



Scott Walker  
Governor

Kitty Rhoades  
Secretary

Telephone: 608-266-8922  
FAX: 608-266-1096  
TTY: 711 or 800-947-3529  
dhs.wisconsin.gov

**State of Wisconsin**

**Department of Health Services**

**INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)**

**Thursday, May 21, 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.	Tony Sis, Capital / Dane Co.
Cindi Flynn, Capital / Adams Co.	Amy Beranek, Capital / Dodge Co.
Julie Arendsee, Capital / Sauk Co.	John Rathman, East Central / Outagamie Co.
Annett Mooney, 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.
Ronda Brown, Great Rivers / St. Croix Co.	Jane Huebsch, IM Central / Marathon Co.
Amy Mayo, IM Central / Oneida 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.	Marlin Harms, Southern / Iowa Co.
April Heim, Southern / Rock Co.	Marjean Sutherland, Southern / Lafayette Co.
Adelene Greene, WKRP / Kenosha Co.	Debbie Schwandt, WKRP / Kenosha Co.
Claribel Camacho, WKRP / Racine Co.	Charles Friedrich, CMS
Roger Ingebritson, CMS	Audrey Mattison, CMS

**State Attendees:**

Abby Abernathy, DHS	Linda Alexander, DHS
Joan Alt, DOA	Emily Carlson, DHS
Becky David, DHS	Laura DiTizio, DHS
Matt Fanale, DHS	Elizabeth Jungers, DHS
Hannah Knouse, DHS	Emily McFarland, DCF
Jennifer Mueller, DHS	Carrie Schneck, DHS
Allison Shabino, DCF	Tony Trout, DHS
Debbie Waite, DHS	Jacob Webb-White, DHS
Rachel Witthoft, DHS	

1. Administrative Issues – Debbie Waite & John Rathman
  - Attendance – on-site, sign in sheet; remote, email Linda Alexander.
  - DHCAA Administrator Kevin Moore is attending the Joint Finance Committee meeting today; he will attend the June IMAC meeting.
  - Reminder that the July 16, 2015 IMAC meeting will be held in Milwaukee at Miles. Planning is now underway.
  
2. Approval of April 16, 2015 Meeting Minutes – Debbie Waite
  - Motion to accept the April 16<sup>th</sup> meeting minutes; seconded and passed on a voice vote. Minutes approved.
  
3. Fair Hearings Open Discussion - Joan Alt, Department of Administration and Rachel Witthoft
  - Consortia shared questions for this segment in advance of the meeting.
  - Hearsay - DHS and the Division of Hearings & Appeals (DHA) are continuing to evaluate hearsay issues in order to be able to advise consortia on strategies. If consortia have specific examples, send these to Rachel.

Action Item: **Rachel and Joan** to provide their contact information to IMAC invitees to enable consortia, others to give feedback or provide examples. Note: Completed via an email to IMAC invitee lists on 5/22/15 but also included here:

Joan Alt  
DOA/Division of Hearings and Appeals  
[joan.alt@wisconsin.gov](mailto:joan.alt@wisconsin.gov)  
(608) 266-3038

Rachel Witthoft  
DHS/DHCAA/Bureau of Enrollment Policy and Systems  
[rachel.witthoft@wisconsin.gov](mailto:rachel.witthoft@wisconsin.gov)  
(608) 266-0261

Here is the link to DHA’s Work and Family Services Unit webpage. The Work and Family Services Unit handles IM-related fair hearings.

[www.doa.state.wi.us/Divisions/Hearings-and-appeals/request-hearing](http://www.doa.state.wi.us/Divisions/Hearings-and-appeals/request-hearing)

  - Scheduling of hearings – Process was described. DHA sends notices to the member and the appropriate agency. Process begins when DHA date stamps the document(s) when received, typically in the afternoon; they are scanned the next morning. Once scanned, the notifications and schedules are determined by *Federal* standards. Standard for issuing notifications for FoodShare Fair Hearings is 60 days; it is 90 days for all other programs.
    - Notification to member sent 10 days prior to the hearing.
    - 14-Day Rule – DHA unable to schedule Fair Hearing (FH) any sooner than 14 days prior to the hearing date. The agency responsible has 5 days to create a

summary of the case; DHA processes the appeal on Day 6 if nothing comes from the agency.

- Consortia feedback is that DHA is scheduling the hearings so quickly that the agencies are unable to resolve issues with the customer before the hearing is scheduled. The DHA schedule is dictated by the rules from above. Agencies have up until the hearing date to resolve issues.
- Agencies asked why they are receiving two email alerts for each case. The emails are identical except for the time at which they are sent. This should not be happening. Rachel & Joan asked for examples of these to research.  
Action Item: **Consortia/agencies** to send examples of the duplicate email alerts to either Rachel or Joan.
- A Fair Hearings Operations Memo is under development which will address the increased volume associated with FoodShare Education and Training (FSET) and reiterating the entire fair hearing process. Any questions can be directed to Rachel or Joan. ESPAC could assist by developing questions and tips. DHA is getting calls inquiring about a member's case; these calls should be directed to the agencies.  
Action Item: **Joan Alt** will track and report the calls to DHS, being sure to ask callers what number they initially called. Are the calls being directed from the consortia to DHA?
- Administrative Law Judges (ALJ's) – Consortia asked if all or most of the ALJ's are using the automated / electronic systems. Response: DHA is required to use these systems; they need to identify the ALJ's who are doing a good job of using the tools. Joan asked consortia to send feedback on use of tools, so that she can incorporate into future training.
  - The automated tracker update is delivered daily at 10:00 p.m. and 12 noon, so, if a last-minute change is necessary, it is best to call the ALJ to advise.
  - Automated tracker screens at DHA are different from what the agencies see.
  - For more detail, see Operations Memo 12-59, Fair Hearing Tracking Tool or Process Help.ALJ's review documentation and evidence to determine if the agency responded appropriately. All of these documents/records must be sent to DHA before the hearing; must also send a copy to the petitioner.
- Tips
  - Be sure to scan and upload all documentation and evidence to the tracker. Consortia commented that they experience problems due to slow system response. Rachel will pursue.
  - Another issue is the limitation to 10 pages if faxed to DHA. DHA acknowledged this is a current limitation. May be willing to go to 15.
  - Send only the pertinent documents and clearly label them with descriptions (e.g., 'Pay Stubs' or 'First Notice') instead of Exhibit 1, 2, etc. This allows the ALJ to identify the document quickly without scrolling through multiple documents (See examples of quick titles in Process Help, Chapter 40.).Action Item: **Consortia** to keep track of the number of instances in which they need more than 10 pages to fax the appropriate documents; further, keep track of how many more pages past 10 are needed to complete the communication.

- Insure that the ALJ has the best phone number for the hearing, not necessarily an individual worker number, especially if the appropriate phone number is a conference room.
- Capture proof of the action taken as the result of a remand. For instance, print the notice to the member or the appropriate screen from ForwardHealth.
- Use the three-digit code from ForwardHealth in the subject line to DHA Mail for a clear description of the case.
- Electronic signatures are acceptable; saves time vs. printing, signing and scanning.
- Shorter, more concise summary statements are better for ALJ's than lengthy, detailed descriptions. Create a one paragraph synopsis in the tracker and use the detail in the notes section.

Action Item: **Rachel** will share a sample summary document with consortia.

Action Item: **ESPAC** will include this as an agenda item at the June, 2015 meeting.

Action Item: **Joan** will present to ALJ's to get their preferences for description of the case.

- Request longer hearing times for more complex cases – when providing the case summary, include comments to indicate that the case will need more than a standard 15-minute hearing. Use “tab” feature to request a 30-minute hearing.

- FSET/Time Limited Benefits (TLB) planning for hearings. An Ops memo is coming out soon that will describe responsibilities for preparing for and attending FSET/TLB hearings.
- Robo calls – DHA is receiving calls that should not be forwarded to them. Will let consortia know where calls are originating.

#### 4. Long Term Care Assignment of Benefits Form – Laura DiTizio & Carrie Schneck

- Collaboration on this project by Third Party Liability (TPL), CARES Call Center, HP and the Division of Long Term Care (DLTC).
- Background:
  - The Third Party Liability Section (TPL) is responsible for ensuring that Medicaid is the payer of last resort when members also have other insurance. Other insurance might include commercial, Medicare, Medicare Supplement or Long Term Care (LTC) insurance policies.
  - According to Wis. Stat. § 49.89(3) - Assignment of actions: an individual applying for medical assistance under Wis. Stat. ch. 49, or § 253.05, assigns to the State department, the county department or the tribal governing body that provided the assistance the right to make a claim to recover an indemnity from a third party, including an insurer.
- The TPL section has been reviewing the process to assign LTC benefits to the State. As a part of this effort, the assignment process is being formalized as outlined in Section 9.2.2 of the Eligibility Handbook.
- Today's hand-out replaces the letter members were told they needed to write to their Long Term Care insurer.

- When a worker identifies a LTC policy that needs to be assigned to the State, they will now provide this form to the member.
- The member will send a completed copy to the insurance company and to the Central Document Processing Unit (CDPU). Workers will be able to access this form in the electronic case file (ECF). It contains all of the information the insurer needs to send payments to the State.
- Implementation of these changes is expected to take place in August, 2015 at the same time as the Income Maintenance Handbook.
- A CARES Coordinator Memo will be released in advance of the form's implementation. CARES will also be adding a section to Process Help that workers can reference.
- Discussion:
  - Q: Can this process be automated?
  - A: Eventually, but this addresses an immediate need.
- Because insurance policies vary, the actions TPL will take may be different. This form allows TPL to identify the carrier and the type of policy and enables them to investigate potential recoveries.

5. Discrepancies & Ongoing Conversation – Raquel Berkshire, Jennifer Mueller & Consortia

- Backlog of Discrepancies in Agencies:
  - Generally speaking, consortia have made good progress in working through the backlog of discrepancies. Thanks to those agencies that have nearly eliminated their backlog.
  - DHS continues to work with agencies to eliminate the backlogs.
- DHS posted most recent State Wage Information Collection Agency (SWICA) discrepancies (Dashboard) in the SharePoint database yesterday (5/20/15).
  - Released 70,000 discrepancies (statewide), which included Modified Adjusted Gross Income (MAGI) related SWICA discrepancies. This is the first time since the implementation of the Affordable Care Act (ACA) policy.
  - Of the 70,000, it appears that from 10,000 to 15,000 cases are either resolved or are in motion.
- Quarter 2 and Quarter 3 – 2014 MAGI-related SWICA discrepancies will be released on 7/25/15; next quarter of discrepancies scheduled to be released 8/1/15. (All will be loaded into the Dashboard.)
- Important Prioritization: Information on the Dashboard in CARES Worker Web (CWW) takes priority over the backlog.
- If any consortia are interested in receiving technical assistance on how to incorporate discrepancies into other ongoing workloads:
  - Jen Mueller or Debbie Waite will identify staff to assist;
  - Don't hesitate to reach out.
- Long-term strategies
  - As mentioned in a prior conversation, the Legislative Audit Bureau (LAB) has documented a concern related to discrepancy processing for the last 2-3 years.

DHS has committed to improving performance as it relates to taking action and documenting action in a timely fashion.

- To improve performance, DHS has updated “Process Help,” resolved technical issues associated with discrepancies, and developed the Dashboard. The intent of the action is to improve the resources available to the agency in order to support timely resolution.
- The Dashboard highlights the workload associated with the discrepancy. While DHS believes that the workload is achievable, it is reasonable to consider additional solutions.
- It was suggested that an ad-hoc IMAC work group should be formed to address discrepancies and potential changes. Time is an immediate constraint. Is there concern to kicking off the work group in September? This will allow DHS an opportunity to brainstorm and allow IM consortia to identify opportunities through current processing.
- Immediate ideas can be sent to the CARES Call Center for consideration. They will route the request accordingly, add to the list in preparation for the work group. If something can be implemented more immediately, DHS will act on it.
- The work group’s recommendations will be classified into system and non-system related, and prioritized accordingly. Two system ideas mentioned were: enable employer to provide information into CDPU and put more logic in CARES to prevent discrepancies from triggering.
- Discussions of MAGI triggers: allowable deductions, restrictions by policy, to name two. An internal DHS workgroup is addressing and ideas are being developed. Additionally, the IMAC IT subcommittee will be discussing SWICA and MAGI triggers at its next meeting.

6. FoodShare Employment & Training (FSET) / Time Limited Benefits (TLB) - Implementation Issues & Update - Becky David

- As of 4/30/15: 9% of all FoodShare recipients are impacted; 5,220 were in ‘referred’ status and 13,075 in ‘enrolled’ status.
- Refer to the pink handout brought to the meeting today to see list of FSET reports on IMMR.
- Second Party Review will be doing case reviews using the new TLB rules for the case sample drawn from 4/1 through 4/10/15 and sharing feedback with consortia; will do the same for May sample.
- Questions have arisen on the work requirement. Make sure that the number of hours is properly filled out on the employment page.
- Documentation / Explanation of Benefits – workers are determining eligibility so include as much detail as possible, especially for exemptions (use Case Comments). This is invaluable, especially helpful for fair hearings to have this level of detail.
- FSET Vendors – DHS is following up with vendors as well as tracking vendor performance, especially response times.
- Enhanced training will be presented in late fall; will also include an IM worker script to insure exemptions are captured and consequences of not fulfilling work requirement in an upcoming Operations Memo.

- Share input/comments from FSET, IM committees or workers with Shawn Smith. Also send information or direct calls to the CARES Call Center before the FSET Subcommittee meeting on 6/11/15.
  - Process Help will have a whole new section with screen prints and color-coding; now in testing; release scheduled for 6/25/15.
  - FSET is a focal topic for this year's Management Evaluation Reviews (MER's).
7. IM Funding & Contracting Updates – Debbie Waite & John Rathman
- 2016 IM contract negotiation process will be kicking off in June.
  - Anticipate that the total IM allocation amount will be confirmed once state budget is finalized; allocation of that amount will be determined sometime after that.
  - DHS is compiling a list of proposed items to change in the contract as is the Wisconsin Counties Human Services Association (WCHSA) negotiating committee.
  - Debbie has sent the consortia Operational Leads the standard notification of contract negotiations. Some consortia want to delegate to WCHSA; if others want to track the process and information, please advise Debbie.
8. Regional Enrollment Network (REN) Updates – John Rathman
- Kevin Moore had joined the last REN Planning Group teleconference / meeting and advised the group that the state will not be funding the REN Coordinator positions after June 30 due to budget limitations.
  - Further, the REN coordinator budget that was not spent in this cycle cannot be carried over to the new fiscal year, which begins on 7/1/15. Any remaining monies must be spent no later than 6/30/15.
  - DHS is committing to support:
    - Funding for the Care for Kids and Families Conference, which provides an opportunity for training for continuing Certified Application Counselors (CAC's) and new ones.
    - Scheduling and coordinating bi-weekly conference calls with the REN steering committee.
9. Consortia Feedback - John Rathman
- IM Operational Analysis Project – Use of data mining tool will focus on 1) applications and 2) Six Month Report Form (SMRF's). Can the tool be used to identify other processes needing improvement?
    - Possibly, although it was determined that applications and SMRF's were most easily process flowed out of CARES. Other processes (like renewals) are more difficult to populate out of the system.

Action Item: **Debbie Waite** will distribute the PowerPoint presentation shown at Performance Monitoring subcommittee on May 20 to consortia.
  - Automating Change Reports – Consortia urged making this a priority for future system enhancements. It is currently on the consortia list of enhancements but may not be identified as a priority.

Action Item: **Jennifer Mueller** will revisit at the next IMAC IT Subcommittee meeting.

- Consortia will send examples to CARES Call Center for missing SLMBY (Specified Low Income Medicare Beneficiaries) cases.
- Consortia raised concerns about Call Center response times, especially relating to long-term care and Elderly Blind & Disabled (EBD) issues.

10. Operations Memos - Becky David

- Issued:
  - 15-16 Using Equifax Data to Verify Earned Income
  - 15-07 Long Term Care for Childless Adults
- In Process:
  - Changes to Process for Verifying U.S. Citizenship, Identity and Immigrant Status for Health Care and Wisconsin Works
  - Home-Community Based Waivers - Group B Plus Enhancements
  - Limited English Proficiency (LEP) and Accessibility Services
  - Transition of BadgerCare Plus Assistance Groups – About 5,300 cases which may need tax information. About half are extensions. Scheduled for 7/1/15.

11. Administrative Memos – Debbie Waite

N/A

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

- Patient Protection Affordable Care Act (PPACA) Sub-committee may reconvene in July to address cross-match of FFM cases and consortia cases. A meeting date 'hold' will be sent shortly if needed.
- REN Coordinators asked when the old FFM applications will stop being sent to consortia. How many are left? These create confusion as some may be duplicates of applications already processed. DHS cannot predict future numbers as CMS has not shared.

Action Item: **Consortia** should send samples / examples of older FFM applications to the CARES Call Center.

13. Work Group Updates – No new updates at this time.

- a) ACCESS - Julie Anstett
- b) Central Document Processing Unit (CDPU) - Becky David
- c) DHS Website EM Home Page Redesign - Amy Mendel-Clemens

14. Miscellaneous Updates / Other / Public Comment

N/A

15. June 16, 2015 Meeting Tentative Agenda Topics

- DHCAA Administrator Update
- Real Time Eligibility
- July IMAC Meeting at MILES
- Redesigned Payment Notices