

IMAC Subcommittee Update

April 16, 2015

Upcoming 2015 IMAC Subcommittee meetings have been scheduled as followed:

Training	April 27
Workload and Finance	April 28
FSET	TBD
Program Coordination	July 15
PPACA/Health Care Reform	TBD
CCA	April 20
IT	April 17, May 1
Performance Monitoring	May 20
Process Support	May 11
Fraud and Program Integrity	May 12

The following subcommittees have met since the March IMAC meeting:

CCA

This subcommittee met on March 23. It has been working on the development of a customer survey that can be used by all consortia and MilES to gauge customer satisfaction after each call. English, Spanish, and Hmong speaking customers can be sent to a survey after the agent disconnects. This will be an optional function for each call center with implementation targeted for end of April or beginning of May. Survey results will be shared with the CCA Admins and Operational Leads.

Performance Monitoring

This subcommittee met on March 18, 2015. At that meeting,

- The Second Party Review Team requested Consortia input on new reports that will be created in IMMR related to second party review findings.
- FSQC findings for FFY 2014 and FFY 2015 (to date) were shared.
- Discussion occurred on improvements to Consortia reports in SharePoint, including monthly, snap shot, and roll-up reports, including better description of "CDPU Usage".
- An update on latest CCA statistics and measures was provided.

Workload and Finance

In lieu of a meeting on March 31, the subcommittee received:

- A list of those consortia that had returned their signed 2015 ACA contracts and 2015 FSET addendums.
- A chart showing Regional Enrollment Network (REN) outreach spending for purchase order period November 1, 2014 to June 30, 2015
- Acknowledgement of consortia request for DHS to consider carryover of 2015 PPACA funding into 2016