

MINUTES
January 18, 2007 Meeting
Income Maintenance Advisory Committee
Division of Health Care Financing
Department of Health and Family Services

County Attendees

Jackie Bennett, Racine Co.; **Lynn Brenner**, Calumet Co. (by phone); **Jenni Dalton**, Marathon Co.; **Sheila Drays**, Dodge Co.; **Joanne Faber**, Washington Co.; **Tim Gessler**, Winnebago Co.; **Liz Green**, Dane Co.; **Jane Huebsch**, Marathon Co.; **Kara Jenkins**, Jackson Co.; **Ed Kamin**, Kenosha Co.; **Doreen Lang**, Wood Co.; **Chelley Lee**, Waupaca Co.; **Bob Macaux**, Florence Co.; **Chris Machamer**, Waupaca Co.; **Liz Mahloch**, Sheboygan Co.; **Susan Moeser**, Milwaukee Co.; **Lori Mueller**, LaCrosse Co.; **Luann Page**, Waukesha Co.; **Jan Place**, Polk Co.; **John Rathman**, Outagamie Co.; **Amy Roland**, Outagamie Co.; **Sue Schweichert**, Washburn Co. (by phone); **Cindy Sutton**, Rock Co. (by phone)

State Attendees

Barb Apel, DHFS/NERO; **Sara Edmonds**, DHFS/BEM; **Theresa Fosbinder**, DHFS/BEM; **John Haine**, DHFS/BEM; **Carol Hazlewood**, CCDET; **Dave Hippler**, DHFS/BEM; **Vicki Jessup**, DHFS/BEM; **Jim Jones**, DHFS/BEM; **Bob Martin**, DHFS/BEM; **Mike McKenzie**, DHFS/BEM; **Amy Mendel-Clemens**, DHFS/BEM; **Julie Milleson**, DHFS/BEM; **Kirstin Nelson**, DHFS/OSF; **Bob Plakus**, DHFS/DWD; **Jodi Ross**, DHFS/BEM; **Eden Schafer**, DHFS/BEM; **Joanne Simpson**, DHFS/BEM

I. Administrative Items

- The November 2006 minutes will be out for review soon
- Announcement that Kevin Hayden is the new Secretary of the Department of Health and Family Services, replacing Helene Nelson
- Sharing reports with local agencies:
 - FS Management Evaluation Review report-the Workload and Finance Subcommittee should review the report and decide how to distribute.
 - Customer Satisfaction Survey-referred to the Quality Assurance Subcommittee for next steps.

II. IMAC Membership List and Process (Joanne Simpson, presenter)

- IMAC membership list, by region, distributed to group (attached)
- Membership list will be sent to WCHSA
- Local agency co-chairs, Ed Kamin (local agency vice chair: John Rathman)
- State chairs, Jim Jones (state vice chair: Joanne Simpson)
- Membership process reviewed (attached)
- WCHSA should attempt to have at least one agency from each of the five regions represented
- One tribal agency, one representative from Milwaukee and one representative from WSSA should be part of IMAC
- Only local agencies can vote on recommendations

- IMAC voted to approve new members and process

III. **Citizenship and Identity** (Vicki Jessup, presenter)

- Documentation of identity is the main issue with respect to denials and terminations
- 69% of all denials and terminations from August – December are due to a lack of identity verification (attachment)
- More than 4,000 individuals under 16 are denied or terminated due to a lack of verification
- Per Liz Green, many of these cases may be closing, then complying with the documentation requirement and re-opening
- Recommendations for easing the impact of the new requirement (attachment)
 - One-page web address to provide comprehensive information about Citizenship and Identity (attachment)
 - Survey underway to define issues/problems with current policy from people denied
 - Letter explaining policy is automatically generated to customers who are scheduled for a review. Plans underway to have a worker generated letter for applicants
 - New data exchange with the Department of Transportation will substantiate identity for recipients that have a driver's license.
 - The Department is working on reimbursement criteria for documentation of citizenship
- Targeted review findings (attachment)
 - 300 cases reviewed to determine if the codes in CARES that were used to see if documentation was required were supported by documents in the case file or elsewhere.
 - In 91% of the reviews, the Wisconsin birth query was replicated to document citizenship
 - In 100% the Medicaid birth claim was documented in MMIS
 - Driver's license copy for identity in record 60% of time
 - Other means for identity used in 4% of cases
 - 35% of cases had not yet documented identity
 - A copy of the birth certificate in 45% of cases to document citizenship
 - Other means used in 35% of cases to document citizenship
 - 20% of cases had not yet documented citizenship
 - A certificate of citizenship or naturalization was present in 6%
 - Other means used in 40% of cases to document citizenship
 - 55% of cases had not yet documented citizenship
- IM Funding for State Fiscal Year 2007 – The Joint Finance Committee has approved the distribution of \$1.8 million to local IM agencies for additional work associated with documenting citizenship and identity
- CMS has indicated that documentation must be in the file to consider the case as having appropriate verification

IV. **BadgerCare Plus** (Jim Jones, presenter)

- The main goals for BadgerCare Plus (BC+) are health care coverage expansion and program simplification (attachment)
- All other Medicaid programs, including EBD Medicaid remain the same.
- The BadgerCare Employer Verification process will only be used to substantiate health care coverage and will no longer be a condition of client eligibility. The state will handle this function centrally.
- Ed Kamin mentioned that the premium process is complicated and therefore a workload issue. Jim responded that the policies are the same, but that the process has not yet been fully defined.

- Joanne Faber asked about asset transfer changes, Jim mentioned that this item is in the Governor's Budget Request for 2007-2009, but is expected to be enacted and is likely to be implemented this fall.

- Bob Macaux asked about funding for Family Care expansion, Jim responded that the work load savings from BC+ are expected to fund the increased IM workload associated with the expansion
- Some IMAC members stated that because the caseload will increase, workload will increase
- The Family Planning Waiver will remain a separate and distinct program.

V. Sub-committee reports

- **Information Technology Subcommittee** (Bob Martin, presenter)
 - Electronic Case File (ECF) implementation (6 agencies not yet on ECF), Citizenship and Identity documents should go in the ID folder, implementation report out soon, Jackie Bennett mentioned that the ID folder was linked to the case and not the individual
 - The outage problems with CARES appears to be a 'server' problem that DOA and IBM are still working on. It is not associated with the CARES software, but with the hardware that CARES runs on.
 - DHCF is supported the development of an Interactive Voice Response (IVR) system in Milwaukee that uses the information available on the ACCESS Check My Benefits database. It is scheduled for release in Milwaukee in May 2007.

VI. IRS/PARIS Update (Sara Edmonds, presenter)

- Refer to Ops. Memo 06-52 for processes related to this project, in particular income budgeting, VA income and home bound allowances
- More than 52,000 PARIS matches done in a year
- Payment accuracy initiative, but done centrally to avoid additional workload burden on local agencies.
- A special Medicaid Eligibility Quality Control project is calculating the percentage of client vs. agency error
- The most significant benefit comes from future savings associated with correcting the case over the cert period

VII. IM New Worker Training (Theresa Fosbinder, presenter)

- Presented a summary of the New Worker training model which separates DHFS and DWD training
- Ed Kamin stated that most agencies do both IM and W-2 work and now the training new staff is more time consuming and complicated
- Data shows that only 25% of agencies do both, most workers and agencies have separate functions
- Ed expressed his concern that the DWD and DHFS programs are going in different directions
- No plans from DHFS to have competency testing before new worker can be started
- Carol Hazelwood mentioned that a new worker module will start soon and that IM training would be first, followed by W2
- CARES Worker Web refresher out soon

VIII. Payment Accuracy (John Haine, presenter)

- FoodShare data through August by agency and state (attachments)
- FoodShare rate above national average but below federal tolerance so no sanction for FY '06
- Active rate driver this year is Milwaukee, over 8%, Balance of State reduced at 4.5%
- National data also has Wisconsin negative rate at 9.3%, higher than national average, corrective action needed
- Medicaid case and payment error data shared with cases reviewed as of December 31st
- PERM process will continue in 2007 to obtain at least 20 cases per agency
- Federally required PERM to start in October 2008
- Current MA payment rate is 6.6%, above federal tolerance of 3%