

**MINUTES**  
**November 20, 2008**  
**Income Maintenance Advisory Committee**  
**Division of Health Care Access and Accountability**  
**Department of Health Services**

**County/Tribe Attendees:**

Julie Arendsee, Sauk Co.	Chris Machamer, Waupaca Co.
Sara Bartz, Shawano Co.	Elizabeth McDowell, Stockbridge Munsee Tribe
Lynn Brenner, Calumet Co.	Wendy Metcalf, Columbia Co.
Jackie Bennett, Racine Co.	Susan Moeser, Milwaukee Co.
Sheila Drays, Dodge Co.	Lorie Mueller, La Crosse Co.
Christy Duhr, Richland Co.	Luann Page, Waukesha Co.
Sheila Falb, Polk Co.	Sandy Potter, Washington Co.
Tim Gessler, Sheboygan Co.	John Rathman, Outagamie Co.
Liz Green, Dane Co.	Joyce Rockman, Ho-Chunk Health Care Center
Linda Halvorson, Dunn Co.	Amy Roland, Outagamie Co.
Barbara Hernesman, Crawford Co.	Patsy Rolo, Langlade Co.
Jane Huebsch, Marathon Co.	Sue Schweickert, Washburn Co.
Jill Johnson, Jefferson Co.	Cindy Sutton, Rock Co.
Ann Kriegel, Winnebago Co.	Nancy Thompson, Vernon Co.
Doreen Lang, Wood Co.	Sandra Wormet, Adams Co.

**State Attendees:**

Jennie Carthew, DHS	John Haine, DHS
Jean Doeringsfeld, DHS	Vicki Jessup, DHS
Angela Dombrowicki, DHS	Pamela Lohaus, DHS
Sara Edmonds, DHS	Mike McKenzie, DHS
Brian Fangmeier, DHS	Amy Mendel-Clemens, DHS
Theresa Fosbinder, DHS	Jodi Ross, DHS
Kathy Gugel, DHS	

**Workload and Finance Update:**

Jodi Ross reported that 2008 IM contract amendments are all caught up and amendments are out for Milwaukee County.

Counties should receive the 2009 contract and Appendix AL soon.

The workload model will be updated soon. Angie Dombrowicki will update WCHSA next month.

**FSET:**

FSET will be an amendment to the contract instead of an addendum.

There was also a request for an update on the fraud program. Any allocations with GPR money are being looked at and allocation amounts for fraud can't be given because we don't know what the allocations will be. Angie Dombrowicki advised that the state projections don't look good.

Funding that was added to the contract will be in the Administrator's Memo that will be released soon.

### **IC Update:**

An update on the iC implementation was provided by Ken Dybevik, Jennie Carthew and Jean Doeringsfeld.

Challenges have included:

- Delayed response times with pharmacy claims.
- Cost Sharing for members.
- Pharmacies turning prescriptions down because members do not have new ID cards. This is a matter of educating pharmacies. Member Services is tracking these calls.
- There were over 2 million hits on the portal when it came up so adjustments had to be made to handle the capacity.
- Timeouts were experienced; these are known defects and are being fixed.
- Many providers pay through a third party vendor (through swipe card software) and this service is offered for free by state but was not operational at the time of implementation.
- Voice response handled an increase in calls 6,000 to 9,000 calls.

Issuance of member ID cards is going well. The second batch is going out this week. Outreach has apparently worked because we are getting few calls.

Payments to providers:

- Amount of payments was ½ due to lower claims submission

Communications and issue management:

- Good to hear from frontline
- Outreach has occurred
- Feedback appreciated and very helpful

The help desk is receiving complaints about IM workers' passwords and user IDs. This is, in part, due to incorrect e-mail addresses and in some instances is a training issue. Jean advised that any worker who has not yet received an e-mail with a password should go ahead and request one.

Ken advised there is a learning curve because the screens are different. Workers doing simple manual certifications are not having problems.

Workers can call the CARES Call Center with questions about iC other than password issues.

Jennie Carthew advised that the CARES interface is going very well and EDS is resolving errors. It is taking 1-2 days to resolve them. She asked agencies to provide her with specific examples of delayed response time.

CARES Coordinators have gotten a list of 288 SSI cases which were incorrectly updated with unearned income. A letter regarding the error has been sent out to members and further communication will be sent to workers.

There were four different training forums which had positive reviews. Feedback on the iC Guide is positive. Staff can go to the Learning Center for the materials.

### **Premium Issues and EVHI:**

Handout provided. It was agreed this will be added to the December agenda for discussion.

### **FoodShare Update:**

A symposium was held last week and it was very helpful and productive. There were 95 attendees. Discussion included:

- Building a consortium at local level is important,
- Getting a head start actively getting people in the door,
- Focusing on the caseload – 9 agencies have 0 enrollees, 16 have 1, and 29 have double digit participants, the MATC project has 412.
- This caseload needs valuable services to attract them.
- Kenosha gives gas cards as incentive which gets people in the door.

It was suggested the State develop a website and get a list serve set up.

MATC is one of the most successful projects. Milwaukee was denied the right of refusal due to performance problems.

ES Advisory Committee has passed a motion which has been sent to WCHSA regarding the performance criteria concerns.

Jodi Ross is working on the fiscal side of FSET and will have a contract addenda for counties. Contract has language about subcontracting.

John Haine will get the ad hoc workgroup started next week. Agencies commented that marketing FSET can be difficult because it is hard to come up with new people to contact each week. They would like a way to contact people. They want a list of FS participants.

### **Error Rate:**

The FoodShare error reports were distributed and discussed. Suggestions for improving the error rate include CARES system fixes, self-employment workgroup (which is starting up), and getting instructions out to local agencies on how to improve earned income entries in the form of an Operations Memo or a checklist. EMCAPO is already testing the checklist.

The ad hoc sanction workgroup has met 3-4 times and looked at the equity of some agencies having a responsibility for sanctions while others do not. Our participation rate has increased so we may be eligible for bonus money. There are two more meetings for the ad hoc workgroup to minimize liability and maximize bonus money.

Agencies raised question about where the statistical rationale of 30 came from that is in the contract language. The request for this to be removed from the contract has been made for the last three years. It is already in the 2009 contract.

**Managed Care Expansion Update:**

Handout was distributed and discussed. Seven counties have had no HMOs. SSI expansion – Phases 1, 2 and 3 have been completed. The focus is now on SSI HMO expansion and a request for 27 counties is expected going into 2009.

**BadgerCare Plus for CLA Update:**

GA conversion letter to members was handed out. The Automated conversion will be completed on 12/12. The state is hoping to have most of the people in by 12/1/08 for conversion. No one will be converted after 12/31/08.

BC+ Core Plan for CLA general fact sheets were handed out. The letter is being finalized and will look like a CARES notice. It will have Member Services phone number for questions. General communications with providers will also take occur. There will be Grandfathering of psychotropic drugs, but no all asthma/diabetes medications.

Eligibility will be available in iC and the Provider Portal. Updates will be made on the BC+ website as they become available.

Enrollment Services Center powerpoint presentation was handed out. After this presentation, a discussion occurred regarding the telephonic signature. Agencies expressed concern about customers being confused and coming in their doors instead of contacting the ESC. The ad hoc CLA group estimated that it would be about a six month learning curve for customers.

Meeting adjourned.