

MINUTES

August 17, 2006 Meeting Income Maintenance Advisory Committee Division of Health Care Financing Department of Health and Family Services

County Attendees: Jackie Bennett, Racine Co.; Joanne Faber, Washington Co.; Liz Green, Dane Co.; Tim Gessler, Winnebago Co.; Jane Huebsch, Marathon Co.; Ed Kamin, Kenosha Co.; Bob Macaux, Florence Co.; Chris Machamer, Waupaca Co.; John Rathman, Outagamie Co.; Amy Roland, Outagamie Co.; Shirley Ross, LaCrosse Co.; Sue Schmitz, Waukesha Co.;

State Attendees: Barb Apel, DHFS/OSF; Chloe Bodine, DHFS/BEM; Mary Claridge, DHFS, BFS; Bernadette Connolly, DHFS/BEM; Theresa Fosbinder, DHFS/BEM; Melissa Henderson, DHFS/BEM; Vicki Jessup, DHFS/BEM; Jim Jones, DHFS/BEM; Pam Lohaus, DHFS/OSF; Bob Martin, DHFS/BEM; Scott Riedasch, DHFS/BEM; Jodi Ross, DHFS/BEM

Administrative Items

- April, May and June minutes were approved.
- Jim Jones announced that Eden Schafer has been hired as the new Program Management Section Chief in the Bureau of Eligibility Management (BEM)

Family Care Expansion and IM Funding

DHFS is aware of the workload increase associated with the roll out of the Long Term Care expansion. Discussions on how to minimize the increases are in the works. DHFS is currently calculating the IM workload and cost associated with the Family Care expansion.

Agencies asked that pilot counties be added to the workgroups to help identify additional workload increases. Agencies would also like to see numbers on caseload increases and changes in the pilot counties.

Citizenship and Identity Documentation

DHFS is currently analyzing the cost of the increased workload to determine if additional funds should be included in its 2007-2009 Biennial Budget Proposal. Local agency representatives shared their concerns about the policies. These concerns included:

- Auto-population of SSI clients.
- "SC" code being worker enterable.
- "FS" code.
- Affidavit for children under 16.
- Reimbursement for ID and Birth Certificate costs.

DHFS will discuss the outstanding issues and address them in the next Operations Memo.

Rolling out the Electronic Case File

DHFS is asking that all open and active cases be scanned and running on ECF no later than June 30, 2008. A DHCF Administrator's Memorandum will be published on this topic in the near future. DHFS provided a high-level report on the status of the roll-out and the volume of case files and documents being scanned. More information can be found at: <http://dhfs.wisconsin.gov/em/ecf/ecf-data.htm>.

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Liquidated Damages - Requested Files and Incomplete Files

Between January 1, 2006 and June 30, 2006, there have been 82 instances where records requested from local agencies by DHFS were either never sent to DHFS, were sent with a skeletal case file, or were incomplete. There have also been three instances where agencies have not corrected cases or have not entered an overpayment claim record in CARES within 30 days of being directed to do so by DHFS. The Calendar Year 2006 Contract and DHCF Administrator's Memo 06-01 (published on February 13, 2006 at <http://dhfs.wisconsin.gov/em/adminmemos/2006/pdf/06-01.pdf>) included provisions for liquidated damages in these circumstances. The majority of these liquidated damages would be assessed for Milwaukee County (49 missing files, 28 incomplete files, 2 failure to act), but there are six other agencies that have one type of liquidated damage for this time period. In total, liquidated damages would be assessed for seven agencies in the amount of more than \$20,000.

Local agencies were concerned that they would be held responsible for having a signed Combined Application Form (CAF) in each file as well as all verification materials. Representatives of local agencies clearly felt that they were already required to determine eligibility correctly.

In response to their concerns, DHFS agreed to assess liquidated damages for the time period January 1, 2006 through September 30, 2006 for:

1. Case files that were not made available to DHFS within ten business days; and
2. Case files that were submitted with only a printed, unsigned CARES CAF; and
3. Cases where the agency failed to comply with requests for case specific corrective action and/or overpayment claims establishment.

This will result in a nearly 50% reduction in the overall liquidated damages assessed for this time period.

Liquidated damages will be assessed for failure to comply with DHFS requests for case specific corrective action as outlined in Administrator's Memorandum 06-01. After October 1, 2006, the following policy will be implemented by DHFS for assessment of liquidated damages for failure to comply with records requests:

- 1) Assess liquidated damages of \$250 for each case where a file was requested and the case file was not provided to DHFS (as a paper record or as a scanned record in ECF) within ten business days or when a case file is submitted with only a printed, unsigned CAF.
- 2) Assess liquidated damages when a case file does not contain a required signed CAF signature page or required verification after the agency has been given 30 calendar days to provide this information to DHFS.

DHFS will make modifications to CARES to support the requirement that all applications be signed by the applicant (or authorized representative) and that FoodShare reviews are signed by the applicant (or authorized representative). These policy changes will be incorporated into a future DHCF Administrator's Memorandum.

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Update on BadgerCare Plus & Notice Reengineering

The BadgerCare Plus Advisors and Steering Committees have been meeting to draft an outline of the new program requirements. DHFS will continue to update IMAC members as the project progresses through the state review, federal review and biennial budget processes.

Brief Sub-Committee Updates

Information Technology Sub-committee:

The sub-committee has been concentrating mainly on the ACCESS release of Report My Changes scheduled for 9/5. There are also workgroups meeting to discuss CARES system changes and a project called notice redesign which will include minor short-term fixes in late November and a full redesign, of the look, feel and content of CARES notices, making them similar to ACCESS.

Training & Technical Assistance Sub-committee:

The IM training team has been working on a new benefit recovery refresher training, which will be available in the fall. There were some technical issues with the Self-employment training distance learning materials so they were taken offline until revision.

Agencies will also notice some changes to the Learning Center. In October we will be splitting the Learning Center "front door" so there is one for IM and one for DWD. You will be able to maneuver between both areas. This change is occurring to allow more independence and flexibility in features offered - this way if DHFS wants to implement a feature that DWD does not (or vice versa), we will be able to do so. The Training Center has been working on a benefit recovery refresher training course, which will be released soon.

Quality Assurance Sub-committee:

[View QA sub-committee update.](#)