

TOPIC	DISCUSSION
<p>Approval of Minutes</p> <p>Homework from last month's meeting</p>	<ul style="list-style-type: none"> • Minutes approved as submitted • Paula passed around English & Spanish business card with county call center information – what to bring for review included on the back • Child Care Change Report form is out there...W2 agencies, HASSR list serve, HealthWatch, etc • "Kudos" form for Milwaukee County is being updated by LaShawndra at Community Advocates. Keep it as a positive form. • Paula will also look into Report Card instituted by Cory Hoze (AKA Operation Excellence)
<p>AGENCY REPORTS</p>	
<p>Income Maintenance</p> <p>Paula Roberts</p>	<ul style="list-style-type: none"> • Average about 110,000 calls per week; over 300,000 per week recently, related to Child Care auths • 2 Saturday hours have been completed, 1 to go. • Looking at same thing in fall (Aug) so by the time school starts, child care issues won't be problematic • Intakes up, DOC 1 area (case closed for 1 or more days) up about 60% • CS area incoming calls (the advocate line) increased >2000 calls in May 2007 • Mail-in & ACCESS apps are not in-sync (normally when one goes up, other goes down). Both going up. • Hiring 3 new ESS supervisors (call center, 2nd party review, southside location) • Currently in budget process. Submitted to County Exec Monday. Will go in to discuss w/ County Executive • Continuing to uphold 2 day turnaround for verification • SMRFs for July will be done by Friday. • Still not doing walk-in face-to-face interviews. Appointment only. Monitoring traffic to see if this can become permanent • 40% no show rate across the board for reviews. At times, double book with round robin. 8000 appts scheduled per month at the county. • Froedtert & St Joe's have county workers on site, full-time; Robinson & Brevner may be on-site at some local hospitals • Shay – had a specific case where whole case being pended due to father not having birth cert (born in Texas). Workers should not be pending for the whole family, but rather for the individual. Education issue for county. Paula's question – how long do you continue to pend for that piece of information? CARES system cannot handle individual verification. Work around the one person who is outstanding. Guidance is in Ops memos regarding how long you use the good faith code. If worker has been in contact with the client & client is working on it, case should continue to remain in good faith code. If worker never hears from the client, case cannot continue to pend. States differ in the time it takes their vital records office to respond to requests for birth certificates. It ranges anywhere from 2 weeks to 12 weeks. . County has funds for assistance in obtaining birth certificates from other states. Client just needs to request this. • Paula wishes we could do birth queries with other states... • Shay had a specific case related to deductible, info was given to Paula in a folder (hint, hint Frank) • Shay asked about SMV Plus, etc and Family Care – can someone get both? Mary needs specific case information. Phoua said they should be able to get both but will look at specific case • Shay asked if advocates can email a PDF (something that has been scanned). Paula will check on this. It

	<p>needs to go into ECF (electronic case file) and Paula not sure if these 2 (PDF and ECF) are compatible.</p> <ul style="list-style-type: none"> • CS fax is 8558 – only fax here if you have talked to someone in CS unit • Verification fax is 7820. • If CS receives a case that they can't resolve, it goes to Paula so she is aware of this case. • Danyel had a case where woman deemed eligible but with \$150 monthly premium, but potential existed that if woman wanted coverage back to date of application, it would be 3 months worth of premium. It was explained that this is BadgerCare, and this would not be considered "backdating" b/c there is no backdating under BadgerCare. Woman wouldn't need to pay premium if she didn't need the coverage for all 3 months....
<p>DHCF – State Report Mary Moyer, Phoua Her</p>	<ul style="list-style-type: none"> • Conducting a WI birth query is not mandated by the state for the counties, however for persons born in WI the first line should be birth query. Tanya – can an Ops Memo be issued to counties to instruct to do birth query. Mary – Ops memo few weeks ago reminded / clarified / emphasized the birth query and there WAS a misconception that counties were charged to use the birth query . This is not the case. Mary will get specific number on Ops memo (07-27 dated 6/04/07) • Tanya asked for listing of waiver applicants who have not received benefit b/c of DRA requirements. State does not have resources to do this at this time • Every county has been mandated to scan all items...not sure if this is being followed • BadgerCare Plus Health Insurance Access Verification Summary • The Bureau is still ironing out pieces of BC+, policy detail, etc. • Draft Process – lot of detail in each step, still being ironed out. • Few changes to the current system, minor changes to requirements and processes • Sandra asked about Youths Exiting Out of Home Care – what is the FPL for these youth (until they turn 21) and when in their 21st year does the coverage end--birth month, birthday?. Mary will get back to us. • Danyel asked if out of home care includes kids in juvenile type centers, group homes, (not considered foster care). Mary will get back to us. • Clarification made that Healthy Start eligibility is up to 18 years old. • BadgerCare is up to 19 years old. • Mary had some answers for specific cases Frank had sent, related to institutional case processing. See Ch 2, section 2.1.3.2 on Residence in the updated MA Handbook for the reference on the answer to the question. More research still needs to be done on the broader question of youth in institutions. • Various SCHIP reauthorization bills are including amendments to make citizenship & identity verification a state option.
<p>GAMP Report Diane Gallagos</p>	<ul style="list-style-type: none"> • Numbers – processing about 100 apps per day. Same day or next day. • Outstation people seeing 25 people per person. Applicants should be able to arrive at a normal time (8 AM or so) and still get their information processed. • Applicant can go to outstation within 10 days of receiving services and have application processed for those services • Redesign for 2008 was passed by county board – Health Care Policy Task Force met and approved it for submission to board. Focus is on primary care, expand capacity at primary care clinic. Same day appts, evening hours. Looking at putting specialists in primary care clinics. GAMP is working with the clinics to work out the specifics. • Patient handbook done – going to printer. Was translated into Spanish by coworker of Nancy Burns at City of Milwaukee Health Department. Providers have reviewed it. Patients should be receiving this with their

	<p>approval letters over the next 2 to 3 weeks. 8-page booklet.</p> <ul style="list-style-type: none"> • Completing a grant with MCW and UW seeing how case managers can assist members with chronic diseases, etc. nurse call line, case managers, working with primary care home. Was just approved. Watch for more information in the next 6 months. • GAMP working to get workers out in the community. Fewer workers at 12th & Vliet, more out in the community. • Sandra asked that Diane relay to John that there is still concern about GAMP staff being unable to take cash at outstation sites.
COALITION REPORTS (if any)	<ul style="list-style-type: none"> • Family Planning Waiver being kept out of BadgerCare Plus. Waiver Renewal submitted last week. Tanya stated they are optimistic for renewal. May be expanded to include men (STI testing and treatment, contraception – condoms). Increase eligibility to 200% of FPL. Cost savings \$90 million for the state over the course of the program. • Planned Parenthood will do some blitzing in the fall around birth control options for college campuses • HTF – Summer Food Program has begun. MPS, Boys & Girls Clubs, churches. Many sites. Call 2-1-1 for site nearest them. • HTF now leases farm out at the county grounds. Food distributed to pantries. Vouchers given to senior citizens for Farmers Markets. Handed out at Sr Citizen high rises, Senior Citizen Centers, etc. • Masiel raised issue about not knowing she should complete free / reduced application even if she knows her child won't qualify. Title 1 measure for other funding. Schools should be sending reminders to parents to send in. If school can get over 90% return, more schools can get free / reduced breakfast. School Board approved \$1 million...can that be stretched to include more schools. HTF may be able to squeak out a few more schools • 3-year study on outcomes of kids receiving free /reduced breakfasts. Start with 3rd graders follow through 6th. Test scores, health data from school nurses, tardiness, absence, etc. Hope to prove positive outcome of breakfast program. 6,000 3rd graders. • 62 schools this past year had free / reduced breakfast.
Announcements	<ul style="list-style-type: none"> • New Community Advocates staff person Kari Mattson, Health Care Advocate – disability cases, IDAP stuff, MHS referrals.
Next Meeting:	<ul style="list-style-type: none"> • Tuesday, July 24, 2007, 1:30 PM to 3:30 PM, Children's Health System 10321 W Innovation Drive, Suite 120, Room 1C. Call in number for conference phone is 414-266-7614.