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**State of Wisconsin**

Department of Health Services

**INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)**

**Thursday, January 21, 2016**

**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.        | Kara Ponti, Capital / Dane Co.               |
| Tony Sis, Capital / Dane Co.                 | Cindi Flynn, Capital / Adams Co.             |
| Amy Beranek, Capital / Dodge Co.             | Stephanie Ronnfeldt, Capital / Richland Co.  |
| Julie Arendsee, Capital / Sauk Co.           | Tim Gessler, Capital / Sheboygan Co.         |
| Lori Garceau, East Central / Manitowoc Co.   | Annett Mooney, East Central / Marquette Co.  |
| Kate Surprise, East Central / Waushara Co.   | Ann Kriegel, East Central / Winnebago Co.    |
| Ronda Brown, Great Rivers / St. Croix 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. | Melody Larson, 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.             |
| Roby Fuller, Southern / Crawford Co.         | Marlin Harms, Southern / Iowa Co.            |
| April Heim, Southern / Rock Co.              | Lorie Graff, Western / LaCrosse Co.          |
| Adelene Green, WKRP / Kenosha Co.            | Debbie Schwandt, WKRP / Kenosha Co.          |
| Claribel Camacho, WKRP / Racine Co.          |  |

**State Attendees:**

|                        |                      |
|------------------------|----------------------|
| Abby Abernathy, DHS    | Linda Alexander, DHS |
| Autumn Arnold, DHS     | Emily Carlson, DHS   |
| Gail Chapman, DHS      | Becky David, DHS     |
| Elizabeth Dehling, DHS | Tonya Evans, DHS     |
| Matt Fanale, DHS       | Lisa Hanson, DHS     |
| Judy Johnson, DHS      | Nitza Pfaff, DHS     |
| John Tuohy, DCF        | Debbie Waite, DHS    |

1. Administrative Issues – Debbie Waite & Jenny Hoffman

- Attendance for remote attendees, email Linda Alexander and on-site attendees, sign attendance sheet.

2. Approval of December 17, 2015 Meeting Minutes – Debbie Waite
  - Motion to approve, seconded and passed by voice vote.
  
3. ACCESS Mobile Project (Handout) – Autumn Arnold
  - Refer to “DRAFT - Survey for FoodShare, Health Care and ChildCare Applicants and Members” handout for details.
  - Project purpose and background: Improve ACCESS and increase its usage. Most recent changes were due to external influences (Affordable Care Act, Real-Time Eligibility/Program Add-on and Same Sex Marriage).
  - Other than the required changes, no improvements or enhancements had been made to ACCESS in some time. Internal influences such as browser capability, type of devices used to get to ACCESS and performance over various devices was the impetus for the new project. Goal: Improve the use of ACCESS for more than just creating an account/gaining access; to increase and grow the use of ACCESS for account management. (For example, renewals accounted for only 25% of ACCESS usage.)
  - In 2014, a survey was conducted to learn what features and capabilities were most needed and desired, resulting in approximately 500 responses that provided valuable input. In addition, feedback from an Area Administrative project led by Julie Anstett was incorporated.
    - An important finding: respondents expressed interest in being able to get to ACCESS through a personal computer or through mobile devices.
    - Theory: an opportunity for users to manage their accounts if more accessible across various platforms/devices. Further evidence was the success of mobile ACCESS experienced in other states.
  - Discussed whether a ‘live-chat’ feature has been or would be considered as part of ACCESS. While the feature has been discussed, many technical as well as staffing implications for supporting this feature.
  - Survey will be rolled out in February and available through 2/26 /16, both on-line and paper-based.
    - Link in ACCESS with a short banner message on the home page, encouraging input;
    - Emailed to members who had requested paperless correspondence;
    - Support and assistance through community partners;
    - IM agencies encouraging members to respond
  - Action Item: **Autumn Arnold** will provide the consortia the link for use in their efforts to engage members.
  - Discussion on marketing / identifying participation in completing the survey. Use of a static banner and a pop-up box are a couple of suggestions for increasing awareness and encouraging members to provide feedback or ideas.
  - Question on whether this is considered “Phase I” of a larger effort. This is a chance to implement some quick hits (smaller in scope) which may lead to additional enhancements in the future.
  - Question about whether to conduct the survey through call center messaging. It was considered but because of the number of possible choices for responses, decided not

to administer live by phone. One suggestion: Prompt a caller in a Call Center Anywhere (CCA) queue to press a key and go to the survey.

- Other feedback was that clients (Marinette County) had difficulty logging into ACCESS; this is possibly related to use of a smart phone.  
Action Item: **Autumn** will investigate if any issues in that part of the state or if this is related to another problem (security or browser?).
- Action Item: **Consortia** should send ideas and feedback to Autumn by 1/26/16.
- Next steps: Compile and share the top five ideas at a future IMAC meeting and use to define the scope of the project.

4. Sheboygan County Transition to Capital Consortium (Handout) – Tony Sis, Tim Gessler, Lisa Hanson & Kara Ponti

- Refer to “Sheboygan Transition Process” handout for more details.
- The transition of Sheboygan County to the Capital Consortium demonstrated excellent collaboration among key players: Dane County, Sheboygan County and the Department of Health Services/Division of Health Care Access and Accountability.
- One project outcome is the creation of a transition that can be used to manage similar transitions in the future.
- A key to project success is establishing expectations and the parameters under which the transition will take place.
- Additional comments or detail on the handout:
  - Local work group: transition requires a definition of ‘new normal’ as issues and opportunities arise (E.g. call volumes may become more manageable with the combination of two call centers; reconfiguring work units to match the new consortium’s process, such as quarterly case leveling; needed to create a ChildCare queue in Sheboygan County, etc.).
  - Project sponsor Debbie Waite remarked on the high level of cooperation and commitment from all partners, including Deloitte and the Department of Children and Families (DCF). One example was that staff volunteered to do user acceptance testing (UAT) over the holiday (New Year’s Day).
  - An Administrative Memo is under development. The issues addressed include the frequency of supporting transitions to a different consortium; transitions effective at the beginning of the calendar year; grouping similar requests; expectations on cost-sharing (system change expenses), staff resource expectations and justification for a transition.

5. Foster Care Implementation – Becky David

- DHS is partnering with the DCF in the planning and implementation.
- Refer to Operational Memo 15-45 Updates to Foster Care Medicaid Policy and Processes, which was issued in November, 2015 for details.
- Note that the Wisconsin Statewide Automated Child Welfare Information System (eWiSACWIS) release that was scheduled for October, 2015 was delayed.
- The new process will take place in late January or early February, but until that time, keep following the current procedure.

- Once launched, Enrollment Management Central Application Processing Operation (EM CAPO) will search for an existing case and, if found, will scan a form into the Central Document Process Unit (CDPU), which will show in “Worker Unprocessed Document Viewer.’ Where no case is found, EM CAPO will mail a cover letter and application.
- Will be asking for feedback or impressions at future IMAC meetings, but encourage more immediate feedback as opportunities, situations arise.
- Consortia asked about impact of volume at IM agencies. Although this should not be a huge workload statewide, calls and questions may start coming into the agencies as letters are sent. Some additional backlog from November to the present may be possible as cases are accumulating due to delay in the DCF implementation.

6. Electronic Residency Verification – Becky David

- Refer to Operational Memo 15-47 Electronic Residency Verification, which was issued 12/14/15.
- A delay occurred in loading reports into SharePoint for consortia to work on in the first week of January.
- The Performance Management Subcommittee expressed concerns over the accuracy of the reports and the consortia’s ability to access their reports. DHS staff is fixing this issue.
- As a result, new due date is 2/29/16 for submitting first response report in SharePoint.
- Jenny Hoffman sent an email referencing the issues uncovered, including a link to an email box to which future feedback should be sent.
- Moraine Lakes Consortium raised a question about whether only one person could view and update the consortium’s reports. Answer: No; the consortium can choose who/how many can do so.  
Action Item: **DHS** will re-survey consortia to confirm the list of staff that should be given access.
- Issue: Case resolution options are limited to ‘open’ and ‘closed.’ Concerns were raised about impact of limited options on consortia workload. Can a drop-down list be expanded to include ‘pending due to checking on residency?’ In addition, how to avoid confusion over when to check a case to insure that the case was closed or is not pending.  
Action Item: **Becky David** will work with the Electronic Residency Verification (ERV) work group to identify options and solutions.  
Action Item: **Becky David / CARES Call Center** will alert/send an email to consortia prior to sending the reports as well as when updates are scheduled.
- SharePoint errors should be reported to the WIEXT mailbox. Continue to report case processing errors to the CARES Call Center.

7. 1095-B Feedback on Mailing – Becky David & Autumn Arnold

- As of 1/20/16, the last of 1,276,941 1095-B forms were mailed to members.

- Scripts were given to Member Services and to call centers to help address any questions from members. Phone lines specifically dedicated to the 1095-B mailings were established and are keeping up with the volume of calls.
- “Process Help” in CARES Worker Web (CWW) was updated.
- Soliciting feedback from the consortia yielded:
  - Issues in managing mail that is supposed to be picked up (homeless).
  - Need a process/way to identify family members (with different last names) that would enable bundling of multiple forms and mailing together.
  - Some increase in volume of phone calls as well as in the duration of calls was noted. The 1095-B inquiry can lead to a member asking other questions related to his/her case(s) and other coverages.
- Information/direction on feedback:
  - Keep any of the mail held for the homeless until 4/15/16 and shred after that date. No need to scan.
  - Central Document Processing Unit (CDPU) is getting the returned mail and will follow the same process after 4/15/16.
  - WKRP has put together training for call center’ use regarding 1095-B form mailings.

8. Gap Case Activity (Handout) – Debbie Waite

- See “Gap Case Count for 2014 and 2015” handout for more detail.
- Reminder: Eligibility for gap ceases at calendar year-end. Letter sent to remind those who are eligible for gap that they need to re-apply either through the Federally Facilitated Marketplace (FFM) or through their consortia/agency.

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

N/A

10. Income Maintenance (IM) Funding & Contracting Updates – Debbie Waite & Jenny Hoffman

- All IM base contracts have been signed and returned to DHS – thank you!
- One Administrative Memo on Enhanced Funding for 2015 is now routing for comments/approval.
- Two pending contractual documents are coming:
  - Able Bodied Adults without Dependents (ABAWD) Funding – now becomes an addendum to the base IM contract.
  - Affordable Care Act (ACA) 2016 Funding – a separate contract as was used in 2015.
- FoodShare Bonus Funds – Food and Nutritional Services (FNS) has tightened requirements on how funding can be used: now three categories (Technology, Fraud Prevention and Administrative/Operational Efficiencies); DHS must submit a spending plan to FNS for approval – may take a few months – and must be received before funds can be distributed. Result should not impact consortia claiming process.

- Enhanced Federal Medical Assistance Percentage (FMAP) Funding – DHS asked to confirm time period covered by fund chart projections. Per Carrie Schneck, chart illustrated 18 months – six months for 2014 and 12 months for 2015. 014 numbers now and will then be loaded for distribution to consortia. DHS is confirming the 2014 numbers now which will then be distributed to consortia by check. 2015 numbers will be confirmed at end of year as driven by Random Moment Sampling (RMS). An Administrative Memo will confirm the total funding available for 2014, once numbers are finalized. Question: When can the 2015 funding be spent? Action Item: **Debbie Waite** and **Nitza Pfaff** will research when the 2015 funding can be spent. Results/answer: Since funding will be distributed by check, consortia / counties will have ability to determine how to use funds and timing.

#### 11. Consortia Feedback – Jenny Hoffman

- The Information Technology (IT) Survey that DHS/CARES Call Center (CCC) sent to consortia and county audiences is due 1/22/16. Can the Operational Leads be notified if the IT leads have not completed and returned the survey? Raquel Berkshire had previously reported on the non-responsive counties so that follow-up could be done. Next steps: After tallying the results, Chris Partridge will form a small work group and develop plans; will share with IMAC at a later date.
- FoodShare On Demand – Doreen Lang presented some initial thoughts from the pilot in the Northern Consortium. Consortia would like dates for the FoodShare (FS) On-Demand Roundtables and requested them no later than March so they can plan for staffing and to be able to leverage the findings of the early adopters. Per Becky David, some consortia have asked for a different go-live date. Consortia also asked that the Northern Consortium be represented on each round table call.
  - Northern Consortium Roundtable with Milwaukee Enrollment Services (MilES) Roundtable scheduled for 2/29/16. Will have the capability of attending remotely/listening in.
  - MilES goes live in April
  - Repeated request for ad hoc report on FS and Health Care renewals by month and by county to help consortia anticipate volume.

Action Item: **Michele Furr** will send the FoodShare Roundtable schedule to the Operational Leads early next week.

- Duplicate applications from the FFM - Consortia are still getting duplicate applications and want to know how best to process or what to do with them. The CCC will send written instructions on how to process. Question: Should these be withdrawn if the ID #s are the same? Becky David advised that it is acceptable to archive the duplicates if the ID #s are the same. If they are not, CCC must send these cases back to the FFM.

Action Item: **Becky David** will follow up by contacting the CARES Coordinators with instructions.

#### 12. Operations Memos - Becky David

- Becky reported that DHS was advised on 1/20/16 that the 2016 Federal Poverty Limit (FPL) will increase for Medicaid Assistance (MA) only. FoodShare FPL is unchanged. The updates will be done in OM 16-01 2016 Federal Poverty Level

Changes for ForwardHealth Programs immediately. System update will be done as soon as possible.

13. Administrative Memos – Debbie Waite

- See reference to 2014 Enhanced Funding Administrative Memo (#10) above.
- Lobby Services Administrative Memo will be tweaked based on Process Improvement Subcommittee discussions and recommendations relating to both call center closures and required brochures/posters.

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

- See “IMAC Subcommittee Update – January 21, 2016” handout for more details.

15. Quest / Vault Card Work Group Logistics

- The new work group holds a kick-off meeting week of 1/25/16.
- Debbie Waite asked for a representative from the tribes to consider participating.
- Per Nitza Pfaff, an email addressing the meeting/teleconference logistics was sent today.

16. Miscellaneous Updates / Other / Public Comment

N/A

17. February 18, 2016 Meeting - Tentative Agenda Topics

- Benefit Recovery Investigation Tracking System (BRITS) Update – Consortia would like a Department of Children and Families (DCF) presentation at the February IMAC meeting. Can also pursue through the Wisconsin Counties Human Services Association (WCHSA) if that would be helpful.
- Administrative Renewals