



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, June 18, 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.
Cindi Flynn, Capital / Adams Co.	Amy Beranek, Capital / Dodge Co.
Stephanie Ronnfeldt, Capital / Richland Co.	Julie Arendsee, Capital / Sauk Co.
John Rathman, East Central / Outagamie Co.	Annett Mooney, East Central / Marquette Co.
Kate Surprise, East Central / Waushara Co.	Ann Kriegel, East Central / Winnebago Co.
Linda Struck, Great Rivers / Eau Claire Co.	Jane Huebsch, IM Central / Marathon Co.
Mandy Mayek, IM Central / Portage Co.	Rachel Pantaleo, Moraine Lakes / Ozaukee 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.
Adelene Greene, WKRP / Kenosha Co.	Claribel Camacho, WKRP / Racine Co.
Roger Ingebritson, CMS	

State Attendees:

Linda Alexander, DHS	Autumn Arnold, DHS
Mic Brownlow, DHS	Emily Carlson, DHS
Becky David, DHS	Michele Dickinson, DHS
Yolonda Evans, DHS	Brian Fangmeier, DHS
Judy Johnson, DHS	Elizabeth Jungers, DHS
Donna King, DHS	Kara Koonce, DHS
Emily McFarland, DCF	Mike McKenzie, DHS
Paul Michael, DHS	Kevin Moore, DHS
Jennifer Mueller, DHS	Allison Shabino, DCF
Shawn Tessmann, DHS	Tony Trout, DHS
Debbie Waite, DHS	Angela Waltz, DHS
Jacob Webb-White, DHS	

1. Administrative Issues – Debbie Waite & John Rathman
 - Attendance – on-site, sign in sheet; remote, email Linda Alexander.

2. Approval of May 21, 2015 Meeting Minutes – Debbie Waite
 - Motion to accept the May 21st meeting minutes; seconded and passed on a voice vote. Minutes approved.
 - Adelene Greene’s name was missing and will be added.
 - NOTE: All attendees for the May IMAC Meeting were updated after the minutes had been approved.

3. DHCAA Administrator Update – Kevin Moore & Michele Dickinson
 - Remarks and highlights:
 - Thanks and gratitude to the IMAC group as well as consortia staff for the energy, enthusiasm and work ethic that have been so clearly evident. Exceptional performance that has not gone unnoticed. Please convey thanks to your outstanding IM staffs.
 - Positive feedback from Centers for Medicare and Medicaid Services (CMS) on how Wisconsin is performing.
 - Awaiting the final budget approval and signing by the Governor. Two components that have moved through Joint Finance Committee thus far are the FoodShare and Medicaid administration budgets.
 - Other components that have been reviewed are:
 - PPACA Supplement – Joint Finance Committee chose to keep part of the PPACA funding in a reserve for IM purposes. This requires DHS to use the 13.10 process to get the funds released – this process occurs quarterly and would be used to recommend keeping the funding as is structured despite some suggestions from several legislators to add to the Joint Finance Committee (JFC) fund.
 - FoodShare Employment & Training (FSET) Vendors – A portion of FSET vendor funding was also put in reserve, which will require a similar 13.10 process.
 - DHS requested \$647 million but was allocated \$649 million due to increases in Fee-for-Service costs, especially in costs of drugs and other pharmacy services.
 - Shared feedback from the National Association of Medicaid Directors that, from a budget standpoint, Wisconsin is better positioned than are other states.
 - Another budget item moving forward is the formation of the new Division of Medicaid Services which will result from the merger of the Division of Health Care Access and Accountability and the Division of Long Term Care.
 - Discussion and questions:
 - Query: How can consortia, through their Income Maintenance (IM) Funding Work Group, be involved in supporting request to Joint Finance to release IM Funding held in reserve?
 - Response: Consortia should build understanding with legislators, especially with members of the Joint Finance Committee, of the need for these funds. Also, consortia can share some talking points or relevant examples with DHS.
 - IM Consortia Analysis Project - Consortia asked for an opportunity to comment on the draft of the project documents to insure accuracy and clarify context that

may be misunderstood. The project report is due in late August or early September, 2015.

- Proposed Drug Testing to Receive Benefits – proposed budget language is likely to move forward. The challenge is to align the requirements across various affected programs and agencies (Unemployment Insurance, FoodShare, and Department of Children and Families programs). No funds were allocated for drug testing in the current budget. Funding and implementation will need to be worked out with various agencies, partners and CMS in a “Phase II.”
4. Real Time Eligibility (RTE) Update – Autumn Arnold & Emily Carlson (Handout)
- See “Real-Time Eligibility Project Update” handout for details.
 - Implementation is scheduled for late October.
 - Discussion / questions:
 - Some states are seeing about 10% of their applications as RTE. Wisconsin’s tool is more restrictive, which could mean a lower percentage of RTE’s when compared to other states.
 - Case comments will be included on the record indicating whether RTE.
 - Could the ‘continue processing’ box be broadened to be used by the worker on non-RTE cases? This is a system enhancement that would require further evaluation.
 - Regarding the “New ACP Status page (slide #11), are the consortia able to choose where they want the case handled next? Yes, the consortia can choose where the next processing takes place. Comments on the new ‘status page:’ a great idea and recommend that this concept be used in other programs.
 - In response to a question about how long a Real-Time Eligibility case will take to process, approximately 3 minutes. Identification verification runs in the background.
 - DHS will send an Agency Survey by 7/15/15 and ask for a response by 8/21/15. Purpose is to have agencies indicate (at an office level) the permanent caseload to which ACP Complete and Worker Follow-up cases should be assigned. (See slide #14). Who should the survey be sent to? Feedback: send to consortia Operational Leads but each office can select their own preference. Operations Leads will distribute to counties / offices. Default will be the transfer coordinator.
5. Federally Facilitated Marketplace (FFM) Update – Autumn Arnold
- FFM has been resolving “defects,” resulting in more applications coming to the consortia.
 - The Centers for Medicare and Medicaid Services (CMS) has confirmed that all 2015 FFM account transfers --from open enrollment for requests for a full Medicaid determination -- have been sent to all agencies.
 - 2013-2014 FFM account transfers will not be sent to the consortia. CMS will send a notice, advising applicants of their options and to contact their state agency if they want to pursue. The original filing date is in the letter. Agencies should ask the applicant to see the letter and then begin the application process. May be about 1,000

of these cases. DHS is awaiting a copy of the notice which will then be shared with consortia.

- Errors Preventing Process (from Day 1) – a letter will be sent to the applicant explaining the reason for inability to process.
- Duplicate Account Transfers – a fix will be implemented by CMS in July, 2015.
- CMS is also performing periodic data matches in late July to early August, which will identify dual enrollment; will then contact the member to advise that s/he needs to choose one program (likely MA). DHS is also awaiting a copy of this notice.
- IRS Reporting Project – For 2015 tax year, Form IRS 1094B will be mailed to members, showing the number of months of credible coverage. Form is also submitted electronically to the IRS. Data source of tax information populating the tax data fields is interChange, not CARES.
- Question on very old applications: Will there still be a number of these coming through? Yes, possibly.

6. 2011 ME Quality Control Project Findings – Brian Fangmeier, Donna King & Mic Brownlow (Handout)

- See “2011 Medicaid Eligibility Quality Control (MEQC) Pilot Project Report – Error Analysis and Corrective Action” handout for details.
- The last review of presumptive eligibility (PE) was done about eight years ago. This project focused on the time period of October, 2010 through September, 2011.
- MEQC Active Project – MEQC Section looked at accuracy of presumptive eligibility for individuals with disabilities; CMS requires review and correction of these errors/situations
- MEQCC Negative Case Project – MEQC Section evaluated accuracy of eligibility determinations for cases denied or terminated for failure to verify case information.
- Because the information was dated, one finding was that workers had discovered the errors at the time of the next review and made corrections.
- MEQC is currently working on a mini-project to evaluate 120 cases from 2014 to see if there is improvement.
- Consortia discussed potential next steps from project findings:
 - a) Training opportunities – being addressed by Bureau of Enrollment and Policy Services (BEPS) Training Section
 - b) Create a consortium-level team to work with these cases. Elderly Blind Disabled (EBD) team/workers would be good candidates because of their related experience.
- Query: Might there be fewer presumptive disability cases now that Able-Bodied Adults without Dependents (ABAWDs) are eligible for coverage?
- Support expressed for follow-up study. Statewide sampling was used in the initial study; can now do consortia categories for 2014. Also, the initial study was done on 600 cases; follow up will be on 120 cases.

7. FoodShare On Demand Interview Project – Angela Waltz (Handout)
 - See “FoodShare On-Demand Interview” handout for details.
 - Food Nutrition Services (FNS) imposed corrective action based on one method (Model 2 described on page 4 of the handout) considered non-compliant. Consortia have also been asking for more flexibility in scheduling interview appointments. As a result, DHS applied for a waiver and it was approved to enable the agency to initiate the schedule for the FoodShare interview. Waiver approach is targeted to be implemented January 1, 2016.
 - Per FNS, as long as a plan is in place, Model 2 can continue until January, 2016, when the changes and the waiver go into effect.
 - Consortia suggested an ad hoc committee to work with DHS staff on implementation. Anyone interested in participating should contact Angela. Meeting attendance options are both face-to-face and remote.
Action Item: Consortia **Operational Leads** will email Angela names of interested members from their respective consortium.

8. Lobby Signage – Option to Print ACCESS Summary – Kara Koonce
 - Last year’s Management Evaluation Review (MER) showed that many locations were out of compliance for failing to offer a copy of the ACCESS summary each time someone applied for FoodShare.
 - DHS applied for and received a waiver to allow agencies to provide a copy of the ACCESS summary upon request of the customer, instead of every time. Agencies must advise their customers of this option and provide interested customers with the opportunity to print.
 - DHS is working on language for lobby signage which will meet these requirements. As soon as it is available, DHS will advise. Group discussed agencies’ set ups and processes that may affect the signage text. A suggestion was made that a template as opposed to a pre-printed form would enable agencies to customize for their situation. Also discussed were Spanish and Hmong translations.
 - A draft Administrative Memo describing the new requirements will be sent for comment. Consortia have 45 days to provide feedback or input to the memo.

9. Women Infants Children (WIC) Electronic Benefits Transfer (EBT) Update – Mike McKenzie (Handout)
 - See “WIC EBT Update – IMAC” handout for details.
 - EBT card usage for WIC is mandated by 2020. Wisconsin has implemented pilots in select counties starting in February and will continue to roll out across the state through 9/23/15.
 - DHS has a contract with Dane County to enable WIC members to use the new EBT card at farmers’ markets.
 - Mike will take any feedback to WIC after the statewide roll-out is complete (expected 9/23/15).
 - WIC checks are still accepted.

- One concern is that the member may not be able to differentiate between the WIC and the FoodShare EBT cards. As a result, consortia may get calls. The eWIC card can be described as the one with the kiwi on the front.
- No live customer support for the eWIC card but the cardholder can access either an interactive voice response (IVR) system or go to www.ebtedge.com to check a balance or view previous transactions.
- For lost eWIC cards, consortia should tell the member to contact the WIC Clinics.

10. Discrepancies – Ongoing Conversation – Jennifer Mueller & Consortia

- IM consortia are making good progress in correcting discrepancies.
- IMAC IT Sub-committee reviewed the criteria used to generate the State Wage Income Collection Agency (SWICA) discrepancies on 6/12/15. While there was no immediate feedback, DHS welcomes comments on how to further refine the criteria.
- DHS continues to target September to kick-off an ad hoc sub-committee.
- In preparation for the sub-committee, DHS will review ESPAC-provided suggestions, add internally identified ideas and develop a matrix considering ease of implementation and impact.
- Jenny Hoffmann has agreed to co-chair the sub-committee with assistance from Linda Struck. DHS counterpart will be determined.
- Feedback/comments from the group as follows. It would be helpful to:
 - Sort based on case type;
 - Have a single definition of “resolved;”
 - Have a calendar of when discrepancies will release.

Action Item: **Amy Mendel-Clemens** will send a reminder to consortia to identify potential sub-committee members.
- Tribal leaders met the previous day and discussed discrepancies; they would like to have a member on the ad hoc sub-committee.
- Discrepancies will be a topic on future IMAC agendas.

Action Item: **Jennifer Mueller** will adapt the CARES Worker Web (CWW) dashboard to include the number of cases from the previous month as well as the number from the current month.

11. FoodShare Employment and Training (FSET) / Time Limited Benefits (TLB) Implementation – Becky David

- CARES Call Center (CCC) has noticed progress on defining work requirements and use of more robust and detailed case comments. CCC is still receiving lots of questions.
- Some agencies are doing internal Quality Control (QC) on these cases. Please share findings with CCC.
- The Second Party Review unit also completed two reviews: one in April and one in May.
 - The individuals that were reviewed were pulled from a list of 2,500 that were referred to FSET as a non-exempt ABAWD between 4/1/2015 and 4/10/2015. From this list, 320 were reviewed.

- The first review pulled 170 individuals (110 statewide and 60 targeted from 3 specific consortia, 20 from each agency).
- The second review pulled 150 individuals (110 statewide, 40 targeted from 2 specific consortia, 20 from each agency).
 - The findings were also used for the 2015 Management Evaluation Reviews (MERs) per Sara Edmonds.
- Clock page was incorrect for 64 individuals; “TBD” on clock page is being addressed. Workers may need to adjust based on the member’s situation.
- Only 15 cases had clear language in the case comments, explaining that the worker had discussed all possible exemptions or statuses that would classify an individual as a non-ABAWD or exempt-ABAWD.
- 18 instances of a missing FSET ABAWD page either because it was deleted or the worker didn’t create the page when there was more than one ABAWD on the case.
- Of the 75 times when an exception was reported, a verification checklist was not sent 25 times.
- Second Party Review is conducting a third round of reviews with cases drawn from the May time period; anticipating improvement from the initial month (April).
- Third round will include the FSET vendor cases.
- Call Center has been compiling and will be sending “Recently Asked Questions” (RAQs) for all IM programs, including FSET.
- Beginning in September, the system will generate and send a letter to members who are nearing their three-month limit, advising them of the available options. Copies of the letters will be shared with the consortia before sending to members.
- Question/discussion on number of letters being sent (fair hearings implications). Cannot realistically issue in the first month. Per Amy Mendel-Clemens, this is being addressed in the FSET pilot programs.
- Issue: the FSET Sub-committee address list/distribution list was incorrect; assume that the list had not been updated to the new one. Updates to the list were solicited. Action Item: **DHS** will validate list with consortia co-chairs. (Result: Southern Consortium representation was corrected.)

12. Planning for July 16th IMAC Meeting at Milwaukee Enrollment Services (MiES) – Debbie Waite, Amy Mendel-Clemens & John Rathman

- Kevin Moore, Administrator of the Division of Health Care Access and Accountability, first suggested having the meeting at MiES to give people a chance to see and experience the MiES operation.
- Site of the July IMAC Meeting is MiES, the location at 1220 W. Vliet Street.
- Meeting details will be communicated closer to the July meeting date, but logistically, the challenges are parking and lunch.
- Ten spaces will be reserved that day for carpools; may be some additional parking on the street, but it is very limited. Consortia co-chairs will coordinate consortia carpooling.
- Anticipate at least one person from each consortium; estimate about 25 attendees from the consortia, plus state staff and other guests.

13. Income Maintenance (IM) Funding & Contracting Updates – Debbie Waite & John Rathman
- 2016 IM Contract Negotiations – Negotiating committee will meet on June 30, 2015. Parties will exchange their proposed changes prior to that date.
 - The Bureau of Operational Coordination (BOC) is awaiting return of contract addendums from several consortia to implement the 50/50 funding split. A clarifying communication went out from BOC to address confusion that related to second six months of FSET funding. Asked for a quick turn-around; please send back as soon as possible.
14. Regional Enrollment Network (REN) Updates – John Rathman
- Annual REN Conference will be held September 29-30 in Green Lake.
15. Consortia Feedback - John Rathman
- On-Demand FoodShare interviews will have an impact on Call Center hours; this topic was deferred.
16. Operations Memos - Becky David
- Under development:
 - Time-Limited Benefit, including letter
 - Real-Time Eligibility
 - Program Add
17. Administrative Memos - Debbie Waite
- Lobby Services Administrative Memo
18. Sub-committee Updates - Debbie Waite & Work Group Chairs (Handout)
- See handout for more details.
19. Work Group Updates
- a) ACCESS - Julie Anstett: N/A
 - b) Central Document Processing Unit (CDPU) - Becky David
Mia Anderson-Inman is now managing the CDPU and will be invited to participate in future meetings.
 - c) DHS Website EM Home Page Redesign – Amy Mendel-Clemens
What is the schedule / status for the changes that had been recommended?
Action Item: **Debbie Waite** will follow up and provide an update on the priorities at a future meeting.

20. Miscellaneous Updates / Other / Public Comment
N/A

21. July 16, 2015 Meeting @ **MiES** - Tentative Agenda Topics

- a) DHCAA Administrator Update
- b) FSET Update
- c) Budget Update
- d) Redesigned Payment Notices
- e) Discrepancies