

IMAC Subcommittee Update

September 18, 2014

Upcoming 2014 IMAC Subcommittee meetings have been scheduled as followed:

Training	September 29
Workload and Finance	October 28
FSET	October 22
PPACA/Health Care Reform	September 17 (AM)
CCA	September 22
IT	September 19
Performance Monitoring	September 17 (PM)
Process Support	October 13
Fraud and Program Integrity	September 19

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

Process Support

Process Support met on September 8th. The August meeting was cancelled so the September meeting was dedicated to EBT/LTC issues. Presenters included Eric DeGroot from WISPACT. An overview of WISPACT trusts and the disability determination process for individuals over 65 was given. Jennifer Wickey from Estate Recovery and her staff presented an overview of the Estate Recovery changes and answered questions on those changes. Kim McBain, Michelle Pauser and Linda Auchue discussed the upcoming implementation to remove Managed Long Term Care enrollment from CARES. Mary Grell led a discussion on the usage of the AVS system and the upcoming changes to that system.

PPACA

The PPACA Subcommittee met on August 21. At this meeting, the group:

- 1) Heard an update on the status of transitioning member data and possible plans to do outreach to transitioning members. High level case numbers have been released – county level numbers are being worked on and will be released in next few weeks. Consortia indicated possible interest in doing outreach once volumes are known.
- 2) Continued its discussion on workload planning for 2015 open enrollment. Discussed challenge of projecting levels of private market activity and its impact on workload. Department will provide data for use by consortia and will be available for technical assistance. More detailed information from the FFM on the renewal process will be critical information for consortia to have. Department will distribute this upon receipt from FFM. Impact of churn between programs will be another factor – consortia may want to look at current churn data and project a range for ACA activity.

- 3) Reviewed the definition of a Gap Case and the process consortia should use if they encounter a customer caught between the FFM and BC+. Emphasized that customer must have a determination from both programs. Gap cases should be referred to Cares Call Center. An Operations memo will be coming out that will describe process.
- 4) Viewed a PowerPoint presented by Bill Hanna and Lisa Olson (Wisconsin Primary Health Care Association) reviewing year to date REN activities and plans for future initiatives, including strategic and funding challenges. Also reviewed role of DHCAA and Area Administration in 2015 open enrollment and beyond.
- 5) Reviewed results of REN effectiveness survey presented by Bill Hanna. 50% of respondents felt REN activity was effective and helpful; 50% felt otherwise. Summary of survey results was sent to subcommittee members after meeting.

CCA

The CCA Subcommittee has primarily been monitoring the call flow individualization project. The committee has also been kept up to date on the specifics of each consortium's build as they are developed.

IT

The IMAC IT Subcommittee met on August 22nd. The September 5th meeting was canceled. At the August 22nd meeting the focal topics for the meeting were the SharePoint Upgrade Update, CARES Schedule and a review of the Consortia Systems Priority List.

The following topics were covered:

- Dave Pawloski presented a demo of the look and feel of the new version. It was also stressed that agencies should insure they have the appropriate browser (IE8 or IE9). The transition will be completed by 9/8/2014. It was also announced that Tjeng Her is a new member of the BEPS Systems team and is helping with SharePoint.
- Reviewed the DHS CARES Schedule for August 2014 through September 2015. Note that the schedule is subject to change – particularly the further out something is scheduled. September has a pretty substantial list of items occurring. Ops Memos will be published on these changes.
- Reviewed the Consortia Systems Priority List. Consortia had previously voted on the issues. We reviewed the list and kept all items that are still issues. A fix for the "Click Verify" issue is schedule for the September release so this item was put on hold. The telephonic script item was closed this item was addressed with the June 2014 release.