

**EPIC**  
**February 26, 2008**

TOPIC	DISCUSSION
Approval of Minutes	Minutes were approved.
<b>AGENCY REPORTS</b>	
Income Maintenance - Paula Roberts	<p>January numbers about the same – exception 682 apps on ACCESS. 942 mail-in apps which is up. Fear – as of Monday Feb already received over 1200 ACCESS apps. Separate FAX number for verification of ACCESS application. Hope Adams (Aurora) has linked her ACCESS apps to this, and Paula thanked Hope for doing an outstanding job of submitting all necessary information. <b>Kudos, Hope!</b> ☺</p> <p>MA only – go to verification center.</p> <p>FoodShare need to do an interactive interview (not required that it is face-to-face but it still needs to be done). Not enough slots. Doing overtime evenings and Saturdays.</p> <p>Paula not seeing the documentation coming in ACCESS applications. For the &gt;1200 apps, she has seen 42 cases complete verification. The rest of the cases will pend.</p> <p>Getting a blank access point (who is assisting them with apps – or are they doing them on their own, at home or in library, etc or is community agency not officially registered with an access point</p> <p><b>People not reading instructions on ACCESS that there is 30 day timeframe to process app, and they MUST submit verification. People are submitting duplicates of 4 and 5 apps in a 2-day period. Client registration staff needs to go in and delete all but the first submitted.</b></p> <p>MLK, HCH &amp; Westside will be trained Friday. Seeing a lot of verification going to the number for ongoing cases not for new cases.</p> <p>Paula receiving faxes from CSM that they don't have documentation for applicants, as if this information exempts the applicants from submitting documentation.</p> <p>Decrease in phone volume – 1 million per month to fewer than 400,000. Paula has asked sups in call center to listen-in on calls, see specifically what people are asking. Lots of ?s related to notice of decision and pharmacy. By April 1<sup>st</sup>, when you call 289 6000 child care option will be off the cue and will have its own dedicated number.</p> <p>Consumers may be using med line, other resources b/c they are not getting through or getting answers by calling Milwaukee County. IVR activity increased (8000 or so signed-up for it). People who have signed up and used IVR will continue to go in and use it. 70% of calls to IVR are FS, FS/Medical.</p> <p>New notices are clearer. Consumers are given more options / resources for assistance and members are utilizing it.</p> <p>Rhonda raised point that potentially people understand their notices more thus generating fewer calls.</p> <p>Break in service policy and addendum to break in service policy to make it less restrictive. Milwaukee seeing decrease due to break in service. SMRFs available in lobby.</p> <p>If SMRF was due January 31 have until Feb 29<sup>th</sup> before case closes. FS ends Jan 31 but if SMRF received prior to Feb 29<sup>th</sup> it is prorated to date SMRF received.</p> <p>Intake center vs recertification center. By April 1<sup>st</sup>. Modernization and face-to-face waiver going into effect, Milwaukee</p>

	<p>County needed to change service model. Spent months coming up with strategy. 99,706 cases – only 18000 are child care. Those are the only cases that need face-to-face, vs phone or mail-in. Adjusting staff hours, who works in Robles vs Coggs 2<sup>nd</sup> floor intake &amp; reviews. One site is intake and one site is recertification added 1800 appointments per month. Staff is staggered due to hours they are open. Can reschedule almost 200 appointments per day for people who need to reschedule. Still do intake at both sites. Register at Coggs but appointment will be Robles or on phone. Coggs will be review center. Robles will be intake center. PDs and staff processing PD will be at Robles. There will be a media campaign and notice to community before changes take place.</p> <p>Going to check-in system that will hopefully reduce calls re: verification and people claiming to have been in building for 8 hours and haven't been seen. System clocks you in from time you get ticket, time you begin getting served and time it took worker to process your information. Looking at software package which allows someone who has dropped off verification, check which documents are dropped off. Possible for consumer or advocate to view what was dropped off. Looking at technology to help them with crisis they are facing. Ability to see what was dropped off on what day. Mid to late April this may be implemented.</p> <p>5 day backlog right now in verification. Overtime project now to handle. If people don't submit verification as follow-up to ACCESS app, they go to verification unit so that causes backlog there.</p> <p>New unit. Program integrity and fraud unit. Only 4 places a QA tech can work. Openings came at new unit and everyone applied. Class starting hopefully by April – 23 people. Hoping to use those to fill vacancies. 6 or 7 vacancies in call center, which will be priority.</p> <p>County-wide employee issue / challenge – 1/3 of staff off at any given time. This is not specific to Economic Support staff, this is true for all county employees.</p> <p>Will have an on-call supervisor who will trouble-shoot. Will be a tough position to fill....</p> <p>Possibly have ESD staff at check-in to assist people with figuring out where they need to go.</p> <p>Scanning inbox – if they can get that done, that will alleviate a lot of work, duplication, etc. Every piece of paper that comes into agency won't be copied, it will be scanned. They will see the document that was submitted and be able to verify if it is the correct document- paycheck stub was submitted but it was 6 months old, we need an updated paycheck stub. Faxes won't be received as paper; they will go to the electronic inbox. State is working on the inbox. Milwaukee County looking at enhancements due to their volume. Milwaukee goal is April 1<sup>st</sup> if not sooner.</p>
<p><b>DHFS – State Report - Mary Moyer</b></p>	<p>FAQs from the BC+ website  5 Top Categories  Childless adults highest number of inquiries  Covered services – particularly dental  Am I Eligible? Generic questions – people directed to appropriate place  Insurance access and coverage  Need to contact local agency and don't know where / how to access</p> <p>Apparent that people have seen or heard something about BC+ and are looking for more detail.</p>

	<p>The Department is receiving valuable feedback on marketing and outreach efforts, how it is doing, where improvement is needed. Notices, communications, enrollment &amp; benefit brochure can be tweaked.</p> <p>Volume heavy first 2 weeks, beginning to drop</p> <p>Rhonda question about Badger Rx Gold – generally what is this...members getting card, asking questions. Mary looking into more information from the pharmacy division of DHFS.</p> <p>Sandra S question BC+ question. How will EDS show co-pay – who pays, etc. Automated voice response system indicates Benchmark or Standard, and co-pay or no co-pay.</p> <p>Frank question on newborns born in January and coverage was termed end of January. Frank has been sending those to Milwaukee County CS unit.</p> <p>Paula asked How many people fell off due to conversion? Mary can look into specific number. Number added, number dropped and why to both. Seeing unusual cases, not sure why. Clinics or hospitals calling with questions and concern. Mom has coverage, child termed 1/31/08, FoodShare remains open.</p> <p>Increase in phone calls re: notices of decision. Ask a rent question on FoodShare side not on MA side. Creating some confusion</p> <p>Paula needs a CAPO report. States intake for Milwaukee Health Dept &amp; 16<sup>th</sup> St. Milw seeing increase in applications on ACCESS. Also seeing increase from Milwaukee Health Dept. which should be going to CAPO. State has received 60-some apps, verified 20-some. Clarify what Milwaukee County should be seeing vs what State should be seeing. Paula receiving documentation from Milwaukee Health Dept related to ACCESS. Health Dept telling Paula that the state is not processing certain types of application – Paula needs to know what “types” the state.</p> <p>Paula seeing lots of phone calls from members where pharmacy telling them they have no coverage. These people are Benchmark and have coverage. Members and pharmacies need notification and education about Benchmark only covering generics and the Badger Gold Rx card – what it covers, what is the copay.</p>
<p><b>GAMP Report</b></p>	<p>GAMP Update</p> <p>Good things</p> <p>3 outstations. Coggs 82<sup>nd</sup> Silver Spring, MLK 3<sup>rd</sup> &amp; Clark, SSHD 23<sup>rd</sup> &amp; Mitchell 1639. MLK high volume in AMs-temporary 2<sup>nd</sup> worker in the AMs. Coggs has been slower so direct people there. MLK opens 7:30 AM the others 8 AM. Last person taken at 3 PM.</p> <p>Pharmacies include Laabs, Walgreens, Serv-U, Aurora. Info on website. Have a staff person to keep website up-to-date. Please email Diane if you see something wrong, needing updates. <a href="http://www.milwaukee.gov/GAMP">www.milwaukee.gov/GAMP</a></p> <p>Confirmed fee is \$50 now. Hospital copay is \$20. Rx is \$3 and \$5.</p> <p>Lubsey, Coggs, Hillside are open MLK closed to new patients. This update is new as of this afternoon.</p>

<b>COALITION REPORTS (if any)</b>	No reports presented at this meeting
<b>ON-GOING ISSUES AND ACTION</b>	<p>Discussion of Survey Results. Hard copy available from Laura (not able to email document, sorry).</p> <p>What is Audra's area, Jeff Burkhart's area – what is their strategy for the rest of the year? Mini-grants were a large push early on, where are we now? Can we get a sense of big picture?</p> <p>Once more outstations are set-up as CAPO sites, how will this option result in choices made by consumers as far as where they go for service. This will be interesting to watch.</p> <p>Spring state will target to put FAQ section with answers to FAQ on BC+ website.</p> <p>Can EPIC address FPW – it has been renewed but unknown how the state will implement those changes. Program has unique carve-out; state may have interest in making it more uniform in line with BC+. There is a conference call on March 6<sup>th</sup>. Lots of unanswered questions. May be Express Enrollment for FPW. Susan to give update at next meeting.</p> <p>Jon Peacock with a question related to Pharmacy for those over 200% FPL BC+ advisory committee – exceptions where people could show they need brand name drugs...can the department give an update at the next meeting. How and when will this be an option? What if drug doesn't have a generic? Plan B does not have a generic. Mary will have someone from the Pharmacy division available to present and answer questions at the next meeting.</p>
<b>Next Meeting:</b>	Tuesday, March 25, 2008 from 1:00 to 3:00 PM.