

Tony Evers  
Governor



**DIVISION OF MEDICAID SERVICES**

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**INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)**

**Thursday, April 18, 2019**

**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:**

Chelsey Groessl, Bay Lake / Brown Co.	Kris Parkansky, Bay Lake / Marinette Co.
Cindi Flynn, Capital / Adams Co.	Michele Chiuchiolo, Capital / Dane Co.
Ron Redell, Capital / Dane Co.	Tony Sis, Capital / Dane Co.
Roxanna Vega, Capital / Dane Co.	Amy Beranek, Capital / Dodge Co.
Stephanie Ronnfeldt, Capital / Richland Co.	John Rathman, East Central / Outagamie Co.
Annett Mooney, East Central / Marquette Co.	Amy Roland, East Central / Outagamie Co.
Ann Kriegel, East Central / Winnebago Co.	Kathy Welke, 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.	Kris Weden, IM Central / Marathon Co.
Molly Aird, Moraine Lakes / Fond Du Lac Co.	Rachel Pantaleo, Moraine Lakes / Ozaukee Co.
Mia Anderson-Inman, Moraine Lakes / Walworth Co.	Sandy Potter, Moraine Lakes / Washington Co.
Doreen Lang, Northern / Wood Co.	Mark Nelson, Southern / Green Co.
Kate Chambers, Southern / Iowa Co.	April Heim, Southern / Rock Co.
Erin Davis, Western / LaCrosse Co.	Kimm Peters, WKRP / Kenosha Co.
Claribel Camacho, WKRP / Racine Co.	

**State and Federal Attendees:**

Abby Abernathy, DHS	Amy Bell-Ferries, DHS
Andy Best, DHS	Dale Crapp, DHS
Kersten Denzin, DHS	Sierra Gammond, DHS
Judy Johnson, DHS	Diane Koehnke, DHS
Michael Poma, DHS, MILES	Stevey Poppe, DHS
Angela Stanford, DHS	Carla Treuthardt, DHS
Kat Van Hampler, DHS	Rachel Witthoft, DHS
Lee Yang, DHS	

## AGENDA

1. Administrative Issues – Debbie Waite & John Rathman
  - Report attendance on-site by signing the sign-in sheet and, if attending remotely, by e-mailing Andy Best of your attendance. E-mail is Andrew.Best@dhs.wisconsin.gov.
2. Approval of February 21, 2019 Meeting Minutes – Debbie Waite
  - Motion to approve the minutes was made, seconded and passed by voice vote.
3. New Medicaid Director – Jim Jones
  - Due to a scheduling conflict, Jim Jones was unable to attend this meeting. He will be rescheduled for either the May or June IMAC meeting.
4. Policy Updates – Rebecca McAtee
  - Due to a scheduling conflict, Rebecca McAtee was unable to attend this meeting. However, no key policy developments were timely for reporting.
5. June CARES Release Projects
  - Self-Employment Enhancements – Lee Yang/Kersten Denzin
    - See “Self-Employment Enhancements” PowerPoint for more detail, including key dates for Operations Memo, Systems Demo and other information sharing.
    - Policy changes associated with this project are minimal. Self-employment page is being re-designed.
    - Consortia Question: Are self-employment worksheets still needed? Answer: Not for SEIRFS but Partnerships and S Corporation will still need worksheets.
    - Consortia Question: Will on-line ACCESS application trigger request for SEIRF? Answer: No – ACCESS will not determine need for SEIRF– CARES will.
    - **Action Item:** Add “Case Summary” to list of Correspondences on Slide 19.
    - Consortia shared very positive feedback on this project noting that IM workers will find this to be a valuable tool for handling self-employment cases which can be complex.
  - Updates to BadgerCare Plus Extensions – Rachel Witthoft
    - See “Updates to BadgerCare Plus Extensions” PowerPoint for more detail, including key dates for Operations Memo, Systems Demo and other information sharing.
    - DHS implemented system changes in November 2018 to comply with CMS direction on premium requirements for BadgerCare Plus extensions. Due to implementation timetable, only essential changes were made in

that release. These June changes will implement remaining changes and make needed clarifications.

- Consortia Question: Will MAGY be included in these changes? Rachel will check and will add to project if not included.

#### 6. SharePoint Requests and Project Changes – Carla Treuthardt and Kat Van Hampler

- See “Consortia SharePoint Access Requests” PowerPoint for more detail, including key dates for implementation of changes, references to revised CARES Automated Systems Access Request forms, and description of changes to requesting assistance with password and account reset issues.
  - Effective April 29, 2019, requests for access to the IM SharePoint site will be added to the request form (F-00476) and process used to request other CARES security access. Announcement and new form will be sent through gov.delivery.
  - New instructions will also be available which will list security levels and what functionality goes with each level.
  - Password and account reset issues will be supported through an Account Recovery self-help process and by Wisconsin Help Desk if further assistance is needed.
  - Security staff currently working on identified issue where worker had 2 different ID’s, one through DWD and other through DOA. Security will identify which staff has DOA accounts and reach out to consortia to resolve.
  - Future enhancements include dynamic use of security request forms.

#### 7. Midwest Partners (MPPI) Planning – Debbie Waite

- MPPI conference is scheduled for August 13-15 in Indianapolis. A final agenda for the meeting will be sent to consortia by end of May.
  - FNS has provided some funding to send Wisconsin staff. Current budget projections indicate that this funding will support 1 staff attendee from each consortium with payment for registration fee (including some meals) and room costs. Travel and meals outside of registration fee would need to be covered by the agency. Agencies are encouraged to send additional staff if possible.
  - Jayne Wanless is primary contact for conference planning and logistics. Contact information is [jaynem.wanless@wi.gov](mailto:jaynem.wanless@wi.gov).

#### 8. Subcommittee Updates

- The IMOA subcommittee met on April 5, 2019. John Rathman shared key discussion points and action items from that meeting (See attachment). A key topic was creating a list of ideas/expectations around innovative delivery of training to staff.
- The Call Center Technical/Operational subcommittee met most recently on April 8, 2019. Kris Weden shared that the group:
  - Reviewed call center statistics and background on how calculations are done on performance measures

- Shared best practices
- Heard “how to” session on statistical reviews
- Discussed Genesys/Horizon status
- Discussed challenges with transferring calls when receiving agency is not available
- The Performance Monitoring subcommittee met on April 17, 2019. Ann Kriegel reported that this meeting was re-purposed to provide an overview and training by Tony Trout on effectively using IMMR reports.

#### 9. CARES Call Center Update

- See “Operations Memos” handout for upcoming memos

#### 10. REN Update – John Rathman

- REN group continues its planning for fall conference and will be determining a final site shortly.

#### 11. Income Maintenance Funding and Contract Updates – Debbie Waite

- Negotiations for 2020 Income Maintenance contract will be kicking off in late May. Planning communications will be coming out shortly. WCHSA and DHS are finalizing negotiation committee listings and preparing issue lists for discussion.

#### 12. Consortia Feedback – John Rathman

- A future discussion and update on MAPP process and project planning was requested. This will occur at June IMOA.
- Consortia discussed and approved DHS proposal to change training call center hours to close at 3:30 each day.
- Clarification and assistance was requested on auditor requests being received in some counties for FS reports and assurances of QC neutrality. **(Post Meeting Update:** Information being requested is **state** level reporting and compliance obligation – auditors should be informed accordingly)

#### 13. Administrative Memos – Debbie Waite

- Fraud administrative memo issued late in 2018 contained incorrect funding chart for 2019 fraud allocations. A revised memo with correct amounts was circulated for consortia review and will now be posted.
- Lobby services memo with revisions pertaining to required lobby postings and clarification on process for consortia to change lobby, call center or FoodShare on Demand hours has been circulating for consortia comment. Consortia requested updating admin memo number to a current date – also asked about origin of reference to five days per week.

#### 14. Miscellaneous Update and Public Comments:

- GAP Case Numbers – See “GAP Case Report March 2019”
- No other public comment was shared.

## 15. Tentative May 2019 or Future Agenda Topics

- Federal Policy Updates
- State Budget Update
- Medicaid Director Introduction

DHS is an equal opportunity employer and service provider. If you need accommodations because of disability, or need an interpreter or translator, or if you need this material in another language or in alternate format, you may request assistance to participate by contacting Andy Best at (608) 266-3824 or [Andrew.Best@dhs.wisconsin.gov](mailto:Andrew.Best@dhs.wisconsin.gov).

\*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.

**Income Maintenance Subcommittee Key Messages**  
**IMOA**  
**April 5, 2019**

Agenda Item	Message/Action/Motion	Audience/Recipient (Examples: IMAC, ESPAC, Operational Leads)	Assigned To	Deadline
Innovative Training Delivery Discussion	<p>Renee Aschenbrenner led a discussion regarding progress the State has made in implementing Innovative Training Delivery methods over the past few years. This has included; (1) Updating and streamlining new worker training to include more activities, interactive quizzes, and videos; (2) Creating an EBD Medicaid Overview training; (3) Incorporating Kahoot into new worker training; and (4) starting investigating the issue of virtual classrooms. Consortia then shared ideas they have for future innovative training delivery projects. This list will be compiled by DHS and reviewed at the May 10 IMOA Meeting. This list will be shared with the Medicaid Director. It was also announced that RMS one time State funding will be available to help implement some of these training ideas.</p>	All Income Maintenance Agencies	<p>Amanda King to compile new Innovative Training Delivery Project ideas list</p> <p>List will be shared with Jim Jones, Medicaid Director</p> <p>RMS one-time funding is available to help implement ideas</p>	<b>Review at May 10<sup>th</sup> IMOA Meeting</b>
HOD to Virtel Conversion	Debbie Waite announced that early next week, DHS staff would be sending out	All Income Maintenance Agencies	DHS Staff	<b>By April 10<sup>th</sup> Virtel Communication</b>

	a communication plan on the HOD to Virtel Conversion.			<b>plan will be sent</b>
Mid-State Technical College Opportunities	<p>Deb Stencil, Mid-State Technical College presented different options the college could help our group with in recruiting and retaining employees. After further discussion, the group asked that the following projects be focused in on for further refinement:</p> <p>#1. What soft skills courses could the Technical College help us infuse into new worker training</p> <p>#2. Could a certificate option be made available to students to obtain further education and training helpful to the Economic Support Specialist/IM Worker</p> <p>#3. Would a survey monkey instrument help gather information from staff that would be helpful in refining training or helping us retain existing staff</p> <p>#4. Could students at the technical college help us create a short recruitment video that would have more substance and real life examples of the work we do</p>	All Income Maintenance Agencies	Small group (Deb Stencil, Renee A, Abby A and possibly Debbie W. will meet before May 10 <sup>th</sup> to refine these 4 projects	<b>May 10<sup>th</sup> IMO Meeting</b>

Work Number Update	Debbie Waite informed the group that DHS did investigate how Child Support was able to get their free access to the work number restored but that option is not available to Income Maintenance agencies.	All Income Maintenance Agencies	DHS Staff will Continue to Monitor	<b>Updates if New Information becomes available</b>
Telework Survey	John Rathman reviewed the suggested questions for the upcoming telework survey. The group highlighted that they would like to use this survey for many more purposes than originally thought. Consortia representatives are asked to email their additional questions to Amanda King by Tuesday, April 9 <sup>th</sup> . Amanda will then incorporate them into a survey instrument that will automatically tabulate the results.	All Income Maintenance Agencies	Additional questions to Amanda King by 4/9/19.	<b>Will review survey results at the May 10<sup>th</sup> IMO Meeting</b>
Non-Emergency Medicaid Transportation System	All consortia highlighted current operations with the Non-Emergency Medicaid Transportation System. Those consortia experiencing issues have reported those concerns to appropriate DHS staff and the provider's complaint line.	All Income Maintenance Agencies	Consortia will continue to monitor	<b>No specific due date</b>
Data Exchange Concerns/Feedback	Consortia were reminded to submit any additional Data Exchange Items to Amanda King by Friday, April 19 <sup>th</sup> .	All Income Maintenance Agencies	Amanda King	<b>April 19, 2019</b>
Policy Updates	Rebecca McAtee attend the meeting to share the	All Income Maintenance	DHS Staff and	<b>On-Going</b>



	<p>following updates with IMOA Members:</p> <ul style="list-style-type: none"><li>(1) DHS will no longer be implementing the Genesys system and is presently evaluating several different options. The project will now be referred to as the ACD transition.</li><li>(2) Jim Jones, Medicaid Director, will attend the April 18<sup>th</sup> IMAC meeting to discuss Medicaid Expansion and possible budget repeal of certain provisions of the 1115 Medicaid Waiver. Jim will also highlight how DHS is working to implement new automated systems to help with workload including an enhanced IVR system and expanded capabilities of the ACCESS smartphone application.</li><li>(3) Work does continue on the 1115 Medicaid Waiver provisions as many do have</li></ul>	Agencies	Consortia Staff	
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	<p>to be implemented by November 1, 2019 if the budget does not amend the plan. These include the implementation of premiums, health risk assessments, and community engagement. All three of these will be used in the future of the programs so resources devoted to this project will not be for lost causes.</p> <p>(4) The Farm Bill has passed and DHS is working on Self-Executing provisions of the bill and on changes to the FSET program. An operations memo will be written to provide more details on the changes that take effect on 10/1/2019. Some of the necessary CARES changes will not be ready until March of 2020.</p> <p>(5) DHS also continues to work with DOC on moving from Medicaid</p>			
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	<p>termination to Medicaid Suspension. Plans are to complete this work by October of 2020. In the short term, Rebecca encouraged IMOA to discuss with one another jail outreach best practices and to also schedule Lars Brown to come and discuss further DOC work in this area.</p>			
Future Meeting Topics	<p>The following topics were identified for future meeting discussions:</p> <ol style="list-style-type: none"> <li>1. Discuss RMS funding for Enhanced Training and for workload management tools</li> <li>2. Follow-up discussion on MAPP Program Changes</li> <li>3. Discuss Artificial Intelligence and consider having a presentation similar to the one held in Eau Claire County last fall</li> <li>4. Continued work with Mid-State Technical College</li> </ol>	All Income Maintenance Agencies	Debbie Waite John Rathman Doreen Lang	<b>On-Going</b>
<b>Next Meeting</b>	<b>Friday, May 10, 2019</b>			<b>May 10, 2019</b>