

# EPIC

## Tuesday, August 28, 2007

| TOPIC   | DISCUSSION  |
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| <b>Approval of Minutes</b>                        | <ul style="list-style-type: none"> <li>Minutes from the July 24, 2007 meeting were approved with no changes.</li> </ul>   |
| <b>AGENCY REPORTS</b>                             |   |
| <b>Income Maintenance</b><br><b>Paula Roberts</b> | <ul style="list-style-type: none"> <li>Paula has DRAFT of English IVR marketing materials. DRAFT was leaked to public by a W2 agency and the county has received phone calls b/c IVR is not yet live. Paula will email DRAFT to Laura and Sandra to disseminate to EPIC</li> <li>Sandra asked Paula if the state had provided counties with funds to assist clients with obtaining birth certificate from other states. Paula explained that ESD does not have ability to cut checks. They need to work out a policy for pass-off to business office to help with this. However, staff is currently trained to mark “Good Faith Effort” if client asks for this. Paula is has requested a report in order to gauge how many clients are requesting “Good Faith Effort” so she can have a better idea of developing a process.</li> <li>Good News per Paula – the state received approval for Break-in-Service waiver for Food Share. Trying to get state to push start date to Oct 1<sup>st</sup> as opposed to Jan 2008. Implement now – trainers are geared up to train, worried that it will get lost in the shuffle with BC+ if they wait until Jan 1<sup>st</sup>. Staff going through a ton of training right now and will have BC+ training around the holidays. County will use staff people currently in DOC 1 area. This will allow county to do away with DOC 1 as long as it is within 30 days of closure – examples include clients who got information in late or information wasn’t processed on time. Paula is confident this will alleviate DOC 1 workload. Rhonda asked if this would cover late SMRFs and county is waiting for answer from state. No Ops memo has been released yet.</li> <li>Paula reported that there is no word on face-to-face waiver or on state grant. Should hear about grant in September. Coordination btwn state, county, feds, community.</li> <li>Report My Changes (on ACCESS) went live in June. Staff pulls off daily. Averaging 150 to 200 per week. This volume is higher than County anticipated. County responding by beefing up verification area so that they can keep up with the workload. (Information related to “report my changes” is mailed to the county). Mary Moyer later confirmed that ACCESS will provide recipient with the information they need to submit, along with County contact information.</li> <li>Masiel asked about drop box at 9<sup>th</sup> &amp; Mitchell – how often is information picked up? Paula believes daily. She will double check with section manager at 9<sup>th</sup> &amp; Mitchell.</li> <li>Southside office – will insert benefit issuance at southside. If they are a new client and need EBT card or need a replacement card. Machines come in October 1<sup>st</sup>. Data jacks are set-up. If they complete intake at 9<sup>th</sup> &amp; Mitchell then they don’t have to go to 12<sup>th</sup> &amp; Vliet to get EBT card or wait for it in the mail</li> <li>Paula reported an increased request for phone interview / reviews. Tues, Wed, Thurs and next week same days.-they are conducting 4:30 to 6 PM times. Piloting this evening hours appointment; may implement on a regular rotation. Also for intakes off ACCESS. Added 2 additional staff for phone reviews. ACCESS apps</li> </ul> |

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|  | <p>ask you “would you prefer to have a phone interview” which is likely the reason for the increase in requests for phone interview / reviews Also requests being received through appointment line. These are being handled at the southside location. Priority service is being handled at Coggs. Phones and lobby are extremely busy due to Labor Day holiday next week.</p> <ul style="list-style-type: none"> <li>• Paula updated EPIC on the physical changes (switched call and verification center). Lowered cubes so the staff can ask questions, and supervisors can see staff. Paula will arrange for EPIC to meet at 12<sup>th</sup> &amp; Vliet next month so we can see all the changes. Paula will get us a number for state to call in. Paula will have Denise Ellis follow-up with Laura related to room, parking, call-in number. Laura will bring treats. <b>Paula will send Sandra and Laura stats for distribution to EPIC.</b></li> <li>• Hired 3 new supervisors from within. Larry Luckett in Call Center, (26 staff and 2 sups – he and Victoria Joshua). Larry is very customer friendly, customer oriented staff. Jennifer Wickie at Robles. Robert Williams at 2<sup>nd</sup> party review (Debbie Bigler’s area. Monitor food share error rate. Random samples &amp; pull cases)</li> <li>• Verification backlog at 4 days. (due to 2 full days worth of CARES training for entire staff). Implementing overtime to handle this.</li> </ul>   |
| <p><b>DHCF – State Report<br/>Mary Moyer</b></p> | <ul style="list-style-type: none"> <li>• EPIC asked about the tamper-proof Rx requirement. <b>Mary will look for a contact within the state who can answer some of our questions.</b></li> </ul> <p>Review of Youths Exiting Out of Home Care – please see handout / attachment</p> <ul style="list-style-type: none"> <li>• New population to BC+</li> <li>• Verification of health insurance access and coverage – Mary will double check / clarify.</li> <li>• Not subject to any waiting period if youth exits foster care, has a job, then quits or is terminated from job. Not held to 3-month waiting period.</li> <li>• Question about if this population will go into Managed Care. Mary thought that would be the case; push is toward getting 95% of all recipients into managed care. Move away from FFS. <b>She can verify and get back to us.</b></li> <li>• Announcement from Jeff Burkhart – he can work on putting up website, and he will begin mocking up a page in the DHFS website. He has a webpage he’ll use as a template-IMAC (income maintenance advisory committee). <a href="http://dhfs.wisconsin.gov/em/imac/">http://dhfs.wisconsin.gov/em/imac/</a> Then documents can be attached. Mary will get Jeff the previous few months minutes. We will add him to EPIC listserve.</li> <li>• Related to DRA – state found an online resource for ID verification. State heard about this resource from a county who was using it to verify for some job training requirement that a person has applied for driver’s license. It is a driver’s license status check. Easy online tool. Need basic demographic information on a person. Provides information on if that person has a valid driver’s license.</li> <li>• What if license is suspended, revoked, denied etc but ID is verified. Mary will be working with DOT to gather more information. Right now- if the report comes back with suspended, revoked, denied as status, this cannot be used. When more information about this resource is gathered, there will be an updated memo released.</li> <li>• The following information was provided by Mary Moyer following the EPIC meeting, for clarification regarding the online resource for ID verification</li> </ul> |

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|  | <p>A new method to verify identity for MA/BC/FPW is now available. Agencies may use an online validation service available through the Department of Transportation, Division of Motor Vehicles. This tool verifies that an individual has a valid license and therefore has satisfied the identity requirement. It is a tool that is available to the general public and the data is updated daily. On the webpage below, go to "driver's license status check".</p> <p>The next page will ask for some demographic information about the individual in order to retrieve the driver's license information. If the website states the person has a valid or expired driver's license, this is satisfactory verification for identity. Workers should enter <u>MV</u> as the verification code in CWW. It is not necessary for the individual to submit a copy of their license if this verification method is used. It is not necessary for workers to print and file the web page results, nor is it necessary to enter case comments. The appropriate use of the code <u>MV</u> is sufficient documentation. This online service does not contain information on Wisconsin State ID Card holders.</p> <p>A different source of identity proof will be needed if the information returned states that the individual's license is one of the following:</p> <ul style="list-style-type: none"> <li>• Suspended</li> <li>• Revoked</li> <li>• Disqualified</li> <li>• Cancelled</li> <li>• Denied</li> </ul> <p>Incidentally if one of the above statuses appears for an applicant or recipient, you may direct him/her to the "Reinstatement Eligibility" link on the same web page as above. This will provide information on how to get their license reinstated, which then can be used for identity verification.</p> <p>To use this tool, go to the following website:<br/> <a href="http://www.dot.wisconsin.gov/drivers/online.htm">http://www.dot.wisconsin.gov/drivers/online.htm</a></p> |
| <p><b>GAMP Report</b><br/> <b>Diane Gallegos</b></p> | <ul style="list-style-type: none"> <li>• HCPTF proposal (bullets from last month's minutes) / redesign</li> <li>• Diane will look to those of us in the community for input on the document.</li> <li>• January 1<sup>st</sup> is the timeframe – implementing things slowly</li> <li>• Grant from Healthy WI Partnership – going well. Grant is to implement case management nurses for patients with chronic diseases. Hope for this to be the standard of care for everyone, not just those with chronic diseases.</li> <li>• Website is up and provides updates, changes, etc.</li> <li>• Diane does not believe there were any proposed changes to fees – application, Rx, etc.</li> <li>• Diane said that numbers are steady. 8,000 some people.</li> <li>• GAMP had an in-service with area parish nurses. Had MU and UW-M RN students in attendance.</li> <li>• Application turnaround is still 72 hours or less.</li> </ul>   |
| <p><b>COALITION REPORTS</b><br/> <b>(if any)</b></p> | <p>Food Share</p> <ul style="list-style-type: none"> <li>• HTF starting survey – significant number of people losing FoodShare eligibility or benefits terminating. High volume of DOC 1's. HTF looking into obtaining more details.</li> </ul> <p>Health Providers</p> <ul style="list-style-type: none"> <li>• Tracy Wymelenberg reports she is hearing from nursing homes that they are not being paid for patients covered under Presumptive Disability Medicaid. Tracy has talked with numerous people at the state, received some tips related to reimbursement and they claimed this is exactly why the Presumptive Disability was</li> </ul>   |

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|                      | <p>created. Also for patients eligible for Family Care she is seeing difficulty in arranging transportation. Transportation company requiring a 3 day notification. Tracy referred 5 cases last month to Disability Rights WI. Rhonda also referred Tracy to SeniorLaw.</p> <p>Brad Holman has seen same issue with children on FFS.</p> <p>Laura will share the state contact who oversees transportation. -Astra M. Iheukumere, Medicaid Policy Analyst Bureau of Fee-for-Service Health Care Benefits Division of Health Care Financing Department of Health and Family Services (608) 267-9699, iheuka@dhfs.state.wi.us</p> <p>HASSR</p> <ul style="list-style-type: none"> <li>• Masiel distributed flyer and sign-up sheet for Bride's Walk. They have raised \$13,000 in sponsorship so far. We will disseminate flyer to EPIC list serve.</li> </ul> |
| <b>Next Meeting:</b> | <ul style="list-style-type: none"> <li>• Tuesday, September 5, 2007. Meeting location for this month only will be at the Coggs building, 12<sup>th</sup> &amp; Vliet. We will be meeting in Room 200B. Call-in phone number will be confirmed with agenda. Questions – please call Laura Kerecman at (414) 266-2747 or Sandra Szabo at (414) 345-4600.</li> </ul>  |