

IMAC Subcommittee Update

January 21, 2016

Upcoming 2016 IMAC Subcommittee meetings have been scheduled as followed:

Training	January 25
Workload and Finance	January 26
FSET	February 9
Program Coordination	April 20
PPACA/Health Care Reform	Inactive
CCA	January 25
IT	January 22
Performance Monitoring	March 16
Process Support	February 8
Fraud and Program Integrity	March 8
IM Operational Analysis	February 5

The following subcommittees and work groups have met since the December IMAC meeting:

IT

The IMAC IT Subcommittee met on Friday, January 8th, 2016. At that meeting,

- Lexi Koliner provided an overview of the projects and IMAC IT requested maintenance items that were implemented as part of the January CARES release.
- Bonnie DeBauche lead a discussion on next steps for the Consortia to create a consolidated list of prioritized CARES maintenance items to send to DHS.

Fraud Prevention

The IMAC FPIP Sub-Committee met on January 12, 2016. At that meeting, the group:

- Discussed SWICA Matches and how agencies are addressing these timely and efficiently
- Discussed YTD Stats for FPI Program. Great numbers statewide
- Was reminded that technical assistance is always available from OIG on any fraud-related issues
- Heard that FPIP contact spreadsheet was updated
- Received IPV Maps and FPIP Consortia numbers YTD
- Was reminded that FPIP Plans are due by 1/29. Contact Wendy Metcalf if need extension
- Heard Future Savings Calculations overview - agencies doing a great job, some red flags shared
- Future meeting items:
 - DHS OLC to address FPIP Consortia questions about Hearing Process in February

- 4+ card policy and process updates

IM Operational Analysis

The IMOA subcommittee met in Madison on January 8. At the meeting, the group:

- Viewed a presentation by Jesse Noyola of WKRP of an internal QC management software tool (Numara) they are currently using to handle QC case assignments from DHS FoodShare, Medicaid and Second Party Review programs, which several consortia expressed interest in exploring further.
- Viewed a presentation by Debbie Schwandt of WKRP of a fraud and over payment management software tool (Numara) that WKRP is using currently to manage fraud related work assignments, which several consortia expressed interest in exploring further.
- Continued discussion of the work plan template assignment to develop approaches to support better collaboration of ADRC and Income Maintenance activities for affected populations. As part of that discussion:
 - Brown County shared a document describing the role of a benefit assister, a position which would act as the liaison between the ADRC and IM Agency and could assist customers with the application process.
 - Staff from DLTC provided an update on the information they are gathering to complete a report to the Legislature by 04/01/2016 on integration of Income Maintenance and ADRC's and solicited additional input from IM agencies.
 - Several agencies shared documented procedures that are working well and others were asked to send additional documentation they are using currently.
- A reminder was provided that each consortium needs to provide an initial IMOA work plan template to DHS by mid-February. The group will spend part of its February 5 meeting working together to help each other with SMART goals on various focal areas from the Deloitte report, particularly those that have been meeting focus topics to date.
- Consortia will be asked to do some work prior to February's meeting to prepare for the topic of documenting and implementing Standard Operating Procedures. Several consortia have already shared existing SOP's they are using. Consortia will be asked to provide feedback on their interest in DHS creating a library of SOP's or identifying other ways of sharing existing and newly developed SOP's. SOP's will be the other focal topic for February's meeting.

The next meeting of this subcommittee will be February 5th in Madison.