean asked about BC premiums and received clarification about the policies in place related to this.

Rhonda asked about County meetings with W2 sites related to updating cases (mainly around ChildCare) They can make changes but they cannot confirm which results in Milwaukee County being charged in error rates. Paula working on this issue.

Frank – how many terminals for ACCESS. 6 or 7 available.

Self check-in system 1 live body, 3 kiosks. Tickets will need to be date and time stamps so that they cannot be sold. Hoping this will allow for greater tracking. This system will highlight when any given worker is available rather than leaving it up to worker to say when they are available.

Jon asked about volunteer utilization. Paula confirmed they can utilize volunteers now. HTF is seeing more Service Learning volunteers and is looking for valuable placements for them. Jon will follow-up with Paula to see if they can work together to put good people to good use.

Audra said that at MLK they also have a kiosk which is not used b/c people don't have computer literacy or are intimidated and if someone was there to help – utilization might occur. Esp. with BC+ roll-out

Break in Service waiver not seeing any impact. Not doing what it intended to. Doc 1 area is just as busy. Policy doesn't allow Milwaukee County to do what they had hoped it would. Paula and Jon and Rhonda will talk off-line.

No further problems with EBT cards. Only saw problems that first week.

Paula announced that Sue Moeser still with Milwaukee County she just doesn't appear on ESS listing. Paula has had several people ask about Sue since the recent release of an updated ESS listing. Sue's position is in a department that is not listed with the ESS workers names and contact information. When 2008 budget goes into effect they can release this updated listing.

<p>DHCF – State Report Mary Moyer, Phoua Her, Janice Sieber, Jayne Wanless - FoodShare expert.</p>	<p>Jane reported that they are looking at ways they can make changes to Break in Service policy. Hoping to have changes in place early January. Will allow late SMRFs and possibly late reviews in hopes that will ease-up on traffic. Jon and Paula felt that this will be very helpful. Jane confirmed counties outside Milwaukee seeing same (lack of) results with current Break in Service policy and problems with it, which is why the state is looking at changes.</p> <p>Mary reminded group about Dec 12th HealthWatch sponsored BC+ overview. Jeff Burkhart, John LaPhillip attending and presenting, as well as Paula Roberts and Bobby Peterson. Will give us information about new Notice of Decisions. New look and feel.</p> <p>Tanya – 150 people responded to attend BC+ Overview. Looking for another location. Black Holocaust Museum possibility – unsure of cost right now.</p> <p>Audra confirmed the trainings for Health Systems, FQHCs, and Health Depts. that are planned.</p> <p>SCHIP bill stalled. Few weeks to decide if it will go through or if it will be a continuing resolution.</p> <p>Rhonda asked when BC+ handbook will be released – link here http://www.emhandbooks.wi.gov/bcplus/</p> <p>Paula asked when the campaign for consumers will begin. Suggestion to do Town Hall meeting similar to those held when SSI was rolled-out in Milwaukee. Audra took note of this suggestion. Mary will follow-up on concerns related to communication and outreach to members and get back to us.</p>
<p>GAMP Report</p>	<p>Sandra received a call from Diane last week – she had a conflict with another meeting. Concerns or questions direct to Sandra who will forward to Diane.</p> <p>Application fee may be increased to \$50 – Sandra will confirm and let us know.</p>
<p>COALITION REPORTS (if any)</p>	<p>Hunger Task Force – Jon Janowski present at EPIC Completed survey at Coggs Center. Strategic planning meeting to be in January. Jon will be reviewing data and HTF will issue report based on results. Survey collected data related to FoodShare “churning” – people going off and on, etc. Collected about 500 surveys completed face-to-face. Randomly surveyed, some questions prescreened so they captured people specifically receiving FoodShare.</p> <p>”Churning” = People cut off, they do not come back 30 days after, but do come back 60 days after, etc. More people receiving FoodShare than ever before. Impetus behind project was a FoodShare Steering Committee composed of county, state, feds, AFSME and HFT.</p> <p>No farm bill yet; we might not ever have one which lead to Jon’s comment “that is a really bad thing”. Farm bill in a nutshell is \$185 billion Federal Legislature includes farm subsidies, commodity payments to farmers, federal nutrition programs, 8 components of bill.</p> <p>Nutrition Title. This includes FoodShare program – better access and more benefits. Expanded eligibility and increased FoodShare benefits. Increases minimum benefit from \$10 to \$17. Would increase standard deduction and something else. \$5 billion investment over next 5 years. Our WI US Senators voted for it.</p> <p>Aurora Healthcare Tracy Wymelenberg with Aurora unable to attend recent EPIC meetings. Effective December 1st Aurora Behavioral</p>

	<p>Health will no longer have a contract with iCare. Any questions or concerns please submit to Tracy.</p> <p>Abri Abri new CS phone 414 847 1776 as of this coming Friday, November 30th. Still have 888 999 2404 line. CS moving to West Allis. Everyone in same building now.</p> <p>Legal Action – Rhonda VanPembrook Benefits update for ECOM to be held Friday December 21st at United Way. Ann Deleo will present as Pat DeLessio will be on vacation. Katie Gaulin from Community Advocates will do BC+ portion. LOTS OF GOOD INFORMATION SHARED AT THIS MEETING, PLEASE ATTEND IF YOU ARE ABLE. IT WILL BE WELL WORTH YOUR TIME. Contact Isela Montenegro 414-449-4776 or isela@communityadvocates.net if you would like to register to attend. Cost is \$5</p> <p>Community Advocates – Katie Gaulin Katie Gaulin new Healthcare Advocate - will be doing the BC+ outreach efforts. New to Community Advocates (3 weeks). Will do training for ACCESS points within the community.</p> <p>DHFS SE WI Medicaid Liaison Audra Brennan Milwaukee HealthCare Partnership spearheading effort to increase MA outreach and enrollment. Looking at how do they get the word out to everybody. Milwaukee BadgerCare Plus Enrollment Task Force – most of those represented at EPIC will receive an invitation to a meeting to be held December 17th. State to lay out strategy for outreach, look at question “Is everyone on board, ready to go effective February 1st”. County presenting modernization efforts. Trying to avoid policy discussions at this meeting more focused on maximizing enrollment.</p>
<p>Next Meeting:</p>	<p>No meeting in December – most of us will be at the BC+ Overview Dec 12th at the Black Health Coalition. Email Leah Jepson for more information. LJEPSO@milwaukee.gov</p> <p>Tuesday, January 22, 2008, 1:30 to 3:30 PM. Children’s Health System office, 10361 W Innovation Drive, Suite 120 Room C. Call-in number is (414) 266-7614</p>