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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, April 19, 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.	Kris Parkansky, Bay Lake / Marinette Co.
Shawn Tessmann, Capital / Dane Co.	Ron Redell, Capital / Dane Co.
Kara Ponti, Capital / Dane Co.	Tony Sis, Capital / Dane Co.
Amy Baranek, Capital / Dodge Co.	Stephanie Ronnfeldt, Capital / Richland Co.
Annett Mooney, East Central / Marquette Co	John Rathman, East Central / Outagamie Co.
Ann Kriegel, East Central / Winnebago Co.	Linda Struck, Great Rivers / Eau Claire Co.
Ronda Brown, Great Rivers / St. Croix Co.	Nicole Rolain, IM Central / Marathon Co.
Katie Gonzalez Martin, IM Central / Portage Co.	Melody Larson, Moraine Lakes / Walworth Co.
Brenda Zweck, Moraine Lakes / Walworth Co.	Sandy Potter, Moraine Lakes / Washington Co.
Debra Berg, Moraine Lakes / Waukesha 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
Autumn Arnold, DHS	LaTanya Baldwin, DHS
Andrew Best, DHS	Emily Carlson, DHS
Rebecca David, DHS	Tonya Evans, MiLES, DHS
Matt Fanale, DHS	Paula Langbecker, DHS
Emily McFarland, DCF	Angela Moran, DHS
Michael Poma, DHS	Nicole Price, DCF
Angela Stanford, DHS	Julie Taylor, DHS
Debbie Waite, 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.
 - Debbie Waite asked Nicole Rolain to introduce the new IMAC secondary representative for IM Central consortium. She is Katie Gonzalez Martin, Economic Support Supervisor for Portage County Health and Human Services.
 - Rebecca McAtee shared that some consortia may be getting calls from members looking for information on coverage and provider availability for methadone treatment and services. Member should be referred to their HMO or to Member Services to get current information on their questions.

2. Approval of March 15, 2018 Meeting Minutes – Debbie Waite
 - Motion to approve the minutes was made, seconded and passed by voice vote.

3. Federal Updates – Rebecca McAtee
 - Childless Adult Waiver - Rebecca McAtee reported that negotiations with CMS on the waiver submission have been ongoing and may be close to finalization. Once that occurs, more detailed information about its components will be shared with consortia
 - Farm Bill Update -Rebecca McAtee reported that a Farm Bill legislative proposal was released to the House of Representatives last week and is still being analyzed by DHS staff. Major focuses of the bill are on program integrity and work requirements for FoodShare program participants.
 - Of special interest, the proposal would:
 - Eliminate broad based categorical eligibility
 - Standardize work requirements and eliminate some current categories like work registrants.
 - A number of associations have released comprehensive summaries of the proposal which consortia may want to review for more detailed information.

4. Junes 2018 CARES Release – Jen Mueller
 - ACA Compliance – Organizations as Authorized Reps – Pungnou Her
 - See “ACA Phase 2” PowerPoint handout for more detail.
 - Effective June 23, 2018, individuals or organizations can act as authorized representatives. This is a requirement under the Affordable Care Act (ACA).
 - When appointed as authorized representative, an organization can act for all open programs on the case with the exception of Child Care, which does not allow authorized representatives.

- Organizations are required to list a contact person from the organization when appointed for any outgoing communications. Organizations can change their contact person at any time without requiring a new appointment form to be filled.
- Organizations are prohibited from acting as the FoodShare Payee, the Medicaid Payee, and the Wisconsin Works Payee.
- Only individuals who are appointed as the authorized representative can act as the Medicaid Payee. In order to appoint a Medicaid payee, the member must agree to authorize a disclosure of Personal Health Information.
- ACCESS and CARES will be enhanced to capture organizations as authorized representatives. In addition, ForwardHealth interChange will be enhanced to store representative details so Member Services and the Enrollment Broker can view representatives listed on a CARES case.
- The revised authorized representative form will be published on June 25.
- Asset Verification System – Autumn Arnold
 - See “AVS Presentation” PowerPoint for more detail.
 - The new Asset Verification System (AVS) is scheduled to be implemented with the June 23, 2018 CARES release.
 - AVS is a new data exchange that is integrated into CARES Worker Web and provides liquid asset information from national and local financial institutions.
 - AVS is required by federal law and is intended to streamline the asset verification process for both income maintenance agencies and members. It is also intended to improve program integrity by identifying undisclosed assets.
 - In most cases, requests for AVS information will be sent automatically by CARES. At application, workers will receive alerts 10 days and 30 days after the request is initiated, which will prompt them to take action on AVS information that has been returned and request any verification still needed from the member. At renewal, AVS asset information will be available as part of the renewal driver flow.
 - A new page will be added to CWW to allow workers to view and initiate AVS requests, and to process AVS responses using conflict panel functionality.
 - The Operations Memo for AVS is scheduled for June 4, a demonstration of the new system will be brought to the TAPP subcommittee on May 11, and training webinars will be available in June.
 - Consortia asked if AVS can be expanded to include other types of assets.
 - The vendor that provides liquid asset information also offers information on other types of assets. At this time, AVS will only provide information about liquid assets, but the system could be expanded in the future.
 - Consortia asked how to know what income to subtract from the account balance to take monthly income into consideration?
 - Will need to be researched. (Answer: The account balance is from the first minute of the first day of the month, so it can be assumed that the account balance given is prior to the deposit of any monthly income payments.)
 - Consortia asked about the policy that says the balance at the end of the month must be counted.

- Will need to be researched. (Answer: While this has been a QC finding for some agencies, it is not the policy per se. Agencies may use verification of assets from any point in the month. If a member is above assets early in the month and is below assets late in the month, the member may provide verification from the end of the month to become eligible, but prior to that happening, the agency is not obligated to wait until the end of the month to get verification and make a determination.
 - Consortia had concerns about this impacting timeliness. To speed things up, can bank statements be requested at the same time a request is sent to AVS?
 - No, the intent of AVS is to cut down on requests for paper verification, so the expectation is that agencies will wait 10 days for responses from AVS until requesting verification of AVS liquid asset types from the member. However, the 10-day timeframe is adjustable, so if it turns out that 10 days is too long to wait, and most AVS responses are returned more quickly, that waiting period is negotiable.
- Administrative Screens Modernization – Mal Jones
 - See “SIRP1 Presentation” PowerPoint for more detail. .
 - This effort is focused on moving old mainframe screens to CARES Worker Web.
 - Administration Structure and State Administration are the first sets of screens to be modernized and implemented in CWW.
 - Thirty-one screens are included in this effort. The mainframe screens will continue to be available in read-only mode after the CWW screens are moved to Production on 6/25/2018.
 - The screens of special interest to IM Workers are found on the first page of the screen list.
 - Page 2 lists screens used primarily by DHS Call Center staff, DHS BEPS Systems Section, and DCF and DHS technical staff.
 - Overview of this project is scheduled for the 6/8/2018 TAPP meeting.
 - An Operations Memo is being prepared and will be released closer to the Project Release Date.
- FoodShare Regulatory Changes – Julie Taylor
 - See “Regulatory Changes” PowerPoint for more detail.
 - When a date of death is received from Social Security, a letter will be sent to the household with that information.
 - If any of the information is incorrect, the household will need to contact the agency within 10 days to correct the information. The household should also contact their local Social Security office to correct the information.
 - If the information is correct, the household will not need to take any action. FoodShare benefits will be adjusted or the case closed as appropriate through a nightly batch run.
 - For a health care household of 1, the individual’s eligibility will be terminated with the nightly batch run.
 - For health care cases with more than one individual the worker will receive an alert to review the case and then re-determine eligibility.

- Benefits for households of one will have their FoodShare benefits expunged and QUEST card deactivated automatically. There is no longer a need for other family members to call to have the card deactivated and benefits removed.
5. FoodShare Asset Test Implementation (Informational Only) – Julie Taylor
 - See “FS Asset Question” PowerPoint for more detail.
 - As part of the 2017 – 2019 Biennial Budget, the legislature enacted an asset limit for FoodShare eligibility.
 - This change in policy is contingent on FNS waiver approval (not yet received).
 - Households without an elderly blind or disabled member will be subject to a liquid asset (checking, savings and money market accounts) limit of \$25,000 total for the household.
 - The new question will only be asked during the interview for applications, FoodShare program add and renewals.
 - This question must be answered but not verified for the purpose of eligibility (self-attestation).
 - There is no requirement for the household to report a change to their assets.
 - Households that do not answer the question or those that state they have \$25,000 in liquid assets will not be eligible for FoodShare benefits.

 6. CARES Call Center Update – Rebecca David
 - See “OMs” handout for more detail regarding Operational Memo release dates and subject matter.

 7. Regional Enrollment Network Update – John Rathman
 - Planning continues for the 2018 fall conference. Dates and location have not yet been finalized.
 - REN group is tracking and having discussions around possibility that navigator funding may be cut again for next cycle of activity.
 - Craig Steele, who has been working with the REN group since inception of ACA, is being re-deployed to other projects.

 8. Income Maintenance (IM) Funding & - Debbie Waite
Contract Updates
 - Debbie Waite noted that the annual contract negotiation process will be kicking off shortly. In process are:
 - Development of a process timetable for the negotiation process and implementation
 - Identification of kick-off meeting date for the negotiations

- Issues and proposal list development by DHS and by consortia
- Identification of negotiating committee composition by WCHSA
- DHS confirmation of allocation amounts for 2019

9. Consortia Feedback – Jenny Hoffman

- Consortia asked about recent delays in getting security access requests activated for new workers. Carla Treuthardt shared that there had been some temporary out-of-office staff situations which have now resolved and that this trend should not continue. Carla also reported that annual security access update process is going well with Capital just finishing up – WKRP and Bay Lake are in process.
- Consortia asked if a reminder could be sent out to IMOA representatives to prepare their six month update of goals and initiatives to share with the group at the June meeting.
- Consortia asked if the Safe at Home information and power point that was shared at IMOA could be more broadly distributed to IM staff. This will be addressed by creating a link to the power point in process help.

10. Administrative Memos - Debbie Waite

- Contract addendums to support distribution of 2017 Q2 and Q3 estate recovery funding have been finalized since consortia sign-off and are moving through the signature process. Addendums do not require consortia signature but DHS signed copies will be shared with consortia contract signatories. Administrative memo, also approved by consortia, will be posted shortly.

11. Subcommittee & Work Group Updates - Debbie Waite

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

12. 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
- Midwest Partners Conference Planning for August - Debbie Waite
Debbie Waite reminded consortia about the upcoming FNS 2018 Midwest Partners conference to be held in Battle Creek, Michigan on August 1-3, 2018 and funding available to cover registration and hotel expenses for two representatives from each consortium. Registration materials and an agenda should be coming out in first part of May. Broader attendance by consortia staff is strongly encouraged.
- No other public comment was shared

13. Tentative June 21, 2018 Meeting and Future Agenda Topics

- Federal Policy Updates