

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, October 15, 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.
Carol Wautlet, Bay Lake / Door Co.	Ron Redell, Capital / Dane Co.
Kara Ponti, Capital / Dane Co.	Tony Sis, Capital / Dane Co.
Cindi Flynn, Capital / Adams Co.	Stephanie Ronnfeldt, Capital / Richland Co.
Julie Arendsee, Capital / Sauk Co.	Roxana Vega, Capital / Dane Co.
John Rathman, East Central / Outagamie Co.	Mitch Birkey, East Central / Calumet Co.
Shelby Jensen, East Central / Green Lake Co.	Annett Mooney, East Central / Marquette Co.
Amy Roland, East Central / Outagamie Co.	Chris Machamer, East Central / Waupaca Co.
Ann Kriegel, East Central / Winnebago Co.	Linda Struck, Great Rivers / Eau Claire Co.
Jane Huebsch, IM Central / Marathon Co.	Amy Mayo, IM Central / Oneida Co.
Mandy Mayek, IM Central / Portage Co.	Rachel Pantaleo, Moraine Lakes / Ozaukee Co.
Melody Larson, Moraine Lakes / Walworth Co.	Sandy Potter, Moraine Lakes / Washington Co.
Debra Berg, Moraine Lakes / Waukesha Co.	Doreen Lang, Northern / Wood Co.
Roby Fuller, Southern / Crawford Co.	Marlin Harms, Southern / Iowa Co.
April Heim, Southern / Rock Co.	Jill Johnson, Southern / Jefferson Co.
Lorie Graff, Western / LaCrosse Co.	Adelene Greene, WKRP / Kenosha Co.
Claribel Camacho, WKRP / Racine Co.	

State Attendees:

Abby Abernathy, DHS	Linda Alexander, DHS
Julie Anstett, DHS	Autumn Arnold, DHS
Raquel Berkshire, DHS	Becky David, DHS
Elizabeth Dehling, DHS	Tonya Evans, DHS
Matt Fanale, DHS	Judy Johnson, DHS
Bruce Kress, DHS	Mike McKenzie, DHS
Jennifer Mueller, DHS	Chris Partridge, DHS
Michael Poma, DHS	Shawn Tessmann, DHS
Tony Trout, DHS	Debbie Waite, DHS
Jayne Wanless, DHS	Jacob Webb-White, DHS
Rachel Witthoft, DHS	Pang Xiong, DHS

1. Administrative Issues – Debbie Waite & Jenny Hoffman

- Attendance for remote attendees, email Linda Alexander and on-site attendees, sign attendance sheet.
- This month’s meeting email with materials/attachments was converted to a secure message through a DHS email system protocol. Some recipients were unable to open the attachments and asked to have them re-sent. In the future, follow the instructions to register for the Cisco Registered Email Service (CRES) in order to access the notification email and meeting attachments. See below:

You have received a secure message

Read your secure message by opening the attachment, securedoc.html. You will be prompted to open (view) the file or save (download) it to your computer. For best results, save the file first, then open it in a Web browser. To access from a mobile device, forward this message to mobile@res.cisco.com to receive a mobile login URL.

If you have concerns about the validity of this message, contact the sender directly.

First time users - will need to register after opening the attachment. For more information, click the following Help link.
Help - <https://res.cisco.com/websafe/help?topic=RegEnvelope>
About Cisco Registered Email Service - <https://res.cisco.com/websafe/about>

If this does not resolve the issue, contact your agency’s Information Technology (IT) staff to assist you or to explain your own system’s rules or limitations.

2. Approval of September 17, 2015 Meeting Minutes – Debbie Waite

- A motion was made to approve the minutes; it was seconded and passed on a voice vote.

3. Medicaid Management Information Systems (MMIS) / interChange & ForwardHealth Portal Update – Danielle Dale (Handout)

- See the “interChange and the ForwardHealth Portal Upgrades” handout for more details.
- interChange (iC) is the Wisconsin Department of Health Services’ Medicaid Management Information System (MMIS) implemented in 2008, owned and maintained by the Department’s fiscal agent, HP.
- ForwardHealth Portal was implemented at the same time in 2008.
- interChange2 project outcome - creating a new look and feel for iC and Portal.
Timeline for the project:
 - 11/16/15 – First notification to all active portal accounts. Link to a training video included. Note that two versions of the Portal Users’ Guide – the current one and the new one – will be shown in the system.

- 12/4 – 12/6/15 – Implementation from Friday till Sunday; overnight in the usual maintenance cycle. “New look” iC and portal will be available on Monday morning, 12/7/15.
- Becky David will send a reminder to CARES users that messages will be sent to the Portal message boxes and via the CARES Call Center.
- IM Agencies should be aware that previous bookmarks may no longer work so they will need to be updated. The main URL does not change, will still work.
- Questions/discussion:
 - Q. Will Aging and Disability Resource Centers (ADRCs) get a message about the project/changes?
 - A. Yes; the message will be tailored to the needs and uses of ADRCs.
 - Q. How long is the training video?
 - A. The training video created for State staff is approximately 15 minutes long.
 - Address any pre- or post-implementation questions about the iC2 project to this email address:

VEDSiCportalupgrade@wisconsin.gov

4. 1095 B Update – Rachel Witthoft

- In her role as a BadgerCare Plus Eligibility Analyst, Rachel has been working on the operational elements of the IRS 1095 B regulations which affect any Wisconsin citizen covered under Medicaid or the Children’s Health Insurance Plan (CHIP).
- Tax year 2015 is the first full year in which the Minimum Eligibility Coverage (MEC) requirement goes into effect under the Affordable Care Act (ACA). May recall that the 2014 tax forms only had questions on whether the taxpayer or dependent(s) had met the MEC requirement and for what time period.
- Today’s message is a sneak peak at what is on the horizon. Rachel will be able to share more detailed information at the November IMAC Meeting.
- DHS is required to send 1095 B forms to members by mid-January, 2016 and to the IRS (electronically) by 3/31/16. No action required by IM agencies.
- Enrollment forms/information proving compliance with MEC will come from interChange.
- For tax year 2015, this is approximately 1.28 million members. For at least this year, each individual will receive a 1095 B form for security/privacy reasons. This means that some households will receive multiple forms – one for each individual insured.
- Even though members will receive a letter directing them to call a dedicated Member Services phone number, some may call the IM agency. Still operating under the ‘no wrong door’ philosophy; IM staff can answer questions about the form but are not expected to address tax questions or issues. Staff should direct members to the dedicated Member Services line. Scripts for IM call centers are being developed now.
- Anticipating increased call volume, especially in February and March, and up until April 15, 2016 as people prepare to file their 2015 tax returns.
- The 1095 B form will be stored in CARES. Rachel will share the new form at the November IMAC meeting. Workers will be able to update, correct and reproduce the form.

- IRS mandates that forms be corrected as needed. Corrected 1095 B's may go out throughout the year as a result. However, the standard procedure will include the large mailing in mid-January each year, followed by monthly updates. The envelopes will be marked "Important Tax Document."
 - Question was raised on the return address to which the 'undeliverable' mail will be sent. Return address is the Centralized Document Processing Center (CDPU) where the letters will be counted and then shredded because these letters are not considered / treated as an eligibility document.
5. Host on Demand (HOD) Upgrade – Raquel Berkshire (Handouts)
- See "How to Determine Your HOD Version" and "Guide for Switching from HOD Version 10 to HOD v11" handouts for more detail.
 - Raquel had sent both handouts to IT, CARES Coordinators, Consortia Operational Leads, tribal agencies and select DHS staff to announce that all Income Maintenance and W2 agencies were required to begin using HOD version 11 by Monday, 11/8/15.
 - Questions can be directed to the Department of Workforce Development (DWD) at 608-266-7252.
6. FoodShare & Federal Budget Implications – Shawn Tessmann
- A heads-up to the consortia regarding the status of federal budget activity that would impact funding for this program.
 - Per Food and Nutritional Services (FNS), FoodShare (FS) benefits would continue through January, 2016 if funding is not approved in early December.
 - Encourage consortia to start planning for the possibility of an interruption in funding of FS and reaction or concerns from current recipients.
 - In planning for this potential issue, DHS has begun working on call center scripts to address member questions and concerns.
 - No need to alert members at this time.
 - John Rathman recalled the media attention and pointed questions that had been posed to agencies in the past when this situation had occurred. Consortia would appreciate any assistance in developing responses to the media as needed.
7. Real Time Eligibility (RTE) Readiness – Becky David (Handout)
- See "Real Time Eligibility Timelines and Readiness Activities" handout for more details.
 - Operations Memo 15-32 Real Time Eligibility Determinations was issued on 9/28/15. Incorporated the suggested Table of Contents since the memo was so large.
 - The Process Support Subcommittee was instrumental in providing input to the RTE process, mirroring the standard application process as much as possible. For more information, see the "Key Process Changes for Income Maintenance Agencies" topic on the handout.

- Discussion about anticipated reactions from pharmacies if a member prints a card immediately and tries to fill a prescription. Outreach is planned to inform pharmacies about RTE.

8. Gap Year-end Process – Pang Xiong (Handouts)

- See “Gap Fill Cases” and “Gap Filling Referrals: End of Year 45-Day Termination Notice” handouts for more details.
- Notice of Decision (NOD) letters will be sent on 11/13/15.
- NODs will be scanned into the Electronic Case File (ECF) and referenced in the case comments. All calls resulting from the NOD should be directed to Enrollment Management Central Application Processing Operation (EM CAPO).
- Discussion/question: Do members know what is meant by ‘gap?’ Most recognize the term or can understand the concept by reading the letter. Also, the Federally Facilitated Marketplace (FFM) uses the term when communicating with members.

9. FoodShare Employment Training (FSET) Data Available On-line – Jayne Wanless (Handouts provided on-site)

- Please refer to this link for the materials shown on the handouts:
<https://www.dhs.wisconsin.gov/initiatives/fset-data.htm>
- FSET Statewide Data Charts:
 - a) FoodShare Members Newly Referred to the FSET Program
 - b) FoodShare Members Newly Enrolled in the FSET Program
 - c) Newly Referred vs Newly Enrolled in the FSET Program
 - d) FoodShare Members Newly Enrolled in the FSET Program (Cumulative)
 - e) FSET Program Participants Who Have Gained Employment (Cumulative)
 - f) Time-Limited Benefits
 - g) FSET Regions: FoodShare Members Newly Referred to FSET Program
 - h) FSET Regions: FoodShare Members Newly Enrolled in the FSET Program
 - i) FSET Regions: FSET Participants Who Have Gained Employment
 - j) FSET Regions: Time-Limited Benefits

10. CARES Technical Performance – Chris Partridge

- Chris is the Bureau of Enrollment and Policy Services (BEPS) Systems Section Chief.
- Four strategies to address CARES performance issues now:
 - a) IMAC IT Subcommittee introduced a tracking sheet/tool that will be used to capture the specifics of the performance issues in a consistent manner.
 - b) Surveying the current IT structures in each agency.
 - c) Developing a technical minimum specifications list.
 - d) Creating a Deloitte liaison role to work with the Department of Administration’s (DOA) Division of Enterprise Technology (DET), consortia and DHS. Of the four strategies, this one is considered the most impactful.

The purpose of this role is to identify technology problems/issues and work with the all of the key players to resolve them. Envision that the liaison will have outstanding communication skills in addition to having the necessary technical skills and understanding; may visit agencies to witness first-hand what is happening and even conference with appropriate resources in real-time.

Question: What is the target date for implementing the liaison role?

Answer: As soon as possible but no specific date at this time.

- Consortia asked for an intermediate contact for assisting with the technology issues they have been experiencing for an extended period. Chris will serve in this role in the interim until the liaison role is in place.

Action Item: **Jennifer Mueller** will provide Chris' contact information to the consortia. Completed 10/15/15:

E-mail is the preferred mechanism of communication -

Christopher2.Partridge@dhs.wisconsin.gov.

- Need to identify IT contacts at each consortium as well. IMAC IT Subcommittee members are discussing the value of including their respective IT contacts in the Subcommittee's meetings. A successful model used in the implementation of W2 was to invite the additional IT/technical staff for the first item on each meeting agenda.
- Further discussion on documenting 'slowness' issues: consortia have asked partners to document their issues with responsiveness or access. Chris recommended using the template that Raquel had developed, capturing as much detail (time of day, date, what other applications open, etc.) as possible to enable better research and identify patterns.
- Referenced the W2 IT Conference that was also a valuable part of the successful W2 implementation. It was a half-day conference for technical staff to discuss possible solutions to issues. This topic needs further discussion; Chris will need some background on the topic as well.

11. Regional Enrollment Network (REN) Update – John Rathman

- More than 200 conference attendees at the Heidl House Resort in Green Lake from 9/29 to 9/30/2015. Believe that four of the ten consortia were represented.
- Valuable experience and opportunity to learn; consortia appreciate DHS' support of the conference.
- Excellent national speakers.
- Learned new terminology associated with changes to ACA.
- Recommendation to rank available insurance plans to help consumers choose the plan best for them.
- Income taxes and impact of ACA was a popular topic; American Association of Retired Persons (AARP) provided the information and insight.
- Request was made for Regional Enrollment – Phase 3 Analysis; John and Jenny can help compile the issues for consideration.

12. Patient Protection Affordable Care Act (PPACA) Dual Participation Issues – Debbie Waite

- Conference call is scheduled with Craig Steele and the IMAC co-chairs to discuss data needs to support the Regional Enrollment - Phase 3 effort. Need ideas and suggestions from Craig.
- A second issue Craig has been working on involves getting more detail from CMS on the letter that was sent to dual enrollees. Craig has requested the total number of letters sent to Wisconsin customers as well as a list of those receiving the letters. To date, CMS has not been responsive to these requests but other states have also been asking for this information.

13. Income Maintenance (IM) Funding and Contracting Updates – Debbie Waite & John Rathman

- Debbie reported that the 2016 IM contract draft was nearly final; awaiting some finalization of audit language from another DHS bureau.
- Last week, Debbie sent the Wisconsin Counties Human Services Association (WCHSA) negotiation committee the draft, advising that the language referring to audits was the last section that was still under review.
- Bureau of Operational Coordination (BOC) is targeting the end of October to send the finalized contract for signatories. Contract will be sent to the signatories with notices sent to the Operational Leads to help them encourage signing and returning in a timely fashion.
- Questions were raised about whether the consortia could carry over funds from the fraud contract to this year. Consortia feedback or rationale for the carry-over was requested by OIG and was to have been given to Jenny & John.
Action Item: **Jenny Hoffman** will send the request for feedback to the consortia.
- John reported that the 13.10 draft position paper was being reviewed by the Wisconsin Counties Association (Sarah Diedrick-Kasdorf) and that he would advise Debbie Waite and Shawn Tessmann when it had been sent to Kevin Moore and Bill Hannah.

14. Consortia Feedback – John Rathman

- FSET Issues – consortia have questions about the appropriate interactions between the IM and FSET agencies. This is on the FSET Subcommittee agenda for a meeting scheduled for 11/10/15. (One example needing clarification of roles and responsibilities: returned mail.)
- Discrepancies initiative – consortia are now gathering information on length of time needed to resolve them. Jenny, Raquel Berkshire and Linda Struck are meeting to discuss and establish recommended standards.
- Priorities for dashboard enhancements shared with DHS are: renewals, documents and alerts.
- Income Maintenance Operational Assessment (IMOA) –next steps. New IMAC IMOA Subcommittee is tentatively scheduled to meet in Stevens Point from 9:30 a.m. to 12:30 p.m. on 11/6/15. Focal topic will be “Enhancing Use of Team and Task

Based Processing or Other Case Leveling Strategies.” Consortia strongly urged MiLES staff to attend the meeting to share their best practices.

- An issue that has resurfaced from the past: a practice of the Department of Workforce Development (DWD) charging counties.
Action Item: **Debbie Waite** will investigate how this issue was handled in the past and advise.

15. Operations Memos - Becky David

- Becky noted new formats, improvements that had been applied to recently issued Ops Memos. Positive feedback on incorporation of screen shots to illustrate concepts and the use of a table of contents for longer Ops Memos.
- In process/working on:
 - January 9th System Upgrades
 - 1095 B
 - Same Sex Marriage and CARES Worker Web (CWW) changes
 - FoodShare on Demand
 - FSET Updates and Setting Clocks

16. Administrative Memos – Debbie Waite

N/A

17. Subcommittee Updates - Debbie Waite & Work Group Chairs (Handout)

- Debbie called attention to the “Foster Care Medicaid Ad Hoc Work Group” section that she added to the Subcommittee report in fulfillment of an action item from the September IMAC meeting.

18. Work Group Updates

- Mike McKenzie reported that he had contacted the Division of Hearings and Appeals (DHA) to schedule a meeting for the Fraud Work Group. The earliest timeframe is January, 2016. More information to come.

19. Miscellaneous Updates / Other / Public Comment

N/A

20. November 19, 2015 Meeting - Tentative Agenda Topics

- a) Presumptive Disability – Case Review Follow-up
- b) Asset Verification Case Review Follow-up
- c) Local Management Evaluation Review (MER) Process – 2015 Summary & 2016 Planning
- d) 1095 Revisited
- e) Federal Government Budget – Plans & Communications

- f) FoodShare Bonus Funds
- g) BRITS and Discrepancies

Action Item: **Mike McKenzie** will contact Faye Simonini to determine if anything can be shared / any new updates and advise if a November agenda topic.