

IMAC Subcommittee Update

August 21, 2014

Upcoming 2014 IMAC Subcommittee meetings have been scheduled as followed:

Training	September 29
Workload and Finance	August 26
FSET	September 10
PPACA/Health Care Reform	August 21 (AM)
CCA	August 25
IT	August 22
Performance Monitoring	September 17
Process Support	September 8
Fraud and Program Integrity	August 22

The following subcommittees and work groups have met since the June IMAC meeting:

Fraud and Program Integrity

On July 18 the Fraud and Program Integrity Subcommittee met to discuss:

1. Reaction to the Benefit Recovery presentation OIG staff gave at Regional Meetings – the response was positive and some agencies have requested their own presentation for staff.
2. What our Social Media Intern is working on – we will be sharing best practices with agencies in late 2014.
3. Updates on OIG’s trafficking enforcement efforts – Agencies can send trafficking referrals to OIG, request assistance or complete investigations on their own.
4. FPIP Performance and reps were asked to think about any changes needed to FPIP for 2015 as the Admin Memo will be drafted soon.
5. Replacement of FITS with BRITS slated for March 2015 – we would like Fay Simonini to come to our next meeting in September.
6. The opportunity to request fraud posters for retailers in your county/tribe will be provided soon. An e-mail will come from Mike McKenzie, OIG FIRE Section Chief.

Workload and Finance

The Workload and Finance subcommittee met on July 29. At this meeting, the group:

- 1) Heard that an updated IM funding history chart including 2013 data with additions will be shared around the first week of August. The group had asked previously that data be added to reflect ACA and FS funding.

2) Heard confirmation that DHS has decided to allow carryover of unspent 2014 PPACA funding which must be spent by March 31, 2015 with claims submitted by May 31, 2015. BOC is working on contractual paperwork to implement this carryover.

3) Learned that DHS continues to analyze the distribution models for 2015 base and 2015 ACA funding proposed by the consortia, and that modeled spreadsheets should be available in the next few weeks.

4) Discussed the timeline and process for determining methodology for allocating the \$4.7 M of FSET/ABAWD income maintenance funding available in 2015 for balance of state. These discussions will occur once 2015 base and ACA distribution methodologies are finalized, and DHS has evaluated FSET pilot county experience.

PPACA

The PPACA Subcommittee met on July 16. At this meeting, the group:

1) Did an assessment of the BC+/ACA Implementation – what worked well/ lessons learned. Feedback was taken in each of these categories:

- Training
- Communications
- Partners / Regional Enrollment Networks
- Planning / preparing for implementation including consortia work plans
- Reports and Data
- Systems preparation
- PPACA Sub-committee effectiveness,

A summary matrix is being created and will be shared at next PPACA subcommittee meeting.

2) Discussed workload planning for Future BC+/ACA Activity (next 9-12 months) including impact of open enrollment, FFM re-enrollment process, FFM handling of new applications, the dynamic of customers moving between BC+ and FFM, high activity periods created by initial enrollment – especially for Childless Adults

3) Discussed miscellaneous CMS/FFM Issues including
-CMS process for sending tax credit verification letters
-CMS willingness to re-post sample notices on its website

4) Heard an update on a survey document sent to REN partners. Results of the survey will be shared at the August PPACA Sub-committee meeting.

5) Discussed the future of PPACA Sub-committee which will continue to be scheduled through spring, 2015.

CCA

The CCA Subcommittee has primarily been monitoring the call flow individualization project. The schedule has been updated with Central moving to the 4th round. That round of builds will have 3 consortia and be extended by several weeks. The committee has also been kept up to date on the specifics of each consortium's build as they are developed.

Recent discussions have also involved the escalation process for any issues the call centers may be experiencing when using CCA. The CCA Systems Team no longer requires reports of every call quality issue experienced by the call centers. Primarily, reports should be made when there are noticeable "flare-ups" involving multiple agents.

IT

The IMAC IT Subcommittee met on July 25 and August 8. At the July 25th meeting the focal topic for the meeting was the Error Prone Profile (EPP) project. Raquel Berkshire presented an overview of the EPP profiles that will be implemented and the system changes that are being proposed as part of the September release. In addition to automation of the three profiles, Address Search functionality will be included as part of this project.

During the Consortium Feedback session, issues that were raised to the group included:

- Employment Page – The issue of income disappearing was fixed as part of the April release, but the issue has returned. Examples should be sent to the DHS CARES Call Center.
- Asset Verification System (AVS) – Continued issues with AVS. Are enhancements with CARES automation being planned?

For the August 8th meeting, the following topics were covered:

- Autumn Arnold and Lexi Koliner did a presentation on the Single Streamlined Application Phase 2 Project. They went over in detail the enhancements being made to both ACCESS and CARES Worker Web. The changes are being mandated by CMS so that we are in full compliance and all health care requests are aligned (BC and Marketplace). Changes are scheduled for the end of September with an implementation date of 9/29/14.
- Lexi Koliner discussed the results from the member survey on paperless correspondence. There were 488 responses received. Members should know that the paperless correspondence is an option. They can always view notices on-line through ACCESS even if they request to continue to receive paper notices.
- Pam Kiern presented on the eDRS project. The FoodShare IPV sanction screen will be updated; including a comments section. There will also be a new data exchange query; eDRS IPV sanction search.
- A request was made to include CCA Redesign as an agenda item for the 8/22 meeting.

