

Scott Walker
Governor



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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, September 21, 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.	Shawn Tessmann, Capital / Dane Co.
Kara Ponti, Capital / Dane Co.	Tony Sis, Capital / Dane Co.
Ron Redell, Capital / Dane Co.	Roxanna Vega, Capital / Dane Co.
Amy Beranek, Capital / Dodge Co.	Annett Mooney, Capital / Manitowoc Co.
Stephanie Ronnfeldt, Capital / Richland Co.	Cynthia Flynn, Capital / Adams Co.
John Rathman, East Central / Outagamie Co.	Kate Surprise, East Central / Washara Co.
Ann Kriegel, East Central / Winnebago Co.	Annett Mooney, East Central / Marquette Co.
Mitch Birkey, East Central / Calumet Co.	Linda Struck, Great Rivers / Eau Claire Co.
Ronda Brown, Great Rivers / St. Croix Co.	Nicole Rolain, IM Central / Marathon Co.
Whitney Escher, IM Central / Portage Co.	Debra Berg, Moraine Lakes / Waukesha Co.
Brenda Zweck, Moraine Lakes / Walworth Co.	Sandy Potter, Moraine Lakes / Washington Co.
Rachel Pantaleo, Moraine Lakes / Ozaukee	Doreen Lang, Northern / Wood Co.
Kate Chambers, Southern / Iowa Co.	April Heim, Southern / Rock Co.
Lorie Graff, Western / LaCrosse Co.	Kimm Peters, WKRP / Kenosha Co.
Claribel Camacho, WKRP / Racine Co.	Nina Taylor, WKRP / Kenosha Co.

State and Federal Attendees:

Renee Aschenbrenner, DHS	LaTanya Baldwin, DHS
Connie Bandt, DOA	Andrew Best, DHS
Eraina Cooper, DHS	Becky David, DHS
Paula Davis, DHS	Michele Dickinson, DHS
Tonya Evans, DHS	Matt Fanale, DHS
Steve Fitzsimmons, DHS	Kelly Hanson, DWD
Nicole Huffman, DHS	Judy Johnson, DHS
Linda Konsella, DHS	Sue Larson, DHS
Rebecca McAtee, DHS	Julie Miller, DHS
Jennifer Mueller, DHS	Nicole Price, DCF
Katie Quaintance, DHS	Jessica Spencer, DHS
James Sylla, DOA	Melissa Todd, DHS

1. Administrative Issues – Debbie Waite & Shawn Tessmann
 - 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.
2. Approval of August 17, 2017 Meeting Minutes – Debbie Waite
 - Motion to approve the minutes was made, seconded and passed by voice vote.
3. BadgerNet Update - Kelly Hanson – DWD / Connie Bandt – DOA / James Sylla - DOA
 - See “BadgerNet” handout for more detail.
 - Jim Sylla reviewed benefits of BadgerNet solution over local ISP, including: data stays on state internet (not big internet); enhanced security provided; defined maintenance windows, SLA’s for performance.
 - Consortia had asked for listing of counties and which service option each had selected: local ISP, BadgerNet in transition, or BadgerNet transition complete. This information can be found at: (<https://det.wi.gov/Pages/BadgerNet.aspx>). DET portal contains lots of other information including FAQ’s.
 - Question: Given six month delay in implementation, can counties change their mind about which option they previously selected? Answer: Yes – up until cut over occurs.
 - Question: If county did not agree to BadgerNet transition, was their service cut off? Answer: No, but many may have found other options. If that is the case, county should notify DWD, as it will continue to be billed at non-subsidized rate.
 - Consortia had asked for clarification on billing amounts and timetables. Pre-April 2017 under BCN, monthly cost had been \$389 with counties paying \$100 and the State – DCF paying the balance. On April 1, counties assumed the entire cost of BadgerNet service – cost varies by service size selected. Once transition to AT&T occurs, costs may change again.
 - Question: If county selected local ISP, are they being billed to support a printing solution? Answer: Yes - \$49 per month. Question: Who should county talk to about exploring printing solutions?
 - Ben Stine (DWD) can help with mainframe print solutions for counties who transition from BCN to ISP. There are two options - HOD and managed router.
 - Ben Stine: 608 266-0792
 - Benjamin.Stine@dwd.wisconsin.gov
 - Question: Who can county contact for discussion of pros/cons of various options? Answer: Use either the DET or DWD mailbox noted at end of handout.

- There are 12-13 counties which are on BCN. AT&T bills DWD and DWD passes those costs along to the county. DWD's role in support of BCN is only a pass-through. The State stopped subsidizing BCN effective April 1.
- Counties billed by DWD received a bill in the last month or so (6 months of service, Jan - Jun), and will receive another bill in the near future reflecting the quarter. DWD is working with AT&T so that AT&T bills the county directly. A timeline for this change was not defined. When this happens, AT&T will be billed prospectively. AT&T is likely to be bill monthly.
- If a county has moved to a non-BadgerNet solution, this should be reported to DWD.
- If the county chose to migrate from BCN to BadgerNet and would like to reconsider that decision, please contact DOADETBadgernet@Wisconsin.gov. DOA DET BadgerNet will work with the county's technical staff to make informed decisions.
- CARES will support counties migrating to an ISP. Testing, including mainframe print, prior to migrating is encouraged -
 - Wisconsin Help Desk
 - 608-261-4400 (Madison)
 - 866-335-2180 (toll-free)
 - helpdesk@wi.gov (link sends e-mail)

4. November CARES Release - Jen Mueller

- IMQA Enhancements – Jessica Spencer (PowerPoint)
 - See “IMQA Enhancement” PowerPoint for more detail.
 - Question: How will communication on cases be handled with consortia? There will be no alerts to consortia. Consortia will need to navigate to a Review Summary Page. Consortia have been asked to identify contacts for this purpose. Consortia will have to navigate to the IMQA Home page to find cases that require corrective action. The IMQA Home page must be visited first, as that will take you to the review summary page.
 - Question: Will cases be by consortia or county? DHS will provide clarification on this question. It will be sorted by consortia, rather than county, as some follow caseload banking.
 - Question: Is tool inside CWW? Yes.
 - Question: How does this tool tie to the broader communication tool being explored for use in BEPS? It will be tied into that tool.
- Extensions and Premiums – Nicole Huffman (PowerPoint)
 - See “Extension and Premium” PowerPoint for more detail.
- FSET Enhancements – Katie Quaintance (PowerPoint)
 - See “FSET Enhancements” PowerPoint for more detail.
- Technology Improvements – Jen Mueller
 - Upgrades to EVHI (Employer Verification of Health Insurance) system infrastructure, hardware and software will occur on November 4, 2017.
 - MCI (Master Customer Index) is built on a framework which is no longer supported and will integrate with:
 - PPS – November 2017

- FSIA – December 2017
- CWW – March 2018
- InterChange – March 2018
- Other Apps – late March 2018
- Decommission old MCI – June 2018
- Navigator, which is used to access electronic records stored within Electronic Case File (ECF), will experience an upgrade of the technology that supports the program on October 15, 2017. There will be no changes to end user functionality.
- All updates should be transparent to users; however, a process is in place to respond quickly should there be any issues.
- If technical issues are occurring (like connecting to a web service), contact:
 - Wisconsin Help Desk
 - 608-261-4400 (Madison)
 - 866-335-2180 (toll-free)
 - helpdesk@wi.gov (link sends e-mail)

5. Children’s Long Term Support (CLTS) Waiver Program - Sue Larsen

- See “CLTS Ops Memo” and “Eligibility & Enrollment Streamlining Summary” handouts for more detail.
- DHS is implementing the Eligibility and Enrollment Streamlining (EES) for the Children’s Long-Term Support (CLTS) Waiver Program, which will provide automated support for the eligibility and enrollment functions to this population. Three major drivers for this initiative are:
 - program has historically managed enrollment data manually through a MS Access database, an outdated method for supporting the program
 - recent program renewal with CMS identified needed data updates to comply with current regulations and performance measures
 - Governor’s 2017-2019 Biennial Budget includes provisions to eliminate the CLTS Wait List and increase children’s access to the program
- Automation is being phased in – the launch had been targeted for late September, but due to delays in the system design, use by the county waiver agencies (CWAs) and full implementation is being staged. Automated notices and reports will be coming in a future phase.
- System capabilities
 - Enrollees must have concurrent functional eligibility and Medicaid enrollment to be eligible for the CLTS Waiver Program. The EES tool will have daily InterChange (iC) tracking to verify the participant is functional eligible and enrolled in Medicaid, and trigger disenrollment if both criteria are not met.
 - The EES tool will automatically generate notices and trigger disenrollment processes.

- The CLTS waiver participants' demographic data will be based on their Medicaid data; CWAs will no longer maintain separate data for items such as the family's address, moves out of state, or a child's date of death.
- Goal is to manage recertifications appropriately so children do not lose eligibility, thus cooperation between CWAs and IM agencies is very important. IM agencies may already have received contacts as CWAs are working reports to clean up data errors before the conversion date.
- Question: Do CLTS staff have access to CWW? Answer: No, but they will have access to the ForwardHealth iC portal, so they will be able to view the child's MA status.
- Question: When will the CLTS wait list transition begin? Answer: Once Governor's budget is approved. CWAs were asked to submit a wait list elimination plan with a goal of having no wait lists by end of the 2-year state budget period (June 2019).
- More information may be shared at future IMAC meeting as details and timetable are confirmed.

6. MPPI Debrief and Video - Linda Konsella

- Agenda item was carried over to November IMAC meeting.
- Send any conference feedback to Linda Konsella at Linda.Konsella@dhs.wisconsin.gov

7. Hurricanes Harvey/Irma Implications for Wisconsin – Julie Taylor

- Ops memos were published on 9/18 and 9/20 outlining the policy for providing evacuees with DSNAP benefits and the process for issuing those benefits.
- Harvey evacuees are eligible for 2 months of benefits, whereas Irma evacuees are eligible for one month. The system will add the second month for Harvey.
- Paper application needs to be filled out and returned to IM agency. Interviews should be done in-person at time of application drop-off.
- Applications are being accepted through Friday 9/29.
- Guidance will be issued for Maria evacuees once it is received from FNS.

8. State Budget and Policy Developments - Rebecca McAtee

- See "21-Sep-17 IMAC Briefing" handout for more detail.
- Handout reference predicted gubernatorial vetoes. Governor Walker did sign budget today and did exercise noted vetoes.
- MAPP policy changes are not contained on handout but original budget proposal was enacted with no changes.
- Asset Verification System vendor change – planning for new vendor continues to occur.

9. Federal Policy Developments - Rebecca McAtee

- Federal health care reform is back in negotiation. Testimony scheduled to occur next Monday with possible vote on Senate floor next week. **Action Item:** High level components of proposal will be sent out after IMAC meeting.
- Childless Adult Waiver hearing comments are being compiled – about 180 comments were received. More information will be shared at future meeting.

Graham-Cassidy

- The Graham-Cassidy proposal would eliminate federal funding and authority for Medicaid expansion after 2019, as well as eliminate Advance Premium Tax Credits and cost-sharing reduction subsidies for Marketplace coverage.
- From 2020 to 2026, states instead would receive a block grant that could be used for coverage, payments to providers, or other purposes. The block grant would end after 2026.
- States would have broad latitude to obtain waivers of Affordable Care Act provisions, including those related to pre-existing conditions, premium variations, or minimum essential coverage.
- Through the block grant and waivers, states would have substantial flexibility to decide whether and how to use federal funding to cover people who previously qualified for APTCs or for coverage as part of a Medicaid expansion.
- Proposal alters distribution of federal funds among states, sending dollars from expansion states and other states that receive a relatively significant share of current law federal subsidies for Marketplace coverage to non-expansion states and those with lower Marketplace participation and/or costs. Current projections suggest that Wisconsin would receive increased federal funding under this redistribution.
- Proposal modifies backdating for Medicaid so that elderly, blind or disabled members could qualify for three months of backdating, while most other members would qualify for two months of such coverage.

CHIP Extension

- CHIP funding extension deadline is approaching (end of September). Wisconsin funding should continue through March in event of no Congressional extension.
- H.R. 1827
 - 5-yr extension of funding for 5 years
 - 2105(g) qualifying state funding continued 5 years (CHIPRA enhanced funding for Medicaid children > 133%)
 - FMAP with 23% bump through 2019, 11.5% bump FY 2020 through 2021, No extra bump starting FY 2022
- Status of bill unknown, but does have broad bipartisan support.

10. CARES Call Center Update - Becky David

- See “CARES Call Center Updates – Ops Memos” handout for more detail.

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

- An IM staff person familiar with GAP process is still needed to complete a panel and should contact John to coordinate.

12. Income Maintenance (IM) Funding & Contract Updates - Debbie Waite/John Rathman

- Agenda item was carried over to November meeting.

13. Consortia Feedback - Shawn Tessmann

- Feedback on BRITS was provided as follows:
 - BRITS reports are still not useful for those that operate as a fraud consortium (must still do manual tracking)
 - DCF is contacting consortia directly for input and comments on BRITS issues. Consortia should send examples of such contacts to Jen Mueller.
- Feedback on the discrepancies discussion at Performance Monitoring subcommittee was provided as follows:
 - Not helpful to continue to revisit barriers to proposed solutions – a plan is needed to move solutions forward.
 - Workload implications of discrepancies need to be recognized and addressed.
 - Action Item: Discrepancies strategies will be focal topic of November subcommittee meeting.
- Consortia requested a written timeline of any new policy being implemented during this state budget cycle.
- Feedback on electronic FoodShare overpayment tool was provided as follows:
 - Great tool for complex cases – legacy system or paper may be good option for simple.
 - Revisit print outputs to make more printer friendly
- Feedback was provided on post production release discussion at TAPP subcommittee as follows:
 - Would be helpful to have deeper dive into Operations Memo by technical staff
 - Revisit lag between release and post production discussion – does delay help or hurt conversation and feedback?
- Request for future overview and discussion of process for prioritizing system projects and JIRA (smaller) system fixes – opportunity for consortia input.
- Feedback on FIS call script - is not particularly helpful to customers calling in to get information on replacing lost cards, as script asks them for card number.
 - Might going from 3x message repeat to 2x message repeat be helpful? What is background on choosing 3x?
 - Is there data on how many calls received relate to lost or stolen cards?

14. Administrative Memos - Debbie Waite

- None at this time.

15. Subcommittee & Work Group Updates - Debbie Waite

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

16. Miscellaneous Updates / Other / Public Comment

- See “Gap Fill Case Report” and “Gap Report by County” handouts for more detail.
- Debbie Waite reminded consortia to review GAP year-to-date report – also to review and provide feedback on new set of reports prepared by EM CAPO that provide county level data and source of GAP request.

17. Tentative October 19, 2017 Meeting and Future Agenda Topics

- a) Midwest Partners Conference Video
- b) State Budget Update
- c) Hurricane Evacuee Results
- d) 2017 MER Results and 2018 MER planning
- e) DHS Childless Adult Waiver status update
- f) 2018 ACA Open Enrollment and Planning

* If you want to participate by web meeting, you can follow along at your computer by logging into <https://connect.wisconsin.gov/imac/> as a guest 5 minutes ahead of time and calling the above conference line for the audio.