

IMAC Subcommittee Update

June 18, 2015

Upcoming 2015 IMAC Subcommittee meetings have been scheduled as followed:

Training	July 27
Workload and Finance	June 30
FSET	July 14
Program Coordination	July 15
PPACA/Health Care Reform	Inactive
CCA	July 27
IT	June 26, July 24
Performance Monitoring	July 15
Process Support	September 14
Fraud and Program Integrity	July 14

The following subcommittees have met since the May IMAC meeting:

CCA

The CCA Subcommittee was updated on a recent outage experienced with CCA. A cause hasn't been identified by DOA at this time. All consortia toll free numbers were diverted to a "back-up" IVR (developed for this purpose) which informed the customer that we were experiencing technical difficulties and to call back later. This was provided in English, Spanish, and Hmong.

Some consortia have begun using the "customer survey" developed by this workgroup. This is available for inbound calls only. However, the CCA Systems team is testing an option for outbound calls also.

FSET

The subcommittee met on June 11 and discussed the following:

- Reviewed revised mission and vision statements for the subcommittee
- Heard a synopsis of referral and enrollment numbers to date from DHS staff
- Heard an overview of status of third party matching funds – solicitation for 2016 was just sent to agencies
- Reviewed a list of available FSET IMMR reports and their contents
- Took feedback on what is working well and what could be improved
 - FSET agencies asked for additional reports to support work they are doing (expiration dates for employment plans, alerts or daily reports of status changes)

- FSET agencies expressed need for TLB reminder letters – some have developed own
- DHS staff re-emphasizing with IM workers importance of exemption questions and conveying importance of follow through with work requirements
- Heard a reminder that any member facing materials need to be reviewed by DHS staff
- Heard a description of second party review process being conducted by DHS staff. First two months have been focused on IM; third month will look at both IM and FSET agency cases. Findings will be sent out from FS policy staff.

IT

The subcommittee met on May 15th and discussed the following:

- Limited English Proficiency (LEP)
 - Translation boxes on notices for non-English speakers will be updated to direct members to the appropriate consortium, agency, or tribe.
- Group C Waiver
 - Individuals currently eligible for Home and Community Based Waivers as Group C members will be transitioned to a new category called Group B Plus.
 - This will be implemented on 7/1/15.
- FS 40 Day Issuance
 - At review, FS benefits for the following month will no longer be issued early following Adverse Action. Benefits instead will be issued at the scheduled time based on SSN.
- Add MAGI to SWICA
 - MAGI cases will now be included in SWICA matches. The 4th quarter matches from 2014 will include MAGI assistance groups.

The subcommittee met on May 29th and discussed the following:

- Paperless Correspondence Phase II
 - Beginning in June a new behind-the-scenes audit feature will be implemented to ensure paperless notices store in ECF. As a result, members will be able to see notices posted online earlier than before.
- Add a Program
 - A demonstration of the new Add a Program module in ACCESS was performed. Add a Program will be implemented in October 2015.
 - This will provide a streamlined way for members to electronically request additional benefits on their already open case

The subcommittee met on June 12th and discussed the following:

- Business Objects Upgrade
 - Cosmetic changes to Review SAP (WEBI) will be available on 7/18/15.
 - A short demonstration of the upcoming changes was performed.
- MAGI Related SWICA

- The process agencies should follow to process these SWICA matches was discussed in detail.
- The MAGS issues are known and are currently being reviewed for potential fixes. There is no need to report unless new issues arise.