

	<b>EPIC Meeting Summary May 22, 2007</b>
<b>TOPIC</b>	<b>DISCUSSION</b>
<b>Approval of Minutes</b>	<p>Minutes from the March meeting were reviewed since there were no minutes from the April meeting, which was a training overview of the online ACCESS application process.</p> <p>The major clarification involved the eligibility of NQIPW babies for CEN. The NY Times article outlining the federal change in providing CEN coverage for babies born to non-qualifying immigrant moms on MA did not specify whether moms covered under SCHIP are included with the policy change. Since the BadgerCare Prenatal (NQIPW) is a SCHIP funded program, the state is not yet implementing any change for this population. However, babies born to Emergency MA moms are now to be certified as CENs and the state is working to not only implement this now, but they are backdating eligibility for babies born to Emergency MA moms since the fed's announcement in March. The state is putting together an OPs memo regarding this. A letter will go out to the group of women with Emergency MA eligibility since March explaining that their baby can be automatically eligible for medical services. Masiel suggested that the state look into having this letter translated into Spanish. The state has asked the feds for clarification if their intention is to cover both MA and SCHIP funded programs or only MA in their policy change. They have not yet received an answer. Mary Moyer will keep us informed with regards to updates to this important issue.</p>
<b>AGENCY REPORTS</b>	
<b>Income Maintenance Paula Roberts</b>	<ul style="list-style-type: none"> <li>• IM staff is in the midst of a major physical move. Verification Center and Call Center are swapping spaces. Shorter cubes will allow trainers to walk through</li> <li>• Currently a 2-day backlog in the verification center. Paula feels that there is an influx of documents due to the fact that no-one is being seen face-to-face while the physical move takes place.</li> <li>• Paula reported a decrease in Access applications (between 650 and 670 apps in April, down from 1000 in March) but that the volume of mail-in applications has remained the same</li> <li>• Paula reported that she obtained a more accurate report from the state regarding the number of NQIPW applicants for the calendar-year to date. 2048 thus far for 2007.</li> <li>• Paula reported that they are tracking about 120,000 calls per week, with about 1200 of these calls being answered.</li> <li>• In anticipation of the upcoming changes in child care, with the ending of the school year, Paula reported that the County is pro-actively calling parents regarding changes to their cases. <b>Paula will forward the form used report changes in child care to Sandra for dissemination to EPIC.</b> The form is returned to the child care unit, <b>not the verification center.</b></li> <li>• IVR (integrated voice response) set to go live in mid-July.</li> <li>• Paula stated that it would be of tremendous help to the county if members/applicants would bring verification documents for intake and at the time of recertification. <b>The county is developing postcards with information that details what documents are needed and Paula will share those with EPIC as well.</b> They will be available in English, Spanish and Hmong.</li> <li>• Rhonda asked Paula if verification items would be treated the same whether they were mailed, faxed or brought in-person. Paula confirmed that items would indeed be treated the same, and confirmed the fax # is</li> </ul>

	<p>414-267-3520.</p> <ul style="list-style-type: none"> <li>• Verlene Perry-Newburn is the staff person who oversees the “computer kiosk” area for people to apply for benefits online. There are 6 computer stations and they are currently looking for a worker to staff the area. They will soon have a photo-copier and a printer set-up as well.</li> <li>• The county is currently having a difficult time matching verification information that comes in via the mail when someone has applied online. They are working on a tracking system for this.</li> <li>• Sandra provided kudos to the county workers for their working knowledge of the spend-down program.</li> <li>• Hope suggested that perhaps there could be a FAX located in the mail-in unit for RFAs.</li> <li>• Frank stated that AE applications are going into a black hole. Paula asked Frank to follow-up with her, providing specific cases.</li> <li>• Sandra suggested that we reinvent a “kudos” form that was used in the past (developed by Community Advocates) to provide accolades to exemplary staff. Shay will look for the form at C.A.</li> <li>• Paula stated the mobile van schedule is being revamped, and we may see 8 or 9 new sites. Paula is receiving requests from new agencies interested in hosting the van, and she needs to confirm that they can comply with minimal requirements to be a host site.</li> </ul>
<b>DHCF – State Report</b>	<ul style="list-style-type: none"> <li>• Most of the information shared during this section of the meeting is documented above, under “Approval of Minutes”, as the information related to follow-up of information from the last EPIC meeting and information that was also raised at recent HealthWatch meeting.</li> </ul>
<b>GAMP Report Diane Gallegos</b>	<ul style="list-style-type: none"> <li>• Many of the questions EPIC asked GAMP to respond to are difficult to answer (answers are not easily accessible).</li> <li>• Diane reported that since the increase application fee (\$45), general numbers are increasing ever so slightly.</li> <li>• Diane reported 80% of applications are approved in their first submission. Most denials are verification-related (photo ID, proof of residency) as opposed to applicants not meeting financial qualifications.</li> <li>• Fair Hearing data is not captured in their data systems.</li> <li>• The outstations see the first 19 people per worker each day. Diane reported that most applications come from the hospitals not the outstations.</li> <li>• GAMP has more than met the 72 hour turnaround on applications for the past 6 months.</li> <li>• GAMP has an automated system when GAMP recipients obtain full T19. They are automatically termed from GAMP and receive a letter from GAMP.</li> <li>• Sandra asked if anyone has heard GAMP members concerned that there are only a few pharmacies on the NW side of town, but no-one has heard any complaints.</li> </ul>
<b>ON-GOING ISSUES AND ACTION</b>	<ul style="list-style-type: none"> <li>• Sandra has lost her EPIC email list serve due to a computer upgrade or update. Please send her an email so she can add you to her electronic address book. Thanks!</li> <li>• Masiel provided handout related to applying for a Milwaukee County Library Card. It had been suggested that the library card could be a form of ID acceptable for the MA identity verification. However, the library cards do not contain photos, therefore would not be acceptable.</li> <li>• Sandra reported that the exemption for NICU babies born &lt;1200 grams is for one year.</li> <li>• Regarding the Family Planning Waiver information that was shared with EPIC members who were doing outreach to local colleges and universities: <ul style="list-style-type: none"> <li>• Shay contacted Alverno, who knew nothing about the FPW. Shay reviewed information with them and mailed them a packet of information.</li> <li>• Sandra stated that Mt. Mary does not offer health services to students; rather it requires students to have health insurance coverage.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• Hope reported that MATC also does not offer health services to students, so she contacted the nursing school and provided the information.</li> <li>• Hope contacted WCTC and review the information on FPW with the director of the health center and also mailed information as a follow-up</li> <li>• Masiel left a message at Concordia and hasn't heard back.</li> <li>• <b>Laura still needs to contact her schools.</b></li> <li>• EPIC is committed to forming a stronger, more proactive working relationship with the state. There seems to be a need to widen the state representation since the current reps are from eligibility only and when issues arise in relation to the provider or benefit world they may not be able to address them sufficiently. In order to work to that end, we ask EPIC members to submit questions or concerns for the state's input <i>prior to the meeting</i>. It may benefit the committee to focus on overall systemic and programmatic issues rather than one off problems since there are other avenues to pursue these. The state hopes to also focus on presenting programmatic information esp as we approach BC+ implementation. In addition, we are working with the state to possibly create a link off the DHFS website where EPIC minutes, FAQs, resources, etc. can be housed.</li> <li>• Laura recommended the following article related to HealthCare in Milwaukee, from the Milwaukee Journal Sentinel - <a href="http://www.jsonline.com/story/index.aspx?id=607648">http://www.jsonline.com/story/index.aspx?id=607648</a></li> </ul>
<b>Next Meeting:</b>	<ul style="list-style-type: none"> <li>• <b>Tuesday, June 26, 2007</b></li> <li>• <b>Please review the 2-sided BadgerCare Plus handout prior to the next meeting</b></li> <li>• <b>Please email questions to Sandra by June 12<sup>th</sup>. (<a href="mailto:sszabo@centene.com">sszabo@centene.com</a>)</b></li> </ul>