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**State of Wisconsin**

**Department of Health Services**

**INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)**

**Thursday, April 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.	Carol Wautlet, Bay Lake / Door Co.
Kris Parkansky, Bay Lake / Marinette Co.	Shawn Tessmann, Capital / Dane Co.
Melissa Duane, Capital / Columbia Co.	Tony Sis, Capital / Dane Co.
Roxanna Vega, Capital / Dane Co.	Amy Beranek, Capital / Dodge Co.
Stephanie Ronnfeldt, Capital / Richland Co.	Julie Arendsee, Capital / Sauk Co.
John Rathman, East Central / Outagamie Co.	Lori Garceau, East Central / Manitowoc Co.
Deb Williquette, East Central / Manitowoc Co.	Annett Mooney, East Central / Marquette Co.
Amy Roland, East Central / Outagamie Co.	Chris Machamer, East Central / Waupaca Co.
Kate Surprise, East Central / Waushara Co.	Linda Struck, Great Rivers / Eau Claire Co.
Ronda Brown, Great Rivers / St. Croix Co.	Patsy Rolo, IM Central / Langlade Co.
Jane Huebsch, IM Central / Marathon Co.	Amy Mayo, IM Central / Oneida Co.
Mandy Mayek, IM Central / Portage Co.	Melody Larson, Moraine Lakes / Walworth Co.
Brenda Zweck, Moraine Lakes / Walworth 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.	Sandy Torgerson, Southern / Jefferson Co.
Tricia Wavra, Western / LaCrosse Co.	Adelene Greene, WKRP / Kenosha Co.
Debbie Schwandt, WKRP / Kenosha Co	Claribel Camacho, WKRP / Racine Co.

**State Attendees:**

Abby Abernathy, DHS	Linda Alexander, DHS
Autumn Arnold, DHS	Renee Aschenbrenner, DHS
LaTanya Baldwin, DHS	Raquel Berkshire, DHS
Gail Chapman, DHS	Becky David, DHS
Elizabeth Dehling, DHS	Michele Dickinson, DHS
Michelle Ebert, DHS	Tonya Evans, DHS
Matt Fanale, DHS	Lisa Hanson, DHS
Nicole Huffman, DHS	Judy Johnson, DHS
Linda Konsella, DHS	True Lor, DHS
Stephanie Mabrey, LFB	Emily McFarland, DCF
Mike McKenzie, DHS	Libby Mertens, DHS
Jennifer Mueller, DHS	Chris Partridge, DHS
Jennifer Przekurat, DHS	Jessica Spencer, DHS
Angela Stanford, DHS	Tony Trout, DHS
Debbie Waite, DHS	Dawn Winquist, DHS
Rachel Witthoft, DHS	Xiong, Mai Yee

1. Administrative Issues – Debbie Waite & Jenny Hoffman
  - a. A heads up that new call-in numbers will become effective with next month’s meeting.
  - b. Pungnou Her sent a Foster Care survey to all 72 counties but only 43 counties responded. The survey results were to have been rolled up to the consortia level and submitted to her. Asked consortia to look into how many of their counties had responded and to send a response from their consortium if they have not done so.
  - c. The group recognized Marlin Harms’ final IMAC meeting due to his retirement.
  
2. Approval of March 17, 2016 Meeting Minutes – Debbie Waite
  - a. Motion to approve, seconded and passed by voice vote.
  
3. Renewals on the Dashboard – Angela Walters and Autumn Arnold (Handout)
  - See handout “Adding Renewals to the Dashboard Project Overview” for more details.
  - Goals: Improvement in speed and accuracy and eliminating duplicative activities; see the handout for others.
  - Consortia expressed interest in having Specified Low-Income Beneficiary plans (SLMB) tracked on the dashboard although they are not at this time.
  - Checkbox that would indicate whether the renewal also applies to FoodShare (FS) will be eliminated.
  - On the draft of the 45-day notice, it was suggested that the language indicating that the ‘interview might be shorter,’ is misleading and should be re-worked.

Action Item: **Autumn** will give the feedback to the work group and explore.

- Benefit of automating renewals: fulfills a Federal requirement while relieving the agencies from having to determine if any action is needed.
- Consortia feedback: having a client complete a FoodShare-only Pre-printed Renewal Form (PPRF) was a duplication of effort since the client still had to complete an interview where much of the same information would be collected. May be some value in providing a summary of the client's case in advance. However, a summary is sent to the client post-interview. The consortia asked to have the team reconsider sending a FS-only PPRF. Autumn does not know the extent of the effort to make the change but will investigate.
- Question: what are the expectations for agencies once a client turns in a completed FS-only PPRF?  
Answer: Required to key in the PPRF within 5 days.
- A CMS requirement: if an administrative renewal cannot be done (process is not scheduled to be implemented until 2017), a PPRF must be completed in order to be in compliance.
- Autumn to explore these next steps:
  - Administrative Renewals work group will consider feedback and suggestions.
  - Identify how the changes would impact the programming/coding already completed.
  - Discuss the suggested changes with Michele Dickinson regarding the impact of changes to policy.

#### 4. Electronic Benefits Transfer (EBT) Replacement Fee Project Update – Mai Xiong (Handout)

- See handout “EBT Replacement Fee Project” for more details.
- Communication plans – discussion on whether a message for Call Center Anywhere (CCA) should be developed and made available for consortia prior to the large customer mailing that will occur in May. Approximately 500,000 letters will be sent, announcing the new replacement card fee policy. Group discussed the value of having a call center message, but concluded it should be developed with consortia having options on whether to use.
- Consortia expressed concerns about having a phone number in the letterhead if no client action is required.  
Response: This is a standard part of the letterhead that cannot be removed. To reduce the number of calls, it was suggested that text should be added to the letter advising no action is necessary, that the letter is for informational purposes only.  
Action Item: **Mai** will follow up to research whether the CCA script and the additional text can be developed and made available.
- The mailing of the 500,000 letters will begin the week of May 23, 2016, but done over the course of that week.
- Replacement vault cards are not counted under this policy; the “Four-Plus Cards” project will address requests for multiple vault cards, which will be subject to the Office of Inspector General (OIG) referral process. See the next topic for more details.

- IM Agency impact / info – Fee transaction will be displayed in CARES Worker Web (CWW) on the Transaction History page as ‘Lost/Stolen Card.’ The Client Correspondence page will store the letter; members who have chosen a paperless delivery can see the letter on ACCESS.

5. QUEST / Vault Card Processes and Procedures – Michelle Ebert and Michele Dickinson (Handout)

- See handout “QUEST / Vault Card Processes and Procedures” for more details.
- The work group for the project included from the Division of Health Care Access and Accountability (DHCAA) staff, consortium staff and one tribal agency. Implementation promotes consistency across consortia and tribes.
- Process Help – Chapter 80 will be updated and an Administrative Memo will address the policies for QUEST/Vault cards. Goal is to issue the Admin Memo in late April or early May and the Process Help update by 7/5/16.
- New Excel tracking tool for logging card activity – sent to consortia as password-protected but agencies can determine how to secure their tracking tool.
  - MILES will submit their log monthly, but consortia can decide whether to submit monthly or quarterly.
  - To request a blank version of the tracking tool, see the last tab of the spreadsheet for instructions. A group mailbox is set up and Michelle Ebert is monitoring.
- Undistributed cards should no longer be returned to DHS; see the steps of the procedure for destroying.
- Emergency replacement VAULT card issuance –
  - Goal: reduce the volume of emergency replacement vault cards.
  - Please update an address if it is incorrect in CWW so that FIS can send the card to the right address. FIS issues an emergency card within 24 hours; depending on where the member lives, the mailing could take 3-5 days to arrive.
- Pages 6-9 of the handout describe the process for issuing an emergency replacement card. More detail is in Process Help.
- Clarification: the \$2.70 replacement fee applies ONLY to a lost or stolen *permanent* QUEST card.
- These procedural changes resulted from findings noted in previous Management Evaluation Reports (MER’s). The new process does not go into effect until early July, so if a consortium’s MER takes place before the implementation, it is the consortium’s discretion to follow the previous or new process.
- Jenny Hoffman encouraged DHS to alert the consortia, if it sees a trend in submitted reports.

6. FoodShare Quality Control (QC) – Request to Agencies to Support Review Process – Linda Konsella (Handouts)

- See handouts “FoodShare Quality Control Reviews and Agency Assistance” and “County-issued Non-cooperation Letter” template for more details.

- Federal requirement: DHS must select and review 100 active FoodShare cases per month to insure quality and adherence to standards; further, DHS must complete 85-90% of the cases to prevent regression (increase in error rate).
- Recent concerns about privacy and identity theft have resulted in decreased member cooperation in responding to requests related to a review of their case.
- FoodShare QC is adopting a number of strategies to help improve member cooperation:
  - A) Food and Nutrition Service (FNS) Chicago office is sending members a letter, advising them that the state is trying to contact them to conduct the review.
  - B) DHS is asking for the consortia's assistance in locating and alerting FS clients that their case has been selected for the QC review. The first handout describes the proposed process and the consortia's role. While sanctions may be imposed if a member refuses to cooperate, the goal is to increase FSQC review completion rates and, ultimately, to reduce errors, not to impose penalties. The second handout is a proposed letter to be sent to the member from the case worker. Feedback and comments: Suggest that the letter comes from the consortium rather than the individual case worker to better reflect the consortia model. Instead of sending the individual worker an email, could the information be uploaded to the consortium's SharePoint site?
- Consortia suggested that the Rights and Responsibilities section of various FoodShare documents describe the state's right to review a case and consequences for the member.
 

Action Item: **Linda Konsella** will research if the Rights and Responsibilities language can be reinstated.
- Consortia call center staff coaching was requested so worker will reassure the member that the request is legitimate and necessary to continue to receive benefits. Additionally, automated case comments about the QC review would help alert workers and enable them to respond positively to members' questions and concerns.
 

Action Item: **Shawn Tessmann, Trish Wavra and Doreen Lang** will work with **Linda Konsella** to address the concerns and propose a solution.

7. Second Party Review Findings Update - Jessica Spencer (Handout)

- This topic was deferred to the May meeting.

8. Training Work Plan Update – Abby Abernathy and Margaret Romens (Handout)

- This topic was deferred to the May meeting.

9. 1095-B Consortia Feedback / Responses to Pre-meeting Questions – Rachel Witthoft

- Rachel reiterated the three main concerns expressed originally about the January, 2016 mailing of the 1095-B forms for Tax Year (TY) 2015:
  - a. Large numbers of undelivered mail that was addressed to the consortia because it is the address that some homeless members use.

- b. Increased Call Center volume resulting from members with questions.
  - c. Letters addressed/sent to individuals vs. grouped by household or family.
- The following questions were sent to the consortia before the meeting so that they would be prepared to give feedback. Following each question is a summary of the feedback:
    - 1) Did agencies feel that the CCA pre-recorded messaging for 1095-B was helpful in reducing call volume? Do agencies have any suggestions for next year, such as what information to provide in the messaging?
      - General sense that the message was effective.
      - Welcome any input on next year's message.
    - 2) Did agencies notice any trends in the type of questions they received about 1095-B forms?
      - Common scenarios were handled well. Split custody cases posed challenges since each parent may want a 1095-B form for the child who is under a shared custody agreement.
    - 3) Do agencies have any feedback on the CWW 1095-B Admin Tool, such as feelings about the functionality or design?
      - Admin Tool was useful but the consortia experienced difficulties with duplicates.
      - Could the forms in the Admin Tool be printed and given to the homeless when they come to get their mail instead of mailing letters to them?
      - Is it possible to allow clients to input their own information, addresses in ACCESS and link?
    - 4) Do agencies have any other feedback to share on 1095-B?
      - Medicaid household composition tends to vary and the status of household members may be impacted based on the time of year.
      - Question: How to handle duplicate requests, some of which may contain Personal Health Information (PHI) or Personally Identifiable Information (PII) for other household members.
      - Could letters be 'virtually bundled' to keep families' records together? Scan and use a bar code to link other family or household records. This would eliminate the need to open each and every case if they were somehow bundled.

Action Item: **Consortia** should email Rachel all ideas.

#### 10. Regional Enrollment Network (REN) Update – John Rathman

- N/A

## 11. Income Maintenance (IM) Funding & Contracting Updates – Debbie Waite

- N/A

## 12. Consortia Feedback – Shawn Tessmann

- Consortia had discussed at ESPAC Meeting and would like more information on:
  - Enhanced Funding Administrative Memo – Random Moment Sampling (RMS) codes for 2014 need to be clarified to insure that proper coding was done. Consortia would like a second contact and more time to process at the close of each cycle.
  - Consortia will identify co-chairs for Benefit Recovery Information Tracking System (BRITS), SharePoint and ADRC/IM Collaboration work groups which are launching shortly.
  - Need clarification of security processes, names of current contacts and direction on how to get staff authorized more quickly. This will be a topic at an upcoming Income Maintenance Operations Assessment (IMOA) subcommittee meeting.
- Future agenda topics:
  - Genesys status and discussion
  - Continuity of Operations Planning (COOP)
  - IMOA
    - Security profiles and manual creation/pulling of lists
  - Electronic Verification of Residency (EVR) – has the schedule been delayed? When will reports be issued? Would like a schedule of the planned releases. EVR will be reviewed at the next Process Support subcommittee meeting.  
Action Item: **Libby Mertens** will follow up and respond.

## 13. Operations Memos – Libby Mertens

- CARES Archival – recently discussed at IMAC IT subcommittee meeting. Proposed archiving everything more than 7 years old except for Intentional Program Violations (IPVs) or Fair Hearings (FH) records. This will significantly improve CARES performance and responsiveness.
- Process Support subcommittee meeting in May – need e-Residency feedback.
- FoodShare-on-Demand – more agencies are now included. Conducting weekly roundtables to insure that issues and concerns are addressed expeditiously.
- June CARES Fixes -
  - Medicaid Purchase Plan (MAPP) has been added into reasonable compatibility.
  - Asset Assessment created by Centralized Document Processing Unit (CDPU) will now appear in mailbox.
  - Alerts to run eligibility for health care cases due to a child turning 19 or adult turning 65 were not being created. This will be fixed to enable alerts to be correctly generated.
  - Asset Assessment RFA's created by the Centralized Document Processing Unit (CDPU) will now appear in mailboxes.

- Caretaker Supplement (CTS) cases were not being correctly updated when adding an eligible child to the case so the payment was not increased to the correct amount. **Clarification:** Workers will still have to update the ‘Caring for’ indicator on the household relationship page; but if they do not make this update, the worker will receive an edit message to update it before navigating off the page.
- CTS cases also are incorrectly determining out-of-home tax dependents and children placed in kinship or foster care as eligible for CTS. This will be resolved so they will not be eligible for CTS in these scenarios.
- Individuals that are listed as an out-of-home tax co-filer or tax dependent are currently unable to use Check My Benefits (CMB) to view their eligibility information on their own case. This will be fixed so that they will be able to view their own information on CMB.
- The Confirmation Assistance Group page currently shows in the ‘Date Confirmed’ column, the date that eligibility is run, not the date it was confirmed. The date in which confirmation occurs is what determines timeliness. If a worker ran eligibility but did not confirm until the following date, the date in which the work ran eligibility would appear to be the date that they confirmed. This caused confusion when the agency was found ‘untimely’ because the case appeared to have been confirmed timely.
- Untimely Reports – Eligibility will be run but will not be updated until tomorrow (4/22/16). Uncovered a display issue in the system; will now show the date confirmed correctly, not the date it was run.
- Workers were receiving two system errors frequently on the Employment page in CWW that will be fixed and should no longer occur.

#### 14. Administrative Memos – Debbie Waite

- N/A

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

- See handout “IMAC Subcommittee Update” for more details.
- Discussion: Program Coordination Subcommittee met recently and had a good conversation on :
  - Child support and impact of July changes; also lingering impact on Department of Children and Families (DCF) from implementation of single stream-lined application.
  - BRITS
  - Creating a master timeline to track major project, policy or system changes that could impact or trigger need for coordination between DOA (Energy Section), DCF, DWD and DHS. What are the systems impacts with reporting to other agencies?

#### 16. Miscellaneous Updates / Other / Public Comment

- a) Gap Fill Chart (Handout)

17. May 19, 2016 Meeting - Tentative Agenda Topics

- a) Administrative Memo – QUEST/Vault Card Processes & Procedures
- b) Second Party Review Update (deferred in April)
- c) Training Work Plan Update (deferred in April)
- d) Department of Workforce Development (DWD) Access to Data