



Scott Walker
Governor

Kitty Rhoades
Secretary

State of Wisconsin

Department of Health Services

Telephone: 608-266-8922
FAX: 608-266-1096
TTY: 711 or 800-947-3529
dhs.wisconsin.gov

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, May 15, 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

MINUTES

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.	Cindi Flynn, Capital / Adams Co.
Ron Redell, Capital / Dane Co.	Sheila Drays, Capital / Dodge Co.
Kara Ponti, Capital	Stephanie Ronnfeldt, Capital / Richland Co.
Julie Arendsee, Capital / Sauk Co.	John Rathman, East Central / Outagamie Co.
Diane Voth, East Central / Marquette Co.	Tim Gessler, East Central / Sheboygan Co.
Chris Machamer, East Central / Waupaca 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.
Patti Sabel, Moraine Lakes / Fond du Lac Co.	Rachel Pantaleo, Moraine Lakes / Ozaukee Co.
Mia Anderson-Inman, Moraine Lakes / Walworth Co.	Debra Berg, Moraine Lakes / Waukesha 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.	Gloria Cobb, Lac du Flambeau Tribe
Charles Friedrich, CMS	Roger Ingebritson, CMS
Audrey Mattison, CMS	

State Attendees:

Linda Alexander, DHS	Linda Auchue, DHS
Tina Bartosch, DHS	Barbara Berlin, DCF
Michelle Ebert, DHS	Sara Edmonds, DHS
Brian Fangmeier, DHS	Elizabeth Jungers, DHS
Hannah Knouse, DHS	Paul Michael, DHS
Julie Milleson, DHS	Jennifer Mueller, DHS
Tiffany Orcholski, DHS	Allison Shabino, DCF
Craig Steele, DHS	Tony Trout, DHS
Debbie Waite, DHS	Jennifer Wickey, DHS
Krista Willing, 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.
 - Response to question on when the 2014 ACA Contracts would be sent: Contracts will be mailed to the consortia signatories with a copy to the Operational Leads during the week of 5/26/14. Once signed and returned, this will enable loading to the system to become effective 7/1/2014.
2. Approval of April 17, 2014 Minutes – Debbie Waite
 - Motion to approve, seconded and passed by voice vote.
 - April meeting minutes approved.
3. Estate Recovery Changes – Krista Willing, Jennifer Wickey and Tina Bartosch (Handout)
 - Per Krista Willing (Director – Bureau of Fiscal Management), Jennifer Wickey and Tina Bartosch, goal is to provide a high-level overview today on estate recovery changes. They will follow up with another more detailed presentation at the June IMAC meeting.
 - See handout for details. Additional comments, clarification on some of the pages are below:
 - What is changing? Recovery from:
 - TEFRA Lien – on homes in some situations
 - All services while participating in a long-term care program – PACE is one program that will now be included.
 - Capitation payments – based on claims paid by a Managed Care Organization (MCO)
 - Purpose of sharing with the consortia: Help consortia identify red flags in any plans or programs for which DHS will operate the recovery programs.

- Notification to those affected: Medicaid and Wisconsin Chronic Disease Program (WCDP) members age 55 and older and members who are considered institutionalized will be mailed a letter in *early June* informing them of the changes effective August 1, 2014.
- How will this affect the consortia? Anticipate a possible increase in call volume. Assume that most members will choose to remain in their respective programs.
- Contact numbers for the Estate Recovery Section are 608-264-6755 or 608-264-7739 (this number was incorrectly shown on the original presentation sent prior to the IMAC meeting).
- Communications Plan: Two Operations Memos scheduled for late May. One memo covers the policy (which is almost identical to the letter members will receive); the other memo covers the implementation. Also gave various dates for training at Aging and Disability Resource Centers (ADRC's) around the state.

Questions / Concerns:

- Q. How can consortia provide feedback on the communications to be sent to members?
- A. After internal routing of the documents, the approved version can be shared with the Process Improvement Sub-committee members (with copies to the Ops Leads) who can pass on to their consortia.
- Q. Would the training scheduled for the ADRC's be valuable for Income Maintenance (IM) staff? Could IM staff attend the trainings? If not, when is training planned for IM staff?
- A. ADRC training is designed with an operational / hands-on focus. More appropriate training for IM staff / IMAC is scheduled for August, 2014 in an EBD training session. Additionally, the implementation Ops Memo to be distributed in May will have the necessary detail.
- Q. Is Call Center Anywhere (CCA) going to be used for tracking calls for Estate Recovery?
- A. Paul Michael will investigate if this is the case.
- Q. Will the scripts being used by Member Services be made available to the consortia?
- A. Yes. No specific date at this time.

4. FoodShare Employment & Training (FSET) Pilot Update and Transition Planning – Angela Waltz

- DHS has selected ResCare Workforce Services as the vendor for the FSET Region 1 (Kenosha, Racine and Walworth Counties) pilot.
- Adelene Green (Kenosha County) and Hope Otto (Racine County) reported that the transition planning was going well.
- Pilot is effective 7/1/14. For remainder of state, effective date is 1/1/2015.
- Following is the FSET Community Partner *corrected* training schedule which was provided post-meeting to be included in the meeting minutes.

Racine Location:

May 20th from 9:00-11:00 a.m.

Ives Grove: Large Conference Room

14200 Washington Avenue Sturtevant, WI 53177
RSVP Link: <http://racinefsetpilottraining.eventbrite.com>

Kenosha Location:
May 21st from 9:00-11:00 a.m.
Kenosha Job Center: North 2 Conference Room
8600 Sheridan Road Kenosha, WI 53143
RSVP Link: <http://kenoshafsetpilottraining.eventbrite.com>

Walworth Location:
May 20th from 1:00-3:00 p.m.
Walworth Job Center: Large Conference Room
1000 E Centralia Street Elkhorn, WI 53121
RSVP Link: <http://walworthfsetpilottraining.eventbrite.com>

- Request for Proposal (RFP) for the FSET program for ten new FSET regions was released 5/9/14. Elizabeth Schweitzer (DHS Strategic Sourcing – Elizabeth.Schweitzer@dhs.wisconsin.gov) is contact for more information or questions about the contracting process. An amendment to the RFP is scheduled to be released today (5/15/14). Proposals are due to DHS on 7/18/14. Following the RFP process, the Department will issue a notice of intent to award the contract.
- System updates will be completed 6/30/14.

5. Central Document Processing Unit (CDPU) Update – Jennifer Mueller

- DHS is continuing to track and post updates on SharePoint site: measures, reports. Questions about location of the various elements and the categories on which to search.
- Some concerns have been shared by consortia about the quality of CDPU processing. Question asked - where should workers report problems with correcting the case number (only allows numbers, not alpha characters) in the document viewer? This is a known system issue and should be reported through the CARES Call Center. The Systems section is leading troubleshooting efforts and has asked for any and all examples of the issues that workers are encountering; this will allow for more research that can help detect patterns. Other examples were solicited, but none have been received.
 - To report *quality* concerns: CDPU
 - To report *technology* concerns: CARES Call Center
 - Other avenues: Linda Auchue, Jennifer Mueller or IMAC IT Sub-committee member
- Summary of Process for Identifying Issues and Assessment:
 - CARES Call Center reviews and categorizes issues as 'known' or 'new.'
 - If 'known,' CCC creates a Problem/Change Report (PCR) for Deloitte to research and solve.

- If 'new,' it is forwarded to Systems Section for review, assessment, identification of source and the scope of the potential fixes.
 - To assist in researching, send any examples to Linda Auchue before a worker makes an easy fix (selecting the person's name from a drop-down box and replacing the "1" in the field for the name).
 - Carla Haigh shared observations on her tour of CDPU: staff praised the manner in which Brown County (Jenny Hoffman) processed their documents. Should this 'best practice' be leveraged across the consortia?
 - Discussion evolved into process for sharing/leveraging best practices. Concluded that formation of a 'best practices / process improvements' group would be valuable. Amy Mendel-Clemens said that Dane County's DPU had collected a number of examples. Jenny Hoffman volunteered to co-lead such a group. Suggest timing of meetings with other larger meetings (such as IMAC). Jennifer Mueller suggested a mid-June date.
- Other questions/issues discussed – large discrepancies in error rates among consortia. This, too, is an ongoing project to research and diagnose. Jennifer Mueller will lead and coordinate with Linda Auchue, Becky David, Amy Mendel-Clemens and Jenny Hoffman.

6. Cross-agency Sub-committee – Doreen Lang and Debbie Waite

- Work continues on identifying cross agency representation to serve as a planning group for the new cross agency IMAC sub-committee. Representation will start with the Department of Children & Families (DCF); then include Department of Administration (DOA)'s Energy Assistance Program.
- Doreen Lang will continue to assist with the transition planning to this new subcommittee but will transfer that role to Hope Otto sometime in the fall.

7. FoodShare Timeliness Update – Sara Edmonds

- Sara Edmonds announced that Wisconsin has received a Food and Nutritional Services (FNS) commendation for FoodShare timeliness on an ongoing basis.
- Wisconsin exceeded the 95% timeliness measure from October, 2012 through December, 2013. Remarkable progress considering that in 2010, timeliness measure was at about 70%.
- Another factor that contributes to the ongoing improvement in timeliness measures is the implementation of the consortia model on 1/1/2012.
- Q&A
 Question: Is any bonus funding available for the performance?
 Answer: Yes, but it is weighted against the entire national FS caseload. Typically, bonuses are awarded to states with timeliness (weighted) measures that exceed 100%. Sara reported that Wisconsin's March, 2014 timeliness was at 100%, but she knew of two cases that had not been timely in April. Sara was optimistic that Wisconsin is very close to 100% timely for FS thus far.

8. Patient Protection Affordable Care Act (PPACA) Update / Issues – Craig Steele & Others (Handout)

a. Enrollment Data Status

- Agreement reviewed and returned last Friday, 5/9/14.
- Now reviewing file; will begin matching the members that have lost eligibility between 1/1/14 and 4/1/14.
- Only includes members who receive a tax credit.
- Qualified Health Plan (QHP) enrollment - no tax credit amounts given.
- Thus far, 2 Managed Care Organizations (MCO's) have reported members who should have been eligible for BadgerCare Plus.
- About 7-10% of the file of 131,000 members that are under 400% FPL are duplicates, so the number is closer to 120,000-123,000. Of this number, cannot tell how many have paid premium.
- Geocoding can be done now that the addresses are known. This will result in getting reports with numbers by county; anticipate that the reports will be available within four to six weeks. As mentioned previously, the list contains only those members who received tax credits.
- Still processing applications from Federally Facilitated Marketplace (FFM); delays due to checking immigration status as well as exploring income inconsistencies.

b. OCI / CAC Navigator Update

- Does the Office of the Commissioner of Insurance (OCI) plan on conducting ongoing training?
- Changes in the law require changes in any future training. OCI will need to update the training previously provided to address the changes.
- Unlikely that any new or updated OCI training will take place until late summer.

c. REN Update

- Regional Enrollment Networks (RENs) began as voluntary collaboration. Leveraged the Joy Tapper Milwaukee Healthcare Network initially.
 - Whether RENs will continue is unknown at this time. Must address sustainability and effectiveness. Groups working on:
 - Consumer Assistance – Molly Bandt leading workgroup.
 - Evaluation and Measurement – Donna Friedsam leading workgroup.
 - Infrastructure & Sustainability – Stephanie Harrison & Craig Steele are leading. What works in each region? What are sources of funding? The group meets every other Tuesday morning at 8:00.
 - Question for IMAC: Should consortia staff/representation be included in a strategic planning committee?
- Action Item:** Consortia to nominate 1-2 people to serve within the next two weeks. Advise Craig Steele.

d. Marketplace Notices

- Assessment-only notices still giving the Bay Lakes phone number on all.

Action Item: Consortia to send any examples to Craig Steele.

- New Account Transfer notices have been issued; consortia want to see them. Consortia asked Craig to release the entire collection of marketplace notices. Craig has asked CMS for this but was told no schedule as of yet. Craig advised if consortia see any unusual or new notices, please redact any PII/PHI, create a .pdf and send to Craig for investigation.

Action Item: Consortia to send any examples to Craig Steele.

e. Account Transfers to the FFM

- For more detailed information, please reference the handout “Federal Health Insurance Marketplace Account Transfer Processing Overview / Updated May 8, 2014.”

– Q&A:

Q. What is planned / happening with outreach calls to transitioning members?

A. Setting a date for CMS to match up with transitioning member. Outreach done by AHSI and HP through the end of May, 2014. Completed the first attempt and now starting on the second and third attempts. Will share update at a later date after all three attempts have been made.

Q. What happens to applicants that are ineligible (FFM annual income vs. Wisconsin’s monthly income measures)?

A. Ineligible applicants allowed to enroll in a Qualified Health Plan (QHP) but cannot get the tax credits. New rule IRS 36B – state Medicaid agency is obligated to fulfill the application.

Q. What eligibility for Federal prisoners?

A. Prisoners are not eligible for Medicaid the entire duration of their incarceration, only during the times when care is needed and they are outside of the facility. They must meet all eligibility requirements. Department of Corrections (DOC) responsible for monitoring, investigating any discrepancies.

– Measuring effectiveness:

- Enrollment Marketplace Statistics – will have to put together. Keep in mind that 2014 uninsured data will not be available till August, 2015.
- Workload for consortia likely to increase at the time of open enrollment in 2014.
- Tip: If a caller is looking for their Medicaid ID number, the transfer record will have the notice number.

9. Consortia Feedback – All

- 2014 Management Evaluation Review (MER) – all suggestions from the 2013 process were implemented. Consensus that the in-person opening conference is a very good idea.
- Funding Contracts – Consortia asked for additional clarification on previous e-mail responses to future work on funding allocations and workload models. Is an outside

consultant being brought in to help with this? The Secretary's Office (SO) has expressed support for bringing in some technical assistance to help with this analysis. Work would unfold over a timetable to support any changes in the 2016 IM contracts. Will part of this process result in the department mandating new working models? No conversation of that nature has occurred at this time.

- c. 2015 Contract Negotiation Process - Amy and John will serve as the IM consortia contacts. Begin soliciting input for changes to the current contract. Per Debbie, 2015 contract is in a stabilization mode; does not anticipate any new performance measures at this time.

10. Operations Memos – Linda Auchue

- Reissuing: Operations Memo 10-51 FoodShare Eligibility for EBD Households - Originally issued in July, 2010. The policy is simply restated but the work-around description is updated to reflect the changes made since 2010 to CARES. For more information, refer to the work-around description in the re-issued Operations Memo 10-51 or call the CARES Call Center.
- New:
 - FSET / ABAWD Group Operations Memo – Describing the FSET tool which will be monitored by FSET workers. Also describes policy and CARES system changes.
 - RRP's / Extensions – Change to CARES will go in at the end-of-June release. Policy has already been communicated; three month Restrictive Re-enrollment Period (RRP).
- Also released the BadgerCare Plus Handbook today. Please remind your workers to reference it.
- FSET / ABAWD policy changes will go into the FoodShare Handbook and should be reviewed. ; The policy is somewhat different but the process is significantly different. The new tool is internet-based and is very user friendly. Question - Because of anticipated increase in workload, has any consideration been given to increasing funding? The Office of Policy Initiatives and Budget (OPIB) is currently analyzing budgeted amounts for FSET/ABAWD implementation.

11. Administrative Memos – Debbie Waite

- N/A

12. Sub-committee Sharing - Debbie Waite & Sub-committee Chairs (Handout)

- Per the consortia's request, the monthly update was sent earlier than in the past (with the IMAC meeting materials) to allow for more consortia staff to review and respond to the update.
- Process Support Sub-committee: Linda Auchue thanked everyone who attended the in-person meeting – a great turn-out, excellent interaction. Received feedback that the meeting was valuable. Now sub-committee members will need to share information, ideas with appropriate workers.

Subcommittee will continue to meet monthly with the 2nd month of each quarter focused on EBD (Elderly, Blind, Disabled).

13. Miscellaneous Updates / Other / Public Comment

- N/A

14. June 19, 2014 Meeting Tentative Agenda Topics

- a. PPACA Issues
- b. Benefit Recovery System Implementation and Timetable
- c. Overview and Update on Centralized Overpayment Collection System & Consortia Role
- d. FSET Pilot Training Debrief
- e. Estate Recovery
- f. IMAC IT Project Updates