

Tony Evers
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DIVISION OF MEDICAID SERVICES

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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, July 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

AGENDA

1. Administrative Issues – Debbie Waite & Doreen Lang
2. Approval of April 18, 2019 Meeting Minutes Debbie Waite
3. Introduction, Budget Remarks, & Policy Updates

Anna Benton – Deputy Medicaid Director & Krista Willing - Assistant
Administrator of Systems, Fiscal, and Operations
4. Precertification Project Criteria Debbie Waite/John Rathman
5. CARES Call Center (Attachment) Becky David
6. June CARES Release Becky David
7. Subcommittee Updates-
(Attachments)
 - IMOA John Rathman
 - Call Center Technical/Operational Kris Weden
8. Midwest Partners (Attachment) Debbie Waite/Jayne Wanless
9. Regional Enrollment Network (REN) Update – John Rathman
10. Income Maintenance (IM) Funding & Contract Updates - Debbie Waite/John Rathman
11. Consortia Feedback – Doreen Lang
12. Administrative Memos – Debbie Waite
13. Miscellaneous Updates / Other / Public Comment

a) Gap Fill Chart (Attachment)

14. August 2019 and Future Meetings - Tentative Agenda Topics

a) October CARES Release

b) Policy Update

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*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.

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Income Maintenance Subcommittee Key Messages
IMOA
July 12, 2019

Agenda Item	Message/Action/Motion	Audience/Recipient (Examples: IMAC, ESPAC, Operational Leads)	Assigned To	Deadline
Fair Hearings	<p>Rachel Witthoft and Joan Alt provided background information and timeline policies on IM Fair Hearings. Joan responded to questions previously submitted by IM Consortium and provided guidance on elements where consortia can assist, including:</p> <ul style="list-style-type: none">• Agencies should make sure they have correct appeal code. This impacts the type of hearing scheduled and deadlines. Correct coding in ops memo 12-59, which is achieved. Joan Alft will send out codes. Joan and Raquel will look into having ops memo and IM Manual updated with current codes.• AJL waits fifteen minutes for petitioner and if no show will indicate hearing is abandon. DHA waits 24 hours before abandon in case client contacts them.• Clients can request hearings to be rescheduled up to 2 times. DHA frown on agencies rescheduling	All Income Maintenance Agencies	DHA and Consortia	Joan to send out updated codes this afternoon

	<p>because of delays in timing.</p> <ul style="list-style-type: none"> • Larger number of documents (50 or more) should be mailed instead of sent electronically. • Fair hearings are generally scheduled for 15 minutes. Will try to accommodate those that are requested for more than 15 minutes, but may not always be able to. • Cost motion – initial decision in favor of the petitioner. Cost motion comes into DHA and reviewed by ALJ, who makes a decision and forward to DHS Secretary. Consortia should call DHS if they receive a cost motion and have questions. If bill sent directly to agency, inform them that bill goes to DHA. • ALJ will be attending a future EBD workgroup meeting. Joan will let Debbie know when that occurs so everyone can attend if they wish. 			
Boston Visit Overview	<p>Jayne Wanless, Mike Poma, and Kim Carrington provided an overview of their visit with Boston and how they changed their error rate from 17% to 4% and improved timeliness.</p> <ul style="list-style-type: none"> • Focused on training • Focus on time for staff to process instead of walk-ins. • Implemented pre-certification for new workers for 		Jayne Wanless	

	<p>a whole year. They collect data across the state to determine outcomes. In-house monitors Supervisors to make sure reviews are accurate.</p> <ul style="list-style-type: none">• Requested waivers through FNS to change policies, simplified reporting, 36 mos recertification, standard medical deduction, all receive WHEAP for utility costs• FS Precertification reviews, new workers don't confirm cases for 12 mos. <p>Consortia expressed interest in many of the policy changes including the 24 mos certification; standard medical deduction, enhanced SMRF.</p> <p>Discussion about their number of staff, staff/supervisor (1 sup to 5) ratio, percent on phones, apps, etc.,</p> <p>Also discussed how to move away from Call Center model and use technology more effectively.</p> <p>Consortia expressed concerns that with our technology limitations, were not able to move to some of these options.</p> <p>Jayne will look into more data about Boston including caseloads, process for waiver. Consortia asked that we look at a FS waiver, to include MA waiver as well to align programs.</p> <p>Jayne will categorize suggestions on performance, training, and high level changes to determine what workgroup should work on each element.</p>			
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	<p>Consortia offered to have Jayne and QC travel around the state.</p> <p>Jayne will also send out information to consortia if they're interested in attending other states.</p> <p>Illinois requesting to meet with WI – most likely Dane County. May reach out to other parts of the state.</p>			
<p>Shelter & Utility Project</p>	<p>Scheduled for October release. A bit of philosophic shift. A more robust driver flow will be added to CWW to prompt workers to ask right questions rather than requesting more verifications. Will use some info from Boston visit. Some changes will be added in Oct and some in Feb.</p> <p>DHS is creating a system support for a pre-certification review process to get our active error rate down.</p> <p>Craig Hayes explained system changes in Oct. When a household address or telephone number is changed, CWW will go to a driver flow that includes shelter and utility costs. Did receive some language change from MILES but that'll most likely be included in the next Feb release.</p> <p>Adding an AC surcharge expense counted for MA & FS. Adding a rental insurance expense which is counted only for MA. Homeless shelter & Utility costs will compared with standard and greater benefit will be used.</p> <p>Consortia asked if the SMRF driver flow can include shelter and utilities. Was advised that if general household</p>	<p>IM Consortia</p>	<p>Craig Hayes and Performance Monitoring Committee</p>	

	<p>address or phone number is changed, the shelter and utility screens will show.</p> <p>Craig will send out written materials. The discussion will continue at performance monitor committee.</p>			
<p>EBD Med Needy Income Limit Change</p>	<p>Michelle Furr reported that the MA Medical Needy Income Limit will increase effective 9/1 and discussed the one time mailings to</p> <ol style="list-style-type: none"> 1) Members in the MA Deductible who will be automatically eligible. Will receive notice that if they had MA bills in previous months that didn't meet deductible to contact consortia. 2) Members in MA Deductible will remain in deductible status but will be reduced. Notice will instruct to contact consortia if they want to know what their new deductible is 3) Members eligible for MAPP, but now may be eligible with new income limit – will have asset limits in letter. Will ask them to contact consortia. 38,000 MAPP eligible but will not send them all letters. DHS believes that they may not contact us until renewal. (last mailing) 4) Members eligible for Waiver Medicaid who will go from group B to group A and have no cost share. No letter will be sent. DHS will be sending consortia report and instructions <p>Ops memo will be released sometime in August. Consortia urged DHS to release Ops Memo as soon as possible.</p> <p>1st weekend in August will be conversion. No option on</p>	<p>IM Consortia</p>	<p>Michelle Furr</p>	

	<p>first notice. Group 1 notices will be sent right after conversion Group 2 & group 3 can be pushed out later.</p> <p>Majority of consortia preferred to have letters sent to group 1 and 2 at the same time as long as the number isn't over 10,000. Group 3 postpone until Oct 1. Michelle will get back to consortia regarding the Group 3 letters</p>			
FS Error Rate and Pre-Cert	<p>Consortia reported how the FS Pre-certifications are going. Some reported that we may not be doing as many as we first thought. With less than 1 week of data, we'll continue with current plan and revisit it at IMAC next week.</p> <p>Consortia should send master log to Amanda & Lisa H by noon the Thursday prior to the Friday.</p> <p>DHS writing a 2021 CARES Project for pre-certification</p>	IM Consortia & DHS Staff	Operational Leads send master log to Amanda & Lisa H	
Confidential Case Alternative Feedback	<p>Consortia provided feedback on alternative to confidential cases security by adding supervisor to Sup unit. NIMC reported that it didn't work for their consortium. Doreen will try added to admin unit and report back to Carla T. and IMOA membership. WKRP & WREA have been successful. Claribel and Lorie will send information to Doreen</p>		Doreen Lang, Claribel Camacho and Lorie Graff	
2021 CARES Prioritization Progress	<p>Remember that Aug 30th is the deadline for projects DHS will send ESPAC Tri-Chairs the new form, which should be used as a cover page to our narrative. Limit</p>	All Income Maintenance Agencies	Debbie Waite and ESPAC	

	of 5 – but can bundle if we wish.			
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PAC DECISION POINTS AND KEY MESSAGES
Call Center Operational/Technical Workgroup
June 10, 2019, 1:00 PM

Agenda Item	Message/Action/Motion	Audience/Recipient	Guiding Principle(s)	Assigned To	Deadline
Reviewed and approved draft of Call Transfer Protocol desk aid	<ul style="list-style-type: none"> • Desk aid will be provided to all CCA Admins and Consortia Leads 				
Roundtable discussion on topics for upcoming meetings <ul style="list-style-type: none"> • Agent scorecard reports • Agent monitoring • Staff expectations • Resource monitoring 				Workgroup members should be prepared to discuss these topics at July meeting	
Next meeting: Monday, July 8, 2019 1:00 p.m.					

Income Maintenance Subcommittee Key Messages
IMOA
June 7, 2019

Agenda Item	Message/Action/Motion	Audience/Recipient	Guiding Principle(s)	Assigned To	Deadline
<p>CARES Prioritization Project Planning and JIRA Process Discussion</p>	<p>COMMUNICATION: 2021 CARES Prioritization requests are due on August 31, 2019. IM agencies can submit up to five formal requests. IM agencies will begin discussing projects and project leads at their June 20th ESPAC Meeting.</p> <p>JIRA items, small system fixes that can be made quickly, are submitted and prioritized three times each year. IM agencies used to submit their JIRA requests through a process connected to the old TAPP subcommittee. Moving forward, IM consortia will now submit their priorities to Racine County (Claribel Camacho will coordinate) who will submit a consolidated response to DHS.</p> <p>ACTION: 2021 CARES Priorities will be placed on June 20th ESPAC agenda by John Rathman</p> <p>All consortia should send a primary</p>	<p>All IM Consortia</p>		<p>Consortia and DHS Staff</p>	<p>Five 2021 CARES Priorities to DHS by August 31, 2019.</p> <p>A primary and secondary JIRA Representative to Claribel Camacho and Gillian Ward by Friday, June 21st.</p>

	and back-up JIRA contact person to Claribel Camacho and Gillian Ward by Friday, June 21 st .				
CARES Security Updates	<p>COMMUNICATIONS:</p> <p>Carla Treuthardt shared the following updates:</p> <p>#1. <u>2019 Security Audit</u> - The 2019 security audit has begun with Northern and Western consortia. The Benefit Recovery Subsystem and Sharepoint systems have been added to this year's audit. Next year IMMR and Child Care will be added.</p> <p>#2. <u>Sharepoint Access</u> – Sharepoint Access is now requested through the updated Security Request form. Feedback on the new form can be sent directly to Carla Treuthardt via email.</p> <p>#3. <u>Security Officers</u> – It is very important to keep your county security officers up to date. It was recommended that these contacts also be added to yearly security audit process.</p> <p>#4. <u>Confidential Cases</u> – Current</p>	All Income Maintenance Agencies		IMOA	Email Carla Treuthardt with feedback on new security request form and on any issues with confidential case security or access

	<p>Confidential case security makes it difficult to work these cases in the call center. There are also issues with supervisory access to these cases. Carla highlighted that up to 6 back-up supervisors can be added to confidential cases. Concerns about confidential cases should be emailed to Carla Truethardt.</p> <p>Consortia members also reminded Carla that an email to all consortia when delays will occur in granting security accesses would be helpful. Carla also reminded consortia members that DOA is putting Virtel operational recommendations on their website.</p>				
CAREES Communication Project	<p>COMMUNICATION</p> <p>The June CARES release process was reviewed with Consortia members. The June CARES release will occur on 6/22/2019 with a Post Release Q&A session to occur on 7/9/2019. Consortia members should submit June CARES release questions by noon on 7/3/2019</p>	All Income Maintenance Agencies		Consortia	Consortia members to submit June CARES release questions and concerns by noon on 7/3/2019
Active Error Rate	COMMUNICATION:	All Income Maintenance		DHS/Consortia	Debbie, John,

<p>Discussion</p>	<p>The State of Wisconsin will likely be placed into first year fiscal liability status for FFY 2018 by FNS. Preliminary data for FFY 2019 is also showing the State exceeding the Federal allowable active error rate of 105%. A short and long term solution needs to be implemented to ensure Wisconsin falls below the Federal active error rate threshold.</p> <p>ACTION: After lengthy discussion, consortia members agreed that the best short-term investment of time would be to implement pre-certification reviews of as many Foodshare cases as possible. Debbie Waite, the tri-chairs and representatives from Capital and BayLake consortia will work to refine the pre-certification process to be used for the rest of FFY2019. Debbie will also discuss with the Medicaid Director possible additional financial resources to complete Pre-Certifications.</p> <p>Longer-term options to reduce the State's active Foodshare error rate will be discussed further at the July IMO meeting.</p>	<p>Agencies</p>			<p>Doreen, Claribel, Kara, Chelsey and a MILES rep will work to develop the draft Pre-certification process for the rest of FFY 2019</p> <p>Longer-Term options to reduce the active error rate will be discussed at the July IMO meeting</p>
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<p>FSET Vendor Transition</p>	<p>COMMUNICATION: Consortia members were alerted that FSET region #2 (Milwaukee) will transition FSET vendors from Res Care to Maximus. There will be overlap of the two vendors during the month of September, 2019. Res Care will continue to be the FSET vendor for Regional 1 & 3.</p> <p>ACTION: If any FSET vendor transition issues occur, please contact Debbie Waite.</p>	<p>All Income Maintenance Agencies</p>		<p>Consortia Members and DHS Staff</p>	<p>FSET Vendor transition issues in region #2 should be directed to Debbie Waite</p>
<p>Artificial Intelligence</p>	<p>COMMUNICATION: Consortia members discussed the importance of Artificial Intelligence in Income Maintenance operations and how it might impact our future. It was recommended that we pursue the concept of hosting an AI forum/conference in the future. This idea has been shared with the Medicaid Director and he has expressed interest.</p> <p>ACTION: Debbie Waite will ask Jim Jones to address Artificial Intelligence in his comments to IMAC on June 20th and to gauge his interest on the timing of a future forum/conference on this topic.</p>	<p>All Income Maintenance Agencies</p>		<p>DHS Staff</p>	<p>Debbie Waite to discuss with Jim Jones for his June 20th IMAC presentation</p>

