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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, April 17, 2014

1:00 – 3:30 p.m.

Dane County Job Center, 1801 Aberg Avenue - Ballroom, Madison, WI

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.
Amy Mendel-Clemens, Capital / Dane Co.	Margaret Romens, 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.	Stacy Engle, 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.	Mandy Mayek, IM Central / Portage Co.
Rachel Pantaleo, Moraine Lakes / Ozaukee Co.	Carol Wicklun, Moraine Lakes / Walworth Co.
Sandy Potter, Moraine Lakes / Washington Co.	Debra Berg, Moraine Lakes / Waukesha Co.
Doreen Lang, Northern / Wood Co.	Marlin Harms, Southern / Iowa Co.
Marjean Sutherland, Southern / Lafayette Co.	Carla Haigh, Southern / Rock Co.
Adelene Green, WKRP / Kenosha Co.	Claribel Camacho, WKRP / Racine Co.
Charles Friedrich, CMS	Roger Ingebritson, CMS
Audrey Mattison, CMS	

State Attendees:

Abby Abernathy, DHS	Linda Alexander, DHS
Linda Auchue, DHS	Jamie Christianson-Fawcett, DHS
Michelle Ebert, DHS	Sara Edmonds, DHS
Brian Fangmeier, DHS	Judy Johnson, DHS
Elizabeth Jungers, DHS	Hannah Knouse, DHS
Sabrina Mandel, DHS	Mike McKenzie, DHS
Wendy Metcalf, DHS	Paul Michael, DHS
Julie Milleson, DHS	Tiffany Orcholski, DHS
Allison Shabino, DCF	Shawn Smith, DHS
Craig Steele, DHS	Tony Trout, DHS
Adam VanSpankeren, DHS	Debbie Waite, DHS

MINUTES

1. Administrative Issues – Debbie Waite & John Rathman
 - Attendance recorded for on-site attendees on sign-in sheet; for remote attendees, email Linda Alexander.
 - After today’s meeting, attendees will receive via email:
 - “Telesignature Text for FoodShare, ChildCare & Healthcare” script / document;
 - Fraud Program Update (Mike McKenzie’s topic)
 - Act 226 FoodShare & Medicaid Offenses & Penalties (follow-up from March IMAC; also in the handout about the Fraud Program from the above bullet.)
 - Question about 2014 Allocations memo: what is status? No changes from last version; continuing to move through the approval process.

2. Approval of March 20, 2014 Minutes – Debbie Waite

Motion to approve, seconded and passed by voice vote. March meeting minutes approved.

3. Fraud Program Update – Mike McKenzie (Handout covers #3 and #4)
 - Mike commented that despite the focus on the Affordable Care Act activities, the fraud prevention program showed outstanding results.
 - The text from the handout/document sent post-meeting:
Now Available
 - Monthly FPIP data by agency or consortium
 - Updated manual ADH/IPV forms
 - Disqualification Consent Agreement (F-16025)
 - ADH Notice (F-16038)
 - Waiver of ADH (F-16039)
 - Investigations A-Z presented by Investigation and Technical Assistance Unit
 - Investigation process, FITS entries, ADH/IPV best practices
 - Presented to tribal IM agencies and Moraine Lakes Consortium
 - Contact Wendy Metcalf for more information – wendy.metcalf@wisconsin.gov**Coming Soon**
 - July 2014
 - FS IPV Notice will be fixed to remove fair hearing language
 - You will be able to enter an IPV sanction on a closed case
 - Updating Income Maintenance Manual Chapters 11-13 (Public Assistance Fraud)**On the Calendar**
 - Presentation - Benefit Recovery Process for FoodShare – May Regional meetings
 - Presentation - ANEW Conference - May 7
 - IPV Process Start to Finish (two sessions at 12:45 and 1:30 – NOTE: These times are incorrect, per Mike)
 - Presentations - WSSA Conference – June 25 and 26
 - How to Detect FoodShare Trafficking @1:15 on June 25

- Tips on Processing FoodShare Overpayment Claims @ 3:00 on June 25
- ABCs of Desk Investigations @ 8:45 on June 26
- IPV Process Start to Finish @ 10:30 on June 26

4. Act 226 FoodShare and Medicaid Offenses and Penalties – Mike McKenzie (Handout from #3 above)

- Portion of the handout that applies to Act 226 and MA Offenses & Penalties topic:

SLEB

- The OIG has entered into an agreement with USDA’s Food and Nutrition Service (FNS) to coordinate State Law Enforcement Bureau (SLEB) investigations of FoodShare Vendors.
- Investigations are conducted by local law enforcement (LLE) agencies that enter into a memorandum of understanding (MOU) with the OIG.
- OIG obtains clearance from FNS, provides cards to LLE for investigations, and coordinates prosecution and administrative actions against guilty vendors
- We have signed an MOU with the Racine County Sheriff’s Office
- We will enter into additional SLEB MOUs with other LLEs based on analysis of vendor transactions and/or upon LLE requests.
- Contact Jolyne Franklin for more information – jolyne.franklin@wisconsin.gov

Act 226

Enacted on April 8th; this act moves FS and MA offenses and penalties from Chapter 49 (Public Assistance to Chapter 946 (Crimes against government and its administration)

- Post-IMAC, Mike McKenzie distributed the following to the consortia Operational Leads via email:
 - 2013 Wisconsin Act 226, enacted on April 8, 2014, moves FoodShare and Medical Assistance offenses and penalties from Chapter 49 (Public Assistance) to Chapter 946 (Crimes against government and its administration).
 - These are the new references for public assistance fraud offenses and penalties:
 - 946.91 is Medical Assistance Fraud
 - 946.92 is Food Stamp Offenses
 - 946.93 is Public Assistance Fraud
 - If you have forms or other documents (including local fraud ordinances) with references to the old offenses and penalties in Chapter 49, you now must reference Chapter **946**. If you have any questions contact Mike McKenzie at michael.mckenzie@wisconsin.gov.

5. FSET/ABAWD Training Plan & Schedule – Michelle Ebert (Handout)
 - Handout entitled “FS ABAWD & FSET Tool DHS IM Training Plan.”
 - Training at the Regional meetings will consist of one hour of training and .5 hr. of Q&A, all held in May.
 - If any of today’s attendees do not typically attend the regional meetings but want to do so, contact Elizabeth Jungers or Julie Milleson.
 - At May regional meetings, send any questions not addressed to the IMTraining mailbox
 - June sessions for the Pilot Region (IM staff & FSET staff) will be held the last week in June (see handout for details) DHS IM Training will be working directly with Operational Leads and/or Training Coordinators in May to provide more details regarding session locations and registration.
 - At another training session on June 27th, DHS IM Training will train FSET staff in pilot region on Client Scheduling and new FSET codes.
 - Additional details for training planned later in November 2014 related to FS ABAWD & FSET are included in the handout.

6. Farm Bill – Miscellaneous Provisions –Sabrina Mandel & Michelle Ebert -
 - Update from last month’s meeting: Due to FNS requirements in the Farm Bill, Low Income Home Energy Assistance Program (LIHEAP) implementation was urgent.
 - As a follow up to last month’s IMAC update, Department of Administration (DOA) has made a decision not to issue the \$21.00 annual payment to FS households not already receiving a regular Wisconsin Home Energy Assistance Program (WHEAP) payment for the purpose of granting the Household Standard Utility Allowance (HSUA). The system changes to accommodate the policy change will be done in two phases. Look for an Operations Memo to be issued tomorrow (4/18/14) or next week.
 - An overview of the WHEAP / Standard Utility Allowance (SUA) related system updates / changes was provided: Weekend of 4/26/14, changes scheduled are CARES Worker Web (CWW) updates and ACCESS-related changes (“Report My Changes”). Some items that could not be added with the April release include the ability to ‘pend’ for verification of utilities payment obligation. Today, a work-around is needed. Will be addressed by a late June systems release. The Operations Memo issued with the next few days will provide full details on what is included in each release.
 - FNS guidance on states’ implementation:
 - Provisions that must be implemented immediately.
 - States cannot begin working on the provisions until FNS approves/advises.
 - FNS-only actions
 - Provisions 4013 – verifying income for FS. Participated in two calls that yielded:
 - The news that a national repository/database is being developed and will be used by FNS. However, Wisconsin already has a ‘new hire database’ to which companies must report wage information within 20 days of hire.
 - Information can be used at application or renewal but unsure if needed at the time of Six-Month Reporting Form (SMRF).

- Unsure how this will overlay/complement other databases used now. For instance, cannot use ChildCare database which has income information because this would require a new agreement.
- Question/Answer:
 - Q. How does the national database compare to the Wisconsin database? Is the national one better?
 - A. Sabrina will be performing an analysis to compare them
 - Q. Is this information available for the Federally Facilitated Marketplace?
 - A. This also needs follow-up.
- Comment that IMAC IT Sub-committee is best place for these discussions where recommendations can be formulated.

7. Presumptive Eligibility Update – Adam VanSpankeren (Handout)

- Handout entitled “ForwardHealth February 2014 Update – Effective April 1, 2014, Qualified Hospitals Allowed to Make Presumptive Eligibility Determinations.”
- Provider Update is comprehensive but Adam can answer questions / clarify.
- Does not replace previous express eligibility process; this document applies to hospitals only.
- Highlighting important issues: hospital staff must be in the room with the patient to complete; no third party contractor can complete the process without a hospital staffer.
- Prior to 4/1/14, hospitals could not provide PE to childless adults.
- Q&A:
 - Q. If hospitals are reluctant to provide this/use the process, can more training be done?
 - A. If a need, please contact Adam; three webcasts have already been done and he can accommodate more training as needed.
- Concerns – shortage of hospital staff, especially since third party contractors cannot perform the PE.
- Q&A:
 - Q. Where can consortia report improper or regularly incomplete applications via the PE process?
 - A. Any trends can be reported to DHS with Adam VanSpankeren as the first point of contact for the IM agencies. However, if the IM agencies suspect fraudulent activity, agencies should refer the questions and concerns to the Office of the Inspector General (OIG).
- Specific issue in Brown County, per Jenny Hoffman: who at DHS can respond to complaints / objections about third-party contractors being unable to complete the PE process? Debbie Waite asked Jenny to provide the specifics to Debbie and she will work with / facilitate with the appropriate policy leader to address.
- After the June, 2014 system release, PE information will be available through the ForwardHealth portal where training materials for interested hospitals can also be found:
www.forwardhealth.wi.gov

- The new PE process is a temporary one that includes using the ForwardHealth portal and the “Am I Eligible?” feature of ACCESS together. Updates will go into ACCESS before the end of 2014, thus making ACCESS the process resource.
Action Item: Adam VanSpankeren will provide a sign-up for consortia’s receipt of Provider and Member Fair Hearing updates.
Post-IMAC: Adam VanSpankeren provided this link to sign up for Provider Updates: <https://www.forwardhealth.wi.gov/WIPortal/Online%20Handbooks/Subscriptions/tabid/155/Default.aspx>
Adam reported that no current feature/electronic access is available for Member Updates, which are less common. However, any relevant Member Updates will be shared with IMAC.

8. IMAC Process Support Sub-committee Restructure Update – Linda Auchue / Debbie Waite

- Consortia discussed proposal to create forum in which to discuss Elderly Blind Disabled (EBD)/LTC issues.
- Rather than form an additional sub-committee, it was suggested that the Process Support Subcommittee should serve this purpose. This would mean devoting one meeting a quarter to EBD/LTC issues; sub-committee members would be encouraged to invite additional participants from their consortia.
- Post IMAC: The 5/12/14 meeting will focus on this topic and agenda ideas have already been solicited. Meetings will be scheduled to allow in-person attendance; DHS will monitor to determine interest in this option.

9. DOA Process to Replace CCA – Paul Michael

- Paul Michael reported that the process continues; DHS is making significant contributions to the development of the Request for Proposal (RFP).
- By July, 2014, the RFP will be posted to VendorNet for competitive bidding by interested parties.
- By March, 2015, selection of vendor.
- Unknown migration timeline – whether an automatic process or if it will require re-writing.
- Will be able to discuss the RFP in more detail shortly. Until then, must keep the confidentiality or it could undermine the integrity of the RFP. Paul will share any updates that he can with the CCA Sub-committee.
- Departments participating in the RFP and the project are the Departments of: Workforce Development, Administration (will handle the Help Desk function), Motor Vehicles, Transportation, Revenue as well as the University of Wisconsin.
- Q&A:
 - Q. Is it likely that local agencies will incur costs for this transition to a new system? Concerns about incompatibility between the agencies’ systems and software and the new system chosen for wide State government use. In the past, this has caused financial stress on the agencies.
 - A. Hoping that any would be minimal.

10. Patient Protection Affordable Care Act (PPACA) – Remaining Issues from Sub-committee Meeting – Craig Steele

- Continuing to work on complex cases (i.e., ineligible for FFM subsidies and BadgerCare Plus.) CMS workers are contacting county / consortia workers directly.
- Consortia leads should have already received their detailed extracts for transitioning members. The statewide-by-county numbers are coming.
- The data match for transitioning members - CMS and legal staff are working on the Data Match Agreement for Wisconsin, which is the first state to complete the data match. Identifying members that have lost BadgerCare Plus coverage as of 4/1/14 and whether they now have coverage through the FFM.
- Call campaign will start on Monday, 4/21/14. Protocol is to make three attempts to reach the person or continue through the end of May.
- Q&A:
 - Q. Once the Data Match Agreement is in place, can the statewide-by-county numbers be made available to the consortia?
 - A. If CMS doesn't object and Wisconsin gets the complete address information so that the county can be assigned, a report can be generated.
 - Q. When will 'live transfer' numbers happen (the ones being reported each Monday morning)? Are the consortia done getting the cases categorized as "assessed eligible?"
 - A. Craig thinks that another sizable batch will be coming. CMS / HHS are not making "live/immediate" transfers a priority at this time.
- Discussion on what options / qualified health plans are available for children.
- Office of the Commission of Insurance (OCI) created a survey to identify insurance companies that are inside/outside the FFM. Consideration for allowing an insurer the choice to insure/enroll outside of the FFM? Unknown at this time. Various scenarios that might determine whether coverage can be obtained: Not eligible for BadgerCare, not eligible for the FFM (attempted to enroll but could not get a tax credit) – potentially acceptable. May also be willing to sell a policy to someone who failed to successfully enroll vs. some who just decided not to enroll.
 - Post IMAC meeting from Craig Steele: An insurer always has the choice on whether to participate in the FFM, but this is first dependent on submitting an application to HHS and then on the filings with OCI. If an insurer offers the same plan inside and outside the exchange they must be priced exactly the same.

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

- See discussion under "Consortia Feedback" topic

12. Consortia Feedback – All

- Consortia's needs, requests:
 - Decisions/Groupings for IM Consortia CCA Implementation – preference for staging, timing of CCA roll-out.

Action Item: John Rathman will send Paul Michael the preference for order of installation for CCA replacement.

Post – IMAC Meeting Action Item Completed by John Rathman (below):

Pilot IM Consortium - Western - will go live in June, 2014

Group 1 (planning to start in May with implementation in July, 2014

- A. Northern Consortium
- B. Great Rivers Consortium

Group 2 (planning to start in July with implementation in September, 2014

- A. Capital Consortium
- B. East Central Consortium

Group 3 (planning to start in September with implementation in November, 2014

- A. Moraine Lakes Consortium
- B. IM Central Consortium
- C. WKRP Consortium

Group 4 (planning to start in November of 2014 with implementation in January, 2015

- A. Bay Lake Consortium
- B. Southern Consortium

- Benefit Recovery Update
- PAC-U Update (overpayment system)
- Update/Changes to EOS – transitioning to some other tool? Per Linda Auchue, will be rescheduled for later in the year instead of May.
- Sub-committee / Consortia Communications Effectiveness – consortia requested more opportunities for discussion of the sub-committee activity. To facilitate this, consortia requested that sub-committee summaries be sent in advance of the monthly IMAC agendas to enable their preparation.

13. Operations Memos – Linda Auchue

- Published:
 - 14-11 Changes to Estate Recovery Program
 - 14-14 Non-gaming Tribal Income Exempt for Medicaid or BadgerCare Plus
 - 14-15 Single Streamlined Application for Health Care
 - 14-03 BadgerCare Plus Extensions Policy Changes
- In Process:
 - Overpayment Notices
 - ChildCare Docs to CDPU for Processing – moved back to June.
- Heads up though not yet in process:
 - Archiving items from the dashboard
 - Children who have lost BC+ eligibility or moved from a Medicaid-funded category to a Children’s Health Insurance Program (CHIP)-funded category due

to losing the child support disregard are ‘grandfathered’ in the CHIP category for 12 months after the change. We were not able to program this requirement in CARES so the Call Center is currently updating eligibility for those children based on a monthly report from Deloitte. “Case Comments” will be updated when action is taken on the case.

14. Administrative Memos – Debbie Waite
N/A

15. Miscellaneous Updates / Other / Public Comment
N/A

16. May 15, 2014 Meeting Tentative Agenda Topics

- a. PPACA Issues
- b. Update on Benefit Recovery System
- c. Strategies for Communicating Knowledge of New Programs and Projects to IMAC
- d. Update on EOS Reports / Systems