

EPIC Meeting Summary March 27, 2007

Please note HOMEWORK is highlighted throughout the minutes, it is not its own section. Thanks!

TOPIC	DISCUSSION
Approval of Minutes	<p>Minutes were approved for January 23, 2007 meeting Varetta Harris provided clarification regarding 9th & Mitchell</p> <ul style="list-style-type: none"> • Utilize the round robin • There are not specific ESS handling a specific caseload (Recipients don't have a specific case worker) • V54 (Spanish) & V56 (English) indicates language of recipients • All verification goes to 12th & Vliet
AGENCY REPORTS	
Income Maintenance Varetta Harris	<ul style="list-style-type: none"> • Varetta provided IM staff contact information and will email this to Sandra for distribution to EPIC • No backlog in Verification Center ☺. Overtime project last weekend cleaned it up ☺ • Georgene asked question NQIPW member in hospital and gives birth-Does a new app need to be completed? No, send announcement of birth to Verification Center • Laura asked to review face-to-face Verification Center hours: first 100 people daily M-F 7:30 to 10 AM • Question about photo IDs - Milwaukee County cannot accept anything that is expired; but it can be issued from anywhere, doesn't have to be WI issued • NQIPW requires no photo ID – remind recipients of this • Masiel reminded the group of change in law effective April 1, 2007 – in order to obtain a WI ID or Drivers License, you need to provide proof of US Citizenship. HASSR has been keeping up-to-date on this issue. • One suggestion for photo ID requirement is a Milwaukee Public Library Card. Masiel will inquire about what is required to obtain a Milwaukee Public Library Card. • Ludys asked what happens to documentation sent to Verification Center. If duplicates submitted, which ones are used to enter info? Varetta stated the earliest dated document. Ludys states this doesn't always happen this way. New policy – all documentation is now scanned in. Goes into “in box” and supervisor assigns to worker. This just started last week. Right now - hard copy of documentation is kept for about 30 days then discarded. Varetta stated the County is still receiving original copies of SS cards, birth certificates. They attempt to mail those back if an address is on file, but if not they are discarded. In-person reviews – info is scanned and then info returned to recipient. Varetta stated customers will be told on the phone, that info has been received and is in the system, it just hasn't been worked on yet. The recipient can also be told that the info is not adequate for what is needed, can clarify what is needed. • Hope a question regarding Presumptive Disability Applications and submission of medical records. Medical records should be submitted with application and should remain with application throughout determination process. One particular Milwaukee County ES Supervisor was holding them until DDB requested them. Hope alerted Verlene who is looking into this. Hope had cases where she submitted medical records with application, and then later being asked by the DDB for medical records. She would tell the state they were submitted with application.
DHCF – State Report Phoua Her, Mary Moyer, John Haine,	<ul style="list-style-type: none"> • John Haine discussed some follow-up related to a DOC 1 issue. Several months ago John was at a FRONT DOOR (an organization that works to get people in the door for all programs) meeting in Milwaukee and it was reported to him that there were inefficiencies occurring. DOC 1 are lost and going to wrong site. John suggested W2 agencies take a few minutes and learn how to use ACCESS and submit DOC 1 to Milwaukee's inbox.

Jeff Berkhart

- Varetta reported that Region 1(Y Works) is only agency NOT doing it. Everyone else is. Y Works stated that they have staff to do this, concerned about privacy issues – member might walk away from computer with all their info up on the screen. John will follow-up on this directly with Y Works.
- John then reported on the Statewide Customer Service Satisfaction Surveys. Report will be published on DHFS webpage, if it isn't already.
- In a nutshell – results were “pretty good”. Overall question was - were customers treated with respect. Statewide, 90 percentile reported yes. Room for improvement but most customers feel they are getting pretty good service. Milwaukee County lower, but not that much lower. Problem with phone system in Milwaukee County resulted in lower scores as well. Not unexpected. Room for improvement. Present to Milwaukee County before put on website. This was the 1st time the State has evaluated Customer Service, Customer Satisfaction. Will use it to improve service.
- Mary Moyer provided some clarification related to hard-copy of AFB report as of 2/28/2007. Stats from the beginning of ACCESS usage – timeframe is June 2006 to Feb 2007. Cumulative for each County. Graph p.4 1st bar is total, next 3 bars are subsets of those 10,914. Subset of total applications processed. Apply for multiple benefits / entitlements in same application.
- Sandra had a question – if I start the process today and don't complete and then I apply next year, and someone says “have you ever applied for Food Share” and I have, will that pose a problem. Mary will look into this question and report back to the group.
- The state talked about the April EPIC agenda – State wants to come (would send Autumn Arnold) to do presentation on ACCESS. Laura will look into switching rooms so there can be computer and online access. It was decided that this presentation will take the whole meeting, as there is overall interest to expand invite list to more than general EPIC group. A recent ACCESS presentation at Aurora was cancelled. Tracy Wymelenberg was coordinating it with Aurora Business office (financial counselors). The goal of increasing ACCESS usage has to do with RFA -establish a filing date. To do this, need name, address and signature (electronic) of person who wants to apply for benefits. When this hits the electronic inbox the clock starts ticking.
- Mary Moyer provided DRA update. Beginning in April, DRA information letter and Affidavit for Children Under 16 will automatically go with applicant letters. This has been happening already for current recipients receiving review information.
- Mary discussed that the State is working on policy for instances when birth certificate is requested from other states. Money is available. They want policy / parameter to be universal.
- Mary reported that there is a compilation of OPS memos on DRA webpage.
- Question from Shay regarding MAPP Medicare Assistance Payment Plan – how does it work? If person is they receive SS in full. When state is paying it their check goes back up. The system will catch-up to eligible date. This takes a few months for catch-up to occur. Once caught-up it will all be in 1 month.
- Sandra asked for additional clarification related to infants born 1200 grams or less – they are removed from HMO. Confirmed. HMO reports these births to State. Question – is that child completely exempt from HMO forever? Are they ever rolled back into HMOs? If so, when? How is this date determined? Phoua doesn't have that answer. It is a Managed Care question. Janice Siebert is contact related to this. We need to ask Janice directly ourselves. Sandra will follow-up.
- Sandra also asked about the NY Times Article sent by myself – regarding NQIPW who deliver infants – these infants are now CEN (Continuously Eligible Newborn). Mary stated this is still being worked-on as far as policy. Mary will get back to us with effective date.
- Frank asked for an update on the redesign of NOD (Notice of Decision). Set to be rolled out with BadgerCare Plus (January 2008) John Haine – mock-ups that he has seen look really good. Jason *might* be able to bring them in April for us to preview. Focus groups have been done with customers to get a handle on what people

	<p>wanted to see on NOD, as well as what had to be on NOD. Required to include information about how a decision was made, regarding income, household size, etc. Looking at how can client absorb that without all the pages of useless info. John Haine – never going to be 1 page. Requirements will not allow this. It's moving along, scheduled for role out to coincide with BC Plus.</p> <p>Laura asked if we can encourage an earlier “go live” for this? This was discouraged by the State; highly unlikely. These are separate projects. But programming side links them together. Putting in some other things that are pretty integrated.</p> <ul style="list-style-type: none"> • Georgene mentioned that she heard rumor that state would terminate long-term care (6 months of eligibility certification for that service only) of dialysis and cancer patients. Alien emergency T19 for long-term cancer and dialysis patients. Phoua – not that we are aware of. It is currently a case-by-case basis. Georgene hears this from reliable state source that shall remain unnamed. Mary and Phoua have not heard anything. • Sandra went back to the NY Times article, where James Jones was quoted “From Aug 2006 to Feb 2007 average 868 people terminated per month, on DRA. Over 600 were for Identity. 1758 applications denied per month for failure to submit DRA required documents”. Sandra asked what was being done about this. Mary reassured the group that the state is working on stuff all the time, for the past 6 months. Adding affidavit and getting it out everywhere. Add info to verification checklist. Increase information dissemination. This has been the goal of the State since the DRA became reality. • John talked about changes at Federal Level –all states pushed for change in CEN status. Washington State filed suit against the Federal Gov’t over DRA. Supplemental Spending Bill – all states lobbying Feds to make this less cumbersome. John – intent of article to create a policy that focuses on undocumented individuals. Intended or unintended consequence was to create barriers related to Identity verification. State gets info to us, advocates, who deal with recipients, to assist them in obtaining what they need. Everyone agreed that the Identity problem should not be as significant as we are seeing.
GAMP Report	<ul style="list-style-type: none"> • Diane not present at the meeting. • Many issues related to GAMP were discussed • St Francis has noted an increase among potential applicants about increased application fee, and feels it is likely a barrier to people applying for GAMP. • John C. had previously stated that GAMP would be having a presence at Froedtert ER to monitor potential eligibles and the application process. • St Joseph seeing marked increase in walk-ins for GAMP (48 since January) – being sent to Joe’s by Lubsey and MLK. Apparently Lubsey and MLK are swamped. Clinics that take apps should do renewals. Need clarification and updates about this. Clinic who takes apps should be doing renewal. • EPIC discussed the need for stats related to renewals for GAMP recipients, and if the new fee affecting current recipients who apply for renewal. Sandra will follow-up with Diane to ask about this information. • Hope asked if GAMP staff have access to CARES system. Only Diane does. Diane has a process to be alerted when someone receives T19 so that their GAMP eligibility is terminated. • Hope had another question related to Presumptive Disability. Diane needs a letter from recipient stating their Presumptive Disability is denied. This denial is not in CARES. It is a manual process. Generic denial – you don’t work the criteria. Hope stated many times patients cannot locate this letter. Per Sandra – DDB will fax a letter out stating denial has been sent if requested.
COALITION REPORTS (if any)	
Hunger Task Force	<ul style="list-style-type: none"> • Diane Casper not present.

<p>ON-GOING ISSUES AND ACTION</p>	<ul style="list-style-type: none"> • Frank mentioned Journal Sentinel article related to increase in cost of birth control pills, and the concern among college campuses that this will be a barrier for women to obtain birth control and could lead to an increase in unplanned pregnancies. Concern among group is that the Family Planning Waiver (FPW) is being underutilized. • Group composed a list of local colleges, universities and technical schools and volunteers have agreed to contact the health centers there to provide information as well as an invitation to join EPIC. List is as follows UW-Milwaukee & Stritch - LAURA MATC & WCTC - HOPE Alverno SHAY Concordia & UW Waukesha -MASIEL; Mt. Mary SANDRA; Hold off on Marquette • Laura will email out to above listed volunteers a PowerPoint put together by Sara Finger of Wisconsin Alliance for Women's Health. PowerPoint is related to FPW, if orgs are not interested in joining EPIC, PowerPoint can provide basic information. • Masiel suggested that Frank submit a letter to the editor regarding the article in the Journal Sentinel, and the fact that the FPW is available. Frank declined.
<p>NEW ISSUES AND CONCERNS</p>	<ul style="list-style-type: none"> • Bobby introduced as new Community Advocates person working at St. Joseph • Danielle introduced as new Aurora Family Services person working at St Luke's, replacing Keisha. • 211 IMPACT is scheduling appointments for callers who have a PCP (Aurora Sinai & Milwaukee Health Services) through Global Health Direct system. This includes uninsured and T19 recipients. • Ludys brought up issue of low number of NQIPW applicants as a concern. What can we do as a group to get the word out. UMOS workers are telling people "you need social security number, photo ID, Drivers License, etc". These are UMOS workers, not County IM workers. W2 managers need to be invited, Community Advocates staff person LaShondra interfaces with them. Also we should ask Rodney about this – what is Southside Health Center seeing in terms of applicants, as they saw the largest volume at the program's inception. Laura will follow-up with Rodney about this.
<p>Next Meeting:</p>	<p>Tuesday, April 24th, 2007. Please note change in time and in room location 1:00 PM to 3:00 PM in the Educational Services Large Conference Room at Oakwood. Laura will post signs.</p>