

MINUTES
September 18, 2008
Income Maintenance Advisory Committee
Division of Health Care Access and Accountability
Department of Health Services

County/Tribe Attendees:

Julie Arendsee, Sauk Co.	Ed Kamin, Kenosha Co.
Joanne Ator, Door Co.	Ann Kriegel, Winnebago Co.
Sara Bartz, Shawano Co.	Doreen Lang, Wood Co.
Jackie Bennett, Racine Co.	Chris Machamer, Waupaca Co.
Sheila Drays, Dodge Co.	Liz Mahloch, Sheboygan Co.
Christy Duhr, Richland Co.	Susan Moeser, Milwaukee Co.
Lori Garceau, Manitowoc Co.	Paul Nan, Brown Co.
Jeannette Gessner, Columbia Co.	Luann Page, Waukesha Co.
Liz Green, Dane Co.	John Rathman, Outagamie Co.
Linda Halvorson, Dunn Co.	Amy Roland, Outagamie Co.
Barbara Hernesman, Crawford Co.	Patsy Rolo, Langlade Co.
Jane Huebsch, Marathon Co.	Sue Schweichert, Washburn Co.
Kara Jenkins, Jackson, Co.	Cindy Sutton, Rock Co.
Jill Johnson, Jefferson Co.	

State Attendees:

Angela Dombrowicki, DHS	Corinne McFarlane, DHS
Theresa Fosbinder, DHS	Amy Mendel-Clemens, DHS
Kathy Gugel, DHS	Angela Moran, DHS
John Haine, DHS	Jodi Ross, DHS
Barbara Honsa, DHS	Carrie Schneck, DHS
Tricia Janssen, DHS	Melissa Wilson, DHS
Vicki Jessup, DHS	Eduardo Zarate, DHS
Pamela Lohaus, DHS	

Administrative Items - Angela Dombrowicki, Ed Kamin

- Changed this meeting's agenda: **Comments on 2009 Draft IM Contract Changes** moved to the fourth agenda item and **FS Update** was added.
- Meeting Minutes from August were not available.
- Status of payments to counties for processing additional Milwaukee County FoodShare Affidavits is currently being worked on. Additional funds should be available within the next month.
- The December IMAC meeting will be held **December 11, 2008**, instead of December 18.

- Meeting locations were discussed. Possibilities were the DOR building (across from Alliant Energy Center) and the Dane County Job Center ballroom at 1819 Aberg Ave.

FoodShare Update – John Haine

- Reminder: 6.6% FS error rate
- FSET Update
 - For agencies that want a FSET plan, a Q & A attachment to the Admin Memo will be sent.
 - This can be done immediately.
 - No in depth or cumbersome plan is needed.
 - Deadline for non-participating agencies is October 10.
 - Deadline for planned submission is November 10.
 - W-2 and consortium projects will continue if appropriate.
 - Will be implementing performance standards in 2011
 - Plans can be submitted to Margaret Rosenthal (Margaret.Rosenthal@wisconsin.gov) and copied to John Haine (John.Haine@wisconsin.gov). People who submit plans will receive feedback.
 - Workgroup suggestions
 - Symposium in mid-November
 - Discuss programs running and plan submittal
 - Information needs to be submitted to federal government.
 - Working on performance standards
 - 2009 will focus upon information gathering and baseline to measure performance.
 - Ad hoc workgroup is time-limited and will need to meet at least on a quarterly basis.

interChange (iC) Update and Discussion – Ken Dybevik

- PowerPoint presentation on ForwardHealth iC was given (see IMAC web page).
- Background on MMIS (Medicaid Management Information System)
 - All states are required to have MMIS.
 - 75% of states use a fiscal agent to operate system.
 - EDS provides MMIS for Wisconsin with enhancements made by CMS.
- Implementation of new system will be delayed one month (11/10/08) due to provider preparedness.
- ForwardHealth is an umbrella logo concept name for health care programs, such as Wisconsin Medicaid, Family Planning Waiver, Wisconsin Well Woman Program, SeniorCare, BadgerCare Plus, and the Wisconsin Chronic Disease Program.
- interChange
 - A product name from EDS
 - Resulted from a desire for better technology and has a web-based feel
- Improvements over MMIS
 - Multi-payer system is streamlined into one-stop shopping.

- Easier to maintain and update, visible to all users
- More real-time processing- web portals provide another option and reduce paper use
- More security
 - Access to information is easier to restrict.
 - Restriction is based on employee role and program.
 - Secure areas require log-in and password.
- Only one Member Services phone number
 - Information is easily accessed by members and customer service is improved.
- System iC: federally certified system
 - Successfully launched and implemented by other states
 - System enhancements based upon lessons learned from other states
- Member Portal has a link to ACCESS
- Through ACCESS, members can:
 - Check which HMO they are enrolled in, but not sign up for an HMO
 - Request a replacement card
 - Obtain recipient history
- Members will request ID cards through Member Services or the ForwardHealth portal, but not from county IM workers.
- EM home page will not change.
- Any messages to county IM workers will be on the Secure Partner Portal Loading Page.
- Recipient ID cards with new member numbers will be issued and mailed out within 6 weeks following the iC implementation.
- New cards will be issued to members in phases according to geographic location.
- Card mailing inserts will be in both English and Spanish, and will direct members to contact Member Services, not their local county/tribal agency.
- Federal government will need to certify iC no later than six months after implementation.
- iC Training/Webcast
 - Any number of people can attend and there's no waiting list.
 - Flexible for each agency
 - MMIS guide will be used, so please keep for reference.
 - Non-mandatory, but highly recommended
 - Dates will be sent out.
 - When available online, a link will be sent.
 - Unable to use conference call line for training due to interference of webcast audio.
 - Conference room for trainings is recommended.

Workload and Finance Update and Discussion – Angela Dombrowicki, Ed Kamin, Jodi Ross

- This Subcommittee met in July face-to-face to discuss minutes, funding, and cases for the Workload Model.
- Minutes and cases were updated as of 7/1/08.

- Total money was discussed earlier with Secretary Timberlake and the Wisconsin County Human Service Association (WCHSA).
- Funding is short \$18 million GPR, based on the Workload Model showing a total funding of \$90 million All Funds.
- WCHSA would like to request 20% of the shortfall in the 09-11 budget, which equals \$3.7 million.
- Summary sheet on the Workload Model can be sent by e-mail or made available on the IMAC website.
- 2009 IM Allocations have been posted to the DHS website at <http://dhs.wisconsin.gov/>. It is found under Partners and Providers → Funding Information → State and County Contract for Social Services, Community.
- The state share is capped.

Comments on 2009 Draft IM Contract Changes – Kathy Gugel

- The 2009 Draft IM Contract was handed out and reviewed. This document will not be available on the IMAC web page due to the track changes. It was sent as an e-mail attachment to the IMAC contact list on 9/16/08.
- Contract language changes were made by the Workload and Finance Subcommittee prior to this meeting.
- Major changes to the contract are found on pages 6, 8, 11, 12, 16, and 17.
- Changes made during this meeting:
 - On page 6 under XII Section B, the phrase “need reports held harmless” will be added.
 - Recommended adding footnote to page 8 for definition of the MOUA order
- Changes will be reviewed by legal staff before being finalized
 - Page 11 and 12 have already been reviewed by legal staff
- Questions and comments can be sent to Angie Dombrowicki or Kathy Gugel of the DHS. After one week of receipt, the suggestions will be sent for management’s review.

New Worker Training – County Questions

- Two handouts were distributed (see IMAC web page).
- November 11, 2008 is the target date for implementing the New Worker Training. Projection end date is December.
- The Distance Model
 - Allows trainees to begin at anytime
 - Training Call Center will be available eight hours/day (trainees can contact Call Center on their own).
 - Is self-paced
- Assessments are built in and provided with an 80% success assessment.
 - Counties will decide whether assessments can be taken more than once; assessments will also determine efficacy of the assessment, i.e. if no one passes, then the State will need to redesign the assessment tool.
- Old materials for training will still be kept.
- Features

- In-house trainers will be available in addition to the Training Call Center
- Visual aids
- Modules will be added after training begins.
- Modules are self-contained and can be done in any order.
- Hands on training provided through assessments.
- CARES mainframe training is included. Long-term care training will not be included, because it is geared towards experienced workers (LTC training was provided in August 2008 and the next one will be in December 2008).
- To determine effectiveness of the tool, a blind study on errors could be conducted one year from start date, which would result in a Quality Control rate and standard. Two issues with evaluation of assessment:
 - Getting feedback
 - Obtaining data such as QC
- Recommendations/suggestions:
 - To make training more user-friendly, it is recommended that training be introduced in stages.
 - A list of best agency practices could be created.
 - An official Memo from the State regarding technology requirements would be helpful for training purposes.
 - Refer to Admin Memo 03-02 for tools and technology use
- A class of 35 in Milwaukee County has already begun the New Worker Training.

Update on IMAC Ad Hoc Workgroups – Angela Dombrowicki, Ed Kamin

- BadgerCare Plus Childless Adults
 - Theresa Fosbinder organized the workgroup and has a list of the current members.
 - This needs to move forward quickly.
- Premiums
 - There have been a few personnel changes.
 - The agenda has been sent out to everyone.
- Reconfiguration of the QC Subcommittee
 - Eight members currently
 - Conference call workgroup
 - Email John Haine if interested in joining.

Review of August Discussion on Childless Adults Cases / Other Feedback from Counties – Amy Mendel-Clemens

- PowerPoint handout from Angie Dombrowicki on GAMP Transition will be sent out (see IMAC web page).
- Members enrolled in GAMP or GA/GR will begin receiving benefits as BadgerCare Plus Childless Adults (BC+ CLA) on January 1, 2009.
- Since Childless Adults (CLA) will not have emergency services until they are transitioned from GAMP, counties will need to keep some form of GR Medicaid (e.g. ER visit for a new person is not covered until they are enrolled).

- People on psychotropic and certain asthmatic/diabetic medications will be grandfathered into the program.
- BadgerChoice Support Center will determine eligibility.
- After April 1, 2009 the Family Planning Waiver and FoodShare portion of the case will be transitioned to the BadgerChoice Support Center (BCSC).
- After 4/1/09, the BCSC will assist a CLA applying for FS. Prior to that date, the county will take the application.
- Local county responsibilities
 - FSET, homeless mail pick-up, FoodShare vault cards, and scanning documents
- Topics for Transition Ad hoc work group
 - How FSET referrals will be made
 - Expedited issuance- phone and computers are not located in the lobby of all agencies.
 - An Admin Memo stating the necessity for communications in the lobby area would help, but does not solve funding issues.
 - FS vault card requested by central agency processing
 - Should be customer-focused
- There is a learning curve for the customer in determining when to go to the BCSC and when to seek county assistance.
- Creation of BCSC should help with the counties' workload. There are mixed reactions from counties regarding the BCSC. A subgroup of Economic Support will examine this.
- FSET 50/50 is calendar year. Separate plans will go to Margaret Rosenthal. Contact DWD for further questions regarding W2 private agency plans.