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State of Wisconsin

Department of Health Services

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, January 16, 2014

1:00 – 3:30 p.m.

Department of Agriculture, Trade & Consumer Protection – Board Room

2811 Agriculture Drive / Madison, WI 53718

Or online at <https://connect.wisconsin.gov/imac/>

For audio, dial 888-808-6929, access code 468-5307.

Non-State Attendees:

Jenny Hoffman, Bay Lake / Brown Co.	Joanne Ator, Bay Lake / Door Co.
Kris Parkansky, Bay Lake / Marinette Co.	Amy Mendel-Clemens, Capital / Dane Co.
Tony Sis, Capital / Dane Co.	Sheila Drays, Capital / Dodge Co.
Stephanie Ronnfeldt, Capital / Richland Co.	John Rathman, East Central / Outagamie Co.
Tim Gessler, East Central / Sheboygan Co.	Chris Machamer, East Central / Waupaca Co.
Kate Surprise, East Central / Waushara Co.	Ann Kriegel, East Central / Winnebago Co.
Linda Struck, Great Rivers / Eau Claire Co.	Ronda Brown-Anderson, Great Rivers / St. Croix Co.
Jane Huebsch, IM Central / Marathon Co.	Amy Mayo, IM Central / Oneida Co.
Mia Inman-Anderson, Moraine Lakes / Walworth Co.	Carol Wicklun, Moraine Lakes / Walworth Co.
Sandy Potter, Moraine Lakes / Washington Co.	Doreen Lang, Northern / Wood Co.
CeCe Fishnick, Southern / Grant Co.	Marlin Harms, Southern / Iowa Co.
Marjean Sutherland, Southern / Lafayette Co.	Carla Haigh, Southern / Rock Co.
Adelene Green, WKRP / Kenosha Co.	Hope Otto, WKRP / Racine Co.
Roger Ingebritson, CMS	Audrey Mattison, CMS
Linda Alexander, HP	

State Attendees:

Linda Auchue, DHS	Emily Campbell, DHS
Dale Crapp, DHS	Sara Edmonds, DHS
Brian Fangmeier, DHS	Lisa Hanson, DHS
April Heim, DHS	Elizabeth Jungers, DHS
Donna King, DHS	Hannah Knouse, DHS
Steve Martinelli, DCF	Mike McKenzie, DHS
Paul Michael, DHS	Julie Milleson, DHS
Tiffany Orcholski, DHS	Cherish Orozco, DCF
Melissa Pisczor, DHS	Allison Shabino, DCF
Craig Steele, DHS	Tony Trout, DHS
Debbie Waite, DHS	Jennifer Wickey, DHS

1. Administrative Issues – Debbie Waite & John Rathman

Remote attendees:

- Email Linda Alexander of attendance.
- Another reminder: Please be sure phones are on ‘mute,’ not ‘hold.’

Agenda flexible due to Craig Steele’s availability today.

Welcome to CMS’ Roger Ingebritson representing Charles Friedrich; Audrey Mattison attending by phone.

2. Approval of December 19, 2013 Minutes – Debbie Waite

Motion to approve, seconded; passed by voice vote.

3. Department of Children & Families Update – Steve Martinelli, Cherish Orozco and Dale Crapp (Handout)

a) RMS Roster Pilot Project

- See handout “Random Moment Sample (RMS) Update” for details.
- Previous RMS had been in place for more than 10 years and was becoming less effective; replacing color-coded Excel spreadsheets prone to mistakes.
- Process staying the same but the tool has changed.
- Enhancement - supervisors can now update their own employee rosters. More efficient than having a DCF unit updating more than 1,800 employees in all counties.
- Out of 200 supervisors, 13 opted to participate in pilot.
- Launched 12/19/13; new system up and running/live on 1/2/14. Over 70% of supervisors have logged into system; some have already used to make roster changes.

b) Impact of New RMS System Changes to Supervisors

- So far, very positive feedback.
- Reminder emails to staff to update their activity response with a copy to supervisor. Results in supervisors getting a lot of emails; supervisors can encourage employees to be responsive to limit email reminders.
- ‘Help’ text available for each activity, providing more detail to enable staff to enter most accurate choice. Reduces number of questions and promotes accuracy.
- Ability to update ‘expired samples’ – for example, when a worker is out of the office in training. An ‘out-of-office’ email goes back to Steve Martinelli’s staff so that a return date can be input if it is included in the ‘out of office’ message. Expired samples stay in the system till end of quarter. DFS staff does follow up with supervisor to address any outstanding expired samples.
- Feedback: Would be helpful for DCF to send consortia a link to RMS.
- Feedback from DHS / Dale Crapp: Very happy with results and the tool.

- Question & Answers:
 - What about staff with more than one supervisor / overlapping staff?
 - Reminders can be set by individual worker with name of his/her supervisor. Tony Sis process: added all his supervisors to system with WIEXT I.D. and then assigned workers' supervisors.
 - Can also work with DCF Help Desk with any questions, issues.

- 4. 2012 PERM Results & Next Steps – Brian Fangmeier, Melissa Pisczor & Donna King (Handout)
 - See “PERM FFY 2012 Data for T19 (Medicaid) and T21 (CHIP)” handout for details.
 - Discussion and clarifications:
 - T19 Active Error Data by Consortium page (4): “Number of error cases” column includes undetermined cases; must be included in total number of cases. Correction of WKRP’s number of error cases from 2 to 0 which reduces the total number of error cases from 21 to 19.
 - T19 Active Errors by Element (page 9): By far, the highest percentage is due to wages and salaries. Also, unable to verify citizenship/I.D. with agency, so that is the next highest percentage of errors.
 - T19 Active Error Details (page 11): Highest percentage was for Liability Understated and second reason / next highest percentage was Ineligibility.
 - “Negative Cases” means denials and terminations. See T19 Negative Error Data by Consortia (page 25).
 - T19 Negative Error Types and Assistant Groups (page 28) – consortia would like to show data by county and by type of error. Consortia wanted to know when this detail would be available. Will email consortia by week of 1/20/14.
 - T21 Negative Error Data by Consortia (page 32) – consortia wanted to know why this error rate is so much higher than T19. Per Donna, at least 50% of the errors in Title 19 were because of Family Planning.
 - T19 and T21 National & State Findings (page 38) is CMS’ report card / overall grade comparing Wisconsin to the national averages for eligibility error rates. National T19 estimated at 3.3%; Wisconsin’s rate was 1.0%.
 - Next steps:
 - Corrective Action Plan (CAP) – requested after completion of the data analysis.
 - Regular PERM Cycles for 2014, 2015 and 2016 – on hold so that states and CMS can get a handle on MAGI. States are required to complete PERM Pilot Programs for 2014, 2015 and 2016. Wisconsin to complete three 6-month pilot projects followed by a one-year project. All cases reviewed will be MAGI determinations. Will pull 200 (MAGI) cases processed in February and March, 2014.
 - Consortia would like this detailed data regularly; very helpful. Should be sent to QA Contacts as well as the Operational Leads.

5. Disability Determination Bureau (DDB) Work Group Update – John Rathman & Debbie Waite –
 - Consortia had identified issues:
 - DDB was not sending initial notification of denials.
 - Also case documents were not appearing in the Electronic Case File (ECF).
 - DDB researched and found systems issue with document transfer to ECF.
 - Action Taken: DDB implemented a new form and a fix for system data transfer into ECF. Approximately 60 cases tested to insure accuracy.
 - If consortia find a case that is not included in ECF or a case without a notification, send it to DDB and copy CARES Call Center.

6. Patient Protection Affordable Care Act (PPACA) 1/15/14 Sub-committee Meeting Update & Issues – Craig Steele (Handout)
 - See “PPACA Subcommittee Update / New Developments – PPACA Implementation January 10, 2014” handout for details.
 - Governor will sign bill which was passed on Tuesday, 1/14/13.
 - Federal Marketplace Determinations – 6,000 of 43,000 cases in the enhanced file (account transfers).
 - Weekly Flat File Applications – DHS received flat file on 1/14/14; Tara will be sending to consortia.
 - John Rathman advised that members’ names were not aligning with addresses on most recent flat file. Are all columns being sorted correctly?
Action Item: John Rathman will send specific examples of the members with incorrect addresses for Craig to investigate.
 - Determination Issues – FFM new functionality will enable an applicant who received an incorrect determination for BadgerCare Plus to remove his/her application; DHS awaiting CMS verification this can be done.
 - Amy Mendel-Clemens has staff following up with people who fit this description and will advise Craig if the functionality works.
 - Using the flat file, cases can be identified as assessment/determined and which are cancellations. Use application date to determine:
 - Assessment = 1/1/14 or later
 - Determined = 10/1/13 through 10/31/13“Referral” page (from ACCESS) will show whether ‘assessment ‘or ‘determined;’ MAGI Eligibility = ‘Y.’ Linda Auchue noted this was part of a fourth quarter 2013 Ops Memo.
No worker intervention required in CARES.
 - Miscellaneous Issues / Premium Assistance by Third Party Payers – Craig Steel confirmed that CMS has issued a memo stating that sponsorship of premium payments is not encouraged. CMS has also advised QHP’s not to accept third party payments.

Action Item: Consortia should forward the CMS memo regarding third party payers on behalf of applicants, to their legal counsel for reaction / response per Craig Steele's recommendation.

- Health Insurance Risk-Sharing Program (HIRSP):
 - Federal program began in 2010; only about 2,000 people; will be extended temporarily.
 - Wisconsin HIRSP extended through 3/31/14.

7. Consortia Feedback –

- See above for those related to PPACA.
- Question related to Fair Hearings: What remedy or action is available for a Fair Hearings report containing criticisms of an individual worker? Answer: Report / forward to Debbie Waite or to Rachel Witthoft.

8. Operations Memos – Linda Auchue

- All Ops Memos previously discussed at IMAC or PPACA Sub-committee meetings have been issued this week.
- Operations Memo 14-01 – Describes the implementation dates for policy and system changes related to BadgerCare Plus and ACA, including when to apply the new income limits for ongoing members and new applicants, the start of the program for childless adults and how those will be processed after 2/1/14 when the system updates are in place.

Linda reminded the group to leave the TFI forms in the document viewer and not to process them to the Electronic Case File (ECF) until after the system changes are made on February 1st.

- Operations Memo 14-02 – Processing Applications Received from FFM. This memo contains information on how to process an application from the FFM. The language on Notices may be changing.
- Discussion / questions:
 - For Ops Memo 14-02, what are the expectations for inputting applications by February cut-off? Since childless adults do not have a program until 4/1/14, this will take them out of the conversion process. Recommend looking at the application for families; could have eligibility back to October, 2013.
 - Pending disabilities – Will there be a reduction in the number of adults that will have to complete a Medicaid Disability Application (MADA) because they can be eligible for BadgerCare Plus? Workers should continue to fill out the MADA for anyone claiming they are disabled. CARES will 'pend' for the EBD MA and send the MADA even if MAGS opens. Despite the fact that many adults who file for disability are not approved, most prefer to complete an MADA. If coming from FFM, may still request a full determination.
 - Per Craig, account transfers do NOT equal referrals. See page 6 of Ops Memo 14-02 to clarify 'transfers process.'

- The FFM Referral page will be created in CARES Worker Web (CWW) once the application is processed through clearance.
- Confusion about closed case (for procedural reasons) text on page 16.
Action Item: Linda Auchue will review language and make any corrections necessary to the Closed Cases/Procedural Reasons portion of the ops memo. // Subsequently, the memo was amended.
- Question: How long after a member loses eligibility for BadgerCare Plus before the member can get FFM coverage?
Answer: Per Craig, 90 days to apply after a qualifying event.
- Per Doreen Lang, it was recommended previously that consortia hold paper applications because no program was available for some of the applicants.
Question: When should consortia enter these paper applications into system?
Answer: Process the held paper applications on 2/3/14.
- Discussion about applications for healthcare and FoodShare. The healthcare application kept; could be re-run for childless adults (after adverse action). Remember that tax information is now needed.
- BadgerCare Plus Phase 4 Training – now available. Also have published Q&A. Linda strongly recommends both. In Phase 2 and 3, workers can create a case and learn why something changed/happened to the case in the training. Great Rivers Consortium plans to block off time on Fridays for training – some in a group setting and some individual time.
- Reports:
 - Six reports will be out after January adverse action (1/17/14). John Rathman asked if the reports could be sorted by county. They can and DHS will do so.
 - HP will run reports with old med stat codes before March adverse action. These records will show an ‘end date’ in interChange (iC).
 - Amy Mendel-Clemens asked where to send Capital Consortia’s reports.
Response: Send to Angie Lueck, cc to Craig.
- Recommendation for future Ops Memos: include language directing comments or questions to the CARES Call Center. (Upcoming ops memo – presumptive eligibility and at least one more on another topic.)

9. Administrative Memos – Debbie Waite

- Working on the Affordable Care Act (ACA) Contract – base contracts are still coming in to DHS. Once all received, contract addenda for ACA funding and FoodShare bonus will be issued.
Action Item: DHS will follow-up with any consortia that have yet to respond or send contract.

10. Sub-committee and Ad Hoc Group Reports – Debbie Waite / Leads (Handout)

- a) FSET Sub-committee Report – While RFP remains open, DHS can share only limited information on upcoming changes. Margaret Rosenthal did send committee an email about Federal match.

11. Miscellaneous Updates – CCA Replacement System – Paul Michael

- WI Department of Administration (DOA) is considering the Call Center Anywhere (CCA) replacement. Project is moving slowly.
- Paul will advocate for representation on the Business Committee (the entity that considers the vendor/system/RFP); will facilitate consortia input and communication on developing requirements and vendor selection.
- Will keep all stakeholders apprised.

12. Other / Public Comment

N/A

13. February 20, 2014 Meeting Tentative Agenda Topics

- a. Fair Hearings Process for Marketplace - Rachel Witthoft
- b. Second Party Review Update – Paul Michael & Michelle Ebert
 - Discrepancies Project
 - General Update
 - Training Strategies