

MINUTES
December 11, 2008
Income Maintenance Advisory Committee
Division of Health Care Access and Accountability
Department of Health Services

County/Tribe Attendees:

Julie Arendsee, Sauk Co.	Liz Mahloch, Sheboygan Co.
Jackie Bennett, Racine Co.	Elizabeth McDowell, Stockbridge Munsee Tribe
Rhonda Brown-Anderson, Pierce Co.	Wendy Metcalf, Columbia Co.
Brenda Danculovich, Racine Co.	Adrienne Miller, Walworth Co.
Sheila Drays, Dodge Co.	Luann Page, Waukesha Co.
Christy Duhr, Richland Co.	Kristine Parkansky, Marinette Co.
Sheila Falb, Polk Co.	Sandy Potter, Washington Co.
Maria Flores, Dane Co.	Sherry Quirk, Rock Co.
Lori Garceau, Manitowoc Co.	John Rathman, Outagamie Co.
Deb Gludemans, Outagamie Co.	Amy Roland, Outagamie Co.
Liz Green, Dane Co.	Patsy Rolo, Langlade Co.
Barbara Hernesman, Crawford Co.	Margaret Romens, Dane Co.
Jane Huebsch, Marathon Co.	Terry Schleis, Kewaunee Co.
Joanne Jaehnke, Dane Co.	Sue Schweickert, Washburn Co.
Jill Johnson, Jefferson Co.	Sara Shackleton, Dane Co.
Ed Kamin, Kenosha Co.	Tony Sis, Dane Co.
Susan Kaufman, Racine Co.	Barb Spaude, Outagamie Co.
Ann Kriegel, Winnebago Co.	Cindy Sutton, Rock Co.
Irene Lehman, Rusk Co.	Nancy Thompson, Vernon Co.
Pamela Lohaus, DHS	Marilyn Trayler, Waushara Co.
Chris Machamer, Waupaca Co.	Roxana Vega, Dane Co.

State Attendees:

Sara Edmonds, DHS	Jim Jones, DHS
Brian Fangmeier, DHS	Pamela Lohaus, DHS
Theresa Fosbinder, DHS	Amy Mendel-Clemens, DHS
Kathy Gugel, DHS	Angela Moran, DHS
Barb Honsa, DHS	Jodi Ross, DHS
Vicki Jessup, DHS	

Administrative Items:

Minutes approved as amended (remove "not" on page 6).

DRA Asset Transfer Operations Memo:

Vicki Jessup distributed the draft DRA Operations Memo and went through the memo item by item. The policies will be implemented prospectively beginning 1/1/09.

Questions, comments, suggestions and feed back on the memo should be communicated to Vicki Jessup in the next couple weeks.

A statewide conference call will be held the first week in February as follow up to the memo. The date and time will be announced in the memo. This will provide an opportunity for staff to ask questions.

BadgerCare Plus Childless Adults:

Sara Edmonds and Theresa Fosbinder provided an update on the transition of GAMP. Anyone eligible for GA/GAMP December 1-26, 2008 will be automatically transitioned and will be eligible for CLA benefits beginning 1/1/09. All Transitioned CLA members will receive a ForwardHealth card. If customers have questions, they can be directed to Member Services or the BC+ website which has been updated.

TCLA will cover mental health prescription drugs for members. Changes for this population will be processed centrally. An Operations Memo and Administrator's memo will be issued with more detail. The factsheets with the memos will have information on covered services and drugs.

Jim Jones presented information on the Enrollment Services Center (ESC). The ESC will open in time to administer BC+ for CLAs when the program goes statewide. We don't know for sure when that will be, it could be 7/1/09 or later.

The BadgerCare Enrollment Services Center was discussed (see handout).

Other County Issues:

Federal stimulus package may include:

- Temporary increase in FoodShare benefits
- 4% increase in federal match rate for benefits

We are also considering an expansion of the FoodShare heating and shelter utility allowance for next heating season which will increase benefit amounts, would have a positive impact on our error rate and will eliminate need for verification of energy assistance.

Clark County inquired about the availability of the telephonic signature. Vicki Jessup has the details on the requirements which she can send out to any

agency interested in reviewing them. They include the requirement to record the signature portion of the interview and store it in the Electronic Case File.

Meetings begin next week to set business requirements. We will discuss the possibility of a system that will work statewide. Telephonic signature will be implemented with the roll out of CLA (7/1/09), but not before then.

There was a brief discussion about premiums and whether or not EFT would be effective for BC+ and MAPP premiums. Agencies question whether or not people would want to do this since many customers pay at the last possible moment and many members like to pay in person instead of sending it to the State.

interChange (iC): Jim Jones gave an overview of the iC implementation. Issues related to the implementation include:

- Increased wait times on the EDS call centers for pharmacies and providers.
- Large increase in member calls because of a problem with sending SSI and CTS checks. This is being researched and will be resolved soon.

EDS is in the process of hiring more staff. There were not many calls on replacement cards; however the Spanish insert generated calls because the reader didn't realize it was translated on the other side.

Agency feedback included:

- Hyphenated names were being switched or transposed.
- Issues with the online manual certification were discussed.
- Multiple MCI IDs and incorrect MCI numbers are occurring.
- Concurrent plan coverage showing in iC is causing confusion with providers. They are telling members they are not eligible. (This is a training issue and EDS is working on it).
- Some agency staff still cannot log in.

Amy Mendel-Clemens encouraged all to send any iC problems to the CARES Call Center, not Member Services.

Meeting adjourned.