

Scott Walker
Governor



DIVISION OF MEDICAID SERVICES

1 WEST WILSON STREET
PO BOX 309
MADISON WI 53701-0309

Linda Seemeyer
Secretary

State of Wisconsin
Department of Health Services

Telephone: 608-266-8922
Fax: 608-266-1096
TTY: 711

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, October 19, 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.	Ron Redell, Capital / Dane Co.
Kara Ponti, Capital / Dane Co.	Tony Sis, Capital / Dane Co.
Stephanie Ronnfeldt, Capital / Richland Co.	Roxanna Vega, Capital / Dane Co.
John Rathman, East Central / Outagamie Co.	Amy Roland, East Central / Outagamie Co.
Ann Kriegel, East Central / Winnebago Co.	Linda Struck, Great Rivers / Eau Claire Co.
Whitney Escher, IM Central / Portage Co.	Nicole Rolain, East Central / Marathon Co.
Brenda Zweck, Moraine Lakes / Walworth Co.	Sandy Potter, Moraine Lakes / Washington Co.
Debra Berg, Moraine Lakes / Waukesha Co.	Doreen Lang, Northern / Wood Co.
Mark Nelson, Southern / Green Co.	Kate Chambers, Southern / Iowa Co.
April Heim, Southern / Rock Co.	Jill Johnson, Southern / Jefferson Co.
Lorie Graff, Western / LaCrosse Co.	Nina Taylor, WKRP / Kenosha Co.
Claribel Camacho, WKRP / Racine Co.	

State and Federal Attendees:

Mia Anderson-Inman, DHS	LaTanya Baldwin, DHS
Amy Bell Ferries, DHS	Andrew Best, DHS
Rebecca David, DHS	Tonya Evans, DHS
Matt Fanale, DHS	Judy Johnson, DHS
Linda Konsella, DHS	Rebecca McAtee, DHS
Emily McFarland, DCF	Julie Miller, DHS
Nicole Price, DCF	Kat Van Hampler, DHS
Debbie Waite, 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 September 21, 2017 Meeting Minutes – Debbie Waite

- Motion to approve the minutes was made, seconded and passed by voice vote.
3. ACA Open Enrollment Preparation Overview – Donna Friedsam - Health Policy Programs Director, UW Population Health Institute
- See “Wisconsin Health Insurance Enrollment” PowerPoint for more detail.
 - In response to comments and questions, the following information was also shared:
 - There is much confusion around recent federal announcement on non-payment of cost sharing reductions. Consumers are still eligible for CSR’s – it is the participating insurers that will not receive payment from the marketplace to cover these costs. In anticipation of this, some insurers assumed no CSR payment would be provided and priced their plans accordingly. Even if decision is reversed on CSR’s, it is likely too late to change planning for 2018. Elimination of CSR payment applies only to silver plans.
 - Premium assistance subsidies for consumers remain in place.
 - Given those parameters, those consumers with or considering silver plans should be advised to compare whether another plan option might be a better value.
 - All consumers with existing marketplace plan will be automatically re-enrolled; however, all should re-evaluate best plan for them in 2018. Some action must be taken before end of 2017 to indicate desire to make a change.
 - Some Wisconsin plans that participated in 2017 have decided not to do so in 2018. Consumers in those plans will be auto re-assigned to a comparable plan but will receive notice indicating option to make a different choice.
 - Wisconsin insurers indicating participation for 2018 are unlikely to change, as CSR change was priced into their premiums pre-federal announcement.
 - Navigator and CAC funding was also reduced for this open enrollment period which may impact ability of consumer to access assistance.
 - Question: Is data shared in slide set available by county? Yes – will be sent as follow-up.
4. SSI Managed Care Roll-Out – Rebecca McAtee
- See “Supplemental Security Income (SSI) Managed Care Expansion” PowerPoint for more detail.
 - The following comments or requests were made as part of this agenda item:
 - Non eligible populations will not receive communications about the change.
 - Roll-out will be phased in across the state beginning January 1 2018. One challenge is that regions do not align totally with consortia configurations. **Action Item:** DHS will send electronic map of regions and roll-out dates.
 - IM impact is expected to be mainly customer calls asking for clarification – calls should be handled by enrollment broker. DHS will explore CCA messaging options to help address call volumes.

- Consortia expressed concern over 1) possible workload impact of increased Call volumes and 2) timing of roll-out, particularly in counties rolling out FamilyCare – Response: roll-out plan and timetable is pretty set at this time.
 - **Action Item:** Consortia asked for map by county showing which managed care entities will be involved in SSI managed care.
 - Question was asked about impact on county mental health role. Role will need to be coordinated.
 - Regional town hall meetings will be scheduled with impacted customers around the state – also live cast which will be recorded.
5. Midwest Partners for Program Improvement – Linda Konsella
- The Midwest Partners for Program Improvement (MPPI) Conference was held in Green Bay from August 9th to the 11th. There were approximately 186 in attendance representing six states and the Food and Nutrition Service (FNS).
 - Wisconsin had 70 representatives in attendance. There were 21 from DHS and 49 from the consortia.
 - The Steering Committee holds a raffle at every conference, with the proceeds going to a local food pantry. Linda thanked all of the consortia for the donations brought by the Steering Committee; they raised a total of \$804, the highest amount ever raised at a Big Ten or MPPI conference. The Steering Committee gave the money to Brown County to present to food pantries; St. Patrick’s Food Pantry and St. Willebrord’s Food Pantry.
 - Wisconsin was the recipient of the award for the lowest CAPER in the Midwest region with an error rate of 19.58%.
 - Wisconsin was also awarded the Jennifer Her Award. The receipt of this award was based on the following statistics:
 - Application Processing Timeliness - 95.45%
 - Recertification Timeliness - 93.99%
 - CAPER - 19.58%
 - Completion Rate - 85.83%
 - Bay Lake Consortium was recognized for their 12 month application timeliness rate of 99.26% and WKRP Consortium was recognized for their 12 month application timeliness rate of 98.86%.
 - Linda extended her thanks to everyone who helped with the conference, with special recognition to Judy Johnson, Doreen Lang, Jenny Hoffman, and Claribel Camacho for presenting the workshop on application timeliness.
 - The site for next year’s conference has not yet been finalized but will be in the state of Michigan.
6. FoodShare QC Findings – Linda Konsella
- No updates provided as FNS is not releasing national results from FFY 2016.
7. Childless Adult Waiver Status Update – Rebecca McAtee
- DHS is continuing to work with CMS on a weekly basis to answer their many policy and approach questions.

- This will continue as standing IMAC agenda item into the future.
 - There will be plenty of time for stakeholder planning conversations before state-wide implementation proceeds.
8. Hurricanes Harvey/Irma/Maria Update – Becky David
- Applications still being processed; two cases (one in Dane, one in Walworth) have been approved -- total of 6 members have received benefits as Puerto Rico evacuees
 - Situations and questions still coming in.
 - Consortia were requested to make sure workers are not issuing supplemental benefits using DSNAP codes.
9. State and Federal Policy Developments – Rebecca McAtee
- DHS 38 (Drug Testing for Participants in the FoodShare Employment and Training Program who are Able-Bodied Adults) - submitted to Governor for approval to submit to Legislature on October 12th. Some changes were made as result of hearing testimony including clarifying that state will pay for costs of screening, testing and treatment. Additional changes could yet occur. Final rule will be posted on DHS website.
 - Wisconsin Counties Association (WCA) is concerned about limited reimbursement for IM staff time. Response: DHS will try to minimize staff impact in implementation planning.
 - FoodShare bills at state level – AB 501 – incentives to purchase healthy food and AB 530 – to require purchase of only healthy food - both had hearings in Assembly
 - No other further major updates; DHS will continue to track federal and state changes.
10. CARES Call Center Update – Becky David
- See “CARES Call Center Updates - Operational Memos” handout for more details on pending or released Operations Memos.
 - March CARES moves are being finalized – new list available at next IMAC meeting.
 - 1095- B Planning - IM agencies and members can expect the 2017 1095-B process to be basically the same as the 2016 1095-B process.
 - Only minor text changes to the cover letters and the 1095-B form.
 - No changes to the CWW 1095-B Tool, except that workers will see the 2017 1095-B information.
 - Approximately 1.3 million 1095-B forms will be sent out, similar to last year.
 - Tentative mailing timeline:
 - Forms will start being mailed out on January 8, 2018 and continue through January 31, 2018. Members should start seeing forms in their mailbox within the next couple of days. No more than 100,000 forms per day statewide will be mailed in order to help smooth out call volume.
 - Corrected forms will be sent out on a weekly basis starting the first full week of February 2018.
 - The forms will be sent to individuals.

- The mailing address will include the household code for agencies to use in grouping “homeless” mail into households for pickup. Agencies can refer to Ops Memo 16-28 for more information on this household code.
- The 1095-B Phone Assistance hotline will be available again.
- A call script will be sent to IM agencies to use in case a member calls the agency. DHS anticipates it will be very similar to the call script for 2016.
- Pre-recorded messaging options for CCA will be available again. This messaging is targeted to members calling in with general questions about their 1095B forms (to mitigate call flow).
- At November IMAC, the final mailing timeline and more information on when the call script and pre-recorded CCA messaging will be available will be shared.

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

- REN conference was held October 10 and 11th. It provided lots of good networking opportunities and valuable information on what to expect for 2018 open enrollment period. Clarifying information was also provided on consumer plan options in Wisconsin, expected rate increases and impact of uncertainty around federal funding for CRS’s.

12. IM Funding and Contract Updates – Debbie Waite/John Rathman

- Debbie Waite provided the following status updates:
 - Planning is occurring with OIG staff on timing for distributing the additional fraud funding provided in the final state budget for calendar year 2017. Consortia were asked for preference on when funds are loaded. Consortia asked that 2017 amounts be loaded in CY 2018 and added to 2018 amounts. OIG will proceed with generating draft admin memo for consortia review.
 - DHS is awaiting sign-off on draft admin memo describing distribution of enhanced funding for CY 2016. Once received, process will be initiated to generate checks which will be mailed to consortia contract signatories. Operational leads will be notified when checks are mailed.
 - Estate recovery pre-packets were sent to CARS for approval on October 18. Once received, contract addendums will be signed - DHS signature only needed - and funds will be loaded.
 - Final versions of the 2018 IM contract are being prepared for mailing to contract signatories for execution. Consortia asked for executive summary of changes to be prepared and sent for use with county directors.

13. Consortia Feedback – Jenny Hoffman

- Consortia asked for some guidance on how to enter information on the “Safe at Home” program in Cares Worker Web.
- Consortia asked if logistical details for session on civil rights plan changes and required updates have been worked out. Original plan had been to present session

at IMOA but more staff are involved in developing the plan than just operational leads. DHS was asked to explore options including webcasting, taping, broadening invite list. Civil rights plans are technically due January 1 – consortia asked if written confirmation of deadline extension could be provided.

- Clarification was requested on whether consortia should be following different processes to change their CARES Coordinator or Policy Coordinator representatives. Changes may be coming to the updating protocol in the future but, for now, the current process should continue to be followed. Delays in getting changes made should be reported to Debbie Waite.
- Consortia asked when data and analysis on the effectiveness and outcomes of the electronic residency verification process could be shared. DHS QC Analyst was just hired recently and has been assigned this project – possibly December would be earliest that results available. Any consortia collecting their own data should send to DHS (Debbie Waite and Paula Davis) for inclusion in project.
- Consortia asked when results of recently completed IM staff survey on resource use could be shared. This will be included on agenda for November meeting.
- Consortia continue to have questions on application of policy on authorized reps, guardians, powers of attorney and other representations and asked for overview on how to handle. DHS BEPS internal group is finishing up its work on this project and should be prepared to share something in next few months. Also included will be an ACA compliance component related to organizational authorized reps.

13. Administrative Memos – Debbie Waite

- Training admin memo posted recently; it is on the website.

14. Subcommittee Updates

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

15. Miscellaneous Updates/Other/Public Comment

- See “Gap Fill Case Report,” “Gap Data by County,” and “Gap Data by Consortium” handouts
- GAP Case Numbers - Debbie Waite reminded consortia to review GAP year to date report – also to review second set of more detailed reports prepared by EM CAPO that provide county level data and source of GAP request.
- No other public comment was shared.

16. Tentative November 2017 or Future Agenda Topics.

- a. 2017 MER Results and 2018 MER Planning
- b. 1095b Preparation for 2018 Mailing
- c. State Budget and Policy Updates
- d. Federal Policy Updates

- e. Work Number Developments
- f. Childless Adult Waiver Status Update
- g. Children's Long Term Support Initiative
- h. IM Staff Survey Results on Resource Utilization

* 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.