

IMAC Subcommittee Update May 21, 2015

Upcoming 2015 IMAC Subcommittee meetings have been scheduled as followed:

Training	July 27
Workload and Finance	May 26
FSET	June 11
Program Coordination	July 15
PPACA/Health Care Reform	Inactive
CCA	June 1
IT	May 29, June 12
Performance Monitoring	July 15
Process Support	June 8
Fraud and Program Integrity	July 14

The following subcommittees have met since the April IMAC meeting:

Training

The Training Subcommittee met on 4/27/15.

- Cheryl Jatczak from DHS presented a draft Cultural Competency training and requested feedback from the subcommittee. The subcommittee discussed training initiatives for 2015 including maintenance of existing IM NWT materials, Enhanced NWT Adobe Connect Sessions, training for new projects, and refresher trainings.
- Refresher Training topics for 2015 were identified as follows: Interviewing Skills & Case Comments, MAGI-Pre-Tax Deductions, MAGI-Student Aid Expenses, FS ABAWD & FSET Tool, and Call Management: De-escalation Techniques.

CCA

The CCA subcommittee met on April 20 and has been tracking two primary issues:

- **FFM Referral Line:** The phone number for Medicaid/BC+ referrals from the FFM has been implemented and is being used by customers. The call flow is working as designed. The customer enters their ZIP Code and is redirected to the appropriate consortium call center based on the county of that ZIP Code. They are also informed of the correct toll free number for that consortium. This service is provided in English, Spanish, and Hmong. Callers who do not speak these languages, are unable to enter their ZIP code for another reason, or who enter an out of state zip code are directed to a queue answered by DHS Staff. DHS staff provide them with the correct contact

information for their consortium and offer to transfer them directly to that call center. To this point, only a small percentage of the calls require DHS staff assistance.

- **Customer Survey:** Requests were received from MiES and consortia to develop a customer service survey to be available to a customer after the call. In an effort to make the survey, its prompts and its build manageable, a single version of the survey was developed with this group. If activated by a consortium, it will be presented to all English, Spanish, and Hmong speaking customers. If the caller stays on the line, they are presented with the survey after the agent disconnects from the call. Raw data of responses for all consortia will be sent to participating consortia each week. Any agency wishing to incorporate the survey into their calls should send a request to vedscasystems@wisconsin.gov. A ticket will be opened and additional timelines and testing will be discussed when available. This feature is only available for in-bound calls at this time. The CCA Systems team has received interest in exploring this for out-bound calls also.

IT

The subcommittee met on April 17th and discussed the following:

- Control – D EOS reports moving to a web base application. DHS’s long term goal is to move all reports into IMMR. (Note: since this meeting the implementation has been moved from May 2015 to July 2015)
- Autumn Arnold requested feedback from agencies in regards to the CWW inbox and how it will work with Real time Eligibility. - **Proposal:** Make 25 the number of inbox items that will display on the page (it is now 50). Those need to be moved to the “Inbox Items to Assign” section before assigning. Change the radio button at bottom to not allow selecting all items that are Automated Case Processing (CCP) types. Could only use the radio button that selects the designated CCP cases. **Response:** agencies agreed with the proposal.
- Ginger Seery presented information on enhancements to the CS Non-Coop page. In June the collection of non-cooperation and sanction will be automated. This page will become read only. Two failure reason codes will be added as well (212 & 213).
- Raquel Berkshire explained that there are two reports for the unresolved discrepancies out in SharePoint. One report is updated weekly and will be posted in SharePoint. The second report will be updated Monthly and include a mockup of the Dashboard.
- Bonnie Debauche provided and update on the Consortia priority list. 4 items are scheduled for June. The other items were deferred and the Consortia will need to prioritize those items and add new ones if any. (Note: since then 2 additional items will be included in the June Release.

The subcommittee met on May 1st and discussed the following:

- Data Exchanges
 - Real Time Citizenship/ID verification (has been postponed).
 - Real Time Immigration Verification is still on track for June 6th. This replaces the need for worker to log into SAVES. Note: a HC request must exist for this function.

- The Federal Data Services Hub (FDSH) data exchange with Equifax will apply for Reasonable Compatibility. RC will use Equifax or SWICA depending upon which is available. Equifax takes priority over SWICA.

Workload and Finance

This subcommittee met on April 28, 2015. At the meeting, the subcommittee:

- Heard a description of how the funding under the 2015 base income maintenance contract is being re-split to load 50% of the funding into the first six months of the year with the second 50% of the funding loaded for the last six months of the year. Contract addendums will be issued to implement this change. The timetable for this process is:
 - May 4 -8 Draft addendum and send to Workload and Finance for review and Comment
 - June 1 Mail addendums to Consortia for signature
 - June 19 Signed addendums due to DHCAA

Funds will be loaded by consortium as executed documents are returned.

This loading split will also be incorporated into the 2016 contract.

- Confirmed that DHS staff will be adding the final 2014 IM consortia expenditures to the running report, once 2014 claiming is closed out. 2007 data will be dropped from the report.
- Confirmed that IM fiscal related questions should be sent to:
 - Sheila.Kurt@dhs.wisconsin.gov
 - Tricia.LaPlant@dhs.wisconsin.govand can copy:
 - Deborah.Waite@Wisconsin.gov