

Tony Evers
Governor



DIVISION OF MEDICAID SERVICES

1 WEST WILSON STREET
PO BOX 309
MADISON WI 53701-0309

Andrea Palm
Secretary

State of Wisconsin
Department of Health Services

Telephone: 608-266-8922
Fax: 608-266-1096
TTY: 711

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, October 17, 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. | Cindi Flynn, Capital / Adams Co. |
| Carol Sjoblom, Capital / Columbia Co. | Michele Chiuchiolo, Capital / Dane Co. |
| Heindrun Kovach, Capital / Dane Co. | Kara Ponti, Capital / Dane Co. |
| Ron Redell, Capital / Dane Co. | Tony Sis, Capital / Dane Co. |
| Stephanie Ronnfeldt, Capital / Richland Co. | Nikia Morton, Capital / Dane Co. |
| John Rathman, East Central / Outagamie Co. | Annett Mooney, East Central / Marquette Co. |
| Kate Surprise, 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. | Sandy Potter, Moraine Lakes / Washington Co. |
| Robert Klingforth, Moraine Lakes / Wauseka 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. |

State and Federal Attendees:

| | |
|-----------------------|----------------------|
| Autumn Arnold, DHS | LaTanya Baldwin, DHS |
| Amy Bell Ferries, DHS | Andy Best, DHS |
| Candice Canales, DHS | Dale Crapp, DHS |
| Kersten Denzin, DHS | Becky David, DHS |
| Sierra Gammond, DHS | Nick Hayward, DHS |
| Nicole Huffman, DHS | Judy Johnson, DHS |
| Angela Stanford, DHS | Debbie Waite, DHS |
| Pang Xiong, DHS | |

AGENDA

1. Administrative Issues – Debbie Waite & Doreen Lang

- 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.
 - Rebecca McAtee introduced Courtney Harris as the new BEPS FoodShare section chief.
 - FNS Region 5 leadership recently visited with DHS Secretary and shared plaudits for Wisconsin FoodShare quality control activity and results.
2. Approval of September 19, 2019 Meeting Minutes – Debbie Waite
- Motion to approve the minutes was made, seconded and passed by voice vote.
3. Policy Updates
- Public Charge Rule Rebecca McAtee
 - Federal court injunction against implementation of rule was put in place on October 15. DHS talking points will be delayed until more clarity received. Agencies can refer to FNS guidance document or use Covering Wisconsin information in the interim.
 - FNS Proposed Rule Rebecca McAtee
 - Agencies should be aware of a proposed rule coming from FNS related to implementing a national standard for a standard utility allowance
 - Comments are due by December 2. DHS will send out a background document on the proposal and will try to share comments before submitting. DHS will be running data projections to capture statewide impact – will share more refined data set if able.
 - BadgerCare Waiver Reform Nicole Huffman
 - See "BadgerCare Reform Waiver" power point for more detail
 - Presentation today is focused on policy changes. System, process and correspondence changes will be presented in late November or early December.
 - Consortia question: Can counties pay premiums on behalf of members? DHS will check.
 - In response to consortia feedback, DHS has changed names of surveys. Health Risk Assessment (HRA) is now the "Drug use Question." Health Needs Assessment (HNA) is now the "Health Survey."
 - CARES Coordinator Notice along with letter to members and agency talking points will be shared last week of October.
 - Consortia question: Can consortia get county level data on expected cases impacted by policy changes?
 - Consortia question: What is projected start date for community engagement component? Date is still tentative.
 - Consortia question: How can agencies identify institutionalized childless adults? Enhancements will be made to CARES – these will be covered at systems overview.

4. Security Mailbox Change Reminder - Carla Treuthardt
 - Consortia were reminded that the mailbox for security contacts will be changing on November 4, 2019 from *DHS Cares Security* to *DHS Security AIMS*.
 - Old email address will remain for a short time but will refer user to the new email address
 - No other changes in processes will be occurring
 - Forms will be updated with the changed mailbox information

5. CARES Call Center Update – Becky David
 - No current ops memos are pending.
 - At November IMAC, updated timelines for the February 1 BC+ reform moves and operational memos will be shared.
 - October CARES moves happening weekend of October 19th. Mass caseload transfer requests were automated.

6. Open Enrollment Overview - Donna Friedsam UW Institute for Research on Poverty
 - See "Wisconsin Enrollment Trends and ACA Outlook – Plan Year 2020" power point for more detail
 - John Rathman described enhanced outreach efforts being coordinated by DHS and the Office of the Commission of Insurance. This includes a media/marketing campaigns and targeting certain populations using interactive maps.
 - Consortia question: One or more new plans to marketplace may be reaching out to consortia to help with marketing their plan. How should this be handled? Consortia may want to share information about all available plans without singling out an individual plan.

7. Subcommittee Updates
 - The EBD/LTC subcommittee met on July 9 and October 8. Kara Ponti and Ron Redell shared key discussion points and action items from those meetings (see attachment).
 - Heard a presentation from ORCD on Aging and Disability Resource Centers.
 - Heard a presentation on Medicare and Medicare fraud from GWARR.
 - Had an interactive session on elder abuse and neglect.
 - Discussed policy and process for children's long term services.
 - Is scheduling an overview of the MAPP program for early in 2020.

 - The Performance Monitoring subcommittee met on October 16. Ann Kriegel shared key discussion points and action items from that meeting.
 - Shared lessons learned from FoodShare active case pre-certification process and discussed ongoing activity by each consortium.
 - Discussed strategies and tips related to telephonic signatures.

- Subcommittee Retreat – Debbie Waite noted that the annual subcommittee retreat to plan the 2020 calendar and review 2019 activities is scheduled for October 18.
8. REN Update
- Partners continue to prepare for open enrollment Nov 1.
 - DHS commitment of resources is being used to support navigators and certified application counselors through existing partnerships across the state. DHS is also supporting an extensive marketing campaign to create awareness.
9. IM Funding and Contract Updates – Debbie Waite and John Rathman
- Consortia feedback on 2020 IM contract narrative should be received by DHS October 18.
 - Sign-off on both RMS payment timing and funding distribution chart should be received by DHS by October 25.
 - Estate recovery amounts for Q4 2018 and Q1 2019 are being calculated and should be shared shortly. Amounts for Q2 and Q3 2018 have been loaded to CARS.
10. Consortia Feedback – Doreen Lang
- Consortia asked that the data presented on the consortia monthly report be checked for accuracy as it relates to scan first/process first. Explanation of methodology or footnote explaining anomalies in data should be added. Action: Refer to Performance Monitoring subcommittee.
11. Administrative Memos
- Draft of 2020 fraud admin memo and funding chart is being released by DHS for consortia review.
 - Consortia are reviewing the draft of the customer service administrative memo and may be submitting proposed edits to DHS.
12. Miscellaneous Update and Public Comments:
- GAP Case Numbers – See “GAP Case Report September 2019”
 - No other public comment was shared.
13. Tentative November 2019 or Future Agenda Topics
- BadgerCare Reform Developments
 - 2019 MER Process Review and 2020 MER Planning

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.

*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
EBD LTC Subcommittee
07-09-19, 9:30-Noon
Dane County Job Center 1819 Aberg Ave. Madison WI

| Agenda Item | Message/Action/Motion | Audience/Recipient | Guiding Principle(s) | Assigned To | Deadline |
|------------------------------------|--|---------------------------|-----------------------------|---|-----------------|
| ADRCs and What They Do | Presenter, Christine See from ORCD. Overview on how ADRCs began in WI. Christine explained the functions of the ADRC, I&A workers, and what is done in enrollment counseling. | ALL | | | |
| Medicaid Policy Updates | Michelle Furr provided some updated to future changes to MAPP. | ALL | | | |
| Social Security and Medicare | Presenter, Kate Schilling, GWARR provided and over on Medicare. How Medicare is received, Part A-D and what they cover, picking a plan for a supplement or Part D and what that means to the recipient. Kate also provided information on the WI SMP program, how seniors can protect themselves against Medicare fraud. | ALL | | | |
| Next Meeting and potential topics. | 10-08-19 at Dane County Job Center. Topics: Life estates/land contracts, disenrollment/enrollment guides, DAC, elder abuse and medical expenses. | | | Ron Redell, Kim Wunrow, Kara Ponti and Julie Shew. | August/Sept |

Income Maintenance Subcommittee Key Messages

EBD LTC Subcommittee

10-08-19, 9:30-Noon

Dane County Job Center 1819 Aberg Ave. Madison WI

| Agenda Item | Message/Action/Motion | Audience/Recipient | Guiding Principle(s) | Assigned To | Deadline |
|------------------------------------|---|--------------------|----------------------|--|-----------------|
| Elder Abuse | Amy Scarr, Dane County Social Worker presented on elder abuse, neglect and exploitation. Amy covered statistics as to who is taken advantage of and why whom. She also talked about the differences in how elders react and the information they have based on age, 60-70's, 80's+. How to work with survivors, victim centered advocacy and some warning signs. | ALL | | | |
| Medicaid Policy Updates | Michelle Furr provided some clarifications on the registration form and CLTS, referring to Ops Memo 18-11 – workers can accept the forms for the Medicaid renewal even if the forms were sent by the CWA at the annual CLTS recertification (may need to look into ECF) even if this prior to the Medicaid review month. For LIFBC they irrevocably assigned to the funeral, either the proceeds or the ownership. Once this is done it is no longer owned by the person who purchased the life insurance policy. We had a discussion on signatures for both spouses and how to gather those, questions on second signature for POA/AR if the person is the spouse. We talked about the new State Medical Expenses training, some have taken it already and it is well received, done very well. Change for MAPP for June 2020, webinars, trainings toward the end of May 2020. | ALL | | | |
| 2020 Meetings and potential topics | Jan 14 th , April 14 th , July 14 th and Oct 13 th . Asking the members to submit potential topics for next year. Some responses sent and the meetings are well received and folks love the policy updates/clarifications. Potential for April will be upcoming policy and systems changes for MAPP, which goes live in June 2020. | | | Ron Redell, Kim Wunrow, Kara Ponti and Julie Shew | Nov/Dec 2019 |

**Income Maintenance Subcommittee Key Messages
Performance Monitoring
10-16-2019**

| Agenda Item | Message/Action/Motion | Assigned To/ Referred to IMAC | Deadline | Closure |
|--|---|--|----------|---------|
| Announcements | IMQA corrective actions have been delayed due to training and onboarding within the IMQC team. Business will resume as normal soon | | | |
| Wisconsin FoodShare error rates | Active Error Rate 5.44% | | | |
| Pre-Certification project-report out from consortia with findings and next steps | <p>Consortia all found similar errors-Earned and unearned income (specifically Child support), confusion about Break in service and processing when changes reported before/after the interview.</p> <p>All consortia are implementing this information into consortium training.</p> | BayLake, Capital will send desk aids to LaTanya. Northern will send paystubs from training. Western will send paystub calculator | | |
| Pre-Cert criteria for future CARES project | <ul style="list-style-type: none"> -ability to select worker ID -Make customizable by consortia -a la carte option-screen level -ability to choose allotment amount | | | |
| ABAWD clock errors | <ul style="list-style-type: none"> -Clock adjustment issues-particularly with current or past months -exemption received but case not updated -chronic homelessness not applied properly -no VCL send for reported exemption -36 month clock issue | | | |

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| Telephonic Signature | -Telephonic signatures not obtained properly resulting in PERM eligibility errors -Invalid telephonic ID numbers, telephonic cut-off prior to attestation, double click, telephonic ID not found | Remind workers what needs to be done. LaTanya shared directions and QC with PM group and consortia leads. | | 10/21/19 |
| Error Review Committee Recommendations | Working on solutions to educate worker and consumers. Looking into use of QR codes and quick videos. | Apply for grant through FNS | | |
| Monthly report | Benefit recovery-August had miscalculation-that is fixed Discussed days to process vs SMRF timeliness | Decide if report for SMRF timeliness should be updated Possible QC tip-withdraw SMRF received after 7 th month and contact member | | |