



Jim Doyle  
Governor

Karen E. Timberlake  
Secretary

Telephone: 608-266-8922  
FAX: 608-266-1096  
TTY: 888-692-1402  
dhs.wisconsin.gov

**State of Wisconsin**

**Department of Health Services**

**Income Maintenance Advisory Committee (IMAC) Meeting**  
*Thursday, August 20, 2009*

**Minutes**

**Non-State Attendees:**

Julie Arendsee, Sauk Co.	Deanna LaBarge, Lac du Flambeau Tribe
Joanne Ator, Door Co.	Doreen Lang, Wood Co.
Jackie Bennett, Racine Co.	Chris Machamer, Waupaca Co.
Carla Blackcoon, Monroe Co.	Liz Mahloch, Sheboygan Co.
Lynn Brenner, Calumet Co.	Wendy Metcalf, Columbia Co.
Ronda Brown-Anderson, Pierce Co.	Adrienne Miller, Walworth Co.
Mary Chapman, Lac du Flambeau Tribe	Luann Page, Waukesha Co.
Brenda Danculovich, Racine Co.	Nan Pahl, Brown Co.
Mary Donahue, Rock Co.	Kristine Parkansky, Marinette Co.
Sheila Drays, Dodge Co.	Sandy Potter, Washington Co.
Sheila Falb, Polk Co.	John Rathman, Outagamie Co.
CeCe Fishnick, Grant Co.	Amy Roland, Outagamie Co.
Lori Garceau, Manitowoc Co.	Patsy Rolo, Langlade Co.
Lorie Graff, La Crosse Co.	Terry Schleis, Kewaunee Co.
Liz Green, Dane Co.	Sue Schweickert, Washburn Co.
Linda Halvorson, Dunn Co.	Stacy Strasler, Marinette Co.
Barb Hernesman, Crawford Co.	Linda Struck, Eau Claire Co.
Jane Huebsch, Marathon Co.	Kate Surprise, Waushara Co.
Jill Johnson, Jefferson Co.	Nancy Thompson, Vernon Co.
Ann Kriegel, Winnebago Co.	

**State Attendees:**

Angela Dombrowicki, DHS	Vicki Jessup, DHS
Sara Edmonds, DHS	Sheila Kurt, DHS
Brian Fangmeier, DHS	Tadesse Mengesha, DCF
Kathy Gugel, DHS	Scott Riedasch, DHS
John Haine, DHS	Margaret Rosenthal, DHS
Barb Honsa, DHS	Jodi Ross, DHS

## **I. Administrative Items**

- July minutes were approved as written.
- Change to agenda to postpone ECF discussion because there were too many topics scheduled for the meeting and Tricia Bless was unable to attend.
- Fraud investigator needs a copy of combined application form (CAF) as of certain date for prosecution. In the past, they were able to produce these, but can't as of June CARES changes when summaries were created and stored in ECF. Another issue is that the summary was not designed for W-2 and Child Care. Angie will ask the systems section to research so this topic can be further discussed at the next meeting.

## **II. Briefing on ACCESS Renew My Benefits (RMB) Workgroup**

Sara Edmonds briefed the group on the draft RMB design and solicited input. A handout with screen mock-ups and design details was provided.

- One of DHS' goals for program improvement is increased retention and this tool is one of the remedies. The RMB workgroup reviewed all CARES fields to identify all required fields. The workgroup goal is to streamline the renewal process and keep online renewal to 30 minutes or less.
- Childcare will be in ACCESS Apply for Benefits (AFB) and RMB tools starting in January 2010.
- The tool is scheduled to be available on 12/12/09 for those with renewals due in January 2010.
- Six month report form (SMRF) will also be available online- it is a small subset of RMB. At this point we will not discontinue mailing a paper SMRF. At some future point we hope to give people a choice to not receive paper. Concern was raised about someone who indicates they will do everything online, because some members lose their internet connection on a regular basis.
- Design Features:
  - When members go to "My Access" they will see a new section called "my alerts" where users can "click here to renew HealthCare and FoodShare benefits". These alerts will not appear until 45 days prior to due date.
  - Members can choose to renew benefits early by clicking a checkbox to align their renewal dates for all programs they are enrolled in.
  - Leveraging technology currently available in AFB and Report My Changes (RMC)
  - Throughout the process, users will need to click on "Show information" link in order to see details about what is currently on file for their case.
  - Using people icons like in other ACCESS tools.
  - Providing a new comment section for members to communicate with their eligibility worker. Comments will appear on the PDF summary.
  - The tool won't be displaying SSN unless it is not already verified. If not verified or missing, will display zeros so they can provide.
  - Questions will only be asked if required for the program(s) they are currently enrolled in. There is also some intelligence based on individual demographics. For example, we won't ask about pregnancy for women who are not of childbearing age.
  - Making some enhancements to help people understand the data we have on file in CARES.

- No “save and exit” feature because data in CARES is pulled back real time when renewal begins and if someone comes back, the info in CARES could have changed.
- Information about required verification will be customized based on program(s) open and any changes reported.
- Renewals will appear in inbox the same way that applications appear. The sorting capabilities will be the same.
- Renewal will be assigned to primary worker, but alert will be sent to any secondary worker for agencies with two worker model.
- Will be able to pend eligibility for an interview with renewals as well (currently can only pend for FS interview at application)

### III. **BadgerCare Plus Core Plan and ESC**

Angela Dombrowicki provided an update. She distributed a list of core plan application counts by county and tribe. The numbers do not reflect applications that did not include a core plan request (i.e. FoodShare only or Family Planning Waiver). For Core plan, a request isn't considered an application until the fee is received. To date, approximately 68% follow through with an application fee within 30 days after the request is submitted.

Status as of Friday 8/14:

- 40,044 core plan requests have been received (whether or not fee was paid)
- 48,758 total requests – including applications for FPW or FS only
- 83% of the applications are submitted online using ACCESS
- 59% of the applicants report no employment
- 48% are male, 52% female

As of the meeting date, 8,347 cases have been confirmed. Information about the number of enrollees is available on the website: [www.badgercareplus.org](http://www.badgercareplus.org)

Efforts to process this volume of applications on a timelier basis:

- 21 counties are assisting the ESC with processing applications
- Increased vendor staffing levels at ESC
- Redeployment of additional state staff – e.g. 5 staff from the EM CAPO are now working at the ESC full time.
- Implemented a call back feature so callers don't need to wait on hold
- Identifying opportunities for increased efficiency and automation in the process
- Renewals for GAMP individuals will likely be delayed beyond December.
- Individuals with emergency food or health care needs should be referred to Claire Smith at [Claire.Smith@dhs.wisconsin.gov](mailto:Claire.Smith@dhs.wisconsin.gov)
- Complaints about phone wait times and delays in processing that are directed to local agencies should also be referred to Claire.

### IV. **Briefing on Medicare Improvements for Patients and Providers Act of 2008 (MIPPA)**

Scott Riedasch briefed the group about the MIPPA changes and impact on local agencies and customers. A handout with additional details was provided. This law was passed by congress and signed by President Bush in July 2008. Most of the MIPPA provisions become effective in January 2010.

## Highlights:

- SSA is required to share Medicare Part D Low Income Subsidy (LIS) applicant information with states. This constitutes an application for states' Medicare Savings Programs (QMB, SLMB, SLMB+ and QDWI).
  - The information from SSA is only approximately 25% of what we usually get for MPA applications. Exploring options about how to change statutes to enable us to use the data we receive from SSA to make a determination.
  - Goal is to minimize the need for follow up to get additional information and verification, but would need a state law change for that to happen. Without a change in state law, would need to issue a request for additional information and verification.
  - Guidance from CMS and SSA about this process has been minimal. There are still many outstanding questions.
  - SLMB+ will be automated in CARES.
  
- The asset limits for Medicare Premium Assistance programs are increasing effective 1/1/10 to three times the SSI asset limit, with annual adjustments for inflation. Currently the asset limits for these programs in WI are twice the SSI limit.

## V. Updates

### • **Workload and Finance Committee**

Jodi Ross updated the IMAC about discussion at the last Workload and Finance meeting. Contract amendments have been issued to agencies that are running a fraud program in 2009. For 2010, DHS plans to concentrate on client education and front end verification. An options paper is in development for the fraud program in 2010 and beyond, given the limited amount of funding available.

### • **FSET Allocations**

There has been a statewide 38% increase in FSET enrollment since June 2008, but a wide range from agency to agency. Some agencies have had zero growth and others have had a 70% increase. As such, DHS does not want to use the same allocation methodology in 2010 that was used in 2009 because that would result in significant inequities in funding. For example, in 2009, one agency has only one enrollee and is getting \$23,000 whereas another agency is serving 124 individuals and getting \$74,000.

The workgroup is exploring options for new allocation methodology that is fairer for all agencies. Although DHS would prefer that the FSET program be available statewide, there is a possibility that some agencies will not be funded in 2010. Agencies with less than 5 participants will be contacted by DHS in the coming weeks.

Another consideration is central processing of childless adults- FSET agencies have less control over encouraging individuals to volunteer. Agencies should contact Margaret Rosenthal and/or John Haine by email if they become aware of someone wants to volunteer for FSET but has not been referred by the ESC. [Margaret.Rosenthal@dhs.wisconsin.gov](mailto:Margaret.Rosenthal@dhs.wisconsin.gov) or [John.Haine@dhs.wisconsin.gov](mailto:John.Haine@dhs.wisconsin.gov)

### • **ARRA Contracts, Funding, and Reporting**

Contract amendments for the 2009 ARRA stimulus funding are being finalized and should be issued next week. A memo and email will be issued with the contracts to explain contract language and fiscal

information. RMS statistics will be used to satisfy ARRA reporting requirements, so the ARRA funds can be added to the current 283 CARS profile. This funding will be separately identified in the 2010 IM contracts, since it isn't base funding and there is a deadline by which it needs to be spent.

- **Other fiscal issues**

- Overpayment calculations- DHS has not received incentive payments.
- Estate recovery incentives have been issued.

- **MA Transportation Broker and ESC Committee**

John Rathman informed the group that county representatives have been sent information about the DHS manager responsible for the transportation broker RFP. A meeting has not yet been scheduled.

Angie notified the group that the ESC committee will meet in mid or late September. The goal is to obtain constructive criticism and process suggestions.

- **2010 IM Contract**

Kathy Gugel distributed a draft version of the 2010 IM contracts and pointed out the specific changes from the 2009 contract:

- Page 6- added a sentence about the fact that no FoodShare penalties enacted and agency preventable error assessment language has been removed
- Page 13 – section 22- change in fraud program name. also added a blurb that fraud info will be communicated via an amendment once DHS plans have been finalized
- Page 14- section 25- transportation changes based on biennial budget language regarding transportation broker.

- **Rate Reform**

Angela Dombrowicki informed the group that information about this initiative is available on the DHS website and encouraged local agencies to review it. DHS is required to hit a \$2.5 million savings target. Although there isn't a direct impact on IM, she encouraged counties to review the PowerPoint presentation for information about the Department's goals and priorities.

## **V. Agenda Items for Future Meetings**

- Electronic Case File (ECF) Enhancements
- Agencies need ability to print Combined Application Form (CAF) as of a certain date for fraud investigation
- BC+ Core plan and ESC implementation issues