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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, June 15, 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.
Michele Chiuchiolo, Capital / Dane Co.	Gwenn Hannes, Capital / Dane Co.
Ron Redell, Capital / Dane Co.	Margaret Romens, Capital / Dane Co.
Tony Sis, Capital / Dane Co.	Kara Ponti, Capital / Dane Co.
Cindi Flynn, Capital / Adams Co.	Amy Beranek, Capital / Dodge Co.
Stephanie Ronnfeldt, Capital / Dane Co.	John Rathman, East Central / Outagamie Co.
Annett Mooney, East Central/Marquette Co.	Kate Surprise, East Central / Washara Co.
Linda Struck, Great Rivers / Eau Claire Co.	Nicole Rolain, IM Central / Marathon Co.
Mandy Mayek, IM Central / Portage Co.	Brenda Zweck, Moraine Lakes / Walworth Co.
Melody Larson, Moraine Lakes / Walworth Co.	Rachel Pantaleo, Moraine Lakes / Ozaukee 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.	Mark Nelson, Southern / Green Co.
Lorie Graff, Western / LaCrosse Co.	Claribel Camacho, WKRP / Racine Co.
Nina Taylor, WKRP / Kenosha Co.	Kimm Peters, WKRP / Kenosha Co.

State Attendees:

Julie Anstett, DHS	Renee, Aschenbrenner, DHS
LaTanya Baldwin, DHS	Emily Carlson, DHS
Becky David, DHS	Paula Davis, DHS
Elizabeth Dehling, DHS	Tonya Evans, MILES
Matt Fanale, DHS	Michelle Furr, DHS
Judy Johnson, DHS	Austin Holik, DHS
Linda Konsella, DHS	Rebecca McAtee, DHS
Jennifer Mueller, DHS	Chris Partridge, DHS
Katie Quaintance, DHS	Angela Stanford, DHS
Melissa Todd, DHS	Debbie Waite, DHS
Angela Walters, DHS	Mai Yee 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.
 - John Rathman recognized and thanked Mandy Mayek for her dedicated service to IM and her active participation on the IMAC advisory board. Mandy shared that she hoped to be able to stay involved with conversations on staff recruitment and retention in her new role.
2. Approval of May 18, 2017 Meeting Minutes – Debbie Waite
 - Motion to approve the minutes was made, seconded and passed by voice vote.

3. State Budget Developments – Rebecca McAtee

Income Maintenance

- Maintains Consortia contract allocations at CY 17 levels through CY 18. Combines the base allocation, the Affordable Care Act supplemental payment, and the FSET supplemental payment into a single allocation.
- Provides an additional \$500,000 All Funds per year for fraud prevention and investigation activities.
 - This brings the annual total fraud allocation to \$1,500,000 All Funds per year.

FoodShare and FSET

- Requires the Department to remove unused FoodShare benefits from EBT cards after six months without activity.
 - Benefits would be restored upon request or re-application for FoodShare.
- Requires the Department to permanently expunge any benefits that have not been used after a period of one year.
- Provides funding for FSET vendors based on a statewide average of \$283 per member per month.

Wisconsin Works for Everyone – DHS Items

- Reforms the Medicaid Purchase Plan (MAPP) to eliminate barriers to work for people with disabilities and strengthen work requirements.
 - Eliminates the current “premium cliff”; establishes a minimum \$25 monthly premium for all enrollees, with an additional 3% premium for any income above 100% FPL
 - Requires enrollees to prove gainful employment and earned income or prove in-kind work income by federal tax filing documentation.
 - Increases the income eligibility limit for the Elderly, Blind, Disabled (EBD) Medically Needy eligibility group to 100% FPL.
 - No additional IM funding appropriated for MAPP changes.

- Authorizes a pilot program in two FSET vendor regions in which non-disabled parents whose children are school age would be required to participate in the FSET program or meet a 20-hour per week work requirement.
 - The pilot would run from April 2019 through June 2020.
 - Tribal FSET vendors would likely not be part of the pilot.
 - Legislative authorization would be required to expand the pilot statewide.
- Directs income maintenance agencies to provide all FoodShare applicants and participants with information about the FSET program at least two times per year in addition to the ABAWD policy.
 - No additional IM or FSET funding appropriated for this provision.
- Directs the Department to submit a waiver to restore child support cooperation requirements for FoodShare participants.
 - This provision would only be effective if it is budget neutral with regard to federal child support fees.
 - The Joint Finance Committee will be able to release \$35,800 All Funds in State Fiscal Year 2019 for IM consortia and tribal IM agencies to support this policy.
- Authorizes the Department to include employment and training services in its 1115 Medicaid demonstration waiver for childless adult enrollees, effective April 2019.
- Establishes a liquid-asset limit for FoodShare enrollees of up to \$25,000 effective July 2018.
 - The budget provides an increase to IM consortia contracts of \$680,200 All Funds in State Fiscal Year 2019 to support this policy.
 - Assumption is that the requirement would be implemented through a self-attestation by the applicant and a check against the asset verification system.

4. CARES Release for August

- *FoodShare On-Demand Dashboard – Angela Walters*
 - See “Enhancements to On-Demand” PowerPoint for more detail.
 - The FoodShare On-Demand Case Management Tool will now display on the CARES Worker Web Home page.
 - Enhancements will be made to the FoodShare On-Demand Tool, including the tracking of counts in real time and reassignment of on-demand items.
 - Key dates to remember are July 18th- Ops Memo July 21st- TAPP overview.
- *SLMB+ Automation – Mai Yee Xiong, Angela Walters (PowerPoint)*
 - See “SLMB” PowerPoint for more detail.
 - Action items:
 - Call Script: Consortia had requested a call script which is being drafted. Goal is to have available before one-time mailing which is targeted for June 29, 2017.

- Report request: Consortia requested a report of the individuals who will be getting the one time letter because they are currently on SLMB+ and another Medicaid program. Goal is to share report before the one time letters are mailed on June 29, 2017.

- *Divestment System Enhancements – Michelle Furr*
 - See “Divestment Projects” PowerPoint for more detail.
 - More information will be presented at the EBD/LTC Process Support meeting on 7/10. A demo of the CWW enhancements will be presented at TAPP on 7/28.
 - Question at IMAC: Will the system automatically send notice to the Nursing Homes? Answer: CWW will not send notices to nursing homes, but the enhancement to CWW will mean that divestment penalty periods are entered into Forward Health much more quickly. The previous (manual) process took over a month to update divestment information in ForwardHealth. Now the correct divestment penalty period will be sent with the eligibility information and will be able to be updated in a matter of days. Also, a partner communication will be sent explaining the new process.

- *FSET System Enhancements and Fixes – Katie Quaintance*
 - See “FSET Phase 6” PowerPoint for more detail.
 - Functionality is being released in both August and November; refer to the PowerPoint to review August changes.
 - Questions and take-away:
 - Could the State add a question about Veteran’s disability benefits in CWW? Answer: This is not within scope of the FSET project, but will be brought back for future consideration.
 - The question about chronic homelessness will default to a “no” when information is submitted through ACCESS. Consortia asked if there is a resource that lists the fields and values for FoodShare that are defaulted by ACCESS. None exist now, but request will be explored.

- *Summary Chart – Jen Mueller*
 - Jen Mueller shared information from the following chart on the four release initiatives described above.

Topic	Ops Memo	TAPP	Training	Other
FS On Demand	18-Jul	21-Jul	n/a	
SLMB+	21-Jul	7/10 7/28	1-Aug	One Time Mailing - June 29 Exception Report - August 7
Divestment	21-Jul	EBD/LTC - 7/10 TAPP 7/28	28-Jul	
FSET 6	11-Jul	21-Jul	1-Aug	

- *HATS Decommission – Chris Partridge*
 - HATS is a tool used to access the Mainframe from within CARES Worker Web. Users currently have two ways to access the Mainframe, HATS and Host on Demand (HOD). The difference between the two is that HATS renders the Mainframe screen into an online windows based screen, whereas HOD requires the user to navigate within a “green screen” environment using transaction codes. Unfortunately, because of the length of time required for HATS to render the Mainframe screen it was found to be much less user friendly than HOD and subsequently less of a benefit to the user.
 - August 4th HATS will be decommissioned.
 - A communication will be sent out with the specific URL for access HOD. Any IM staff who are using HATS today should verify that they are able to access HOD using the provided URL. If there are issues with accessing HOD, please contact the Wisconsin Help Desk.

- *Document Management Upgrade – Chris Partridge*
 - Upgrades being made are behind the scenes and will begin transitioning in August.
 - Consortia should send all issues through the Cares Call Center which will work with Systems to problem solve.

- *CARES Technology Enhancements – Chris Partridge*
 - August 4th is the release of this Phase 2 enhancement. Mainframe services are transitioning to Oracle-based virtual servers, which will move activities sitting on application servers to a separate server and will address some slowness issues and provide for ability to grow the application.
 - Dane County may be asked to support a pilot before going live.

- 5. CARES Technical Support – Chris Partridge (Handout)
 - See “CARES Technical Support” Handout for more detail.
 - DHS has been working with Deloitte and DET to develop an approach to more directly engage with the IT coordinators and other county users, to allow for a more focused resolution for counties experiencing slowness or instability within CARES Worker Web.

- 6. Midwest Partners Planning Update – Linda Konsella
 - Linda Konsella reminded the group that the registration deadline for Midwest Partners is July 18 and hotel rooms will be released on that date. Consortia should review the agenda to view the training opportunities. There will also be opportunities for networking with counterparts from other Midwest states.

- 7. CARES Call Center Update – Becky David

- DHS is expanding the information that is shared with the Department of Public Instruction to include health care recipients. This will support expanded assessment of student eligibility for Free/Reduced Hot Lunch program
- The annual Notice of Privacy Practice letters (NOPP) will be mailed out starting after July 4th and continuing through August. Approximately 400,000 letters will be sent.
- EBD/LTC meeting is on July 10.
- Operational Memo Summary Chart:

Memo	Goal Publication Date	Project Implementation Date
Removing Disability Requirement for Children's LTC programs	6/19/2017	7/1/2017
Private Pay Nursing Home and Group B Plus Waivers Rates	6/22/2017	TBD Late June Policy effective date 7/1.
SLMB+	7/11/2017	8/5/2017
FoodShare On-Demand Dashboard	7/18/2017	8/5/2017
FSET 6	7/18/2017	8/5/2017
Divestment	7/21/2017	8/5/2017

Administrative Renewals Update:

- Administrative renewal initiative was successfully implemented statewide in May 2017.
- Health care cases with renewals due June 30 were evaluated for administrative renewals on May 13, and health care cases with renewals due July 31 were evaluated June 10.
- Results to date:

Criteria	Pilot			Statewide
	February	March	April	May
Number of cases administratively renewed out of the total cases with Health Care eligibility due for renewal	204/2,030 (10%)	346/1,990 (17%)	356/2,109 (17%)	7,373/41,765 (18%)

- Exclusions: Exclusion reasons have remained consistent from the pilot to statewide implementation. Common exclusions include:
 - Financial: BC+ tax deductions and self-employment income
 - Non-Financial: Missing or unverified SSN
 - Data Exchanges: Potential unreported income; Active, non-deleted employment record with no Equifax or SWICA match

- Ineligible Assistance Groups: BC+ Extensions due for renewal
 - Additional Notes
 - Administratively renewed cases appear on the Renewals Monitoring Report in IMMR.
 - Approximately 30% of the cases that were successfully administratively renewed had a renewal due for another program(s) that would require worker processing.
 - Administrative renewal rates, system performance, and exclusion reasons are continuing to be evaluated to determine the need for modifications, recommendations, or additional communication.
 - DWD's Wisconsin Employer Database is being updated to improve matches.
 - Consortia had previously requested a report to review and process Employment sequences with zero wages. After discussion at the Program Coordination subcommittee, issues were raised about impact on DCF programs. Conversations with DCF have occurred to ensure all program areas are considered in the processing guidance. This report should be issued in the next month.
8. Regional Enrollment Network (REN) Update – John Rathman
- John Rathman reported that conference dates have been set for October 10 and 11.
 - Two variations of the agenda that provide options for CAC and navigator training are being evaluated with final decisions to be made soon. More discussion on this agenda will occur at ES PAC in July.
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 consortium had reported some issues with this.
 - Debbie Waite reported that the first meeting of the WCHSA – DHS negotiating committee for the 2018 Income Maintenance contract will occur on June 21. Lists of proposed changes to the contract will be exchanged in advance. A number of consortia representatives have chosen to track the negotiation progress as it moves forward. John Rathman noted that the consortia's work to develop a recommendation to DHS on an allocation distribution methodology would also be starting in the next week or two.
10. Consortia Feedback – Jenny Hoffman
- Consortia asked about the status of official posting of the FoodShare overpayment calculation tool. It has been demonstrated now at a number of conferences- consortia are enthusiastic about its capabilities and would like to begin using it.
 - Some issues related to BRITS gatekeeper maintenance and functionality were raised. Current process is cumbersome and time consuming as only gatekeeper can perform

- invalidation. Jen Mueller will follow up on if this is role related but noted that BRITS work group can also discuss at upcoming meeting.
- Consortia asked if Deloitte teleconference to demonstrate concepts on short term work load management and productivity tools could be moved out from proposed date of June 22 to accommodate scheduling conflicts. DHS staff will pursue alternate date, with goal of keeping project on schedule.
 - Consortia updated its ongoing request to convene a joint IM – ADRC work group to discuss roles, processes and best practices for eligibility and enrollment of members into long term care. Because some particular challenges are popping up in some parts of the state and with proposed contractual documents, consortia would prefer that the original concept of a joint work group be pursued. If that continues to not be possible, consortia would support an IM led work group with ADRC representation. Target date is August to convene a first meeting.
 - EBD/LTC policy continues to be challenging and interpretation is a source of issue at fair hearings. One factor contributing to this is unclear or out of date information in the MA handbook. Consortia have been providing this information to CARES Call Center but will put together a list of the top ten clarifications needed in the MA handbook.

11. Administrative Memos – Debbie Waite

- Draft version two of update to the existing Training Administrative memo was shared with tri- chairs earlier in the day to start the 45 day comment period.

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

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

13. Miscellaneous Updates / Other / Public Comment

- See “Gap fill Eligible Cases” handout for current information. This reflects five months of activity for 2017.

14. Tentative July 20, 2017 Meeting and Future Agenda Topics

- State Budget Update
- BadgerNet Update
- Administrative Renewals