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**INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)**

**Thursday, February 20, 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.	Melissa Duane, Capital / Columbia Co.
Tony Sis, Capital / Dane Co.	Sheila Drays, Capital / Dodge Co.
Stephanie Ronnfeldt, Capital / Richland Co.	Julie Arendsee, Capital / Sauk Co.
John Rathman, East Central / Outagamie Co.	Shelby Jensen, East Central / Green Lake Co.
Amy Roland, 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.
Mandy Mayek, IM Central / Portage Co.	Rachel Pantaleo, Moraine Lakes / Ozaukee Co.
Carol Wicklun, Moraine Lakes / Walworth Co.	Doreen Lang, Northern / Wood Co.
Marlin Harms, Southern / Iowa Co.	Marjean Sutherland, Southern / Lafayette Co.
Carla Haigh, Southern / Rock Co.	Ali Pritchard, Southern / Rock Co.
Erin Davis, Western / LaCrosse Co.	Charles Friedrich, CMS
Audrey Mattison, CMS	Linda Alexander, HP

**State Attendees:**

Abby Abernathy, DHS	Linda Auchue, DHS
Jamie Christianson-Fawcett, DHS	Michelle Ebert, DHS
Sara Edmonds, DHS	Bill Hanna, DHS
Lisa Hanson, DHS	Craig Hayes, DHS
Elizabeth Jungers, DHS	Hannah Knouse, DHS
Sabrina Mandel, DHS	Paul Michael, DHS
Julie Milleson, DHS	Tiffany Orcholski, DHS
Shawn Smith, DHS	Craig Steele, DHS
Tony Trout, DHS	Debbie Waite, DHS
Rachel Witthoft, DHS	Pang Xiong, DHS

1. Administrative Issues – Debbie Waite & John Rathman  
Remote attendees, send Linda Alexander an email confirming your attendance.  
On-site, sign attendance sheet at handout table.  
Reminder that March, 2014 IMAC is again at Department of Agriculture, Trade and Consumer Protection but hoping to resume 2014 meetings at Dane County Job Center.
  - a) FoodShare Bonus Update: CARS area in DHS reviewing a few days ago.  
Typically takes 10-20 days. Will send pages to consortia's signatories with copies to Operational Leads, attaching addendum to begin payments as quickly as possible.
  - b) ACA Addendum: Same process being followed as with FS Bonus above. As soon as Brett Davis signs, will be sent out soon after the approval.
  - c) FSET 50-50 Contract – All consortia but one have returned contract. Will follow up with the Bureau of Operational Coordination (BOC) to expedite.
  
2. Approval of January 16, 2014 Minutes – Debbie Waite  
Motion to accept the January 16, 2014 minutes; seconded and passed by a voice vote.
  
3. Second Party Review Update – Paul Michael & Michelle Ebert (Handout)
  - a) Alerts Project
  - b) General Update
  - c) Training Implications

Overview – see handout. Additional comments or explanations:

- Second Party Review Staff – Amber Rahn and Craig Hayes – communication with consortia, especially the Quality Control and Operational Leads.
- 2013 Review –
  - Completed 16,000 reviews (not including December), which is a very good sampling.
  - Steady increase in case level error rate. Paul attributed this to maturation and experience level of Second Party Review staff.
  - Trend upward can help focus training and improve QC processes.
  - Majority of errors due to being late (more than 45 days) and cryptic and/or lack of case comments.
  - Also see two handouts: Discrepancy Reporting and Error Detail Report Example
    - Found case history / comments are inadequate to explain how a discrepancy was handled.
    - Audit reports – also a tool for identifying areas of focus; DHS sometimes required to submit to audits by legislature.
- The Future –
  - Consortia reached out to Second Party Review staff to help deal with or solve issues specific to their consortium. Paul encouraged more of the same for the future. The staff appreciates the opportunity to provide assistance and will fit in as appropriate.

#### Training –

- September, 2014 – first of refresher training released; five areas of focus.
  - Two of the first areas of focus:
    - When to send case summary
    - Prospective budgeting examples (e.g., semi-monthly budgeting)
- Experienced IM workers can log into DHS Training Center (through Captivate); records credit when completed.
- Future Goal: Five refresher training sessions per year. In 2014, will produce/make available one in September and one more before year-end.
- Source of Training Needs that Determine Development:
  - 1) Common errors from Second Party Review QC Reports
  - 2) Ideas from Training Sub-committee (March meeting)

#### Question / Answer:

Q. From Michelle Ebert, which consortia staff should receive announcements of training opportunities/events?

A. Operational Leads, Training Coordinators, Tribal/IM Coordinators

Q. Is Training staff looking at IT/systems issues in case summaries? (Tony Sis)

A. Yes; expensive to address.

Q. Is there a way to identify by consortia or county which staff has accessed the DHS training site?

A. Only through a labor-intensive /manual effort.

Q. Is there any way to determine the number or the percentage of cases done correctly?

A. The actual Rate Report (keep in mind the data shown is 3 months old) – shows the sample size (number of cases) and error rate which would enable consortia to calculate the number and/or the percentage of correct cases. One other source is the monthly Snapshot report.

#### Other Discussion:

- Will re-issue December, 2013 and January, 2014 reports.
4. 2014 Local MER Process and Timetable – Sara Edmonds (Handout)
- Per Sara, the 2014 plans and process were based on experience and feedback from the previous Management Evaluation process while complying with Federal requirements and FNS reporting requirements.
  - Best Practices will be included this year.
  - Corrective Actions – now consistent across all consortia
  - Now have former “Negative Error Rate” report in place so no individual case reviews are necessary.
  - Entrance Conferences – Quality Control will provide all information known about the consortia as of the day of the meeting. This means the consortia will not be required

- to complete spreadsheets or reports beforehand. A percentage of staff will be interviewed, taking into account years of experience. Will also use Call Interaction ID from recorded calls.
- See schedule as handout. Will begin with Capitol Consortium in April and end with MiES in August. All consortia are scheduled; tried to accommodate consortia's preferences.
  - Letter scheduling the MER will include the Federal requirements and areas of MER focus:
    1. Program access
    2. Program integrity
    3. FSET
    4. Negative reviews – hope to reduce current 15-18%
5. CMS 101 – Charles Friedrich, CMS (Handout)
- Charles provided handouts that illustrate structure of Centers for Medicare & Medicaid Services (CMS), especially in Region 5 (Chicago) which includes Illinois, Indiana, Michigan, Minnesota, Ohio and Wisconsin.
  - Charles, Audrey Mattison and Roger Ingebritson serve as the Medicare / Medicaid Wisconsin Liaisons.
  - CMS regional out-office is located in Madison, right behind the Kohl Center. Federal headquarters located in Baltimore, MD, which houses the CMS Administrator and about 3,200 staff.
  - Very close working relationship with WI Medicaid Director Brett Davis. Good examples of preserving Wisconsin's programs (e.g., SeniorCare waiver).
  - Also a good working relationship with Division of Long Term Care (DLTC) where Beth Wroblewski is the liaison with CMS.
  - Factoid: CMS pays 59% of the cost of MA; WI pays remainder.
  - FMAP payments – Wisconsin is in the middle of the pack with regard to payments. Because of the way payments are calculated (based on FPL as well as per capita income information /data), states like Mississippi are paid more and states like California are paid less. Not all states have the same kind of collaborative relationship with CMS that Wisconsin does.
6. Farm Bill Update – Sabrina Mandel & Julie Zastrow
- Sabrina reported the Farm Bill was signed on February 7, 2014. Reporting on what is known today. More detail will be available and will be shared at future meetings with some documentation.
    - WHEAP Benefit – States may no longer pay \$1.00. New minimum payment is now \$20.01.
    - Employment and Training – FSET increase from \$79 million to \$90 million overall. \$20 million increase for Able Bodied Adults w/o Dependents (ABAWD) effective 7/1/14. Also a Pilot Program in which FSET would be administered like W-2 (covering crisis, mental health and alcoholism).
    - Eligibility / Lottery & Gaming Winnings – ineligible until they meet income standards; more work needed.

- Convicted Felons – ineligible for FoodShare unless they comply with parole requirements.
- QC / Error Thresholds – Adjusting lower for error rate. As of October 1, adjusted downward from \$50 to \$37.
- Wage Verification / Data Matches – will match up with new hire wage database. Equifax work hub has work numbers.
- Funds for FNS Recruitment Activities – dollars spent to attract FoodShare enrollees. More to come.
- Farm Bill analysis is on-going; will continue to share with and update this group, releasing written updates when confirmed.

7. Upcoming Application Changes – Sabrina Mandel (Handout)

- CMS-required Changes
  - Healthcare changes related to ACCESS and CARES Worker Web (CWW). Will be making more next month.
  - A single streamlined application – all questions asked to make a Medicare determination and for advanced premium tax credit. Two phases for implementation: one in late April and in December. Will share more information at March IMAC meeting.
  - Removing questions related to yearly income such as alimony, child care support and SSI payments (for BC+ applications only)
- FNS-required Changes – see handout
  - Many of the changes were the result of feedback and input from 2013 statewide ME Reviews.
  - The handout was a mock-up of a screen shot; enabled feedback on how to improve; e.g., consider a check box for being considered for priority service.
  - Some questions/concerns: Is an applicant signed up/enrolled if he/she clicks ‘sign’ and submits the application without any financials? Is the agency / are consortia required to follow up?

**Action Item:** Consortia to provide Sabrina Mandel with their feedback by 2/28/14.

8. Fair Hearings Process for Marketplace Applications – Rachel Witthoft

- Lots of changes to BadgerCare Plus due to Affordable Care Act (ACA) and income requirements. DHS staff met with the Division of Hearings and Appeals (DHA) to identify possible impacts to the fair hearing process.
- Discard the handout sent with the IMAC materials; will be replaced with Ops Memo with finalized information. Being reviewed at this moment and will be issued as soon as possible.
- Working with consortia and the DHA to communicate any changes in the fair hearing process.
- Anticipating that the consortia will see an increase in volume of fair hearings, much of which will likely be related to BC+ members whose BC+ benefits ended due to the change in the FPL eligibility level.

- Current fair hearing processes will continue as is; only change is the anticipated ‘up-tick’ in volume.
- For applications submitted through the Federally Facilitated Marketplace (FFM) from 10/1/13 through 12/31/13, the hearing defaults to the FFM unless the applicant chooses the state to hear the appeal.
- DHS will handle any appeals on FFM applications submitted from 10/1/13 through 12/31/13 where the applicant requests that the state hear the appeal. These appeals will not go through the Fair Hearings Tracking Tool.
- After 1/1/14, the consortia are making all eligibility determinations for BadgerCare, so appeals will follow the established process for BC+ fair hearings. The consortia are expected to follow the established process and timeline for submitting information to DHA and appearing at the hearing.
- Appeals related to private insurance or the Advanced Premium Tax Credit (APTC) must be handled by FFM or the health insurance company. IM consortia should not see these types of appeals.
- Main Take-away: If an IM consortium took the action to make a BC eligibility determination, should expect that the consortium will handle the appeals.

9. Patient Protection Affordable Care Act (PPACA) – Remaining Issues from 2/9/14 Subcommittee Meeting – Craig Steele

- Linda Auchue – The FFM applications that were scheduled to be released to the agency inboxes was decreased by 20,000 applications. This was due to issues found when testing the applications. The applications will be released when the issues have been resolved. The issues include:
  - No FFM referral page generated when the application is processed; Deloitte has a fix. CARES Call Center has already manually added a referral page to 89 cases without one; may be more.
  - 41,000 FFM applications are still scheduled to be released. If these aren’t released, do the consortia have a lull in workload? Per John Rathman, most consortia are caught up; will be getting pinched with the back log of the 41,000 applications.
  - CARES availability: one additional Saturday (3/8/14) will now be available. CARES has to be shut down the weekend of March 1<sup>st</sup> due to end-of-month processing. CARES cannot be up / functional on Sunday because of the various end-of-the-week updates. Confirmed CARES will be available / up the weekend of 3/15/14. CARES Calendar has been updated.
  - When will the 41,000 applications be sent to consortia? Tuesday or Wednesday; consortia prefer to receive on Wednesday morning, especially if this increases the accuracy of these applications.
  - Background: Problem did not surface during user acceptance testing (UAT) and only showed up as ‘determination model’ applications. First noticed on the multiple-person application and then it showed up on the single-person applications.

- EBD Reports and Workload – Need to be done in time for eligibility to be run. What is the status (by consortium)/have case updates been made?
  - WKRP – done with all applications from FFM
  - Great Rivers – will be done in time.
  - IM Central – still working on these. Approximately 30 cases are EBD.
  - Northern – have 30 apps from FFM.
  - Western – all caught up with FFM apps.
- CARES Call Center receiving 500-600 emails or calls over and above their regular volume. As a result, please give Call Center at least **3 business days** to respond to your question.
  - FAQ Document – The Call Center is sending updates on system issues, policy and process questions as they get them. Because this information needs to be communicated quickly we are not waiting to do an FAQ. Dane County staff has volunteered to put a document together with all of the updates that have been sent out.
- Craig Steele – update on other activities since 2/19/14 PPACA Sub-committee meeting and follow-up to January IMAC meeting.
  - FFM Notices – updated by CMS. Craig will send samples of three notices either today or tomorrow. (Post-meeting: Notices were sent to the PPACA Sub-committee.)
  - Third-Party Premium Payments – follow up to January IMAC meeting. CMS is discouraging third-party premium payments. CMS issued a memo outlining exemptions on 2/7/14. Refer to the memo for these. (Post-meeting: Memo was sent to the PPACA Sub-committee.)
  - Enrollment Terminations – CMS presentations summarizing five bulletins. One on Life Change Reporting is important to review, especially for policy on ‘effective dates.’ Craig had suggested to CMS that it could be more effective with screen shots. (Post-meeting: Bulletins sent to PPACA Sub-committee.)
  - Process of Retroactive Application & Enrollment – “stuck” in process since October. A huge document; will talk more about this at March IMAC meeting. (Post-meeting: Document distributed to PPACA Sub-committee.)
  - As of 3/22/14, will re-run FFM determinations. (Post-meeting: Scheduled for 3/22/14. People will begin to receive their notices the week of 3/24/14.)
  - Question: Any additional outreach to these people who were caught in the inappropriate determination? Should consortia do this? Do consortia want DHS to do this? Hard to tell until after 3/22/14 when the number affected is quantified. Ways to communicate: letter followed by a phone call? What other ideas? Feedback is that follow-up calls are more readily accepted and appreciated if they come from local agency. Could this be discussed at PPACA Sub-committee? Next meeting is too late; move up meeting to first week in March. (Post-meeting: This has been resolved and we have a plan in place to complete the outreach to those people that received erroneous FFM Determination. An update was sent to the PPACA Sub-committee.)

10. Consortia Feedback – All

- Program Connections Sub-committee is exploring ways to make meetings more effective. Considering piggy-backing with ChildCare meetings on Wednesdays, per Jen Mueller.
- Medical Transportation Management (MTM) Provider Concerns - documenting services received by members. Have an oversight committee and want to give them a response to their concerns, especially with regard to mental health patients/members.

11. Operations Memos – Linda Auchue

Issued: BadgerCare Plus Extension – extensions could change.

14-08 Filing Taxes / Deceased

14-09 Presumptive Eligibility

10-10 FPL Limits and Conversions

In Development:

Fair Hearings

12. Administrative Memos – Debbie Waite

Lobby Services Admin Memo is ready for issuance.

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

N/A

14. Other / Public Comment

N/A

15. March 20, 2014 Meeting Tentative Agenda Topics

- a. PPACA Issues
- b. FSET / ABAWD Process Update
- c. Incorporating ChildCare into CDPU

If anyone has other topics to be considered, email Debbie Waite and John Rathman.