

Income Maintenance Advisory Committee
Department of Health and Family Services
Division of Health Care Financing
September 15, 2005
Minutes

County Attendees: **Jackie Bennett**, Racine Co.; **Lynn Brenner**, Calumet Co.; **Sheila Drays**, Dodge Co.; **Joanne Faber**, Washington Co.; **Tim Gessler**, Winnebago Co.; **Liz Green**, Dane Co.; **Jane Huebsch**, Marathon Co.; **Ed Kamin**, Kenosha Co.; **Doreen Lang**, Wood Co.; **Bob Macaux**, Florence Co.; **Chris Machamer**, Waupaca Co.; **Mike Poma**, Milwaukee Co.; **Amy Roland**, Outagamie Co.; **Cindy Sutton**, Rock Co.

State Attendees: **Barb Apel**, DHFS/OSF; **Jeff Brikowski**, DHFS/BEM; **Bernadette Connolly**, DHFS/BEM; **Curtis Cunningham**, DHFS/BFS; **Thersa Fosbinder**, DHFS/BEM; **Lisa Hanson**, DHFS/BEM; **Vicki Jessup**, DHFS/BEM; **Jim Jones**, DHFS/BEM; **Gerry Meyhew**, DWD; **Cheryl McIlquham**, DHFS; **Mike McKenzie**, DHFS/BEM; **Amy Mendel-Clemens**, DHFS/BEM; **Robert Plakus**, DWD; **Jodi Ross**, DHFS/BEM; **Evie Ryan**, DHFS/BEM; **Joanne Simpson**, DHFS/BEM; **Rick Zynda**, DHFS/BEM

Administrative Items

- June minutes were approved. August minutes will be approved at the October meeting.
- Cheryl McIlquham announced Jim Jones as the new state Co-Chair.

Katrina Evacuees

Cheryl McIlquham is the DHCF lead in the Department's work with Hurricane Katrina evacuees who have relocated to Wisconsin. Two planes came into Milwaukee with evacuees, where a reception was held with county staff and Red Cross workers.

There are now over 1,000 households registered with FEMA in Wisconsin. The DHCF goal is to get everyone registered with FEMA and determine who among the evacuees is eligible for FoodShare and Medicaid benefits. APHSA has a very informative website with different program summaries. Cheryl distributed copies, see attached, of the FEMA press release and Wisconsin contact information for evacuees looking for assistance.

Dane County had about 10 evacuee applicants, most of whom are single adults, and many had relatives in the area.

There is a CARES indicator for Katrina evacuees that agencies should be using. DHFS released several Operations and Administrators Memos on how to handle Katrina reporting. There is also an Administrators Memo describing how to track administrative costs associated with the Hurricane Katrina evacuees. DHFS and DWD have already instructed our Random Moment Sampling (RMS) local agency contacts to track time spent on Katrina evacuees through RMS. As of September 15, 2005, the federal agencies responsible for IM programs have not indicated if states will get any additional federal funding for administrative or benefit costs.

Sub-Committee Updates

Workload and Financing

This sub-committee has been working on the CY 06 IM contract language. WHCSA has seen and approved the changes to the contract language.

One of the major changes is the addition of two Performance Standards. The first performance standard is timely case processing, which requires IM agencies to ensure that at least 95% of all Medicaid and FoodShare applications are processed within state standards. The second performance standard requires IM agencies to complete all Medicaid and FoodShare Second Party Reviews. More information on these performance standards will be issued via an Administrators Memo.

Some other changes made to the contract language include:

- Agencies will be required to use a standard customer service feedback form and send copies of those feedback forms to the state on a quarterly basis. The form will be developed by DHFS and the form and process will be started on a pilot basis in February 2006. After the pilot is completed and any adjustments are made, the form and process will be implemented statewide.
- IM workers are required to have read and understand policies and processes in newly issued Operations Memos by the effective date indicated on the memo.
- Errors in benefits and overpayments found by the Department during Medicaid and FoodShare quality control reviews are required to be corrected or have claims established within 30 days of notification. After 30 days Liquidated Damages of \$250 will be assessed for each case that remains in error. An additional \$250 will be assessed for each month that the corrective action has not been taken or if the Department is required to step in and take that action instead of the IM agency.

Program Coordination

The Program Coordination Subcommittee will reconvene in September after a three-month hiatus. The group will be given program updates from FoodShare, Medicaid, Child Care and Wisconsin Works, as well as, an update and request for feedback on the ACCESS Check My Benefits and Apply for Benefits tools.

Big 10 Conference

Lisa Hanson asked for feedback on the Big 10 Conference. Agencies can send feedback to the website listed on the attached handout.

CWW/ECF Update

All of the pilot counties are now 100% transitioned to the CWW. The agencies in the western region of the state, with the exception of one, have completed the mandatory transition to the CWW. The northern agencies of the state will have their cases mandatorily transitioned on September 23. The eastern region of the state began using the CWW on September 6. Milwaukee and the southeastern region began the training phase September 6 and will 'go live' on October 3rd. Once all the agencies have transitioned their cases to the CWW, the state will implement additional changes to the CWW.

Those changes, dubbed CWW 1.4, include changes to the absent parent page, webification of the Application Entry Query screens, the Asset Assessment and several fixes and updates that have been suggested by local IM agency staff. Additional material on several troublesome areas, including the earnings page, will be added to the Process Help at the same time. One of the big stumbling blocks to an easy transition from using the mainframe screens to the CWW pages has been the IT infrastructure of local IM agencies. PCs without enough memory or processing speed, prioritization of bandwidth and LAN/WAN configuration have all become issues in several agencies during the transition. Jim Jones reminded agencies that the IT standards are on the CWW website, and agencies should be sure they have the necessary equipment.

CWW Training Update: Theresa Fosbinder asked that agencies have workers send CWW training feedback to the web site.

ECF Update: The Milwaukee County change center has begun to scan cases into the ECF.

Child Support Pass-through

Michael McKenzie, DHFS, provided an overview of the change in child support passthrough policy and process, since it will have an impact on FoodShare and Medicaid eligibility and case processing. For more information, see attached handout.

Payment Accuracy Update

Mike McKenzie also provided an overview on the current FoodShare payment accuracy error rate (see attachments). Vicki Jessup went over the attached draft Second Party Review Proposal.



FEMA

September 13, 2005

Contact: FEMA Public Affairs

(202) 646-4600 Release No.: 05-250

FEMA Successfully Concludes Flight Evacuations, Thanks Governors for Support

WASHINGTON, D.C. — In the 10 days following Hurricane Katrina, the Department of Homeland Security's Federal Emergency Management Agency (FEMA), working closely with the Departments of Defense and Transportation as well as commercial airlines and many others, evacuated 25,590 people in 85 chartered flights to 21 host states. In addition to the 21 host states, more than half of the nation's governors offered to host evacuees. Acting Under Secretary for Homeland Security and FEMA Director R. David Paulison today expressed his gratitude to the nation's governors for their generous response in volunteering to welcome evacuees to their states.

"We appreciate the overwhelming outpouring from our nation's governors who have welcomed those who have lost so much," Paulison said. It has been truly representative of the American spirit, and we appreciate the efforts of those states who prepared further sheltering options had they been needed. We look forward to this continued working partnership as we work to move people into interim housing opportunities as quickly as possible."

The program of scheduled airlift evacuations was successfully concluded Sunday, September 11, when it was determined that the majority of people remaining in New Orleans had been evacuated and air transportation was no longer required. Those still requiring evacuation will be moved by ground transportation or arranged airlift to operating shelters in Louisiana or host states nearby.

With the coordinated airlift by Department of Defense, Department of Transportation, U.S. Coast Guard, commercial airlines and many other partners complete, additional sheltering capacity in several states will not be needed. In addition, shelter populations continue to drop as evacuees move to transitional or temporary housing. In many cases, those who have been displaced from their homes are opting to stay with loved ones, or remain in shelters closest to home.

States that received emergency declarations receive 100 percent reimbursement for eligible costs incurred while housing or preparing to house evacuees. States with emergency declarations to date include: Alabama, Arizona, Arkansas, Colorado, Florida, Georgia, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Michigan, Mississippi, Missouri, New Mexico, North Carolina, Oklahoma, Oregon, Pennsylvania, South Carolina, South Dakota, Tennessee, Texas, Utah, Virginia, Washington and West Virginia, plus the District of Columbia.

Press Release

Assistance to Hurricane Evacuees

Hurricane evacuees should contact the following groups for disaster assistance:

- ❖ The Wisconsin Hurricane Relief Center at 1-866-211-3380. The center is referring evacuees to appropriate state and local resources.
- ❖ Evacuees should register with FEMA at 1-800-621-FEMA (3362) or for the hearing/speech impaired at TTY: 1-800-462-7585. They may be eligible for federal disaster relief programs which include disaster housing and other grants. Registration is also available online on the FEMA website at www.fema.gov.
- ❖ Evacuees are advised to contact the local American Red Cross chapter and the local public health departments to determine what state/local resources are available.
- ❖ Wisconsin Emergency Management has listed links to various programs and departments on the WEM website at <http://emergencymanagement.wi.gov>.



The BIG TEN Conference was held in Chicago, IL, August 10-12, 2005. There were approximately 425 attendees. Wisconsin was able to send 45 people through either state exchange funding or reinvestment money.

- 12 state staff
- 33 local agency staff.

The Midwest Region has ranked 1st in the nation for participation rate for 2000, 2001, **and** 2002. Most recent information available is for 2002 with a national average of 54% and the Midwest Region was 60%. The latest available participation rates for 2003 are:

- Indiana 79.9%
- Michigan 74.4%
- Ohio 71.9%
- Minnesota 64.1%
- Illinois 61.5%
- Wisconsin 58.6%

FFY 2004 Payment Accuracy Rates

- Illinois 5.61%
- Indiana 5.84%
- Wisconsin 6.65%
- Minnesota 6.94%
- Michigan 7.19%
- Ohio 8.43%

Timeliness Processing

- Wisconsin 91.96%
- Minnesota 90.12%
- Illinois 86.64%
- Ohio 83%
- Indiana 79.44%
- Michigan 70.95%

Conference evaluations indicate that 100% of the conference attendees thought the overall conference was very good to excellent. 74% ranked it as excellent and 26% ranked it as very good.

PENDING CHILD SUPPORT PASS-THROUGH CHANGES

Currently, TANF recipients receive full pass through of their child support due to a waiver granted to the Department of Workforce Development (DWD). DWD has been notified by the federal Office of Child Support Enforcement that this waiver will expire at the end of this year.

So beginning January 1, 2006, DWD has a plan to phase-out of the federal share of support passed through to families -- 75% of the federal share will be passed through to families from January to March 2006; 50% from April to June 2006; and 25% from July to September 2006. Beginning in October 2006, only the state share (42.35% of CS collected) will be passed through to families. This phase-out should mitigate the impact of retaining the federal share of support on W-2 and CTS families. TANF cases not receiving a cash payment will also be affected by this change. It is estimated that just over 11,000 cases could be affected.

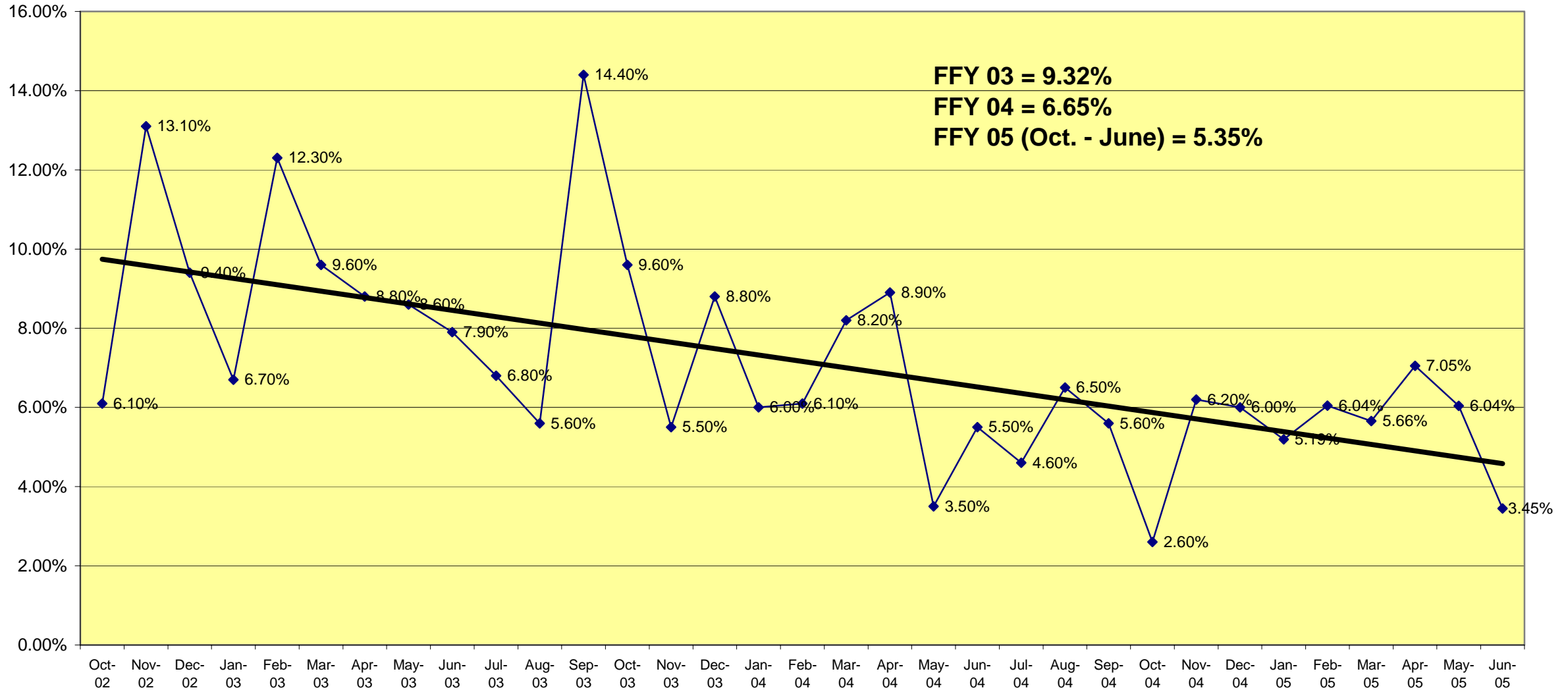
With a solid date for the pass through changes, DWD will be able to update the due dates in their public awareness plans. The public awareness plan includes sharing information about these changes with W-2 agencies, the Department of Health and Family Services (DHFS) and other partners who deal with W-2 and CTS families.

DWD has been working on KIDS system changes to retain the federal share and pass-through the state share of each child support collection in current and former W-2 cases as well as CTS cases. In addition, KIDS will calculate and issue life-of-case payments when support collections exceed total W-2 and CTS benefits paid. The KIDS design for the pass-through changes will be able to accommodate the quarterly change in the percentage of support passed through to families.

This change does **not** impact CTS implementation in KIDS. DWD still plans to process CTS referrals and daily CARES grant amounts beginning October 2, 2005.

Keep in mind that TANF re-authorization may still permit Wisconsin to continue full pass through beyond December 2005. If TANF is re-authorized prior to January 1, 2006, with this provision, the phase-out will not be implemented.

FoodShare Rolling Error Rate FFY 03, 04, 05 (October - June)



Local Agency Second Party Review Proposal

In prior years, the state determined that an equivalent of two FoodShare case reviews per worker per month would provide a sufficient number of second party reviews to accomplish our error reduction goals. The proposed addition of two Medicaid-only case reviews per worker per month provides DHFS with a chance to re-examine this practice and gather input from local IM agency staff and managers. A work group has been asked to develop project goals and make recommendations for second party review requirements. The work group discussed the current FoodShare Second Party Review process with the IMAC Quality Assurance Subcommittee and sought their input on ways to most effectively implement the Medicaid second party review process.

Project Goals

1. Increased payment accuracy in IM programs.

It is important to sustain gains made in FoodShare payment accuracy, while incorporating reviews of Medicaid-only cases into the second party review process.

2. Provide agencies with a fixed number of FoodShare and Medicaid cases to be reviewed.

Associating the number of required reviews to “workers” was problematic because the number of workers frequently changes due to retirements, FMLA, etc. It has also been difficult to define “caseload” because of differences in the ways agencies structure their work (specialization, reduced caseloads for supervisors and lead workers, etc.).

3. Develop an effective and efficient process that balances local agency workload with program integrity goals.

Recommendations:

1. Require each agency to conduct second party reviews for 1% of their Food Share and Medicaid caseload. One percent is roughly equivalent to three cases per worker per month.
2. Of the 1% of required second party reviews, 2/3 of the reviews will be for combined Food Share/Medicaid cases and 1/3 of the reviews will be for Medicaid-only cases. In other words, agencies will be required to conduct second party reviews for .333% of their Medicaid only cases, and .666% of their combined Food Share/Medicaid cases.
3. The sampling parameters for FoodShare/Medicaid reviews will not change- the focus will remain on applications and reviews, for cases with household size greater than 2 and allotment amounts of at least \$100.
4. “Medicaid-only” cases will be limited to full benefit cases and the sample will be structured so that it is roughly equivalent to the percentage of case types in the entire Medicaid caseload.
5. DHFS will develop a comprehensive tool in the Income Maintenance Quality Assurance (IMQA) system which can be used to record findings for both FoodShare/Medicaid and Medicaid-only second party reviews.

Local Agency Second Party Review Proposal

EXAMPLE - Brown County Second Party Review Requirements

Current Requirement:

Number of IM workers	Monthly number of required FoodShare Second Party Reviews (2 per worker per month)	Monthly number of required Second Party Reviews (2 per worker per month for both Food Share and Medicaid)	Actual number of reviews completed in FFY 2004	Actual number of reviews completed in FFY 2005 (to date)
34	68	136	810	624

Under the recommended proposal:

Medicaid only cases	FoodShare/Medicaid cases	1% of caseload	.333% Medicaid only	.666% FoodShare/Medicaid
6915	4791	117	39	78

Subprogram/Case Type	Approximate percentage of Medicaid only caseload	Number of required reviews
Badger Care	15%	6
AFDC and AFDC-Related	24%	9
EBD (MAPP, SSI-Related, Special status, etc.)	10%	4
Healthy Start	34%	13
Institutional	10%	4
Community Waivers	7%	3
Total	100%	39