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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, November 16, 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.
Cindi Flynn, Capital / Adams Co.	Melissa Duane, Capital / Columbia Co.
Michele Chiuchiolo, Capital / Dane Co.	Kara Ponti, Capital / Dane Co.
Shawn Tessman, Capital / Dane Co.	Tony Sis, Capital / Dane Co.
Mitch Burkey, East Central / Calumet Co.	Annett Mooney, East Central / Marquette Co
Kate Surprise, East Central / Waushara Co.	Ann Kriegel, East Central / Winnebago Co.
Linda Struck, Great Rivers / Eau Claire Co.	Ronda Brown, Great Rivers / St. Croix Co.
Nicole Rolain, East Central / Marathon Co.	Whitney Escher, IM Central / Portage Co.
Melody Larson, Moraine lakes / Walworth Co.	Sandy Potter, Moraine Lakes / Washington Co.
Julie Kaye, Northern / Forest Co.	Doreen Lang, Northern / Wood Co.
Kate Chambers, Southern / Iowa Co.	Jill Johnson, Southern / Jefferson Co.
April Heim, Southern / Rock Co.	Lorie Graff, Western / LaCrosse Co.
Claribel Camacho, WKRP / Racine Co.	

State and Federal Attendees:

Abby Abernathy, DHS	Julie Anstett, DHS
LaTanya Baldwin, DHS	Emily Carlson, DHS
Rebecca David, DHS	Tonya Evans, DHS
Matt Fanale, DHS	Judy Johnson, DHS
Rebecca McAtee, DHS	Robin Raj, DHS
Melissa Todd, DHS	Kat Van Hampler, DHS
Debbie Waite, DHS	Rachel Witthoft, DHS
Mai Le-Yuen, CMS	

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.

- Discussion at earlier ES PAC meeting resulted in recommendation to cancel December 21 IMAC meeting due to attendance impact of holiday weekend.
2. Approval of October 19 Meeting Minutes – Debbie Waite
 - Motion to approve the minutes was made, seconded and passed by voice vote.

 3. 1095b Preparation for 2018 Mailing - Rachel Witthoft
 - Approximately 1.3 million 1095-B forms will be sent out, similar to last year.
 - Forms will be mailed out January 8, 2018 through January 31, 2018. No more than 100,000 forms will be mailed out per day 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.
 - No changes to the CWW 1095-B Tool itself. See Operations Memos 15-46 and 16-28 for information on the CWW 1095-B Tool.
 - In order to minimize the risk CARES slowness due to processing demands, half of the 1095-B information will be loaded into CARES the weekend of January 6-7 and the other half of the 1095-B information will be loaded the weekend of January 13-14. All members of a case should have their information loaded at the same time.
 - 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.
 - DHS strongly recommends that IM keep 1095-B mail sent to the agency at least through the end of tax season (Tuesday, April 17, 2018) since some members may wait until close to the end of tax season to file their taxes.
 - The 1095-B Phone Assistance hotline will be available again starting the week of January 8.
 - A call script will be sent to IM agencies to use in case a member calls the agency. This will be shared with IM no later than January 3. It will be very similar to the call script from last year.
 - Pre-recorded messaging options for CCA will be available again in January. This messaging is targeted to members calling in with general questions about their 1095B forms (to mitigate call flow). Consortia will be able to choose to turn this on or off.

 4. 2017 MER Results and 2018 MER Planning - Judy Johnson
 - See “MER Review” PowerPoint handout for more details on the 2017 Management Evaluation Review as well as what to expect for 2018.
 - 2017 priority areas included:
 - Program access and customer service
 - Recertification timeliness
 - ABAWDs tracking and policy compliance
 - State “at risk” area:

- EBT vault card storage and issuance process
 - Survey tools were used again in 2017 to assess the priority areas. Those included staff, advocate and customer surveys. Call Center anywhere (CCA) calls and ABAWD case reviews were also conducted. Vault card policy was also reviewed. State-wide statistics were shared and noted in the PowerPoint presentation.
 - Based on some common findings state-wide, several recommendations were suggested. Those included:
 - Develop a process to maintain current versions of brochures and pamphlets for lobby areas.
 - P-16063 – FoodShare Makes Wisconsin Healthier (2/2017)
 - F-16104 – Customer Service Feedback Form (10/2017)
 - P-01157(A) – Print your Access Summary (12/2015)
 - P-00102 – FoodShare Rights Poster (9/2016)
 - P-00417 – Ispeak (1/2014)
 - “And Justice for All” (12/2015)
 - Implement CCA quality control reviews.
 - Review ABAWD cases using the IMMR FSET region reports.
 - Ensure pin pad terminal is logged off when not in use.
 - Review vault card issuances and ensure cases are documented accordingly.
 - The 2018 schedule and priority areas were shared. Those include ABAWD policy and processing, along with application and recertification timeliness, EBT card policy, customer service and access, IM training requirements, Civil Rights and security. The 2018 plan and schedule have been approved and FNS will be shadowing the ME process in 2018 for the Bay Lake visit on March 13th in Oconto County.
 - 2018 MER schedule has been determined. Reach out to Judy if re-scheduling needs to occur.
 - Consortia asked about customer feedback surveys. Judy responded saying the volume of surveys received is low but should keep the process. Evaluation of other ways to gather feedback, possibly CCA, Genesys or as suggested on the ACCESS Mobile App will continue to be evaluated.
 - **Action Item:** Judy will send tool used to conduct ABAWD reviews.
 - **Action Item:** FIS is sending updated quick reference guides which can be shared when received.
 - **Action Item:** Consortia asked for county level data on the FoodShare two card initiative. This will be shared with operational leads.
5. IM Staff Resource Utilization Survey Update - Rebecca McAtee
- More detailed discussion will occur at December IMAC – Deloitte staff may be present to share.
 - 742 responses were received with 60% reporting being pleased with publications. Responses received from IM and FSET staff, and managers.

6. State Policy Updates - Rebecca McAtee

- SSI Rollout
 - See “SSI Rollout for Consortia” handout for more details on the rollout.
 - Following discussion at the last IMAC meeting on SSI roll-out for HMO enrollment, additional information on details of the roll-out can be found in the handout. More details on the process will be provided at WCHSA meeting on December 1 and at the IMOA meeting scheduled for December 8th.
 - Consortia provided feedback suggesting increasing number of town halls, particularly for large geographic regions.
 - Numbers were shared on projected volume of members impacted by region. Note that about 40,000 members are already enrolled in SSI managed care – numbers of members impacted by this coming change may be lower than some expected.
 - **Action Item:** DHS will share copies of member letters and choice packets.
 - **Action Item:** Request for DHS to share quick reference document to refer members that call for more information.
- Childless Adult Waiver Status Update
 - Visit the 1115 site on the DHS website, <https://www.dhs.wisconsin.gov/badgercareplus/waivers-cla.htm>, for status updates on negotiations with CMS.

7. Federal Policy Updates - Rebecca McAtee

- CMS announced some new processes/policies regarding both 1115 waivers and State Plan Amendment policies - see link for more info:
<https://www.cms.gov/Newsroom/MediaReleaseDatabase/Press-releases/2017-Press-releases-items/2017-11-07.html>

8. November CARES Release Update - Becky David

- November CARES release included IMQA tool, premiums/extensions and FSET clock page fixes.
- DHS has been receiving positive feedback on the IMQA tool. Request made to add county of residence to tool.
- Some exceptions occurred on FSET employability plan which has now been fixed.
- There was request to do specific RAQ on premiums/extensions. Currently working on this.
- Questions/issues on November release can be sent to CARES Call Center.

9. CARES Call Center Update - Becky David

- See “Ops Memo” handout for more details on pending or released Operations Memos.
- March CARES Moves will include FoodShare Notice Enhancements among other items.

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

- In absence of John Rathman, consortia shared varying observations of re-enrollment activity, with some indicating higher than normal volumes and others indicating activity levels comparable to 2016. Consortia will continue to monitor.
- Some consortia reported confusion on what plans are available through the marketplace. Access to plans offering Mayo services was given as one example.
- Question was asked about whether members were receiving notifications of plan changes and options. Letters are going out week of November 13 or 20th.

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

- Debbie Waite provided the following status updates:
 - Estate recovery amounts for Q3/Q4 of 2016 and Q1 of 2017 should have been loaded into CARS by end of October.
 - Final 2018 contract documents are being prepared for consortia signature. Consortia re-confirmed request for executive summary of changes to be prepared and sent for use with county directors. Operational leads will be notified when signature copies are mailed.

12. Consortia Feedback - Shawn Tessmann

- Consortia asked that clarification be provided on how SMRF timeliness is measured and the alignment with policy and completion dates.
- Consortia reported that issues are being raised in FoodShare fair hearings related to the prospective budgeting policy. Manual clarifications and judge education may be needed on concept of “converted income.” Hearing decisions are being issued that are not in line with FoodShare policy. Example cases should be sent to CARES Call Center.
- One consortium reported receiving concerning fair hearing decisions related to FS renewals. In situations where customer sends verification after cut off for adverse action, several judges concluded the customer did not receive adequate notice of loss of benefits. Example cases should be sent to CARES Call Center.
- Consortia requested again for guidance on application of policy on authorized reps, guardians, powers of attorney and other representations and asked for overview and documented policy on how to handle, including something in the form of a desk aid. Internal DHS conversations including involvement from Office of Legal Counsel are

continuing – issue is broader than Income Maintenance so more program areas affected are being incorporated.

- Technical difficulties were encountered when DHS tried to share demo module of communications tool with operational leads this week. Consortium requested that demo be shared with Ronda Brown when able to be shared. A limited window is still open to send business requirements to CARES Call Center.
- Consortia provided feedback on draft Fraud Prevention IP (FPIP) draft administrative memo:
 - December 12 is too aggressive to have fraud plans submitted – request is for January 30 due date.
 - If a consortium has no or minimal changes to last year’s plan, is it acceptable to submit a letter in place of re-submitting the entire plan document?
 - Can consortia get a report of results from the data collection that was done by OIG last year regarding staffing and resources to support fraud activities?

13. Administrative Memos - Debbie Waite

- See previous note on FPIP admin memo draft in Section 12.

14. Subcommittee & Work Group Updates - Debbie Waite

- See “IMAC Subcommittee Update” handout for an update on the subcommittees.

15. Miscellaneous Updates / Other / Public Comment

- Gap Case Monthly Update
 - See “Gap Data by County”, “Gap Data by Consortium”, and “Gap Fill Case Report handout for more details.
 - GAP Case Numbers - Debbie Waite reported that end of year letters are going out to GAP participants – about 180 were sent in mid-October. Participants with eligibility established between then and end of year will receive their letter as certification is established.
 - No other public comment was shared.

16. Tentative January 18, 2018 Meeting and Future Agenda Topics

- a) State Budget and Policy Updates
- b) Federal Policy Updates
- c) Work Number Developments
- d) Childless Adult Waiver Status Update
- e) Children’s Long Term Support Initiative
- f) IM Staff Survey Results on Resource Utilization