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State of Wisconsin

Department of Health Services

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, February 19, 2015

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.
Michelle Chiuchiolo, Capital / Dane Co.	Melissa Duane, Capital / Columbia Co.
Amy Mendel-Clemens, Capital / Dane Co.	Tony Sis, Capital / Dane Co.
Cindi Flynn, Capital / Adams Co.	Stephanie Ronnfeld, Capital / Sauk Co.
Julie Arendsee, Capital / Sauk Co.	John Rathman, East Central / Outagamie Co.
Amy Roland, East Central / Outagamie Co.	Tim Gessler, East Central / Sheboygan Co.
Chris Machamer, East Central / Waupaca Co.	Shelby Jensen, East Central / Green Lake Co.
Kate Surprise, East Central / Waushara Co.	Linda Struck, Great Rivers / Eau Claire Co.
Ronda Brown, Great Rivers / St. Croix Co.	Jane Huebsch, IM Central / Marathon Co.
Mandy Mayek, IM Central / Portage Co.	Rachel Pantaleo, Moraine Lakes / Ozaukee Co.
Mia Anderson-Inman, Moraine Lakes / Walworth Co.	Brenda Zweck, Moraine Lakes / Walworth Co.
Sandy Potter, Moraine Lakes / Washington 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.
April Heim, Southern / Rock Co.	Lorie Graff, Western / LaCrosse Co.
Sarah Diedrick-Kasdorf, Wisconsin Counties Association	

State Attendees:

Abby Abernathy, DHS	Linda Alexander, DHS
Julie Anstett, DHS	Emily Carlson, DHS
Rebecca David, DHS	Tonya Evans, DHS
Brian Fangmeier, DHS	Jamie Fawcett, DHS
Lisa Hanson, DHS	Elizabeth Jungers, DHS
Hannah Knouse, DHS	Emily McFarland, DCF
Kevin Moore, DHS	Tiffany Orcholski, DHS
Allison Shabino, DCF	Shawn Smith, DHS
Tony Trout, DHS	John Tuohy, DCF
Debbie Waite, DHS	

1. Administrative Issues – Debbie Waite & John Rathman
For recording attendance:
On-site attendees, sign sheet at the back table.
Remote attendees, send Linda Alexander an email of your attendance.

2. Approval of January 15, 2015 Meeting Minutes – Debbie Waite
A motion to approve the January 15, 2015 meeting minutes was made, seconded and passed on a voice vote.

3. Introduction of Kevin Moore, Division Administrator – Division of Health Care Access and Accountability (DHCAA) and Wisconsin Medicaid Director
 - Debbie Waite welcomed Kevin Moore to the IMAC meeting and asked that each person in the room introduce him/herself to Kevin.
 - Kevin spoke about his background and experience at DHS and the reasons for attending this meeting.
 - IMAC's value in helping construct and implement the regional (consortia) model was immeasurable and today the group plays a key role in the effective flow of information.
 - DHS needs IM partners to advise and help the Department improve.
 - While process matters, we have a shared goal: Members receive the services they deserve.
 - The biennial budget is a topic of great interest to everyone. Because it is early in the process, DHS is unable to address any part of the proposed budget with specifics at this time. If anyone would like a copy of the proposed biennial budget, please request.
 - Currently, DHS and the Department of Administration (DOA) are developing a budget summary which will then be given to the Legislative Fiscal Bureau (LFB) for another review and summarization.
 - Continuing Medicaid programs have been budgeted at \$678 million. It is too early to speculate about what might be in the budget without the legislature / LFB formalizing.
 - Question: Is it possible to develop a summary of the budget items that impact Income Maintenance?
 - Answer: Yes; after DHS & DOA have summarized; then the LFB will complete its summary.
 - Kevin said he looks forward to future participation with the IMAC group because it is such an effective and important forum for the exchange of information between the partners.
 - Future holds promise for continued learning and working together.

4. Department of Corrections (DOC) Prisoner Re-entry Initiative – Amy Mendel-Clemens
- Consortia were asked to share feedback on how this process that went live on January 1st is working. DOC has not reported any recent issues of note, following a few that had been reported in January.
 - Dane County Feedback
 - Michelle Chiuchiolo from Dane County / Capital Consortium is leading the Dane County jail release program; she provided some feedback and insight into how the program was working.
 - Initial feedback was that prisoner calls could go more smoothly. To that end, staff was reminded that prisoners could apply for MA benefits (except for FoodShare) before their release. Prisoners did not understand that they had to be released to apply for FoodShare and were frustrated that they could not apply for all benefits at once.
 - Verifying release date was not an issue; most staff are using the DOC website.
 - Valuable to have the AmeriCorps volunteers working with inmates when they are calling to enroll.
 - Initial statistics: Contact with 46 inmates per month, about 80% of those are being released and their issues have been addressed. Enrolled about 34% in BadgerCare Plus; another 10% get Social Security Insurance (SSI). Approximately 12% have private insurance (through parents, spouse or the Veterans' Administration). Approximately 4-5% are ineligible due to income limits or citizenship.
 - Released prisoners also need additional services, such as eye glasses or a 30-day extension of a prescription.
 - Follow-up is done with the released prisoner 30 days after the release.
 - Another valuable component is the Justice Support Manager at the jail who reviews the list of inmates scheduled for upcoming release.
 - Dane County has some Income Maintenance (IM) workers located at Federally Qualified Health Care (FQHC) partners as well as hospitals, child advocate agencies. These partner agencies are helping supplement the IM worker activity.
 - Feedback from Racine County (Amber): An Economic Support Services (ESS) worker visits the jail each Tuesday, taking paper applications. Thus far, this has resulted in about 20 applications per month.
 - Believe that more inmates will take advantage of the service through word of mouth. County received a letter from a current inmate who had learned of the program through a former cellmate.
 - Have given presentations on the program to parole officers and jail staff.
 - Feedback from Outagamie County (John): Jails have provided inmates with a list of FQHC partners.
 - Educational sessions on BadgerCare and Medicaid have been helpful to the inmates. These sessions can facilitate one-on-one interactions with the inmates.
 - Telephone interviews have gone well.
 - Because most cases have all the required information, eligibility can be determined immediately at application.
 - Tribal participation: similar arrangements to the county models. Because tribes are not part of Contact Center Anywhere (CCA), they have some technical challenges.

Tribes do have an agency (Great Lakes Inter-Tribal Council) that provides a wide variety of community re-integration services to prisoners, including health care coverage assistance.

- Questions and comments can be directed to Shawn Smith, the DHS liaison with DOC's Lars Barber.

5. Limited English Proficiency (LEP) Assistance for Income Maintenance Customers – Debbie Waite, Amy Mendel-Clemens and Lisa Hanson (Handout)

- See handouts “Member Services LEP Calls” and “Language Blocks” for more detail on changes to IM notices that will direct LEP customers to contact their consortia or tribal agencies.
- Impetus for the change was the Corrective Action Plan (CAP) resulting from a Food & Nutritional Services (FNS) civil rights review. Test calls to the consortia showed that LEP customers were not being handled as effectively as required.
- DHS distributed LEP call volume information (distribution of calls statewide) collected by Member Services for a period of months.
- DHS is working with the Department of Children & Families (DCF) to develop shared language boxes (see handout for examples). This is necessary because W-2 calls should be handled through an alternative process and should not go to consortia. However, DCF recommends that ChildCare calls should be directed to consortia.
- The change will also affect language boxes used for FoodShare Employment & Training (FSET) eligibility notices.
- Fair hearing (FH) notices (Notice of Receipt and Notice of Hearing) issued by the Division of Hearing and Appeals (DHA) are now being translated into eight languages, so no calls on these notices should be coming to the consortia at this time. Once this planning is finalized with DHA, more information about implementation schedules will be provided.

6. Intuit Developments – Becky David

- As of 1/30/15, Intuit turned off the Turbo Tax FoodShare application feature which resulted in generating applications and application errors for consortia.
- Any resulting applications in the system prior to 1/30/15 must be processed.
- Thanks go to the consortia for providing valuable information/data that allowed DHS to follow up with Intuit. This enabled Wisconsin SNAP Director, Shawn Smith, to work with the National Board of SNAP Directors to engage with Intuit to get this feature disconnected.
- Consortia asked that DHS stay engaged in the event that Intuit decides to re-energize the process.

7. IM Funding and Contracting Updates – Debbie Waite and John Rathman

- The Workload and Finance Sub-committee is reviewing Affordable Care Act (ACA) contract language and FSET addendum language to provide edits to DHS prior to release.

- Target date for sending out contractual documents is the week of 3/2/15. This will complete the 2015 contract cycle.

NOTE: Contract documents were sent the week of 3/9/15.

8. Regional Enrollment Network (REN) Update - John Rathman and Bill Hanna

- John Rathman reported that “Super Saturday” (3/31/15) was successful in helping those who had not yet applied for health insurance to do so. The first-time event received very good statewide media attention.
- Some IM workers helped with the Medicaid portion of applications.
- Questions/discussions on if/when funding of REN Coordinators would continue past June.
- Federal government is contemplating having open enrollment from October – December each year, not through February 15th. This would better complement the Medicare Part D enrollment calendar.
- Due to system difficulties, some members were unable to complete their applications before the deadline. If any members started an application before the open enrollment period ended but encountered technical difficulties that did not allow them to finish and submit, it is expected that they will be allowed to complete the application process.

9. Consortia Feedback – John Rathman

- FSET Pilot Counties – staff refresher training needed. When this is developed, would allow remote training for the balance of the state FSET staff.
- FSET Fair Hearings – specifically for exemptions, is it possible that the FSET agency could receive the notice (not the consortia)? DHA system generates the notice; some emails are generated and may be sent with the FH request, which could be a way to advise the FSET agency.
Action Item: **Rachel Witthoft** will follow-up with DHA to explore and advise consortia.
- FSET training will be available by 3/20/15. This is being recorded in a studio / is not a live session; it will be accompanied by a Q&A document. IM Training will send an announcement when this is available.
- Shawn Smith advised of some FSET system issues as well as efforts to enhance the FSET tool. Need to identify whether these issues are due to the enhancements that were scheduled to be implemented or whether these are fixes that need to be made.
- Becky David and the CARES Call Center are collecting the feedback, creating lists of the issues and sharing with consortia to alert them to possible problems and provide some potential work-arounds. Goal is to address these issues by the FSET tool release date.
- Consortia strongly supported the revival of the FSET Sub-committee as a venue to discuss emerging issues. Using either the Process Support April or May meeting was raised an option but, the focus there needs to be on Elderly, Blind & Disabled (EBD). Recommendation was not to include FSET vendors initially but focus on consortia input.

10. Operations Memos – Becky David

Issued:

- OM 15-05 2015 Federal Poverty Level Changes for ForwardHealth Programs
- OM 15-03 Clarification of FoodShare Signature Policy & Process

Future:

- Nursing Home/MAGS Memo – has a two-day work-around that addresses FoodShare not being available to a nursing home resident. This is the topic for an upcoming Process Support Sub-committee meeting.
- Other Ops Memos are coming that focus on Group C and divestment issues.

11. Administrative Memos – Debbie Waite

- Two financial administrative memos are being developed and will be coming.

12. Sub-committee Updates - Debbie Waite & Work Group Chairs (Handout)

- a) IMAC IT – Deleting older Electronic Case File (ECF) Documents – Raquel Berkshire
 - This will be on a future IMAC IT meeting agenda. Request will be reviewed and proposed changes evaluated. This will be prioritized against other initiatives, including important CARES changes and scheduled releases.
 - Other sub-committee update details are in the handout.

13. Work Group Updates

a) ACCESS – Julie (Milleson) Anstett

- ACCESS improvement efforts begun as result of request at IMAC. Work group comprised of DHS, consortia, Area Administration and also incorporated Miles feedback. Also gathered feedback/input from partners and providers.
- Documented 62 fixes/suggestions. Now rating these from low to high based on impact and effort required. Looking for high impact and low effort items.
- One focus is compatibility with operations systems, phones, tablets.
- Some things have already been fixed -Tax-filing information inaccuracies.
- Other Improvement Examples:
 - Six Month Requested Form (SMRF) – submitting a renewal instead of a new SMRF.
 - Stop sending reminder letters; remove ACCESS reference on SMRF. (After adverse action, a member cannot get back to ACCESS. This results in a phone call with the IM agency.)
 - Improve document submittal process; found that many problems were related to Internet Explorer (IE) 9.0.
 - Problems scanning documents when the member is not the primary person in the household. Question: does this occur when the non-primary person is in the household or when it is entered by a partner agency?
 - Make uploading available at any time during the process.
 - Need more detail on the verification checklist.
- DHS is still investigating Community Access Points (CAPs) Numbers.

- Other issues discussed were the confusion with living arrangement codes, using a possible pop-up help feature similar to other applications, account recovery process, locking/unlocking an account, a tracking log for members' entries, minimizing the number of times applicants are asked if they want to apply for FS.
Action Item: **CARES Call Center** will send out information on how and when to direct calls/members when the member's account becomes locked.
- b) Central Document Processing Unit (CDPU) – Becky David
 - Tour of CDPU is scheduled for March 18, 2015 from 10:00 a.m. to noon. Has sent a Save-the-Date notice and will send a reminder.
 - Designed as an open house with CDPU and DHS staff. All are welcome.
- c) DHS Website EM Home Page Redesign – Amy Mendel-Clemens
 - Three members on the committee; actively soliciting more members to gain more and broader input. Some navigational fixes were identified and DHS will be working on those.
 - Will schedule another meeting to identify additional changes, including more focus on content.

14. Miscellaneous Updates / Other / Public Comment

N/A

15. March 19, 2015 Meeting Tentative Agenda Topics

- a. PPACA Issues
- b. D SNAP Overview
- c. DCA Collections Results and BRITS Implementation Update
- d. Tax Filing Implications for Health Care Coverage
- e. Budget Update