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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, April 20, 2017

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 877-820-7831, access code 361278

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.	Margaret Romens, Capital / Dane Co.
Tony Sis, Capital / Dane Co.	Kara Ponti, Capital / Dane Co.
Amy Beranek, Capital / Dodge Co.	Stephanie Ronnfeldt, Capital / Richland Co.
John Rathman, East Central / Outagamie Co.	Annett Mooney, East Central / Marquette Co.
Mitch Birkey, East Central / Calumet Co.	Kate Surprise, East Central / Waushara
Ann Kriegel, East Central / Winnebago Co.	Linda Struck, Great Rivers / Eau Claire Co.
Ronda Brown, Great Rivers / St. Croix Co.	Mandy Mayek, IM Central / Portage Co.
Nicole Rolain, IM Central / Marathon 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.
Jill Johnson, Southern, Jefferson Co.	Katie Chambers, Southern / Iowa Co.
April Heim, Southern / Rock Co.	Lorie Graff, Western / LaCrosse Co.
Nina Taylor, WKRP / Kenosha Co.	Claribel Camacho, WKRP / Racine Co.
Mai Le-Yuen, CMS	

State Attendees:

Abby Abernathy, DHS	LaTanya Baldwin, DHS
Emily Carlson, DHS	Becky David, DHS
Paula Davis, DHS	Elizabeth Dehling, DHS
Matt Fanale, DHS	Theresa Fosbinder, DHS
Judy Johnson, DHS	Bob Klingforth, DHS
Linda Konsella, DHS	Pungnou Her, DHS
Jackie McDonell, DHS	Jennifer Mueller, DHS
Angela Stanford, DHS	Debbie Waite, DHS
Mai Yee Xiong, DHS	Pang Xiong, DHS

1. Administrative Issues – Debbie Waite & John Rathman
 - Report attendance on-site by signing the sign-in sheet and, if attending remotely, by e-mailing Paula Davis of your attendance. E-mail is Paula.Davis@dhs.wisconsin.gov.
 - Debbie Waite recognized Linda Alexander in absentia for her excellent support of IMAC over the past few years and wished her well in her retirement. She also introduced Paula Davis as providing administrative support to the committee.
 - John Rathman introduced and welcomed Nicole Rolain as the new operational lead for IM Central

2. Approval of March 16, 2017 Meeting Minutes – Debbie Waite
 - Motion to approve the minutes was made, seconded and passed by voice vote.

3. CARES Technical Help Desk Transition – Carla Treuthardt, DES/BITS (PowerPoint)
 - See “DWD Helpdesk Transition” handout for more detail.
 - Starting 5/15 all non-CARES technical calls and DHS CARES Security calls will be received by the WI Helpdesk
 - There will be no change in the process for submitting requests for System Access. All access requests, changes in access and related questions will still be submitted to DHS CARES Security using our current email address. DHS CARES Security will still be provisioning access to CARES and related systems.
 - The benefits of this change:
 - WI Helpdesk is available 24/7 365 days a year and can better meet the immediate needs of resetting accounts
 - WI Helpdesk has the tools to better assist users with locked WAMS accounts
 - Changing the call flow and help desk functions from DHS CARES Security to the WI Helpdesk will allow CARES Security to be even timelier in provisioning system access.

4. CARES Portfolio Update – Jen Mueller (Handout)
 - See “2017 CARES Projects” handout for more detail.
 - The purpose of this presentation is to share with operational leads information on the CARES schedule and other upcoming change. Information shared is to create awareness.
 - August Release
 - The August release is scheduled for August 5, 2017.
 - August projects will be reviewed at the June IMAC meeting.
 - Ops memos will be published on or before July 21, 2017.
 - Release notes should be available on July 24.

Programmatic enhancements include:

- Fixing divestment calculation errors
- Automating SLMB+
- FSET maintenance and enhancement
- Upgrading the FS On-demand tool to a dashboard

Technical enhancements include:

- Modernizing doc view so that it can work with a more modern version of JAVA\
- Note that this does not change the CCA requirement
- Retiring HATS. To support this change, consortia should begin moving staff to HOD.
- Refreshing technology supporting CWW, ACCESS, WISA, and the Eligibility Rules Engine.

Key take-aways for release:

- Make sure that LTC/EBD workers have time to complete training
- Make sure that LTC/EBD workers have time to get used to the tools after they move into production
- Make sure that the technology is stable for the Monday after release.
- November Release
 - The November release is scheduled for November 4
 - Ops memos will be published on or before October 20
 - Release notes will be published on or before October 20
 - November projects will be reviewed at the September meeting.

Programmatic enhancements include:

- FSET maintenance
- Moving IMQA into CWW, making it a more effective case review tool
- Updating negative notices to include outstanding verification due.
- Fixes and enhancements to support extension and premium policy.
- The November release is still in design and requirements so impact to staff yet to be determined.

Technical enhancements include:

- Refresh technology supporting EVHI and Notices
- Upgrading Kofax (tentative). Currently developing a workplan to complete installation.
 - Will be a phased roll-out
 - Likely to require IT support
 - Will need to train staff who use Kofax
- Other miscellaneous IT updates
 - The Asset Verification System contract is scheduled to sunset at the end of July. A new option is being identified which will integrate with CARES. However, there will be a gap between when the current system sunsets and when the new system can be implemented. DHS will provide guidance on how to handle AVS during the transition.
 - The timeline for Genesys continues to be in development. Current CCA configurations are being reviewed to enable development of an implementation

timeline. Discovery and analysis will occur through July. An implementation timeline is unlikely to be available before September.

- Jen is participating in a panel discussion at the Governmental Information Processing Association for Wisconsin conference in May. Conference attendees include county and local IT directors. Please encourage consortia IT staff to attend, especially if your county has experienced technical challenges.
 - 2018 CARES Portfolio
 - Portfolio in development and information shared is tentative.
 - Projects are still being scheduled within the release calendar.
 - 3 releases – March, June, and October
 - Projects focus on:
 - Policy mandates
 - System modernization
 - ACCESS Development – Increase usability and increase customer satisfaction, includes document submission enhancements
 - Move notices from mainframe to CWW
 - Operational efficiency
 - CARES Call Center Logging Tool
 - ECF Purge
 - IM Workload Tracking Tool
 - Katie Beckett Automation
 - System Health Monitoring Tool
 - Quality improvement
 - Electronic Residency Data Exchange Integration
 - Asset Verification Data Exchange Integration
 - Overpayment Calculation Tool
5. BRITS Phase II Update –Theresa Fosbinder and Bob Klingforth (Handout)
- See “BRITS Update for IMAC” PowerPoint for more detail.
 - Phase I implemented November 16, 2016 and rolled out to IM consortia last quarter 2016/first quarter 2017
 - Reports issues – There are problems with BRITS reports – the BRITS work group will discuss issues and gaps next week and identify interim solutions to be considered to meet reporting needs. Additional reporting needs for consortia will be addressed at the next BRITS meeting.
 - Ongoing Operations
 - BRITS Work Group
 - Each consortium is encouraged to have a representative on the BRITS Work Group.
 - BRITS Schedule
 - July 17 release – There will be an Operations Memo and the BRITS User Guide update. No training implications for staff.

- Phase II - Claims focus - planning occurring now – implementation date TBD. Will have training implications for staff.
 - Other fixes and enhancements – implementation TBD
 - Overpayment Calculation Strategies
 - The Excel FoodShare overpayment calculator tool developed by OIG should be available in May. Demos will be done at WAPAF and ANEW. Other Adobe Connect training demos will also be scheduled. The calculator will be available in the forms library. When available, it will be announced by OIG via the Fraud Coordinators distribution list.
 - Longer term, there is work in progress to re-engineer the overpayment calculation process and make it part of CARES in a 2018 release.
6. Midwest Partners Planning Update – Linda Konsella
- The Midwest Partners for Program Improvement will host their annual conference in Green Bay, WI from August 9 – 11, 2017 at the Radisson Hotel and Conference Center.
 - Watch for registration packets by May 15, 2017 with registration due no later than July 18, 2017. Details for room reservations and payment of registration fees will be included in that packet. Packets will be distributed to the Operational Leads with questions and responses to Linda Konsella.
7. Section 1115 Demonstration Waiver for Continuation of Medicaid Benefits for Former Foster Care Youth from Another State – Pungnou Her (PowerPoint)
- See “Section 1115 Demonstration Project Waiver” PowerPoint for more detail.
 - Note: This is not the Childless Adult waiver but a waiver for former Foster Care youth.
 - Waiver proposal currently open for comment – submit comments to Al Matano at DHS by May 2, 2017.
8. CARES Call Center Update – Becky David
- Currently:
 - CARES moves are scheduled for April 22nd. List of CWW updates and enhancements was posted 4/14 on the EM Homepage and CARES Coordinator notice was also sent with the link.
 - Systems Errors were postponed from the Jan release to the April release: Ops Memo 17-03
 - Admin renewals are going statewide with additional SSI member(s) and new letter
 - HOD link on Gateway page in preparation for HATS removal in August
 - Benefit issuance to Web: Ops Memo 17-17

- The USDA Nondiscrimination Statement has been updated to include joint information for FoodShare and healthcare. (on ACCESS applications, renewals and Program Add submissions).
- Priority Service FoodShare Ops Memo 17-18
- NOTE:
 - With these changes, IM workers do not have to perform the workaround of updating
 - Workers do not need to update Priority Service page when a late expedited determination occurs. In other words, when a FS application changes from non-priority service to priority service, both the work item type and the due date will be updated once the worker initiates eligibility and goes past the Initiate Eligibility page.
- Monthly report sent through CARES Coordinator notice for members receiving SSI but a disability page has not been built, this report will be a monthly report and continue through 11/2017

Operational Memos:

Topic	Program	Tentative Date
IMMR Documentation and Usage	N/A	5/10/17
Undue Hardship	EBD	Imminent
ABAWD and FSET updates	ABAWD/FS	8/4/2017
SLMB+	EBD	8/4/2017
Divestment	EBD	8/5/2017
FoodShare On Demand Dashboard	FS	8/5/2017

9. Gap Sharing Update – Pungnou Her (Handout)

- See “Gap Filling Referrals Received Since May 2016” handout for more detail.
- There has been a decrease in Gap fill referrals overall from open enrollment until now (April)
- From December to March percentages have stayed the same and as open enrollment closes, that number decreases.
- Note there is a date error in the chart: “February and March 2018” should read “2017”
- Consortia asked if 2017 monthly referrals could be broken down by county and by case number.

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

- REN conference will be held in the Southeastern part of the state in September/October.

- Asked that each consortia have one representative at the conference

11. Income Maintenance (IM) Funding & Contract Updates - Debbie Waite

- DHS has received signed “de-ob” contract documents (which will allow carryover of unused 2015 ACA funding into 2016 from affected consortia) with exception of Great Rivers, which will be re-sent.
- Contract amendments related to estate recovery funds for Q3 and Q4 2015 and Q1 and Q2 2016 should be sent to consortia within next two weeks. (Amendments will be signed by DHS but need not be executed by consortia.)

12. Consortia Feedback – John Rathman

- Consortia would like update at next IMAC meeting on status of BadgerNet participation including lists of which counties are doing what option and an update on status of billing for the BadgerNet service.
- There is confusion on latest presentation (March 2017) of IMMR benefit recovery data. Consortia are requesting an overview and explanation of report data and methodology at next IMAC meeting.
- Consortia are renewing previous request to have MA overpayment data added to the IMMR report.
- Consortia are proposing to create a forum for more in-depth discussion and planning for the July 2018 implementation of Wisconsin Works for Everyone initiatives. This could be a new subcommittee or possible use of IMOA for this purpose.
- Consortia are requesting clarification on timing and expectation to work case reports in anticipation of administrative renewals initiative.
- Status update was requested on availability of cultural competency training.

13. Administrative Memos – Debbie Waite

- Draft of update to Training Administrative memo is in progress and should be available for review in next few weeks.

14. Subcommittee & Work Group Updates – Debbie Waite (Handout)

- See “IM Subcommittee Update” handout for more detail.

15. Miscellaneous Updates / Other / Public Comment

- Gap Case Update
 - See “Gap Fill Eligible Cases” handout for more detail.
 - This reflects three months of activity for 2017.
- Childless adult waiver timeline (Handout)

- See “Childless Adult Waiver Timeline” handout for more detail.
- Debbie Waite referred the group to a handout which contains timetable and process information for the Childless Adults Waiver. This will be a detailed agenda item at the May IMAC meeting

16. Tentative May 18, 2017 Meeting and Future Agenda Topics

- Childless Adult Waiver
- State Budget Update
- BadgerNet Update
- QC Findings
- Administrative Renewals
- Asset Verification Strategies