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**State of Wisconsin**

Department of Health Services

**INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)**

**Thursday, March 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.
Melissa Duane, Capital / Columbia Co.	Amy Mendel-Clemens, Capital / Dane Co.
Margaret Romens, Capital / Dane Co.	Tony Sis, Capital / Dane Co.
Cindi Flynn, Capital / Adams Co.	Amy Beranek, Capital / Dodge Co.
Sheila Drays, Capital / Dodge Co.	Stephanie Ronnfeld, Capital / Sauk Co.
John Rathman, East Central / Outagamie Co.	Shelby Jensen, East Central / Green Lake Co.
Diane Voth, East Central / Outagamie Co.	Ann Kriegel, East Central / Winnebago Co.
Linda Struck, Great Rivers / Eau Claire Co.	Ronda Brown, Great Rivers / St. Croix Co.
Jane Huebsch, IM Central / Marathon Co.	Amy Mayo, IM Central / Oneida 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 / 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.	Claribel Comacho, WKRP / Racine Co.
Charles Friedrich, CMS	Roger Ingebritson, CMS
Audrey Mattison, CMS	

**State Attendees:**

Abby Abernathy, DHS	Linda Alexander, DHS
Julie Anstett, DHS	Renee Aschenbrenner, DHS
Raquel Berkshire, DHS	Michelle Dickinson, DHS
Sara Edmonds, DHS	Judy Johnson, DHS
Elizabeth Jungers, DHS	Emily McFarland, DCF
Paul Michael, DHS	Jennifer Mueller, DHS
Tiffany Orcholski, DHS	Allison Shabino, DCF
Faye Simonini, DCF	Tony Trout, DHS
Debbie Waite, DHS	

1. Administrative Issues – Debbie Waite & Amy Mendel-Clemens  
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 February 19, 2015 Meeting Minutes – Debbie Waite  
Deferred to the April 16, 2015 meeting.
3. Public Assistance Collection Unit (PACU) Collection Data – Fay Simonini, Department of Children & Families (Handout)
  - Refer to “Public Assistance Collection Unit (PACU) Update” handout for more details.
  - 2014 collections were the largest ever collected for the DCF programs for which DCF performs collections with a nearly 25% increase over 2013.
  - More remarkable is the more than 62% increase in collections from 2012 through 2014.
  - Other improvements were in detecting and correcting improper payments and in streamlining processes.
  - Thanks to all staff for their hard work in helping make this happen.
4. Benefit Recovery Investigation Tracking System (BRITS) Implementation Update – Fay Simonini
  - Fay’s last update was in summer, 2014 which provided an overview of the efforts of moving the tracking of all public assistance programs from the mainframe (CARES).
  - Focus of today’s update is on Phase I – Fraud Investigation Tracking Screens (FITS). Phase II is Claims Management; have not yet begun to gather requirements.
  - Phase I included re-discovery and re-validation of the requirements which were originally gathered and developed in 2012. Changes since then included the formation of DHS’ Office of Inspector General (OIG) as well as implementation of the consortia model and new work processes and workload management rules.
  - Gap analysis uncovered 85 total needed changes; some were training needs and others were functionality requirements.
  - The original timeline for implementation of Phase I was July, 2015 but because of the rediscovery efforts, delivery timeline is now October, 2016.
  - Fay encouraged input and suggestions from the consortia or counties to assist with the design work. The primary consortia Subject Matter Experts providing input to the design have been Miles, Brown and LaCrosse Counties.
  - If any questions about the project or concerns, please advise Fay, especially of any perceived gaps. This is critical since the agencies may have different protocols, requirements and functions.
  - Showcases are planned to demonstrate how the requirements have been interpreted and developed; will be communicating these dates, locations as they are known.

5. Gap Case Update and Trends - Amy Mendel-Clemens, John Rathman & Debbie Waite (Handout)
  - See the handout “Gap Fill Cases Report” for more detail.
  - Addresses determination of eligibility by the Federally Facilitated Marketplace (FFM) or through BadgerCare Plus (BC+).
  - Cases were being referred to the CARES Call Center at year-end 2014. Now being handled by Enrollment Management Central Application Processing Operation (EM CAPO), and it produced this report.
  - Member needs to have a rejection from both the FFM and BC+ in order to be considered a gap case.
  - ESPAC feedback from the earlier meeting: According to partners and Certified Application Counselors (CACs), some are not gap cases. Verified that a manual tracking sheet/report showed 12 gap cases that were enrolled in MA and that fulfillment had taken place.
  - Question/discussion about consortia receiving notification from the FFM when Real Time Eligibility (RTE) is implemented? Presently, no notification; no connection to RTE. Currently, the only cases being tracked are those reported by partners or the consortia. These cases will remain on MA until calendar year-end.  
Action Item: **Debbie Waite** will insure that EM CAPO / Pang Xiong’s unit continues to produce the gap report.
  - Confirmed that the report does show a running total (second column is year-to-date).
  
6. 2014 Tax Filing Implications for Health Care Coverage – Debbie Waite and John Rathman
  - Confirmed that Gillian Ward had emailed a link from the Wisconsin Primary Health Care Association (EnrollWI.org).  
Action Item: **Linda Alexander** will send the link again after the IMAC meeting to insure that everyone received it. (Done 3/20/15)
  - Noted that the months under the now discontinued BadgerCare Core and Basic Plans do not count as qualified coverage.
  - Discussion on interest for a webinar by a tax expert. Consortia recommended that they would share with partners and CAC’s.
  - Noted that income verification will be an Economic Support (ES) issue this year but not next tax year when new notices will help improve the process. John Rathman suggested coordinating with Lisa Olson of WPHCA.
  
7. Income Maintenance (IM) Funding and Contracting Updates – Debbie Waite and John Rathman
  - The 2015 Affordable Care Act (ACA) Contracts and the IM FoodShare Employment Training (FSET) Addenda were sent to contract signatories on 3/17/15.
  - Once each consortium signs and returns, they can be loaded into Community Aids Reporting System (CARS); will not have to wait for all consortia to respond.
  - Consortia expressed concern about potential shortfalls in the next two years of IM funding due to cuts in the proposed budget.

- Debbie Waite acknowledged that consortia were anxious to hear more details from DHS on the budget but the Joint Finance Committee has responsibility for its role in the budget approval process currently – for both funding and policy issues. At the present time, no DHS unit has the necessary authority or knowledge to address what the proposed budget means.
- Uncertain what impact the proposed budget will have on IM contract negotiations in April.
- The Wisconsin Counties Association (WCA) has assisted consortia in requesting funding. Surveys have been conducted and two reports are being produced. It would be most helpful if more implications of the proposed budget were known so recommendations could be made.
- Fraud contract negotiations – need to have the referral backlog quantified. What is effort/funding required for making progress in addressing the backlog? From a previously produced report, potentially an additional \$1.5-2.0 million, although this should be self-funding because of the potential for recovery.
- Consortia requested Mike McKenzie to address potential assistance in trafficking issues at the April IMAC meeting.  
Action Item: **Debbie Waite** will follow-up with **Mike McKenzie** on the topic for the next IMAC meeting and to have him address the Federal requirements for fraud claiming.

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

- Debbie Waite said that Craig Steele has been working with the Office of the Secretary regarding Regional Enrollment Network (REN) funding.
- Discussion / question on whether PPACA funding can be used to produce marketing materials to help members apply for health insurance, regardless of whether it is through the FFM or for BC+.  
Action Item: **Debbie Waite** will investigate by reviewing past Operations Memos and will advise.

9. Regional Enrollment Network (REN) Update - John Rathman

- From a strategic planning perspective, consortia are supportive of continuing REN coordinator roles.
- Discussions have been held regarding planning for a potential workshop in Fall, 2015 for REN's, assisters, CAC's. Need consortia feedback and thoughts on whether this is a good tactic.
- Updates from various staff representing counties and consortia:
  - Dane County – Stephanie is the coordinator / point person for Dane County REN's. Accommodating by providing office space / housing staff. Activities such as events sponsored by partners have increased coverage; referred to an event held in Wisconsin Dells and partnering with the Mauston Public Health agency as beneficial.
  - Northern Consortium – a contract with Price County has helped the consortium focus on the northern counties. Have also been sharing information, cooperating,

and coordinating with Bay Lakes Consortium. Held teleconferences (and produced minutes for follow-up). Enrollment alternatives to Super Saturday were executed and were successful.

- Great Rivers Consortium – had a contract with Workhorse Resource; focused on each of the 10 counties.
- Moraine Lakes Consortium – very organized, went well. Held enrollment fairs and kept all updated with bi-weekly reports. Thus far, more outreach than in 2014.
- East Central Consortium – county fair booths proved to be successful. Will hold a Super Saturday ‘Overtime’ on April 11<sup>th</sup> to assist those who may be affected by tax penalties.

Action Item: **Debbie Waite** will advise Craig Steele of this update.

#### 10. Consortia Feedback – John Rathman

- FoodShare Handbook updates are needed based on new rules and the training that has been done (e.g., caring for a disabled person in/out of the home). Advised the CARES Call Center of the conflict between the training and the documentation.
  - The Notice of Schedule of Fair Hearings has recently been very quick which does not allow the counties enough time to put the necessary documentation together. Potential fair hearings topics for future IMAC meetings:
    - Tax intercept – past the appeals deadline. Sometimes hearing examiners are re-opening overpayment cases that are years old.
    - Identify / clarify the DHS contact for fair hearings.
    - Where should fair hearings issues be routed? Recommend CARES Call Center for consistency with other programs.
  - Process Support Sub-committee’s Elderly Blind Disabled (EBD) PowerPoint presentation was to be shared. Need an update. In the past, quarterly EBD meetings were held face-to-face; recommend this practice be reinvigorated.

Action Item: **Jen Mueller** will follow-up on the PowerPoint presentation and will work on scheduling the EBD quarterly meetings for later in the year.
- Discrepancies – distinguish between numbers of items vs. numbers of cases. Phone traffic resulting from PPACA shows record numbers.
  - Confirmed moving of new discrepancies (45 days) into the Dashboard.
  - Need reports of old discrepancies for consortia. How often do the consortia want the report refreshed? The discussion was deferred till another time but discussion for the statewide page (first page) of the Dashboard should probably be once a month.
  - Keep in mind that old discrepancies cannot be purged.
  - Shifting consortia priorities can help address the back-log but realize that this will impact other priorities (e.g., FSET new program and anticipated ACA enrollment ‘bubble’). Consortia are currently exploring ways to address the back-log such as overtime, temporarily closing their call centers for catch-up time.
  - Suggest an ad hoc committee to address ways to handle this challenge. Especially important because past Legislative Audit Bureau (LAB) audits have shown that

the discrepancies have not been addressed in a timely manner / as effectively as they should have been.

- DCF is providing the consortia with a list of discrepancies. Where are the consolidated DHS / DCF reports? Raquel Berkshire had sent the Ops Leads an email to say that the old reports are in SharePoint and now will be updated weekly there. Would like the status of old discrepancies/cases on the report.
- An Operations Memo was issued recently, but based on today's discussion and concerns, it may need to be revised. Will analyze if an amendment is appropriate.
- Applications from October and November, 2014 are still coming to the consortia.  
Action Item: **Jen Mueller** will research and advise what to do.
- Able-Bodied Adults Without Dependents (ABAWDs) from FSET – questions are coming from the Legislative Fiscal Bureau. What is the purpose? If these contacts are related to the budget, please refer these to Michelle Dickinson in the Office of Policy Initiatives and Budget (OPIB). Michelle said it might be to validate the assumptions of the cases. Two of these calls to WKRP and Moraine Lakes were directed to the CARES Call Center.  
Action Item: **Debbie Waite** will send an email with Michelle Dickinson's contact information to the IMAC attendees.
- 'Virtual FSET Meetings' - What are these invitations about? Abby Abernathy explained that these are post-implementation meetings being planned. Consortia advised that it's important to clearly state the target audience, the purpose of the meetings to insure that the right people attend, provide feedback. Walworth County, one of the pilot counties did not receive an invitation. Also, consider timing and how to reschedule recurring appointments (notify instead of simply moving the meeting to another date/time) to insure the best participation.
- IMAC Meeting at Miles – Working with Kevin Moore's schedule, will need to select a summer month to meet at Miles – likely July or August. May involve a tour of Miles and will also likely need arrangements for the regularly scheduled morning meeting for ESPAC.  
Action Item: **Debbie Waite and Miles staff** will work on a plan and will advise as soon as possible.

#### 11. Operations Memos – Becky David

- Only one Ops Memo has been published since the last IMAC meeting.
- Uncertain of any new Ops Memos at this time.

#### 12. Administrative Memos – Debbie Waite

- Nothing pending at this time.

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

- Refer to handout for details.
- Comment that Raquel Berkshire does a great job of providing a sub-committee update.

#### 14. Work Group Updates

- a. ACCESS – Julie Anstett
  - Julie’s update was included in the Sub-committee Update handout. See the handout for details.
  
- b. Central Document Processing Unit (CDPU) – Tour Attendees
  - Tour was interesting and useful as well as a good opportunity to meet with CDPU staff.
  - The scanning process is easier to understand now after seeing it first-hand.
  - CDPU staff provide a list of things / helpful hints on ways consortia can improve and facilitate processes.
  - Returned mail documents – is it possible for CDPU to move to Electronic Case Files (ECF)? Any old returned mail should cause the consortia to advise CARES Call Center or the Bureau of Enrollment Process Services (BEPS).
  - Comment that Miles does some things differently from the CDPU. Not necessarily a need to change either process (scanning / not scanning RFA’s), just calling attention to the difference.
  - Are more fax lines needed? Currently have 46 fax lines and have been monitoring busy signals and peak periods. Have asked DET to evaluate the efficiency and stability of the current fax services.
  - WKRP has a self-service fax capability. Claribel Camacho related several examples of issues encountered. She had shared call details with Paul Michael who will work with Jen Mueller to address findings. Also, please bring issues to IMAC IT Sub-committee.
  - The monthly CDPU reports identify opportunities for improvement.
  
- c. DHS Website EM Home Page Redesign – Amy Mendel-Clemens
  - The work group had decided to focus on changes that would be easiest to implement and which would have the highest impact (low hanging fruit).
  - Any content changes would be addressed after the implementation of the low effort-high impact initiatives.
  - To date, Amy has not seen any of the changes discussed and would like a status.  
Action Item: Debbie Waite / DHS will investigate what changes have been made to the EM Home Page and/or the schedule for implementing the first wave of changes.

#### 15. Miscellaneous Updates / Other / Public Comment

N/A

#### 16. April 16, 2015 Meeting Tentative Agenda Topics

- a. PPACA Issues
- b. FoodShare Quality Control (QC) Update
- c. State Budget Developments

- d. Real-Time Eligibility (RTE) Update
- e. Third-Party Liability / Long Term Care Form
- f. Case Discrepancies Update
- g. Fraud Update
- h. Fair Hearings Topics