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State of Wisconsin

Department of Health Services

MEETING MINUTES

July 16, 2009

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

Non-State Attendees:

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|----------------------------------|-----------------------------------|
| Joanne Ator, Door Co. | Chris Machamer, Waupaca Co. |
| Sara Bartz, Shawano Co. | Liz Mahloch, Sheboygan Co. |
| Jackie Bennett, Racine Co. | Shannon Meier, Buffalo Co. |
| Carla Blackcoon, Monroe Co. | Wendy Metcalf, Columbia Co. |
| Lynn Brenner, Calumet Co. | Luann Page, Waukesha Co. |
| Ronda Brown-Anderson, Pierce Co. | Kristine Parkansky, Marinette Co. |
| Bonnie DeBauche, Brown Co. | John Rathman, Outagamie Co. |
| Sheila Drays, Dodge Co. | Amy Roland, Outagamie Co. |
| Sheila Falb, Polk Co. | Terry Schleis, Kewaunee Co. |
| CeCe Fishnick, Grant Co. | Chris Schmitz, Fond du Lac Co. |
| Liz Green, Dane Co. | Deb Schwan, Kenosha Co. |
| Marge Griep, Pepin Co. | Sue Schweickert, Washburn Co. |
| Linda Halvorson, Dunn Co. | Tony Sis, Dane Co. |
| Cathy Hamilton, Langlade Co. | Linda Struck, Eau Claire Co. |
| Jane Huebsch, Marathon Co. | Kate Surprise, Waushara Co. |
| Ann Kriegel, Winnebago Co. | Cindy Sutton, Rock Co. |
| Doreen Lang, Wood Co. | |

State Attendees:

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|-------------------------|-----------------------|
| Angela Dombrowicki, DHS | Vicki Jessup, DHS |
| Sara Edmonds, DHS | Sheila Kurt, DHS |
| Brian Fangmeier, DHS | Tadesse Mengesha, DCF |
| Kathy Gugel, DHS | Jodi Ross, DHS |
| John Haine, DHS | Carrie Schneck, DHS |
| Melissa Henderson, DHS | |

I. Administrative Items - Angela Dombrowicki/John Rathman

- The June minutes were approved as written without additions or corrections.
- Update on FoodShare Error Rate - John Haine
 - FoodShare Error Rates distributed. Posted under July '09 meeting minutes.
 - Active Error Rate: 1.39% FS Active Error Rate for first six months, about 570 sample cases. Trend is for no penalty, competitive for bonus money.
 - Negative Action Reviews: 1.89% for first six months, about 370 sample cases.

II. 2009-2011 Budget Update and Discussion

- 2009 Fraud Contracts/Allocations - Mike McKenzie/Jodi Ross
 - 2009 Fraud Program Allocations document distributed. Shows 62.9% decrease to county allocations for CY 2009 from CY 2008. Tribes did not have a decrease. Overmatch is still available so that counties can get federal match of county only funds expended.
 - Question as to what will happen with collection funds still coming into DHS from DCF. Jodi Ross will follow up.
 - Counties want to ensure ongoing that county only funds will continue to be matched with federal dollars.
 - County input on ongoing program will continue to come from the Workload and Finance Committee.
- 2010 Income Maintenance Allocations - Jodi Ross
 - Distributed draft preliminary 2010 IM Administration Allocations:
 - Decrease of the one-time supplement (not applicable to counties that did not receive the one time funding).
 - 1% decrease to appropriation 414. Applied to all counties and tribes.
 - FS Stimulus Dollars: 200,000 to MILES. The remaining distributed based on April 2009 FS Caseload. Adding to contract Jan 1 of 2010 -Money added.
- CY09 Allocations:
 - FS stimulus money for FY09 needs to be spent by Sept 30, 2009 or it will be lost. Adding to FY09 contract and working out reporting and tracking details. Can go back to April 1 of 2009, but likely already spent.
- Questions related to FSET: What is status of FSET allocations? Are all counties spending their allocations? Is there any chance of the State getting more funding?
 - Discussion Points:
 - Some counties have been aggressively enrolling in FSET hoping for enhanced funding based on enrollment.
 - 2008 numbers are based on numbers enrolled and amounts carried forward annually.
 - General reluctance to take money from one county and give to another during these times.
 - Workgroup looking at development of objective and fair performance standards.
 - Suggestion to base on numbers enrolled/served. 2008 funding shortfall.
- Question on what will happen for CY11 Allocation. Stimulus money will be done and no other information available at this time about any additional funds available (May be similar to column N in worksheet). Counties looking to have some discussions about the future of the program.

III. Best Practices from the EM CAPO - Sara Edmonds

- Power Point document distributed.
- 2/1/08 EM CAPO live to assist with process Milwaukee applications submitted via Community Partners.
- Milwaukee Community Partners help individuals apply via ACCESS and help in gathering complete info. Encourage clients to work through partners. Train partners. There are set Partner responsibilities. Collect premiums and fax verifications.
- EM CAPO process BC+ & FS apps and transfer to Milwaukee County/Miles. There are set EM CAPO responsibilities.
- Tips for successful Partnerships: Meet, train, communicate, appreciate success, make sure completed apps obtained handout to client.
- Form examples in PowerPoint and handed out (form instructions, customer materials checklist, links, FS Phone questionnaire/interview)
 - FS Phone questionnaire does not replace an application, but can only be used for the interview. There needs to be a separate application (not doc 1). Intent is to streamline interview. Process ACCESS app after interview.

IV. Update on the BadgerCare Plus Core Plan - Angela Dombrowicki

- Handout of Total Apps with BC+ Core Plan Request by County/Tribe for 6/15-7/13/09.
 - Stats: Confirmed about 1,300 statewide. About 23,000 total apps. About 15,000 apps paid fee. No fee apps expire after 30 days. Most apps are individual apps. 50% are age 41-60. 25% are age 19-30. 53% are female, 47% male. 58% indicate no employment.
 - Receiving 5-600 apps per day. First day had 100 calls in queue and 2900 apps submitted at 7:00 a.m. go live.
- Most of folks that applied and paid fee the first week will be processed by next week and eligibility retro if applicable.
- Expedited FS is now processing within about 24 hours.
- Three counties have helped process applications (Dane, La Crosse, and Kenosha). State requested help to try and ensure 30 day processing for initial application influx.
- Questions:
 - Any specific criteria used to pick county and where payment from? County size, location, and ability to process quickly were used as criteria. Payment to counties will come from processing fee.
 - How many fees waived (homeless)? Do not have stats now but will later.
 - Is there a waiting list plan? Waiting list discussions being held, but no plan. There is no person cap, but dollar cap. (Count includes GAMP transition of about 12,000 individuals that will need to reapply and pay fee starting in Jan 2010.)
- County Comments:
 - A lot of people came into county angry that they must submit applications via phone and online (for Core and FS apps).
 - Phone line wait time is long. State aware of wait time and putting more state staff (8 now) on county line. State direction is that County not prevented from processing FS apps. Some counties are processing and transferring to ESC when Core Plan app is processed already.
 - Temporary FS card emails not currently being sent, but will be.

- Systems issue:
 - RFA Summary page identify that case needs to go to ESC, comments field are grayed out and county would like to be able to input info, have heard it is scheduled for a systems change.
- Other Issues:
 - Some issues with ACCESS apps where client answering incorrectly, example Medicare part A & B and disability.
 - Counties receiving homeless mail. General instructions posted on IMAC website. Outstanding questions: How long do counties need to hold mail? This is being researched (regulations and common county practice).

V. CARES Changes for the remainder of 2009 and early 2010 - Angela Dombrowicki/Tricia Janssen

- DHS CARES & Other Systems Projects Implementation Schedule distributed.
 - July/August: Core Plan follow up releases and fixes
 - October: BENDEX layout changes and EVHI Self Service
 - November: ECF Workflow, ACCESS Child Care, ACCESS Online Renewals/SMRF, ACCESS Accessibility Compliance/Browser, MiES scheduling, MiES/ESC Telephonic Signature Automation, FamilyCare expansion enhancements
 - December: Core Plan follow up including HMO selection
 - January: EVHI assessments, BENDEX citizenship data, MIPPA/SLMB+ Automation (enroll LIS eligibles in buy-in, goal central processing)
 - March: EVHI HIPP, EVHI Reports, ACCESS Program Add, ECF Customer Self Scanning, CMB Enhancements, Verification Checklist Redesign (looking at common FS and MA policy), IVR Benefit Query
 - May: Pre-printed Review Form, English view of Spanish notice, IVR Benefit Review, ACCESS RMC Enhancements
 - July: BC+ Core plan employer buy-in, ECF integration and CWW/Viewing

VI. County Nominations for IMAC Representatives to the MA Transportation Broker and Core Plan Ad Hoc Workgroups - Liz Green/John Rathman

- MA Transportation:
 - Eight counties identified rep: Dane, Outagamie, La Crosse, Rock, Dodge, Columbia, Wood, and Waupaca.
 - Group will start in August (Rachel Carabell involved).
- Core Plan Ad Hoc:
 - Committed to have reps: Sheboygan, Dane, Outagamie, Rock, Racine, Washburn, Waukesha, and Wood.
 - Group will start in August

VII. Agenda Items for Future Meetings - All

- Provide follow up on FSET Allocation and Deficit
- Briefing for IMAC on Online Renewal
- Update on Core Plan
- Follow up on Fraud for 2010
- IM Contract for 2010