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Governor



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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, March 15, 2018

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.	Carol Wautlet, Bay Lake / Door Co.
Kris Parkansky, Bay Lake / Marinette Co.	Cindi Flynn, Capital / Adams Co.
Shawn Tessman, Capital / Dane Co.	Michele Chiuchiolo, Capital / Dane Co.
Tony Sis, Capital / Dane Co.	Stephanie Ronnfeldt, Capital / Richland Co.
Mitch Birkey, East Central / Calumet Co.	Annett Mooney, East Central / Marquette Co.
John Rathman, East Central / Outagamie Co.	Linda Struck, Great Rivers / Eau Claire Co.
Ronda Brown, Great Rivers / St. Croix Co.	Nicole Rolain, IM Central / Marathon Co.
Melody Larson, Moraine Lakes / Walworth Co.	Debra Berg, Moraine Lakes / Waukesha Co.
Doreen Lang, Northern / Wood Co.	Mark Nelson, Southern / Green Co.
Kate Chambers, Southern / Iowa Co.	Jill Johnson, Southern / Jefferson Co.
April Heim, Southern / Rock Co.	Lorie Graff, Western / LaCrosse Co.
Kimm Peters, WKRP / Kenosha Co.	Claribel Camacho, WKRP / Racine Co.

State and Federal Attendees:

Abby Abernathy, DHS	Julie Anstett, DHS
LaTanya Baldwin, DHS	Amy Bell-Ferries, DHS
Andrew Best, DHS	Dale Crapp, DHS
Matt Fanale, DHS	Paula Langbecker, DHS
Julie Miller, DHS	Nicole Price, DCF
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 Langbecker of your attendance. E-mail is Paula.Langbecker@dhs.wisconsin.gov.
2. Approval of February 15, 2018 Meeting Minutes – Debbie Waite
 - Motion to approve the minutes was made, seconded and passed by voice vote.

3. Introduction – New DMS Medicaid Director – Heather Smith
 - Debbie Waite introduced and welcomed new Medicaid Director Heather Smith, noting that Heather has been in her role for about two months. Heather shared that she has a legislative background and also worked in the Governor’s office, with a focus on budget initiatives. As a result, she has some familiarity with Medicaid but has been learning a lot more since coming to DHS. One thing she has noticed is the strong collaboration between DHS and the consortia – something she hopes to continue to support by having an open door policy. Her particular focus currently is on the special session legislation and the federal childless adult waiver. Heather also noted her interest in returning to IMAC periodically to connect.

4. State Special Legislative Session Results & Next Steps – Rebecca McAtee
 - The scheduled presentation was not able to occur due to an unexpected staff conflict. In its place, consortia identified issues and questions to be shared in writing in the format of a tracking grid, indicating that some county directors are asking for this information. Grid information should include:
 - Description of the special session bills (including the one that did not pass)
 - what additional approvals are needed to implement
 - status/next steps in the process
 - statutory or regulatory authority for the change (citation)
 - projected implementation timeline
 - what, if anything, is contingent/dependent on next biennial budget cycle
 - which items intersect with childless adult waiver components

5. Childless Adult Waiver Update – Rebecca McAtee
 - This presentation also did not occur due to an unexpected staff conflict. Consortia asked that tracking grid referenced in Agenda Item 4 above also include information on status of this waiver, specifically:
 - Information on what other states have received approval or are likely to receive approval on key elements of the waiver request, like time limited benefits and drug testing
 - Status of process with CMS
 - Timeline projections for implementation

6. Midwest Partners Conference Planning for August – Debbie Waite
 - Debbie Waite shared information on the upcoming FNS 2018 Midwest Partners conference to be held in Battle Creek, Michigan on August 1-3, 2018. FNS is providing some funding to support DHS and consortia attendance at this conference and, given funding information known at this time, DHS is prepared to cover two

nights stay at a hotel and payment of the registration fee for two individuals from each consortia. Consortia/counties would need to cover payment for travel and other ancillary costs. Broader attendance by IM is strongly encouraged.

- An agenda is being finalized by the planning committee and should be available shortly. A conference informational packet will be sent to consortia operational leads sometime in April or May.
- Agenda is likely to contain panel discussions or presentations by various states, so requests for consortia leadership or staff to participate as a presenter may be forthcoming.

7. CARES Releases – Libby Mertens

- June Release
 - Children’s Long Term Care Services waiver is set to be implemented and Operations memo published before June. Testing will be done on any child needing waivers under EBD Medicaid first (not BC+) so that the process can be expedited and LTC staff can enroll.
 - An Asset Verification System will be implemented within CWW and an Operations Memo published before release. This will be used for EBD MA and for FS, which will now have a liquid asset test. The functionality will work similar to other data exchanges that are within CWW; it will be a part of some driver flows, such as applications, renewals, person-add, etc; and will also be able to be used as needed for changes or when verification is updated.
 - Also implementing in June is a federal regulatory change that will support receipt of verification of death notifications from federal databases so cases can be updated.
 - An ACA Compliance initiative will now support the federal requirement to allow individuals to appoint an organization as their authorized representative for health care eligibility.

7. CARES Call Center Update – Libby Mertens

- The following changes and issues were shared related to the March release:
 - Issues related to Documents to the Dashboard are currently being worked on.
 - Changes were made to the new PNV page. Updated notices for members now include information on what the case is pending for and what was used for denials.
 - Release also fixed several existing issues with verification codes not working correctly for some programs.
 - Several letters were moved from CARES mainframe to CWW. There was an issue with the incomplete SMRF letter that was fixed on March 6.
 - Consortia noted that partners and ADRC’s really like changes to notices.

8. Regional Enrollment Network Update – John Rathman
 - REN group continues to track activity volumes post open enrollment, which are looking fairly normal.
 - Group heard update on Office of the Commissioner of Insurance 1332 waiver. John will share informational handout from that update.
 - Planning is beginning on the 2018 fall REN conference.

9. Income Maintenance (IM) Funding & - Debbie Waite
Contract Updates
 - Debbie Waite noted that the annual contract negotiation process normally kicks off in April or May. Preparation should include:
 - Creation of issue discussion lists by DHS and the WCHSA negotiating committee.
 - Confirmation of WCHSA negotiating committee composition.
 - DHS confirmation of status of base funding amounts for 2019, along with anticipation of any supplemental funding for additional policy initiatives that may be coming.

10. Consortia Feedback – Jenny Hoffman
 - Consortia continue to have a concern about an FIS practice that was raised several months ago. This involves FIS giving out local agency phone numbers to customers calling in to FIS. Consortia asked for information about call flow practices, scripting, and whether these could be shared in writing. Another option is to have FIS attend IMAC meeting if issue cannot be satisfactorily resolved.
 - Consortia raised questions and asked for clarification on recent e-mail from CARES Call Center (CCC) to consortia operational leads relating to designating administrators to support communications with the CCC. While consortia were fine with submitting administrator names, rest of detail in e-mail was confusing and inconsistent with their understanding that these more detailed discussions would be occurring at IMOA subcommittee. Consortia asked that this topic be scheduled for IMOA discussion.
 - Consortia noted that a practice change on who could communicate with CARES Call Center had been implemented, which is now impeding previous ability of some supervisors/staff to make contacts. Concern was expressed that this change was made without the discussion referenced in previous bullet point. Consortia requested that practice be reverted to previous status until IMOA discussion could occur.

- Consortia asked about status of responses to their requests for support on translations and poster requirements relating to civil rights plan compliance. DHS staff is working to explore possible solutions or available materials to support these requests.
- Consortia reported making significant progress on pulling together more detailed proposals on five CARES project recommendations to be included in the 2019 prioritization process. Goal is to get these to DHS by end of February. Top two priorities as of now are:
 - system initiatives to assist with discrepancies volumes and efficiency
 - system initiatives to help with reduction of active and other error rates
- Consortia asked about status of getting associate degree curriculum planning process (DACUM) scheduled with Mid-State Technical College. Abby Abernathy indicated that she has made several attempts to connect with Mid-State to select a workable date – spring break may be impeding this process but DHS will continue to follow up. Goal is still to schedule the planning session in early to mid-April.
- Consortia asked that Electronic Residency verification issues raised at Performance Monitoring on March 14 be referred to IMOA subcommittee for further discussion.
- Consortia asked again about status of information and guidance on authorized reps, powers of attorneys, guardians and other representative statuses. To help narrow the focus of the effort, consortia volunteered to create list of top 10 situations or issues that could use direction.

11. Administrative Memos - Debbie Waite

- Debbie Waite reported that work on documentation to support Q2, Q3 and Q4 for 2017 estate recovery funding continues through the Bureau of Operational Coordination. Draft documents are ready to be shared but were waiting for funding chart attachments.

12. Subcommittee & Work Group Updates - Debbie Waite

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

13. Miscellaneous Updates / Other / Public Comment

- See “GAP Case Report” handout for an update on GAP case numbers.
- GAP Case Numbers – Debbie Waite referred group to handout showing GAP numbers year to date
- No other public comment was shared

14. Tentative April 19, 2018 Meeting and Future Agenda Topics

- State Special Session Updates
- Childless Adult Waiver Update

- Federal Policy Updates
- June CARES Release
- Update on Implementation of SSI Managed Care Initiative