

## MINUTES

July 19, 2007

**Income Maintenance Advisory Committee  
Division of Health Care Financing  
Department of Health and Family Services**

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### County Attendees:

**Julie Arendsee**, Sauk County (by phone)  
**Sheila Drays**, Dodge County (by phone)  
**Joanne Faber**, Washington County (by phone)  
**Cece Fishnick**, Grant County (by phone)  
**Tim Gessler**, Winnebago County  
**Liz Green**, Dane County  
**Linda Halvorson**, Dunn County  
**Barb Hernsman**, Crawford County (by phone)  
**Jane Huebsch**, Marathon County (by phone)  
**Ed Kamin**, Kenosha County  
**Doreen Lang**, Wood County

**Chris Machamer**, Waupaca County (by phone)  
**Liz Mahloch**, Sheboygan County  
**Lorie Mueller**, LaCrosse County (by phone)  
**Sharon Oldenburg**, Rock County  
**Luann Page**, Waukesha County (by phone)  
**Chris Parkansky**, Marinette County (by phone)  
**Jan Place**, Polk County (by phone)  
**Amy Roland**, Outagamie County  
**Theresa Schleis**, Kewaunee County  
**Sue Schwergert**, Washburn County (by phone)  
**Cindy Sutton**, Rock County

### State Attendees:

**Gail Chapman**, DHFS  
**Brian Fangmeier**, DHFS  
**Sara Edmonds**, DHFS  
**Joan Ellenbecker**, DHFS  
**Theresa Fosbinder**, DHFS  
**Stacia Jankowski**, DHFS  
**Vicki Jessup**, DHFS  
**Bob Martin**, DHFS  
**Amy Mendel-Clemens**, DHFS

**Mike McKenzie**, DHFS  
**Julie Milleson**, DHFS  
**Mary Moyer**, DHFS  
**Jodi Ross**, DHFS  
**Eden Schafer**, DHFS  
**Carrie Schneck**, DHFS  
**Joanne Simpson**, DHFS  
**Melissa Wilson**, DHFS  
**Eduardo Zarate**, DHFS

### Administrative Items

Ed Kamin and Joanne Simpson

#### **Approval of the June 2007 minutes**

The minutes were distributed, and individuals present were provided a few minutes to review them. Two changes were recommended:

- Change "U.S." in the first question on page 1 to "state."
- Correct the word "sine" in the second question to "since."

Liz Green made a motion to approve the minutes with the changes identified, which was seconded by Cindy Sutton. The minutes were approved with no opposition.

#### **Meeting Information**

The August IMAC meeting is cancelled, and the September meeting will be at the Pyle Center.

#### **Announcements**

- The new Medicaid Quality Assurance Supervisor, Stacia Jankowski, was introduced.
- At the June IMAC, there was a question about the August 16<sup>th</sup> date for adverse action. The State verified August 16<sup>th</sup> as the correct date.

- The State told the group that there is a feature in the CWW “inbox” called “Display counts” that may address a concern expressed at an earlier meeting regarding identifying the total number of cases in the inbox.
- The issue of issue of photocopying of births certificates and the need to stamp “for administrative purposes” on the documents before scanning into ECF was raised. The State indicated that they are exploring options for stamping all documents within ECF with this phrase. The current challenges are in identifying a place that is consistent without blocking information on the document that is necessary for the case.

## **Biennial Budget**

Joanne Simpson

Ms. Simpson provided an overview of the information including the Assembly’s budget proposal. The Assembly completed its work on the budget July 10, 2007, and the proposal includes:

- Deletion of the new Department of Children and Family Services.
- Deletion of the demonstration project for childless adults.
- Deletion of the statutory and funding for the expansion of Family Care.
- Deletion of all funding and statutory changes relating to BadgerCare, except the provision that would combine Medicaid and BadgerCare benefits appropriations.
- Establish a transportation broker.
- Deletion of the provisions that would provide family planning services to men.
- Deletion of the provision that would increase the income for the Family Planning Waiver from 185% to 200% of the federal poverty level.
- Deletion of the provision to fund benefit and implementation costs associated with requiring all Medicaid recipients to enroll in Medicare Part B as a condition of enrollment.
- Deletion of the provision that would make Food Stamp Employment and Training (FSET) program voluntary.
- Deletion of the provision that would transfer of the FSET program to DHFS.
- Deletion of the requirement to comply with child support as an eligibility requirement for FoodShare.

The information Ms. Simpson was providing was from the Legislative Fiscal Bureau’s Comparative Summary, which can be accessed from the following link [http://www.legis.state.wi.us/lfb/LFBPublications\\_ButtonPages/Publications\\_Main.htm](http://www.legis.state.wi.us/lfb/LFBPublications_ButtonPages/Publications_Main.htm) (select “Health and Family Services and Insurance”).

The budget goes to a conference committee and a compromise budget is developed.

## **CY2008 IM Contact/Appendix**

Joanne Simpson

The Workload and Finance Committee met earlier in the week, at which time it was proposed that the State make no changes to the calendar year 2008 contract. The Committee made motion to accept the proposal to make no changes to the contract at this time.

Liz Green made a motion to approve the proposal, which was seconded by Tim Gessler. The motion was approved with no opposition.

## **Citizenship and Identity**

Vicki Jessup and Mary Moyer

### **Final Rule**

The final CMS rule regarding citizenship and identity requirements was released in July. The final rule remains mostly intact from the interim with a few clarifications about additional documentation types. The December Tax Relief and Health Care Act 2006 introduced new exemptions, which are formalized in the final rule and which were already outlined in Operations Memo 07-27. The final rule did not

change the requirement for certified or original copies; until further guidance is provided, local agencies should continue to operate as you have been doing.

### **Continuously Eligible Newborns**

The rule formalized granting continuously eligible newborn status for any baby born to a woman receiving Medicaid, including those receiving emergency assistance MA (EMA). These newborns will not be subject to citizenship and identification verification until their first review of eligibility. This excludes children born to parents receiving health care funded through SCHIP (BadgerCare prenatal). A process has been developed to identify babies born to mother's who received EMA from March through the time of the Operations Memo. A letter will be sent out to the parents to notify them of their child's eligibility and to contact their local agency to enroll their child. An Operations Memo is in progress that will describe this process. Process help is being revised as well to try to ensure that those newborns eligible for continuously eligible newborn status get this. Issues from discussion included:

- The communication and education gap associated with reporting these children
- Identifying a way to conduct outreach to have more of these children reported – possibly as part of the packet provided by the hospital.
- Whether the question on the CWW newborn page can be changed to include newborns born to those receiving full-benefit Medicaid *and Emergency Medicaid*. The state staff present agreed to look into this.

### **Obtaining Out-of-State Birth Certificates and WI State ID cards**

The State is working on policy and process guidelines for agencies to use in obtaining an out-of-state birth certificate and/or a WI state ID card for their clients. This process will be based on the most restrictive states' requirements, so counties can modify the process if they routinely obtain information from one state and find that their requirements are less stringent. An Operations Memo will be released describing this process. The process has been taken to both the Program Coordination and Workload and Finance Committees. The only issue raised was that agency personnel making the request need to submit a photo ID with an expiration date needs to be submitted and there is a need for a notary for some states. Mrs. Jessup asked if this would pose a problem for any of the counties. The response was varied from the group, but there was consensus that the counties would explore options for meeting these requirements.

### **Reimbursement for Assisting with Obtaining Birth Certificates**

There is not a separate profile on CARS to track the expenses associating with assisting in obtaining identification for a client, but is currently on a CARS line that is a shared cost pool. Jodi Ross is working with Mary Claridge to see how they can identify the costs associated with these activities so as to maximize federal reimbursement.

## **Communication Plan for 1/1/08**

Amy Mendel Clemens and Theresa Fosbinder

### **Communication Plan**

A link to the Communication Plan distributed by Ms. Mendel-Clemens can be found at <http://dhfs.wisconsin.gov/em/imac/minutes/2007/06Jun/IM-COMMUNICATION-PLAN-6-21-07.pdf>. The State is still exploring options for a few of the items requested at the last meeting.

### **Training Plan**

Theresa Fosbinder has worked with the training team and IMAC Training and Technical Assistance (TATA) subcommittee to develop the model. She highlighted the phased approach, which covers October 2007 through post production (into 2008). Questions and comments addressed included:

- **Question:** Does the timeline associated with this plan still apply? **Answer:** Yes, because the training plan is policy, not systems, focused. As long as the implementation dates remain the same, these dates are pretty firm

- **Comment:** Need for face-to-face training is critical. **Response:** Although having trainers at each agency was not feasible, Ms. Fosbinder asked for any suggestions on rooms where trainings could be held, specifically labs or where a computer connection could be established. Mr. Kamin and Amy Roland, Outagamie County, indicated that they knew of rooms that would work

### **Fraud Ad Hoc Committee**

Mike McKenzie and Ed Kamin

Mike McKenzie provided an update on the fraud pilot. The documentation provided can be found in Attachment 1. Mr. Kamin commented that he would like to see the claims establishment piece in September/October. Mr. McKenzie will be in contact on this item.

### **Scorecard Update**

Amy Mendel-Clemens

Ms. Mendel-Clemens took the feedback from the group and established an internal workgroup. The group is looking at options for addressing the timeliness discrepancies identified by the group. Mr. Kamin said that he has been working on this issue, and offered to work with Ms. Mendel-Clemens on what he has found out.

### **Payment Accuracy**

Brian Fangmeier

Brian Fangmeier provided handouts for both the Medicaid and FoodShare payment accuracy.

#### **Medicaid PERM Findings**

The handouts include all reviews completed from July 2005 through June 30, 2007. Federal requirements are effective October 1, 2008. Mr. Kamin said that if the error rate is not made a priority, it is not focused on.

- The Medicaid **case** error rate is 12% with 939 cases reviewed.
- The Medicaid (all categories) **payment** error rate is 4.49% with 939 cases reviewed.
  - The Medicaid (EBD) **payment** error rate is 4.13%
  - The Medicaid (Family) **payment** error rate is 5.69%.

#### **FoodShare Findings**

Mr. Fangmeier walked through the FoodShare handout as well, and highlighted the following:

- The active error rate is 5.54%, which is down slightly from the closeout of last year (6.17%).
- The negative error rate is 8%, which is up slightly from the last report (7.7%) and down from the closeout of last year (9.49%).
- There are over 34,000 second party reviews in IMQA, with a total completion rate of 94%.
- Taking into account second party corrections, it is estimated that corrections made through these second party reviews resulted an impact of 0.91% on the error rate.

### **Local Agency Discussion Items**

Local Agencies

Attachment 2 contains the source document that was used during the meeting. A column has been added for the discussion items that were raised related to each item.

More information about the notices for BadgerCare Plus will be available in the July IMAC IT minutes and the attachments associated with them, located at <http://dhfs.wisconsin.gov/em/imac/it-committee/minutes/minutes.htm>.

### **Next Meeting**

The next meeting will be September 20, 2007, at the Pyle Center. Mr. Kamin suggested that some time at the next IMAC meeting be spent on how to manage work in the new environment.

## Fraud Pilot Update for IMAC – July 19, 2007

### Pilots approved

Dane – approved April 1

- Meet once a month at least
- Refining the process
- Addendum to contract

Ashland – started July 1 (Ashland, Rusk, Burnett, Price, Bad River)

- Meet with them July 23

Eau Claire – to begin January 1, 2008 (Eau Claire, Buffalo, Trempleau, Pepin)

### Other pilots

- Polk?
- Portage/Wood

### Meeting with DWD 7/10

- DWD staff in attendance approve of the idea
- W2 consortiums and FPI consortiums don't have to be the same.

### Regional Meetings

- South and SE on July 27
- NE on Aug 3

### Other tasks

- Creating management reports we need
- Continuing to refine the FPI program guidelines
- Claims establishment next

### 2008

- Additional pilots
- Help agencies form consortiums
- No new plan required
- Same allocations

**Attachment 2.** Prioritized CARES Worker Web and Policy Changes from the WCHSA ES PAC Meeting with Discussion Items from the 7/19/07 IMAC meeting

**CARES Worker Web Changes**

<b>Recommendation</b>	<b>Priority Level for Local Agencies</b>	<b>Discussion items from IMAC meeting 7/19/07</b>
For MA only review, have the review mailed centrally out of Madison.	High	
Create a directory of employers that offer health insurance that also lists the name of the health insurance provider for that particular company.	Eliminate	With BC+, this should not be an issue. Workers need to assist with making sure the employee page is more completely filled out.
The search function should allow for a sort by name within the county. It was recommended that any query should be able to search multiple things (and especially on birth dates). Also suggested was that on the summary screen, the worker responsible for the case should have a drop down box with his/her contact info.	Medium	
Be able to search for “??” in CARES fields, also be able to search for cases with “NV”, “QV” and “SP”.	High	
Should be able to search for cases that have recently closed or for pending close cases.	Medium	
For reports, want the ability to sort data on any field contained on the report.	Medium	
No cross matches on kids under 18, people not relevant to the case and FPW cases	High	This may be eliminated with BC+. The State will check on this item.
Keep previous verification codes in CWW when running a review even though you would be forced to make an entry.	High	
When a case is in review mode and it goes through deadline, it should continue pending, not go to a closed status.	High	This is similar to the grace month, which we are not allowed to do under federal law. This issue was addressed through a notice change for SeniorCare. May be included in the notice discussion.
Complaint was made that ECF times out real fast and the amount of time should be increased before you are kicked out.	High	In approximately 18 to 20 months, ECF will be built into CARES. In the meantime, would need to know how much time needed to adjust this.
Link to ECF in CWW for quicker access to certain documents.	High	Target is for 1/1/09 at this point.
Comment section to be added to self employment screen and child support obligation screen	High	
For self-employment pages, keep verification codes from prior reviews.	See page 1	
Option to add text to the AGVC letter in the office before printing it	High	Can consider in phase 2 of the redesign of letters and communication.
Employer Verification Forms to be printed locally---see more under last comment section	Eliminate changes 1/1/08	The EVFE form is being redesigned.
Non-cooperation screen for singles (ncp for different case) instead of the override.	Eliminate changes	

<b>Recommendation</b>	<b>Priority Level for Local Agencies</b>	<b>Discussion items from IMAC meeting 7/19/07</b>
	1/1/08	
Automate SLMB+	Medium	SLMB+ is only authorized through September 2007.
Add a CWW child support average code to the child support screen instead of using a 'DE' or 'OW'	High	
When determining overpayments, there should be a separate driver flow since some of the employment screens may have already been put into history. The suggestion was to have a generic income, unearned income, etc screen where the info could be entered. This would alleviate the need to enter new employment screens, etc.	High	
NODS-----information is not clear but roll out for new NODS is January 2008. We were told they would be more specific and easier to read.		
AGOR should show SMRF date along with the review date	Low	
When running a review, you should only have to enter the date once and all subsequent fields would be updated with that date.	Low	
We need a cleaner way to change program request dates.	High	
Need to find an easier way to complete overpayments. Right now you have to go to too many different CARES screens.	High	Second time listed – eliminate
BARS and Short cuts should be at the top of the screens.	Low	This is part of the framework, which would mean each page would need to be changed individually.
Reports on Access applications are needed.	High, High, High	This is a high priority because it is the new way of doing business and could be used to manage workflow.
Need a drill down report to show individual worker's intakes, reviews and changes processed in a given month.	High	
Automatically transfer cases closed over 30 days to closed caseload	High	The IMAC IT subcommittee had discussed this and decided there was no need to move cases to a closed caseload. There is a workload associated with moving these cases, and no reason to move them out since they are no longer active.  It was suggested that report 612 is a good report for information about the accurate caseload. Decision was to take this item off the list.
Add Child Support Income information on new Cases	High	Concern over the information being pulled in this instance. The workers are told to trust CWW, but are still checking KIDS, because many exceptions that are not being caught through the batch process.
<b>Policy Changes</b>		
Eliminate the break in service face-to-face	Effective	

<b>Recommendation</b>	<b>Priority Level for Local Agencies</b>	<b>Discussion items from IMAC meeting 7/19/07</b>
requirement for Child Care and Food Share.	1/1/08	
Bring Badger Care reduced verification requirements in-line with Food Share (give us 30 days to get check stubs).	Effective 1/1/08	
Review the timing of the 45 day notice. Some say it's too soon and clients get the notice before worker even gets the alert. The options were to have WEBI pull cases by review date or for the state to mail the review packets. However, Ops Memo 07-04 has new CWW changes for this.	High	The timing of these notices should be considered to see if this still makes sense. Will revisit with preprinted reviews.  There is some concern about when the review can be started, which may be why this issue is listed. A review can be started at the point that notice goes out.
Longer review time for EBD cases. One-year asset check and two year review was suggested since these types of cases don't normally have a lot of changes.	Eliminate	
Make self-employment requirements the same for all programs and align it with the tax forms (present self employment tools do not produce accurate results).	Medium	It was clarified that an operations memo just went out on this issue, and there is refresher training coming up in August.
There is a glitch in CARES and EDS with FPW cases that go to healthy start pregnancy cases. Example: it's Jan now and change was made, there should be eligibility for Jan and forward. This will show in CARES but EDS won't get the update until March since Jan and Feb benefits have already been determined. This should be fixed to avoid having to send 3070's.	Should not have to run with dates ever High	Amy Mendel-Clemens has been on a workgroup dealing with many of these issues. Ms. Simpson will ask Amy to bring this issue back to that group.
Have a policy for pharmacies to accept a temporary MA card issued by the county. Or, have an instantaneous update from CARES to EDS instead of waiting for a batch run to update the MA to the state. Pharmacy education was also suggested even for current MA situations.	High	The State will bring this back to the appropriate staff within the Department.
HMO being removed for 30-60 days when a review is run late, there are also delays when people switch from HMO to Fee for Service.	Low	
There needs to be provider education on how to read insurance cards and coverage information.	Medium	
Removing Kids from HMO's when going into IMD transferring to Institutional MA with no delay.	High a workgroup is being formed headed by Vickie Jessup	
<b>Items that could be done by the State</b>		
<i>(With the assumption that no existing IM allocation would go to fund this work)</i>		
Family Planning Waiver cases could be centralized and handled by a CAPO.	High	
Housing verifications and Federal Tax credits	High	

<b>Recommendation</b>	<b>Priority Level for Local Agencies</b>	<b>Discussion items from IMAC meeting 7/19/07</b>
could be done centrally.		
More data matches could be worked at the State level.	Low	
Consider moving childcare eligibility back to the IM agency.	Eliminate	
Consider having a toll-free assistance line “help for people filling out mail-in applications”	Medium	
Statewide refresher training is needed for experienced workers to make them more efficient in using CARES Worker Web.	Low	