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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, August 21, 2014

1:00 – 3:30 p.m.

Dane County Job Center, 1801 Aberg Avenue - Ballroom, Madison, WI 53704

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.	Kris Parkansky, Bay Lake / Marinette Co.
Melissa Duane, Capital / Columbia Co.	Amy Mendel-Clemens, Capital / Dane Co.
Cindi Flynn, Capital / Adams Co.	Sheila Drays, Capital / Dodge Co.
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.
Kate Surprise, East Central / Waushara Co.	Ann Kriegel, East Central / Winnebago Co.
Linda Struck, Great Rivers / Eau Claire Co.	Jane Huebsch, IM Central / Marathon Co.
Amy Mayo, IM Central / Oneida Co.	Mandy Mayek, IM Central / Portage Co.
Mia Anderson-Inman, Moraine Lakes / Walworth Co.	Debra Berg, Moraine Lakes / Waukesha Co.
Doreen Lang, Northern / Wood Co.	Marlin Harms, Southern / Iowa Co.
Marjean Sutherland, Southern / Lafayette Co	Lorie Graff, Western / LaCrosse Co.
Adelene Greene, WKRP / Kenosha Co.	Claribel Camacho, WKRP / Racine Co.

State Attendees:

Abby Abernathy, DHS	Linda Alexander, DHS
Autumn Arnold, DHS	Linda Ashmore, DHS
Linda Auchue, DHS	Brian Fangmeier, DHS
Bill Hanna, DHS	Tricia Janssen, DHS
Judy Johnson, DHS	Elizabeth Jungers, DHS
Hannah Knouse, DHS	Paul Michael, DHS
Julie Milleson, DHS	Tiffany Orcholski, DHS
Jennifer Przekurat, DHS	Shawn Smith, DHS
Debbie Waite, DHS	Daniel Yang, DCF

1. Administrative Issues – Debbie Waite & John Rathman
 - Attendance – on-site, sign in sheet; remote, email Linda Alexander.

2. Approval of July 17, 2014 Minutes – Debbie Waite
 - Motion to accept the July 17th meeting minutes; seconded and passed on a voice vote. Minutes approved.

3. CARES Project Schedule – Jennifer Przekurat (Handout)
 - See handout for more details.
 - Jen Przekurat, the CARES Portfolio Manager, shared the CARES project schedule, noting that it was created with significant consortia input from their wish list of projects. Also that prioritization of projects and initiatives was determined by 2015 CARES Budget.
 - Hours are allocated to selected projects and for system fixes and improvements (quarterly system releases). Schedule is subject to change.
 - Known CARES system issues are: break-in-service, FoodShare interviews and appropriate direction/links within ACCESS.
 - Consortia proposed having an ACCESS Work Group to identify and address needed changes and evaluate suggestions. Jen Mueller noted that as possible but with caveat that no ACCESS-specific projects would be put on the calendar until 2016.
 - Jen reviewed the remaining 2014 releases on the CARES schedule.
 - Consortia asked about status of work-arounds and fixes identified from the FSET / ABAWD Pilots. DHS is keeping track of them and will bring to a future IMAC IT or IMAC meeting to review.
 - Enrollment & Eligibility – working with the Division of Long Term Care (DLTC) to streamline Family CARE enrollment – target completion date is December.
 - CDPU Utilization report – breaks down by agencies within a consortium. Discussion and agreement that Operational Leads should be included in distribution.

4. Federally Facilitated Marketplace (FFM) Gap Case Resolution Process – Autumn Arnold
 - Now formalizing policy on this process which will be captured in an Operations Memo.
 - "Gap" refers to a situation in which a member does not qualify for BadgerCare Plus (BC+) or for FFM. For example: a person's monthly income is too high for BC+ and the person's annual income does not qualify for FFM.
 - To qualify as a gap-fill case, a person must have a written denial from BC+ and from FFM.
 - These are being handled on a case-by-case basis by the CARES Call Center. True Gap Cases are being referred to EMCAPO and coverage certified through end of the calendar year.
 - EMCAPO will not move Gap cases but it will manually certify them instead of having the consortia continue to manage them.
 - Current volume of true Gap cases is low but may increase when the Ops Memo is issued.

- Based on the CARES Call Center experience, many of the gap-fill cases are likely to be students with higher incomes resulting from summer jobs or unemployed people failing to record their unemployment insurance income.
5. IMAC Work Group Update – Rebecca David, Amy Mendel-Clemens & Jenny Hoffman
- Central Document Processing Unit (CDPU) Utilization Group – Per Becky David, a work group has been focused on how to improve communications and expand understanding of CDPU processes as well as streamlining and employing best practices.
 - Planning for a CDPU Open House before winter.
 - Goal is to incorporate more consortia feedback/input at next meeting, especially for ideas on how to streamline worker processes.
 - Some ideas/topics to consider: backlogs at agencies, technical issues with scanning at the agencies, featuring best practices at the agencies as well as CDPU. One example: a member may drop off a document or form at a local agency and the agency alerts CDPU that the form will be coming. Also outreach efforts from CDPU to the agencies if CDPU notices some anomaly or something out of the ordinary from the agencies.
 - The IM contract currently provides for a goal of 70% utilization of the CDPU. Currently, utilization rates vary among consortia and even among counties/agencies within a consortium. Becky recently received an ‘outreach’ report which she will use to follow up with consortia.
 - ACCESS Work Group –
 - Real-time eligibility was the impetus to look at strategies for widespread, more effective and efficient use of ACCESS.
 - Steering committee members are Julie Milleson, Debbie Waite, Bill Hanna, Jen Mueller, Sara Fraley, Connor Sperry. Goal of the group is to create a methodology to collect ideas on ACCESS changes and improvements.
 - Target date for gathering ideas and presenting is March, 2015.
 - Area Administration is the point of contact for collecting the feedback.
 - Regional Enrollment Networks (REN’s) may be a good channel for soliciting and gathering ideas; especially effective with helping initiate ideas for changes with high-volume users such as hospitals.
 - Goals are to identify all resources for and capabilities of ACCESS. ACCESS changes identified will be worked into future CARES planning.
 - Focus groups and surveys are other tools that will be used to gather input.
 - Solicited membership of anyone interested. Email Debbie Waite or Bill Hanna if interested.

6. Update on Timetable for Integrating ChildCare into CDPU – Rebecca David
 - Department of Children and Families (DCF) has provided very positive feedback about the progress to incorporate ChildCare into the workflow at CDPU.
 - Timeline – First, in September, Six Month Renewal Forms (SMRF's) will be scanned at the CDPU. Any documents received at the CDPU will be scanned and validated, not returned to the agencies. In December, the CDPU will process all ChildCare documents.

7. CDPU Performance Measure Audit – Paul Michael (Handout)
 - See chart handout for more detail.
 - Auditing and sharing results of CDPU performance is a DHS IM contract requirement. Second party review staff conducted this audit.
 - This quarter, about 450 documents (from the previous month's business) were reviewed; this is a small number considering that the CDPU processes 250,000 documents per month.
 - Charts show where the error originated and that system errors are rare. This report's findings are consistent with causes from previous reports: inaccurate PIN/person identification, document code and case number.
 - Results shown here as well as those from the last quarter will be posted to SharePoint site.
 - Consortia asked if a report could be run showing the number of cases that were subsequently corrected at the initiating agency.

8. New IMAC Subcommittee Implementation Update – Doreen Lang, Debbie Waite and Jamie Christianson-Fawcett
 - The purpose statement for the new subcommittee is being re-drafted as a result of feedback from partners at DCF, area administration and consortia leadership.
 - New name to better describe the function: Program Coordination
 - Focus of the subcommittee is on improving the customer experience across economic support programs.
 - Agenda topics are being developed for the first official meeting.
 - Will re-solicit consortia participation in the subcommittee once the purpose statement has been approved and accepted.

9. IM Funding Update – Debbie Waite & John Rathman
 - The Workload and Finance Subcommittee had requested updates to spending spreadsheets which reflect data through 2013. BOC is completing.
 - IM Funding – Distribution methodologies for the 2015 base and ACA funding amounts were developed using recommendations from the consortia; BOC is running spreadsheets which were sent for validation on 8/28/14 and then subsequently shared with the Secretary's Office on 9/2/14. The workgroup confirmed no misinterpretations of their methodology.

- 2015 IM Contract Negotiations – DHS and WCHSA have exchanged proposed changes for the 2015 IM contract, some in common. A draft of the revised contract is being circulated and Debbie anticipates that it will be ready to share with consortia within a week or so.
- FoodShare Employment & Training (FSET) – Consortia had asked for projected FSET/ABAWD participation rates for 2015 that were used the Request for Proposals (RFP). DHS staff is pulling information together to share.
- FSET Income Maintenance (IM) Contract – an additional \$4.7 million in funds is provided for IM agencies to support FSET in 2015. Discussions on distribution methodologies will be occurring once the base and ACA funding methodologies are finalized.

10. Patient Protection Affordable Care Act (PPACA) Update / Issues – Debbie Waite

- Aggregate numbers for transitioning BC+ members have been released but the county and consortia breakdowns are not yet available – should be coming shortly.
- Consortia were asked to indicate interest in doing further outreach with transitioning members who did not end up with coverage. Consortia indicated need to see breakdown of aggregate numbers before making decision.
- Craig Steele has produced a report showing estimated potential renewal activity later this year.
- Bill Hanna, Area Administration, and Lisa Hanson (Wisconsin Primary Health Care Association) provided a history and current status of RENS, and shared strategic planning efforts for the future.

11. Regional Enrollment Networks (REN) Updates – Bill Hanna & John Rathman

- The background documents shared by Bill Hanna will be posted along with the minutes under this meeting.

12. Consortia Feedback – All

- Consortia are anxious to have 2015 funding confirmed to aid them in their annual planning.
- Consortia would like an update on HMO's serving various MA and other programs within the state - would like an updated map.
- Consortia would like to explore impact of fraud changes on workload, and explore funding in fraud contracts. What is the forum for this? (Post meeting – Mike McKenzie in OIG is following up through Fraud subcommittee)
- Would like to see subcommittee dates kept current as changes occur.

13. Operations Memos – Linda Auchue

- Current or Imminent:

- Ops Memo 14.31 – System Updates / Extensions – will be sent with adverse action in September. Affects those with 100-133% FPL whose extensions started in April. Consortia should have staff review this Ops Memo.
- Ops Memo 14.29 – Telephonic and Electronic Signature – final drafts are now with DCF. This will be published in 2-3 weeks.
- Changes in Family Planning Only (FPO) – anyone of childbearing age is eligible.
- Expanding burial amount
- Future or Upcoming OPS memos:
 - ACCESS changes for partners and providers
 - FoodShare annual changes for allotments
 - CARES tables (annual)
 - Error Prone Profiles (EPP)
 - EDRS Auto Update – IPV’s will appear in real time
 - Streamline applications – more referrals will happen; the medical coverage page will have a contact number for the employer.
 - Gap filling
 - Transitional children / “MAGI Group” – losing eligibility or are going under CHIP (for 12 months without a premium payment)

14. Administrative Memos – Debbie Waite
N/A

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

- Debbie will check on accuracy of meeting dates. Some are affected by cancellations and reschedules. A master calendar of all sub-committee meetings is also maintained.

16. Miscellaneous Updates / Other / Public Comment

- Shawn Smith shared some staffing updates from the Bureau of Enrollment and Policy Services (BEPS):
 - Tricia Janssen has accepted a position with the Department of Administration. Raquel Berkshire is the temporary IMAC IT Sub-committee Chair.
 - Abby Abernathy is now the BEPS training lead since the departure of Michelle Ebert.
 - Autumn Arnold has been promoted to BEPS Health Policy Lead
 - FSET Sub-committee leadership – a new staff chair will be named shortly

17. September 18, 2014 Meeting Tentative Agenda Topics

- a. PPACA Issues
- b. FoodShare Quality Control Update
- c. Case Discrepancy Follow-up
- d. Department of Corrections Eligibility Initiatives