

MINUTES
January 15, 2009
Income Maintenance Advisory Committee
Division of Health Care Access and Accountability
Department of Health Services

County/Tribe Attendees:

Joanne Ator, Door Co.	Chris Machamer, Waupaca Co.
Sara Bartz, Shawano Co.	Liz Mahloch, Sheboygan Co.
Jackie Bennett, Racine Co.	Elizabeth McDowell, Stockbridge Munsee Tribe
Carla Blackcoon, Monroe Co.	Wendy Metcalf, Columbia Co.
Lynn Brenner, Calumet Co.	Adrienne Miller, Walworth Co.
Kate Chambers, Lafayette Co.	Susan Moeser, Milwaukee Co.
Christy DeBauche, Brown Co.	Lorie Mueller, La Crosse Co.
Sheila Drays, Dodge Co.	Luann Page, Waukesha Co.
Sheila Falb, Polk Co.	Sandra Polkoski, Trempealeau Co.
CeCe Fishnick, Grant Co.	Sandy Potter, Washington Co.
Lori Garceau, Manitowoc Co.	John Rathman, Outagamie Co.
Liz Green, Dane Co.	Amy Roland, Outagamie Co.
Marge Griep, Pepin Co.	Patsy Rolo, Langlade Co.
Linda Halvorson, Dunn Co.	Linda Struck, Eau Claire Co.
Barbara Hernesman, Crawford Co.	Kate Surprise, Waushara Co.
Jane Huebsch, Marathon Co.	Cindy Sutton, Rock Co.
Jill Johnson, Jefferson Co.	Nancy Thompson, Vernon Co.
Sherlyn Kleinow, Grant Co.	Maralyn Trayler, Waushara Co.
Ann Kriegel, Winnebago Co.	Terry Schleiss, Kewaunee Co.
Doreen Lang, Wood Co.	

State Attendees:

Gail Chapman, DHS	Tricia Janssen, DHS
Vicki Davis, DHS	Vicki Jessup, DHS
Sara Edmonds, DHS	Amy Mendel-Clemens, DHS
Brian Fangmeier, DHS	Tadesse Mengesha, DCF
Theresa Fosbinder, DHS	Audrey Roecker, DHS
Kathy Gugel, DHS	Jodi Ross, DHS
John Haine, DHS	Carrie Schneck, DHS
Barb Honsa, DHS	

Administrative Items – Amy Mendel-Clemens

- Changes to this meeting's agenda: Amy Mendel-Clemens chaired today's meeting in place of Angela Dombrowicki. FSET was discussed after the interChange update, and SSI Issues were discussed prior to Member Services Issues.

- Ed Kamin has resigned from the ESPAC and IMAC co-chair positions. Liz Green of Dane County and John Rathman of Outagamie County have been officially appointed as co-chairs for ESPAC and IMAC.
- They are looking for additional ESPAC and IMAC members: two from the Northern region and two from the Southern region. Please let Liz Green (green.liz@co.dane.wi.us) or John Rathman (rathmajs@co.outagamie.wi.us) know if you're interested in joining.
- It was brought up that Angela Dombrowicki is interested in counties providing IMAC agenda items, so they can be added as topics of discussion. A conference call for planning agenda items will be held on Monday of the week prior to IMAC. Counties can send items to their DHS Regional Office before the second Friday of the month. The IMAC agenda is sent out the Friday or Monday before each month's meeting. A survey tool that is sent out statewide might be used to gather agenda items. A goal is to give agendas and handouts through the DHS Regional Offices.
- Meeting minutes from June, October, November, and December are not approved as of yet.

Updates – Amy Mendel-Clemens

- State Budget (per Counties' Request)- Carrie Schneck of OPIB
 - Carrie Schneck discussed the statewide budget deficit. No decision has been made yet regarding the budget and there's not much information available at this time.
 - Governor Doyle will announce the budget during his address sometime in February.
 - There's a possibility that \$32 million has to be cut, but that amount is not set firmly as those decisions are still in process.
 - IMAC expressed a desire to be kept up-to-date regarding the State budget.
- Transitional Childless Adults (TCLA)- Theresa Fosbinder
 - A handout was given out and discussed (see IMAC web page).
 - The counties' caseload will continue to diminish due to the transition from GR/GAMP to the BadgerCare Plus Core Plan for Childless Adults.
 - Member Services has already received many calls involving TCLA
 - Some members have called in to report changes.
 - Many members have not received their ForwardHealth member cards. Much of this is due to members' address changes.
 - Approximately 250 people were not included in interChange (iC). As a result, EDS is manually entering these people into iC ForwardHealth.
 - DHS reports that the transition has gone well otherwise. There has been some confusion from providers or community partners about coverage differences between the Core Plan and Standard/Benchmark Plans.
 - A press release about the hospital assessment proposal is found on the DHS website. The additional federal funding would help allow for the expansion of the BadgerCare Plus Core Plan. Depending on legislation, the BadgerCare Plus Core Plan for CLA will be implemented statewide on

- July 1, 2009. DHS will continue to provide updates on the Hospital Assessment plan and at the next IMAC meeting.
 - Some FoodShare cases for single adults will be transferred sometime after July 1, 2009.
 - Amy Mendel-Clemens recommended that any questions about the Core Plan should be referred to Member Services, until a new phone number is published.
- Deficit Reduction Act (DRA) letters- Tricia Janssen
 - Three DRA Asset Transfer policy letters will be added on January 28, 2009:
 - Divestment, Penalty, and Undue Hardship Notice
 - Undue Hardship Waiver Decision
 - Undue Hardship Bed Hold Notice
 - There will be a follow-up conference call in February regarding the DRA Ops Memo that was sent out on 1/7/09 (No. 09-01). Please send any questions about the DRA conference call to Vicki Jessup (Vicki.Jessup@wisconsin.gov).

Status of 2009 Contract Items

- FSET (this was discussed later in the meeting)- John Haine
 - Contract addenda for IM or private agency have been sent out already with the exception of Milwaukee County.
 - Current providers for Milwaukee County received a two month extension while DHS developed the RFP.
 - CARS profiles should be developed and sent out soon. The CARS unit said that detailed information will be sent out next week in the CARS manual.
 - There are 3 pots of money for FSET
 - Federal money
 - State GPR
 - Local money
 - DHS may need to ask the federal government for additional dollars to match the local money.
 - The State can submit a plan to the federal government at any time, but the federal match needs to be approved first before a contract is sent out.
 - The federal government has approved a certain amount for each of these funding sources:
 - Supplemental Administration
 - Base Administration
 - Retention
 - Transportation and participation
 - An amendment to the current plan will be sent out to the federal FSET agency, but only after talking with the federal government. DHS recommends that only 1-2 plan adjustments be made per year.
 - FSET is open to scrutiny, because of budget shortfall.
 - FSET workgroup continues to meet.
 - It was recommended that performance implementation standards (i.e. job placement) be sped up, because of the budget situation.

Therefore, the programs that are not working should be eliminated.

- Counties mentioned concern about past standards' implementations with W-2.
 - The State will provide a template, but not sure when. Counties will not be asked to provide data retroactively.
 - 5.87% error rate for 2009
 - 7.1% error rate for 2008
 - The percent needs to be lowered in order to avoid a sanction.
 - A future agenda item of how sanctions are passed on can be added and discussed.
- Fraud Allocations for 2009- Jodi Ross
 - The Workload and Finance Committee meeting was held on Monday, January 12, 2009.
 - No decisions about the 2009 Fraud Allocations have been made yet.
 - A concern about budget differences between pilot counties and balance of state was brought up. Barry Chase has asked pilot counties to send their contracts prior to the budget.
 - A decision will be made by February 5, 2009.

Status and Discussion of Premium Systems and Policy Changes – Amy Mendel-Clemens, Tricia Janssen

- The handout, "BC+ Premium Issues" was distributed and discussed. It is found in the "EVHI and BC+ Premium" handout under the November minutes (see IMAC web page).
- The BadgerCare Plus premium issues were identified during the September 2009 meeting with Deloitte.
- There is a delay with the draft issue paper involving free month calculation errors. DHCAA management needs more information from Deloitte before a major policy assessment can be made.
- There is a workgroup being formed to identify the premium issues. They will work on IT and policy problems. After the state meets to generate ideas, the county will be asked for their input. Counties would like to be informed of when that will be.
- This is a high priority item for both county and state. Problems with premiums take much of the workers' time.
- DHS will examine if there's a lag time of processing premiums at EDS.
- Racine County noted that there's a one hour or longer hold time on the premium helpline.
- Next month's IMAC meeting will include an update on the premiums issue.

interChange Update

- SSI Issues- Vicki Jessup
 - Issues that involve SSI State Supplement payments:
 - Paper checks returned due to address problems.
 - The SDX/SSI file contains three address lines, but iC can only hold two address lines. The Department's decision to delete the third line of SDX data removed critical address information (e.g. apartment numbers, suites, care of, and representative payee info) and caused many checks to be returned. The solution being worked on is taking the SDX file and moving the overflow address information from the third SDX line into the two lines available in iC.
 - Prior to the iC implementation, state SSI was in a separate system and SDX was the only data source that updated member records. Following iC implementation, state SSI was integrated into iC and updates to member records were then accepted from a number of other sources (e.g. CARES). In some cases, a bad address from CARES was overlaying a current address from SDX and that caused the checks to be returned.
 - High volume of rejected fund transfers
 - The SDX federal SSI file sends updates to Member Services every two weeks. However, following the iC implementation, payment changes were not being updated, except for grandfathered cases. The glitch in the code has been identified as is being fixed.
 - Representative Payee
 - Because of a glitch in the code, new representative payee information is not being updated from the SDX file. A fix for this problem has been identified.
 - Social Security Numbers (SSN) were taken off the file sent to representative payees. As a result, representative payees were not able to distribute funds. The temporary solution is to return the SSN to files.
 - Incorrect payment amounts: Prior to iC, the couple's pricing issues were manually calculated. With iC it was hoped that the calculation could be automated, but it was determined that manual calculations are still needed.
 - The most current SDX file will run for members to update their iC record with current representative payee, address and EFT information. This should resolve most of these issues and will occur this weekend.
 - Counties have been receiving questions about SSI issues. DHS will send out information to the counties to help with answering questions. The fix for SSI should also correct any CTS problems.
 - Provider training concerns were discussed earlier this morning at the county meetings. Some providers have had too little training. Provider training occurs as webcasts on the Internet.

- Some providers have incorrectly told members that they are not eligible, which has led to an increase in phone calls to counties. Sara Edmonds of EM CAPO is looking into this. Providers are seeing QMB only in the Portal and as a result are denying services to members. Amy Mendel-Clemens has requested that these errors be sent to her (Amy.MendelClemens@wi.gov) or to the CARES Call Center (DHSCARESCallCenter@wi.gov).
 - Finding a trainer to work directly with providers is a possible solution.
 - CARES is recognizing multiple counties for border cities (e.g. Belleville and Waupun).
 - System resources for iC have been working on HMO payment issues
 - 3070's are still not working properly online (e.g. no longer can put a whole family on one 3070). Manual certification is driven by case head, which is probably causing the problem. CARES Call Center will work on some of these 3070's issues.
 - iC problems and issues from an IM perspective will be added to next month's agenda. Please send any iC suggestions to Amy Mendel-Clemens.
 - Member Services- Amy Mendel-Clemens
 - Issues and questions related to iC implementation, Transitional Childless Adults (TCLA), SSI, and address problems have caused an influx in calls. ForwardHealth Member Services has reacted by:
 - Activating phone agents in California and Iowa
 - Temporarily staffing 9-12 state employees at Member Services.
 - Changing business hours by adding an hour earlier and later (early a.m. tends to be slower, whereas 3-5 p.m. is very busy).
 - Cross-training staff for different specialties (e.g. SSI, FS, etc.). However, finding training time is a challenge due to the high volume of calls.
 - Adding informational messages for people who wait in queue
 - Using case notes (CTMS) again.
 - Problems include:
 - Some of the TCLA population have not received their ForwardHealth member cards.
 - Replacement card situations. DHS is meeting with EDS daily (4-5 p.m.) and there's weekly contract monitoring.
 - SeniorCare hotline had many problems because of the Medicare Part D open enrollment.
 - Callers have been on hold for hours. When there's a complaint of a long hold time, ask for the person's name and their case and member numbers. Please send this information to Amy Mendel-Clemens. If the member entered their Member number while on hold, the hold time can be tracked. Updated call reports are sent out every two hours.

Feedback and Future Agenda – All

- Counties in crisis: Since January there's been an increase in the number of people in the lobbies.

- Counties will ask for increased funding as part of the economic stimulus money. A co-authored letter will go out to the federal government asking for money from the economic stimulus plan. There are no slots left for intakes. It was recommended that a disaster plan for the increased demand be formulated.
- Door and Dane Counties have noticed increased use of services, especially with unemployment insurance applications. Intake staff is working overtime to handle the increased demands. It was asked if the application time can be extended from 30 to 60 days. This will be addressed at the next meeting.
- Suggested agenda items (refer to other suggestions listed above)
 - ACCESS data and errors, and how ACCESS can save workers' time. Some agencies view ACCESS as streamlining work while others believe that ACCESS has created additional work.
 - An update on New Worker Training. There are currently 16 people taking New Worker Training.
 - Examining the common functions of workload. It was suggested that moving counties into a consortium may help them operate more efficiently. However, there may not be enough funds for creating a consortium.
 - Please send agenda items to Liz Green or John Rathman before Friday, February 13.