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**State of Wisconsin**

Department of Health Services

**INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)**

**Thursday, September 18, 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.
Margaret Romens, Capital / Dane Co.	Tony Sis, Capital / Sauk Co.
Amy Beranek, Capital / Dodge Co.	Sheila Drays, Capital / Dodge Co.
Stephanie Ronnfeld, Capital / Sauk Co.	John Rathman, East Central / Outagamie Co.
Lynn Brenner, East Central / Calumet 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.
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.
Brenda Zweck, Moraine Lakes / Walworth Co.	Sandy Potter, Moraine Lakes / Waukesha Co.
Debra Berg, Moraine Lakes / Waukesha Co.	Robby Fuller, Southern / Crawford Co.
Marlin Harms, Southern / Iowa Co.	Marjean Sutherland, Southern / Lafayette Co
Lorie Graff, Western / LaCrosse Co.	Adelene Greene, WKRP / Kenosha Co.
Hope Otto, WKRP / Racine Co.	

**State Attendees:**

Linda Alexander, DHS	Linda Auchue, DHS
Lars Brown, DOC	Sara Edmonds, DHS
Yolanda Evans, DHS	Judy Johnson, DHS
Hannah Knouse, DHS	Elizabeth Jungers, DHS
Mike McKenzie, DHS	Libby Mertens, DHS
Paul Michael, DHS	Julie Milleson, DHS
Tiffany Orcholski, 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 September 18, 2014 Minutes – Debbie Waite
  - Deferred to October meeting.
  
3. Department of Corrections (DOC) Eligibility Initiatives - Lars Brown, DOC and Linda Auchue (Handout)
  - See handout for more details.
  - Linda Auchue introduced Lars Brown, DOC Re-entry Disability Coordinator, who has been working with DHS to develop a new process for healthcare applications from inmates being released from incarceration. Statistic from DOC: 8,000-9,000 inmates are released annually.

The old process, under a Memo of Understanding (MOU) between the departments, caused a gap in coverage or no coverage if the offender did not follow up with the application process after release.

    - Implementation of new process begins with December releases (after the 20<sup>th</sup>).
    - This is an important initiative to help inmates re-acclimate to the community.

New process will enable inmates with a definitive release date to apply telephonically to an IM agency for benefits any time after the 20<sup>th</sup> of the month before the month of release. This is after adverse action is run.
  - The process is that DOC will facilitate up to 1 hour for a soon-to-be-released inmate to place a call to the IM agency to complete the health care coverage application process. Verification of income – the prison may be able to provide pay stubs. Telephonic signature will be collected at each step, if required. Work release offenders will have pay stubs from a third party (employer).
  - Addresses – If an inmate has already received a ForwardHealth card from previous eligibility, he/she will have to contact the Member Services number to request a new card because the address will change. This is the second call allowed for the inmate.
    - Question: Can agencies generate a card?
    - Answer: Yes. It is preferable to have Member Services do this as the prison address has to be changed to the new address before a new card can be issued. Workers should advise inmate to call the next day to request the new card. Consortia requested that this be emphasized in the Operations Memo.
  - Elderly, Blind or Disabled (EBD) – Some inmates will be ineligible for BadgerCare Plus because they are over 65 or disabled, so will have to apply for EBD Medicaid. It may be necessary to collect more information if others are in a household that is already receiving benefits.
  - Release Date – release date can be verified via the Offender Locator site, but this is only for state facilities, not local or county ones.
  - Local / County Jail Applicability – Agencies should continue to use other effective and efficient processes they have in place with local or county jails. This same presentation will be given to a conference of local jail administrators next month which may lead to questions from local facilities.
    - Western Consortium shared information regarding a process being developed via a grant in LaCrosse County in which an inmate is screened prior to release for all human services needs at the jail. The process allows on-demand applications.

- An inmate cannot apply for FoodShare benefits until after release and must also complete the interview in addition to the application.
- Other discussion / questions:
  - Recommendation – DHS should clearly distinguish this process from the hospitalized inmate’s eligibility process launched earlier this year.
  - Will someone be present with inmates when they apply over the phone? DOC will screen for special cases and identify those who should be assisted.
  - Pre-release curriculum is now being updated. Resources are being trained to assist applicants who have barriers or issues. A paper application can help prepare an applicant for the phone interview.
  - Lars Brown shared what consortia staff may encounter:
    - Confusion or uncertainty about what information needs to be gathered for the interview.
    - Call Center staff may hear announcements about the call originating from a correctional facility.
    - The interview could be interrupted if a lock-down is initiated due to a security issue at the correctional facility.
    - Inmates interaction/reactions maybe affected by their physical setting or if they are asked to share sensitive information in a non-private setting.
    - Limited English Proficiency (LEP) – this is a case-by-case basis for need for interpretation. DOC does not provide interpretative services.
    - Inmate should be advised not to also submit a paper application if a telephonic interview has been completed. However, FoodShare paper applications can be taken to an agency.

4. Case Discrepancy Follow-up – Linda Auchue, Yolonda Evans and Paul Michael (Handout)

- See handout for more details.
- Legislative Audit Bureau (LAB) conducted audits: ensure discrepancies are properly completed, investigated and resolved in a timely manner (from 2012-13 audit).
- LAB’s findings: 1) missing or inadequate case comments; 2) discrepancies unresolved; 3) discrepancies with untimely resolutions. Even if discrepancies do not affect eligibility, they must be resolved in a timely fashion.
- CARES Call Center reviews/investigates the cases in which LAB was unable to determine if the discrepancy had been resolved. The primary reason for inability to determine resolution is that the case comments were missing or too vague.
- Error Prone Profiles (EPP) – Potential errors unresolved prior to confirmation will appear on the Workload Dashboard, providing a time and date by which the discrepancy must be resolved.
- Training Initiatives – Refresher video for experienced workers to be released in December. Workflow diagrams being incorporated into Process Help; available in September.
  - Question/discussion about whether training will include change guidelines. Dane County has developed a valuable desk aid which should be shared with others as a best practice.

Action Item: **Margaret Romens** (Dane County) will provide Linda Auchue / CARES Call Center with the change guideline desk aid. This should be incorporated into the new process manual being developed.

- As a professional courtesy, please resolve any discrepancy before transferring to another agency. Can ‘defer’ so that the case can be processed by the new agency.
- Second Party Review – Continues its project on monthly findings which are then sent to IM agencies for analysis and resolution. These are sent to the consortia Operational Leads. Most frequent issue found is lack of or minimal case comments. In 2012-13 audit, LAB would have selected far fewer cases if comments had been present or had been sufficient to determine if issue was resolved.

5. FoodShare Quality Control (QC) Update – Sara Edmonds (Handout)

- See handout for more details on statistical results.
- FSQC – Detail and explanation of FSQC section structure. Sixteen FoodShare Quality Control Reviewers in WI, including two supervisors: Green Bay, Eau Claire, Fond du Lac, Madison and regional offices. Other staff includes Management Evaluation Review (MER) Coordinator, research analyst and a data analyst.
- About 180 cases selected randomly (from a formula that must be approved by Food and Nutritional Services (FNS): in sample month, 90 active cases FS-eligible and 90 negative actions (denial or terminations) cases. Cases in active sample with an allotment of more than \$100 require QC review to conduct a face-to-face interview with the casehead (primary household). Each active case interview takes an average of 12 hours to complete (standard established by FS). This is why case comments are so valuable.
- Local agencies can assist FSQC staff by helping locate transient applicants or providing a space for the interview. Also important for the agency to reassure members of the legitimacy of the FSQC staff in interviewing them as recent scams have caused members to be skeptical. More participation helps improve error rate. Suggest making line staff aware of changes, new information. QC staff is unable to update case comments to prevent case bias, per Federal rules.
- Federal Oversight – May result in Corrective Action Planning if state is not meeting performance requirements, with fiscal sanctions possible. Wisconsin has not been on a sanction status since 2002.
- Bonus Funding – Annual awards by FNS. Bonuses will be distributed after 9/30/14. Sara announced awards and expressed thanks for the excellent performance.
  - FFY 2013 (Oct 2012-Sept 2013) – Wisconsin Active Error Rate at 2.40% (vs. national average of 3.20%), a tremendous accomplishment given all that has been happening in this timeframe. All other awards were announced, including the number of cases and amounts; plaques were distributed at the end of the meeting for those agencies/consortia that were honored in specific categories.
  - More charts, graphs showing the various categories are part of the presentation.
  - DHS applauds agency supervisors and eligibility workers who continue to demonstrate superior performance and diligence in the administration of the FoodShare program.

6. Managed Long Term Care Enrollment Streamlining – Linda Auchue
  - In December, changes coming to FamilyCare enrollment process. Keep in mind that ‘eligibility’ and ‘enrollment’ are two different concepts. Inputting enrollment and disenrollment dates will be moved to interChange. Medicaid eligibility will stay in CARES but the FamilyCare page in CARES will be shut down. Plan is to suppress notifications. PACE and Partnership waiver cases will be put on a list; approximately 3,000 cases to be fixed by January, 2015 adverse action.
  - Of the three entities inputting enrollment information (HP, IM workers and ADRCs), biggest change is for the Aging and Disability Resource Centers (ADRCs).
  - Enrollment / disenrollment dates – new process can save staff time since previously it was difficult to fix a date at enrollment. Accurate enrollment date is critical because it determines when the Managed Care Organization (MCO) begins to pay for benefits.
  - Have shared screen shots, training at regional meetings.
  - ADRC’s cannot enroll members if consortia have not completed the waiver eligibility.
  - MCO’s do not determine enrollment/disenrollment but do determine the dates on which services can be/will be provided.
  
7. FoodShare Employment & Training (FSET) / Able-Bodied Adults Without Dependents (ABAWD) Phase II System Enhancements – Libby Mertens
  - Phase I – Pilots in 3 counties began 7/1/14.
  - Phase II – Balance of state – January 1, 2015
  - Has resulted in five new pages for the IM worker – still resolving issues that arose during the pilot. Some of the new pages are for: ABAWD-relevant children, FoodShare out-of-state clock, automating verification check list.
  - Enhancements include a permanent demographics page, an employment page, ABAWD exemption screen (only accepts input for one individual), correspondence (45-day notices will have language changes since now in balance of state, not just pilot), case summary will include FS relevant page.
  
8. Fraud Planning – Mike McKenzie & John Rathman
  - John shared consortia issue on adequacy of fraud prevention funding. This should be discussed with the Fraud Subcommittee.
  - Mike will put on subcommittee agenda and take feedback to DHS administration.
  - Who are the most appropriate people to serve on the Fraud Subcommittee; who should now be included?
  - Mike shared that a data analyst had been assigned to the Office of Inspector General (OIG).
  - October ESPAC agenda items for fraud discussion: what program requirements are making more work for the agencies? What data elements are needed?

9. New IMAC Sub-committee Implementation Update –Debbie Waite (Handout)
  - Ready to launch the new Program Coordination Subcommittee.
  - Purpose Statement developed and being shared today as a handout.
  - Sent a solicitation for membership on the committee.
  - First meeting is scheduled for morning of October 16, 2014. Plan is to hold quarterly meetings. Department of Children and Families (DCF) will present on changes with ChildCare, including Western’s input and experience with the ChildCare pilot.
  
10. IM Funding Updates – Debbie Waite / John Rathman
  - 2015 Allocation Distribution Methodology is in progress; some analysis, work on how funds were being handled for the tribes. This is being discussed by the Secretary’s Office today.
  - Consortia asked for 2015 FSET projected caseload numbers used in Request for Proposals (RFPs). Debbie will compile and send.
  
11. Patient Protection Affordable Care Act (PPACA) Update / Issues – Debbie Waite and John Rathman
  - Special Enrollment Period activities:
    - Before sending, DHS will share with the consortia final version of letter to 26,000 members impacted.
    - Craig Steele sent reports to consortia, asking if they would like to do outreach to the members within their consortium. Three will participate and six decided not to do so. If others decide to participate, contact Craig.
    - East Central noted that in comparing their list to previous outreach list, it appeared there was minimal overlap. Craig Steele and John will resolve.
  - Renewal documentation has been sent to consortia.
  - Regional Enrollment Network (REN) Conference scheduled for October 21-22; encouraged attendance. The registration fee is \$50.00.
  - John mentioned that a conference/workshop may be held for Certified Application Counselor (CAC) training licensing and possible testing, as part of the REN conference.
  
12. Regional Enrollment Networks (REN) Updates – John Rathman
  - Consortia asked for an updated list of REN region contacts and Area Admin contacts.  
Action Item: **Elizabeth Jungers** will pursue and provide before next IMAC meeting.
  
13. Consortia Feedback – All
  - Process Support Subcommittee – Can it look at efficiencies that can be used or tried from IntegraMatch?
  - Requested an updated list of sub-committee chairs and co-chairs.
  - Change Reports – can these be sent with case summaries instead of manually? (This may be discussed at IMAC IT Subcommittee tomorrow.) Per Linda Auchue, this may be an FNS policy; needs investigation.

14. Operations Memos – Linda Auchue

- Ops Memos in works now / scheduled for distribution:
  - 14-41 IPV System Updates
  - 14-38 Error Prone Profiles
  - 14-37 FFY 2015 FoodShare Mass Change
  - 14-41 Gap-Filling Referrals from FFM
  - 14-30 Cobell Settlement
  - 14-31 System Updates to Support Premiums for Adults in Extensions.
  - DOC / Processing Applications from Inmates

15. Administrative Memos – Debbie Waite

N/A

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

- See handout for details

17. Miscellaneous Updates / Other / Public Comment

N/A

18. October 16, 2014 Meeting Tentative Agenda Topics

- a. PPACA Issues
- b. New HMO Options in Wisconsin
- c. Second Party Review – Quarterly Update