

IMAC MEETING January 17, 2008

Administrative Items

- Minutes from December 2007 approved
- 2008 IMAC Meetings: Third Thursday of the month in Madison.
- Angie Dombrowicki led meeting and covered Joanne Alig's agenda items
- Lapse plan is being worked on at state. Considering transfer of 21 Cadet positions to DHFS positions to occur in state fiscal year '09. Cadet folks informed and encouraged to apply. Final lapse plan decisions likely in mid February.
- Ed Kamin requested WEBI Analyst Access for county managers and supervisors. Ed trained them which was the equivalent to the advanced WEBI training.
- Attendance list is attached.

DHCAA Organization Chars and Contacts

- Org chart handed out. Audrey Koehn introduced as BEM Deputy Director. New organization is arranged by function.
- Ed Kamin questioned who counties should contact under the new DHCAA structure. Angie Dombrowicki instructed to work with the same contacts and if not sure who to work with to contact Angie.

BadgerCare+

- Ed Kamin and counties voiced that the workload savings associated with BC+ had not been a reality yet.
- BC+ numbers/statistics will be out after ACT in January
- Update given on the EDS mailing that included SSN based MAID numbers in the address label. Amy Mendel-Clemens handed out the script to be used to respond to questions about the mailing from recipients. A letter will be mailed to recipients indicating credit monitoring services. Recipient questions should be sent to EDS Recipient Services. Counties voiced that when EDS line was full, recipients call the county. Calls should now be going through. Counties should let state know if recipients still not getting through.
- Return mailings for BC+ Recipients should be the state whenever possible.
- Counties voiced that pharmacy consolidation letters (BC+ RX Gold letter), triggered a lot of calls. State Recipient Services was referring recipients to all their worker.
- Conversion of eligibility to BC+ was successful. Melissa Henderson shared systems statistics.
 - Six major systems initiatives resulting in over 1 million lines of new application code
 - Revised eligibility determination process to replace 26 old Family Medicaid sub programs with 10 new BC+ sub programs
 - Converted to BC+ eligibility for around half a million recipients
 - Redesigned and transformed 49 existing mainframe screens into 23 new, user-friendly Web pages that enabled workers to determine eligibility from the Web
 - Updated approximately 38,000 ACCESS Check My Benefits user accounts to reflect new BC+ eligibility information

- New Employer Verification of Health Insurance process includes 12 new Web pages and interfaces with the MMIS to exchange provider and eligibility information
- Generated 50,300 client eligibility notices at conversion
- Correspondence Re-Engineering project included 33 Java classes, 168 Control-M jobs, 223 scripts, 4,200 lines of Java code and 12,000 line of UNIX shell script
- Systems installation followed a week long 400 step development and validation process, which completed within 2 minutes of planned completion time
- CWW project is an incremental renewal initiative
- Over 900 scenarios were systems tested and 750 UAT tested
- State processed over 1,000 cases manually that excepted from conversion
- EDS successfully applied half a million individuals BC+ eligibility and premium information
- BC+ commercial upcoming. Amy will send link to counties to view. It will air at different times. Brochures and posters are available from the state and counties can use their regular order process.
- BC+ application form is being updated with a couple minor forgotten items. The old forms can still be used in the meantime. Examples of items missing include : “Are you applying for Family Planning Services?”, “Are you a tribal member” and Declaration of Citizenship, and a question if Primary Person wants to apply. Counties can send any other application form issues to Amy Mendel-Clemens. Next print will be in about 3 weeks.
- The stand alone Change Report will have a box added for counties to stamp address.

Enrollment Management (EM) CAPO

- The EM CAPO expansion for processing some BC+ application from specific Milwaukee Community Partners is effective 2/1/08.
- EM CAPO currently processes SeniorCare eligibility and FamilyCare (FC) Expansion centralized enrollment. FC centralized enrollment continues to rollout around the state.
- The new population of BC+ for Childless Adults scheduled for January of 2009 will also be processed centrally by EM CAPO.
- Milwaukee Community Partners at 16th Street FQHC and Milwaukee Public Health will be the first to submit applications to EM CAPO. ACCESS Apply For Benefits (AFB) applications will be assigned directly to an EM CAPO ID. EM CAPO will perform the initial eligibility determination for MA and FS, including gathering/scanning verifications, and then will assign the cases back to Milwaukee county for ongoing case management. This process will rollout to other designed Community Partner Health Care providers with an anticipate volume of 11,000 apps per year.
- Concern voiced from Dane County about the workload inequity statewide if the state is processing Milwaukee applications while the funding for counties remains the same.
- The EM CAPO processing of Milwaukee apps will serve as a model/pilot for the 1/2009 BC+ Childless Adult central processing to work out how to enroll people, how to collect the application fee and such. EM CAPO is also piloting a quick start new worker type training.
- In relation to BC+ for Childless Adults, Ed Kamin suggested looking at the 1998-99 GR population to estimate the Childless Adult population.

Training

- IMAC TATA will fold into the IM Quarterly Training Meeting (see handout “IM Quarterly Training Information Forum as reference)
- New Worker Training will look at how to quick start new workers
- 1/3 to 1/2 of all training hours are new worker training
- County commented that IM Quarterly Training meeting will be huge
- County inquired/suggested that Technical College options be discussed, including online options so that new hires had training prior to starting employment
- Meeting will include discussions about how to control behavior in the class room. Behavior at recent BC+ trainings was sometimes disruptive to the training sessions.
- There will be a couple more BC+ sessions. Comments from previous sessions are mixed. Ed Kamin asked if trainers could bring printed manuals/materials, reusing the manuals/materials for each training. Amy M-C will talk to trainers to discuss options.
- County suggestion to evaluate training after workers have been using the functionality in production rather than after the training session is completed. Amy will follow up on this.

Customer Feedback Form and Box

- The customer feedback form and box were sent out to the county this week. Eden Schafer is the contact on this. Multiple questions/concerns came into Eden previously and at IMAC meeting.
- County concern the lobby is used for multiple programs, so may add a question on form to indicate the program the individual is in the lobby for
- The form will be made available in Spanish soon and Hmong at a later date. It will not be available in Somali.
- County concern that cardboard box will be easily damaged/destroyed. Eden mentioned that replacement boxes can be ordered through her.
- The intent of the feedback survey is to give the customer a voice and it is understood that the responses will be the good and bad extremes. The other intent it to identify big issues.
- The forms should be returned quarterly. State will send communication to CARES Policy Coordinator to identify when and how to return the forms.
- Additional supplies of the forms and boxes are available through Eden.
- County asked why this is only available to those coming into office and not to those doing mail-in or ACCESS apps. State will look at expanding to ACCESS and mail-in apps.

Next meeting will be **on February 21, 2008.**