

Scott Walker  
Governor



**DIVISION OF MEDICAID SERVICES**

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**INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)**

**Thursday, May 18, 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.	Kris Parkansky, Bay Lake / Marinette Co.
Tony Sis, Capital / Dane Co.	Shawn Tessmann, Capital / Dane Co.
Michele Chiuchiolo, Capital / Dane Co.	Margaret Romens, Capital / Dane Co.
Cindi Flynn, Capital / Adams Co.	Gwenn Hannes, Capital / Dane Co.
Stephanie Ronnfeldt, Capital / Richland Co.	Ron Redell, Capital / Dane Co.
Bill Blank, Capital / Sauk Co.	Amy Beranek, Capital / Dodge Co.
John Rathman, East Central / Outagamie Co.	Annett Moony, East Central / Marquette Co.
Ann Kriegel, East Central / Winnebago Co.	Kate Surprise, East Central / Waushara
Ronda Brown, Great Rivers / St. Croix Co.	Linda Struck, Great Rivers / Eau Claire Co.
Nicole Rolain, IM Central / Marathon Co.	Mandy Mayek, IM Central / Portage Co.
Debra Berg, Moraine Lakes / Waukesha Co.	Melody Larson, Moraine Lakes / Walworth Co.
Brenda Zweck, Moraine Lakes / Walworth Co.	Sandy Potter, Moraine Lakes / Washington Co.
Doreen Lang, Northern / Wood Co.	Mark Nelson, Southern / Green Co.
Sandy Torgerson, Southern / Jefferson Co.	Katie Chambers, Southern / Iowa Co.
April Heim, Southern / Rock Co.	Lorie Graff, Western / LaCrosse Co.
Kimm Peters, 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	Tonya Evans, MilES
Matt Fanale, DHS	Michelle Furr, DHS
Rebecca McAtee, DHS	Julie Miller, DHS
Angela Stanford, DHS	Melissa Todd, DHS
Debbie Waite, 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 thanked Paula Davis for her excellent work on the April IMAC minutes.
  - Debbie Waite introduced Casey Himebauch as DHS new Deputy Medicaid Administrator and Deputy Administrator of Medicaid Services. Casey shared some of his professional background and expressed his enthusiasm about working closely with the Income Maintenance agencies and leadership going forward.
  
2. Approval of April 20, 2017 Meeting Minutes – Debbie Waite
  - Motion to approve the minutes was made, seconded and passed by voice vote.
  
3. Childless Adult Waiver - Rebecca McAtee (PowerPoint)
  - See PowerPoint “Section 115 BadgerCare Reform Demonstration Project Waiver Announcement” for more detail
  - Discussion:
    - Consortia expressed need for ongoing conversations to discuss workload impact and resources.
    - The IMAC IMOA Subcommittee was identified as the best forum for these conversations.
  
4. State Budget Update - Rebecca McAtee

*Budget Overview:*

  - JFC did review the first set of LFB papers related to administrative costs. Governor’s budget recommendations were accepted and approved for the CARES budget and the IM budget. IM also received an additional \$1M All Funds for fraud activities.
  - LFB released papers related to FoodShare items and Medicaid benefits which are scheduled to be discussed on May 25th.
  - All LFB papers can be reviewed at:  
[https://docs.legis.wisconsin.gov/misc/lfb/budget/2017\\_19\\_biennial\\_budget/008\\_budget\\_papers](https://docs.legis.wisconsin.gov/misc/lfb/budget/2017_19_biennial_budget/008_budget_papers)

*Other Updates:*

  - The Department continues to monitor Federal health care reform changes – a bill was passed in the House, but there are likely to be significant changes in any bill that is passed by the Senate. Updates will be provided at future IMAC meetings.
  - The Department is proposing to roll-out SSI Managed Care enrollment starting in January 2018 to better align with policies in the BadgerCare+ population. Additional information about this will be forthcoming.

## 5. Asset Verification System Transition Plan - Michelle Furr

### *Background:*

- The current AVS vendor contract ends 7/31/2017. A procurement for a new vendor is proceeding. As requested by agencies, the goal is for the new system to fully integrate with CARES.

### *Transition:*

- There will be a period of time when AVS will not be available for use. The important dates are as follows:
  - Current AVS shutdown will occur on Monday, 7/31, at 7pm. The helpdesk email and phone number will remain available until Monday, 8/7.
  - Agencies should continue to enter new cases into AVS until 5/31.
  - Agencies should continue to use AVS for renewals and discrepancies until 7/31.
  - After 7/31, workers will verify assets using a verification check list (VCL) so that the member may provide appropriate verification.

### *Future Communication:*

- A CARES Coordinator notice has been sent with this information. Other questions can be brought to the EBD/LTC Process Support meeting on 7/10. More information will be shared at IMAC once a more definitive implementation timetable is determined.

### *Discussion:*

- Does DHS own the data that is in AVS? Answer: Yes.
- Will DHS send out a member communication to inform members of this change? Some members have not been required to submit bank statements in many years. Answer: This is being explored.

## 6. Midwest Partners Registration Materials - Linda Konsella

- Debbie Waite provided an update on the planning for the Midwest Partners scheduled for August 9-11.
- Logistical arrangements with the hotel being finalized - then final sign-off on the schedule and agenda will be obtained from Food and Nutrition Services (FNS).
- Registration packets will then be sent to operational leads for distribution to their staffs which should happen by end of the first week in June.
- Consortia are encouraged to have their staff actively participate in conference activities. Conference participation is targeted at around 120 participants with a corresponding room block.

## 7. CARES Call Center Update - Becky David

- IMMR Operations Memo to be issued 5/27/17
- Update at June IMAC on statewide administrative renewal process

- Barron/Jackson/Rusk Counties declared state of emergency due to recent weather event. Not a DSNAP – so additional verification is not needed for replacement benefits.
- EBD/LTC meeting on July 10

*Future Operational Memos:*

<b>Memo</b>	<b>Goal Publication Date</b>	<b>Program</b>
<b>Spousal Impoverishment Income Allowance FPL Update</b>	5/25/2017	EBD
<b>Private Pay Nursing Home Rate</b>	5/18/2017	EBD
<b>Removing Disability Requirement for Children's LTC programs</b>	6/17/2017	EBD
<b>FoodShare On-Demand Dashboard</b>	n/a	n/a
<b>FSET 6</b>	7/18/2017	FS
<b>SLMB+ Divestment</b>	7/18/2017	ABAWD

8. Regional Enrollment Network (REN) Update - John Rathman
  - John Rathman reported that conference agenda planning (September 2017) continues and that GAP cases topic has been identified as a conference topic.
9. Income Maintenance (IM) Funding & Contract Updates - Debbie Waite/John Rathman
  - Debbie Waite asked operational leads to check with their fiscal staff to insure that 2017 amounts for base, ACA and ABAWD funding, as well as estate recovery amounts, had been loaded accurately to their respective profiles. One consortia, Western, had reported some issues with this.
  - John Rathman and Debbie Waite reported that the process for negotiating the 2018 Income Maintenance contract would be starting shortly with an in-person kick-off sometime in June. Debbie confirmed that the process would mirror that used in previous years and would continue to emphasize transparency. John Rathman noted that WCHSA was in the process of finalizing representation on the negotiating team.

#### 10. Consortia Feedback - Shawn Tessmann

- Consortia are recommending that the schedule for TAPP subcommittee be changed to 2X per month - on the 2<sup>nd</sup> and 4<sup>th</sup> Fridays to avoid conflicts with IMO. Consortia would like to use TAPP for robust post implementation conversations that review policy and system changes including operational memo content, identify issues being raised through CARES Call Center and provide an opportunity for consortia managers and supervisors to share feedback or ask clarifying questions.
- Consortia are supportive of DHS evaluation and implementation of a CARES Call Center ticketing type system to support communication between agencies and the Call Center. They are also open to shorter term goals of: 1) revamping the current roles of the CARES Coordinator and Policy Coordinator to streamline processes and maintenance of lists, provided sufficient numbers of point staff are maintained 2) incorporating tools on their end to support the efficient maintenance of distribution lists and sharing of information 3) continuing the conversation about differing strategies between incoming requests for answers and more broad based outgoing dissemination of information and 4) reviewing and crafting these strategies through the IMO subcommittee.
- Consortia shared kudos and great appreciation for the FS Benefit issuance tools incorporated into the April release.
- Consortia would like clarification on the call-in process and queuing for customers calling in to report a lost EBT card. Concern is that queue asks member for card number but provides no instruction if customer does not know it – hence, some customers are hanging up. DHS was asked to clarify process and options.
- Consortia appreciated continued discussion about SWICA strategies at Performance Monitoring subcommittee in May. Workload impact and evaluation of streamlining strategies should be pursued - can data shared by consortia within last summer's work group conversation be re-surfaced for this purpose?
- Some consortia/counties are reporting that they have been contacted again and asked to sign agreements with MCO's committing them to a set of roles and responsibilities within the ADRC/IM/MCO enrollment process. Consortia renewed their request to facilitate a shared conversation to provide recommendations on their appropriate and supportable roles in this process – DHS staff will evaluate forum opportunities to address.
- Consortia made a follow-up request for DHS to get health care overpayment information on the snapshot report.

11. Administrative Memos -Debbie Waite

- Initial draft of update to the existing Training Administrative memo was just shared with consortia tri-chairs for comments and is circulating internally for review by DHS staff. It will then be released officially to start the 45 day comment period.
- A draft administrative memo documenting the carryover of unused ACA funding from 2015 to 2016 is circulating within consortia for review and comment. Once all consortia have signed off, it will be officially posted by DHS.

12. Subcommittee & Work Group Updates - Debbie Waite

- See handout “IMAC Subcommittee Update – May 18, 2017” for more detail.

13. Miscellaneous Updates / Other / Public Comment

- See “Gap fill Eligible Cases” handout for current information.
- This reflects four months of activity for 2017. Consortia were asked to continue to send anomalies to DHS for research.

14. Tentative June 15, 2017 Meeting and Future Agenda Topics

- a) SLMBY+
- b) State Budget Update
- c) CARES Release
- d) CARES Technical Support
- e) BadgerNet Update
- f) On Demand Tool Project
- g) PERM QC Findings
- h) Administrative Renewals