

MEETING MINUTES

June 18, 2009

Income Maintenance Advisory Committee
Division of Health Care Access and Accountability
Department of Health Services

Non-State Attendees:

Julie Arendsee, Sauk 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.	Wendy Metcalf, Columbia Co.
Lynn Brenner, Calumet Co.	Adrienne Miller, Walworth Co.
Rhonda Brown-Anderson, Pierce Co.	Debbie Morris, Red Cliff Tribe
Sheila Drays, Dodge Co.	Nan Pahl, Brown Co.
Lori Garceau, Manitowoc Co.	Kristine Parkansky, Marinette Co.
Lorie Graff, La Crosse Co.	Sandy Palkowski, Trempealeau Co.
Liz Green, Dane Co.	Amy Roland, Outagamie Co.
Adelene Greene, Kenosha Co.	Patti Sabel, Fond du Lac
Marge Griep, Pepin Co.	Terry Schleis, Kewaunee Co.
Linda Halvorson, Dunn Co.	Sue Schweickert, Washburn Co.
Jane Huebsch, Marathon Co.	Tony Sis, Dane Co.
Jill Johnson, Jefferson Co.	Paula Stansbury, Buffalo Co.
Shirley Kitchen, Dodge Co.	Cindy Sutton, Rock Co.
Ann Kriegel, Winnebago Co.	John Wilberding, Maximus

State Attendees:

Rachel Carabell, DHS	Vicki Jessup, DHS
Angela Dombrowicki, DHS	Ed Kamin, DHS
Sara Edmonds, DHS	Pam Lohaus, DHS
Brian Fangmeier, DHS	Michael McKenzie, DHS
Kathy Gugel, DHS	Tadesse Mengesha, DCF
John Haine, DHS	Jodi Ross, DHS
Melissa Henderson, DHS	Carrie Schneck, DHS
Barb Honsa, DHS	Eli Soto, DHS

- I. May meeting minutes approved.
- II. Milwaukee County Enrollment Services Update – Ed Kamin
 - A. PowerPoint presentation presented at the meeting reviewing main discussion points (please see Milwaukee Enrollment Services Project PDF on web)
 - B. As of May 1st the current team is processing ACCESS applications
 - C. Assistance with processing done by EM CAPO with community partners
 - D. As of June 18th the team has processed 6,000 applications
 - E. All applications processed timely
 - F. Piloting a streamlined FS application processed developed by EM CAPO
 - G. Processed will be shared with agencies and will be presented at a future IMAC meeting
 - H. Leading up to implementation, five listening sessions held in Milwaukee to get input on process improvements
 - I. With transition, lawsuit by LAW against Milwaukee and DHS settled
- III. Workload and Finance Update – Liz Green, Mike McKenzie, Jodi Ross
 - A. CARS system – July 1st, GPR funds out now for CY '09
 - B. IM allocations for 2010
 - Do not include stimulus funds as directed by Joint Finance since we will need to wait for the budget to be signed
 - WFCAP is sum sufficient
 - MA Transportation broker will be discussed later in agenda
 - C. Fraud
 - 2009 incentive funding from DCF on par with past months
 - 2009 budget reduction proposal to \$500,000, \$1 million all funds
 - 2010 - \$200,000 all funds, most agencies are budgeting zero funds, DCF may not join DHS in a joint recipient fraud initiative
- IV. Update on BadgerCare Plus Core Plan – Angela Dombrowicki
 - A. Statistics
 - Monday June 15th, 100 calls waiting at 8:00am
 - By COB Tuesday, 7,000 calls
 - Call center anywhere expanded call answering capability to reduce wait time to 11 minutes, from 30 on Monday
 - By COB Wednesday, June 17th, 8,141 applications, 80% via ACCESS, 20% on telephone
 - B. Concern with lack of telephone numbers to return calls for interviews
 - C. To develop community partners call Claire Smith at (608) 266-1334
 - D. More community access points needed
 - E. Issues/Concerns from agencies
 - Some agencies have not been able to get through on the phone to the ESC
 - Columbia County had eight migrant farm workers and the Spanish ACCESS

- La Crosse Ben Specs had problems with ACCESS application process (about 1hr per app.)
- HNA search process not efficient yet to obtain a provider
- Health care access default to yes
- DHS has applied for a grant to get more slots for Core Plan
- FAX line needs to be publicized
- Scanning capability limited at local level
- Still have some jurisdictional issues for cases as well as vault card issuance
- Case transfer process needs clarification
- Signature page for Family Planning Waiver cases can be scanned
- Cases inappropriately transferred to local agencies, Waupaca County example
- Number of boxes for SNNs in ACCESS wrong, needs a fix
- ACCESS handbook update needed
- CORE plan update needed
- Script needed for HNA (Vicki will get something to Amy to publish)
- Outreach needed to family planning clinics to do ACCESS instead of paper applications

V. MA transportation broker – Rachel Carabell

- A. Governor's budget for statewide implementation
- B. For all MA except FamilyCare
- C. HMOs are included
- D. State will contract with a vendor and use existing vendors if possible
- E. Goals – impact access, efficiency, standards for drivers and reduce fraud
- F. Will use a state or regional approach with a call center
- G. Use common carrier to save money
- H. Have to come up with an overall rate
- I. 23 states have transitioned to broker system
- J. Will start work, if not this January, then in June
- K. Rural areas may cross state lines for service
- L. Must include ES and Aging agencies
- M. Most states also have a volunteer network
- N. IMAC ad hoc group is needed for this effort

VI. Next Meeting Agenda - All

- A. CARES Changes for remainder of 2009 and early 2010
- B. Best practice, FS script for phone interviews
- C. Allocations for 2010
- D. ESC update
- E. FS Error Rate update