

MINUTES
February 19, 2009
Income Maintenance Advisory Committee
Division of Health Care Access and Accountability
Department of Health Services

Non-State Attendees:

Julie Arendsee, Rock Co.	Irene Lehman, Rusk Co.
Joanne Ator, Door Co.	Chris Machamer, Waupaca Co.
Jackie Bennett, Racine Co.	Liz Mahloch, Sheboygan Co.
Carla Blackcoon, Monroe Co.	Elizabeth McDowell, Stockbridge Munsee Tribe
Rhonda Brown-Anderson, Pierce Co.	Wendy Metcalf, Columbia Co.
Kate Chambers, Lafayette Co.	Adrienne Miller, Walworth Co.
Jamie Christianson-Fawcett, Barron Co.	Luann Page, Waukesha Co.
Brenda Danculovich, Racine Co.	Nan Pahl, Brown Co.
Sheila Drays, Dodge Co.	Kristine Parkansky, Marinette Co.
Christy Duhr, Richland Co.	Jan Place, Polk Co.
Sheila Falb, Polk Co.	Sandra Polkoski, Trempealeau Co.
CeCe Fishnick, Grant Co.	Sandy Potter, Washington Co.
Lori Garceau, Manitowoc Co.	Dawn Ramsey, Racine Co.
Lorie Graff, La Crosse 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.	Tony Sis, Dane Co.
Robbie, Crawford Co.	Sherryl Spreutels, Iron Co.
Judy, Fond du Lac Co.	Linda Struck, Eau Claire Co.
Linda, Green Lake Co.	Kate Surprise, Waushara Co.
Sara, Wisconsin Counties Association	Cindy Sutton, Rock Co.
Kara Jenkins, Jackson Co.	Sue Schweickert, Washburn Co.
Jill Johnson, Jefferson Co.	Nancy Thompson, Vernon Co.
Shirley Kitchen, Dodge Co.	Terry Schleiss, Kewaunee Co.
Ann Kriegel, Winnebago Co.	John Wilberding, Maximus
Anne LaChapelle	Sandra Wormet, Adams Co.
Doreen Lang, Wood Co.	

State Attendees:

Jennie Carthew, DHS	Vicki Jessup, DHS
Gail Chapman, DHS	Jim Jones, DHS
Vicki Davis, DHS	Audrey Koehn, DHS
Angela Dombrowicki, DHS	Pam Lohaus, DHS
Ken Dybevik, DHS	Michael McKenzie, DHS
Sara Edmonds, DHS	Amy Mendel-Clemens, DHS
Brian Fangmeier, DHS	Angela Moran, DHS
Theresa Fosbinder, DHS	Tadesse Mengesha, DCF
Kathy Gugel, DHS	Audrey Roecker, DHS
John Haine, DHS	Jodi Ross, DHS
Tricia Janssen, DHS	Carrie Schneck, DHS

Administrative Items:

The minutes from the following IMAC meetings were approved:

June 2008
 October 2008
 November 2008
 December 2008
 January 2009

- Pre-Release Application Processing for Offenders with Disabilities – Please remember to see the update on this. Some counties are not doing the re-release processing. The Bureau will send a notice to CARES Coordinators.
- Tax Intercept – In the April 2008 Administrative Minutes Memo, we had indicated our systems were not ready. We will start systems up again and the Bureau of Enrollment Management will notify CARES Coordinators when we are ready.
- Economic Support Survey and Workload Issues – Update - At Secretary Timberlake's request, we are petitioning counties to conduct a survey to collect ideas on how the system can be redesigned to operate with reduced resources and fewer clients. The survey will be sent to regional offices shortly and responses are due in 60 days. Afterwards, the Wisconsin Counties Human Services Association (WCHSA) will hold a summit on the survey results in April, 2009.

InterChange Update:

A list of problems and resolutions was prepared by Ken Dybevik and Jennie Carthew. We are three months into the implementation. Our focus is on getting back to normal.

Member Issues-

- There was a backlog of delays in prior authorizations. This has been resolved. EDS is processing according to standards within 10-20 days.
- There is a large inventory of suspended claims for manual review.
- SSI CTS Issues were addressed in February.
- Portal Enhancements-prioritizing requests for changes
- EDS member services has set up many more phone lines and are taking double the number of calls.

Managed Care Enrollment files-

- We continue to work on improving those.

Members with Changing IDs-

- Multiple IDs for the same person is related to managed care and newborns.
- Backdating is now being done correctly.

Manual Certification –

- Currently being worked on

Member Services Calls-

- We have new staff and routing systems at EDS. This has increased the percentage of response to over 85%.
- Working on Automated Voice Response (AVR) for members due in March or April.
- The total benefits page report-
 - When will that be available? We will send examples to the Call Center.

Check on Buy-in Reports-

- They will be different than in the past. The only reports done are on those people with impending deletions.
- Add access to buy-in reports to all worker profiles.
- Buy-in reports are now available to any CARES Coordinators and IM workers, not just CARES Coordinators.
- Processing problem with CMS and a buy-in for December and January-
 - Send case specific suggestions and enhancements to the CARES Call Center.
 - We will report to the IMAC at the March meeting.

Premium Changes:

A Workgroup has been meeting to identify changes and systems requirements. Other issues will be addressed in phases beginning with the next two months.

Next week there will be an Operations memo on manual certifications. Other issues will be addressed in stages. We will start making changes within the next two months.

Milwaukee County:

A letter from Secretary Timberlake was sent to Milwaukee County Executive, Scott Walker, addressing the following:

- Years of poor performance from the counties
- Lawsuit from Legal Action of Wisconsin (LAW)
- \$5.8 million spent on Milwaukee County with no improvement.
- The Department is proceeding forward.
- There is no plan in the budget for doing this takeover in any other county.
- We will use county employees (workers, clerical, quality assurance staff) with state managers and supervisors.
- Problem resolution unit with state staff.
- No money will be saved.

- Purpose is to improve service.
- Ed Kamin is the Chief of Operations for new agency.

Questions-

Stakeholders Communication Plan:

- Monday meetings with county employees both represented and non-represented
- Community Advisory Group
- Town Hall Meetings in Milwaukee County with the Department Secretary, Deputy Secretary, Jim Jones and Ed Kamin.
- Website

Phase-In Plan-

- State employees to take all ACCESS applications in Milwaukee County and keep cases; 3,000 out of 4,500 applications are in ACCESS.
- The county will also hire 37 more eligibility workers.
- July 1-Change Call Center (62 employees) Remaining counties (5 employees)
- January 2010-County workers with state supervisors take over implementation.
- Telephonic signature by end of year
- Some start-up costs are available to the state for the transition.
- Re-deploying all but 16 people in Milwaukee County
- Management training for rest of state will be available to share best practices.
- Funding to put good ideas into place will be funding to support good ideas.
- State will comply with county collective bargaining agreement and develop an MOU with union and statutory changes.
- County levy support is not decided yet.
- Milwaukee County staff is very disheartened and the situation seems impossible, but staff could be motivated by change. The situation is a self fulfilling prophesy and spiral -60% of cases closed are back on in 60 days. Milwaukee County has some of the best workers in the state, but we need a fresh start and a better way to do things.
- Marge, from Pepin County, asked if the retraining in Milwaukee County can be shared with the rest of the state. There are two parts: One is with orientation and the other on processing cases. We will share with both the training advisory group and distance learning. We will discuss this more next month.

State Budget:

- Today the Governor signed a budget adjustment bill which includes the hospital assessment.
- Jim explained the scope of the \$5.7 billion deficit.
- The Federal stimulus package fills only some of the budget deficit.
- No cuts in eligibility or benefits
- Every appropriation is cut by 1%.
- DHS is better than other departments with no layoffs.
- Most positions are not being filled.

Initiatives-

- Slows Family Care Expansion
- State only FoodShare program for non-citizens eliminated
- Transportation Broker
- Insurance Payment Intercept Program
- Expanding Family Planning Waiver (FPW) to males aged 15-44

Income Maintenance (IM) Funding

- No supplemental funding \$4.1 million all funds per year
- 1% cut (\$480,000)
- No Family Care IM allocation
- Decrease in GPR for fraud (\$500,000)
- WCHSA will come up with new ideas to save money per Secretary meeting.
- \$24 million administrative cut to DHS

Federal Stimulus:

- Increases in Federal Medical Assistance Percentage (FMAP)
- Increases in FoodShare
- Increase in FoodShare Administration (decisions will be made by DOA)
- Get Dane County's numbers of anticipated family planning waiver cases
- How will cuts be determined in Workload and Finance
- Mike McKenzie will work with an adhoc committee on fraud.
- FoodShare will increase 13.6 % with April benefits. This will stay until they are exceeded by the Federal Poverty Level (FPL) or other increases.

Low Income Energy Assistance Program (LIEAP) and Heating Standard Utility Allowance (HSUA)-

- If you get a LIEAP payment and are not paying directly, you are incurring these costs in your rent. FNS allows us to assume that all cases are eligible for a LIEAP payment as a default. Participating households will get an increase in benefits because of these deductions. We anticipate households applying for or receiving benefits now, will also be eligible for the HSUA. Everyone getting FoodShare will get a LIEAP payment of at least \$1 for 12 months. Their FoodShare benefits probably will increase as a result of this change.
- We will rerun the data on childless adult cases by county.
- Liz and John will send out a draft letter on the HSUA and FoodShare changes to a small group of counties for review.
- Definition of Medicaid Transportation Broker –coordinate all common carrier transportation and deal with transportation between counties.
- Timeline for signing a budget is July 1.
- Also in the state budget are \$360 million all funds in unspecified cuts in Medicaid benefits.
- BC+ for Childless Adults- Budget Adjustment Bill hospital assessment pays for expansion.

- Will send counties some PowerPoints on BadgerCare Plus for Childless Adults
- In April a BadgerCare Plus Administrative Memo, and in May an Operations Memo will be produced. The IMAC IT will demonstrate the new pages on childless adults.
- AST for telephone interviews
- Need WCHSA representative for the Badger Care Plus Advisory Group
- Will demonstrate parts of the system to the IMAC in March or April

FoodShare Penalty and Bonus Workgroup-

- John Haine reviewed workgroup-9 options for passing through sanctions and bonus money.
- A recommendation went to the Economic Support Policy Advisory Committee (ESPAC) and WCHSA. WCHSA sent a letter to the Department approving the IMAC workgroup sanction recommendations.
- If we are sanctioned in 2010, we will apply the sanction proposal. The state will discuss the sanction recommendations in light of the budget situation.

Agenda Items for Next Meeting:

New Worker Training
Premiums
Childless Adults draft admin memos
2009 fraud allocations
Update on 2010 recommendations
InterChange
Member services
IT strategic Plan

The next meeting is Thursday, March 19, 2009 at Fen Oak.