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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, April 16, 2020

1:00 – 3:30 p.m.

Zoom - <https://dhs.wi.zoom.us/j/388467551>

For audio, dial 646-558-8656, meeting ID 388 467 551

AGENDA

1. Administrative Issues Debbie Waite & Doreen Lang
2. Approval of February 20, 2020 Meeting Minutes Debbie Waite
3. Round-Table Sharing on COVID-19
4. Consortia Civil Rights LEP Self-Assessment Laura Varriale, Office of Legal Counsel
5. Policy Updates
6. April Release Becky David
7. Subcommittee Updates-
 - IMOA Doreen Lang
 - Call Center Technical/Operational Kris Weden
8. Regional Enrollment Network (REN) Update Lorie Graff
9. Income Maintenance (IM) Funding & Contract Updates Debbie Waite/John Rathman
10. Consortia Feedback Doreen Lang
11. Administrative Memos Debbie Waite
12. Miscellaneous Updates / Other / Public Comment
 - a) Gap Fill Chart (Attachment)
13. May 2020 and Future Meetings - Tentative Agenda Topics
 - a) Policy Updates
 - b) BRITS – June 2020 Meeting

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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.

**Income Maintenance Subcommittee Key Messages
Income Maintenance Operational Analysis (IMOA)
Friday, April 3, 2020**

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
COVID-19 Policy Updates	<p>Rebecca providing a high-level overview on policy changes as a result of COVID-19 crisis:</p> <ul style="list-style-type: none"> • Changes made to date: <ul style="list-style-type: none"> - Delayed FS & MA renewals for March, April and May. Will continue to track crisis if future renewals need to be delayed. Aligning all programs, including CC & W2 - Extended SMRFS by 3 months. Recently received FNS guidance to eliminate SMRF requirements during crisis so working on this change - Work Requirements: Lifted MAPP work requirement. Good Cause for all work requirements. Sanctions are not being applied during the crisis - Premiums: Waived premiums for BC+ children and MAPP beginning in April. Didn't send out premium notices. Some already paid – will be refunding any paid and also stopped any auto payments. Will be suspending BC+ childless adults if approval through legislators. Consortia asked for guidance on premiums received. Rebecca advised that for Childless adults we should continue to collect but will research and get back to us. For MAPP and CHIP –Directions will be sent out today from Call Center. - Communications - DHS will be working on external communication piece, including for workers. Trying to send out communications in chunks to help eliminate multiple emails. • Items coming or waiting for approval at the state level to submit to CMS. <ul style="list-style-type: none"> - Emergency FS allotments approved by FNS. Max allotment for open cases in March and April. One time issuance for March will occur on April 11th for April on April 25th. Catch-ups in May for anyone missed in April. Similar communication as the federal shut-down will be sent to members and workers. - Looking at expanding presumptive eligibility for EBD populations and children. Currently in legislative package. - Using best information available for verification across the board for multiple programs; currently we have the best available policy but looking at implementing changes to not pend cases and automate systems. 	<p>Call Center to send out directions related to premiums</p> <p>DHS to research</p>		

	<ul style="list-style-type: none"> - Looking at changes for signatures - PDEBT – supplemental benefits for free or reduced lunch. Plan submitted to FNS this week. - Submitted a request to FNS for flexibility to allow students who are out of school to continue to be eligible for FS. - Flexibility on FS interviews for apps and renewals and waiving Face To Face interviews if requested during crisis. DHS will provide guidance to agencies. <ul style="list-style-type: none"> • FMAP Funding: To receive federal FMAP funding MA eligibility needs to be changed. No increase of premiums allowed and changed are tied to legislative package. Can also not terminate anyone who is eligible as of March 18th. • Expect an increase of MA apps so DHS is trying to reduce workload impact so consortia can manage the increase. <p>Consortia questions: Will SWICAs be eliminated during the crisis? DHS is still looking at this.</p> <p>DHA is still requiring In person hearings. DHS will check with DHA and find out what's happening. DHA should not be requiring this.</p> <p>Relaxing of lobby services - please look at Rebecca McAtee's previous email.</p>	<p>elimination of SWICAS</p> <p>DHS to check with DHA on in person hearings</p> <p>Consortia to review Rebecca McAtee's email on lobby services.</p>		
<p>CARES Project Release Updates</p>	<p>2020 System Changes</p> <ul style="list-style-type: none"> • Will be having 5 release cycles in the next 3 months. - April – 4/11 most of changes related to premium suspensions, best available info, and other major changes pending legislative approval, emergency benefits <ul style="list-style-type: none"> - April 18 – PD EBT, pending FNS approval - April 25 - TANF related items, emergency FS allotments, PD EBT full roll-out - Major release in May will change and include 5% cost share. Remaining items previous scheduled for May will shift to June - June 27 – deductibles, MAPP, discrepancy changes <p>Some maintenance items may be split between May and June releases. DHS will provide info when known.</p> <p>Extending CWW hours through June. Because of releases, Saturday may have to take down early. June 11 off at noon; June 25th off at 2:00</p>			

	<p>CARES notice went out regarding drug testing for FS, which is suspended until next renewal. Agents should ask applicants if they agree to take test after crisis ends.</p> <p>Rebecca expressed kudos to all to maintain services to members around the state!</p> <p>Consortia also expressed many thanks to DHS for the work being done during crisis, communications, Process Help, etc.</p> <p>Consortia provided information on how they are doing with crisis, telecommuting, apps, calls center, etc.</p>			
Food Share Active Error Rate	<p>Jayne Wanless talked about FS Active Error rate for FY2020 Currently 9.37% error rate, which is troubling.</p> <p>Concerning errors: reported changes not being acted upon and workers not exploring all the questions necessary to have accurate eligibility. More to be discussed at performance monitoring subcommittee.</p> <p>Upcoming MEs may need to be completed via zoom. April and May road shows will be rescheduled.</p> <p>Changes to QC because of COVID – no face to face interviews; no sanctions; extensions for due dates Looking at policy changes and how that will impact QCs.</p>	Performance Monitoring Committee		
	Next meeting May 1 st – pending crisis either Zoom or at Dane County Job Center.			

**Income Maintenance Subcommittee Key Messages
CCA Operational Technical Workgroup
February 10, 2020**

Agenda Item	Message/Action/Motion	Assigned To/ Referred to	Deadline	Closure
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Noise issue with CCA	<ul style="list-style-type: none"> • Continue to trouble shoot calls. • All consortia toll free trunks have been moved. • Haven't received much feedback from consortia. DHS and DET will be reaching out for additional feedback. 			
Post call customer survey discussion	<ul style="list-style-type: none"> • Changes approved at IMOA have been made to the survey. • DHS/DET staff have completed testing and will be reaching out to consortia currently using the survey to complete UAT. • Beginning of March all consortia will have the opportunity to listen to the survey and give additional feedback. 		UAT consortia results due back to DHS/DET by 2/10/20.	
Subcommittee Charter	<ul style="list-style-type: none"> • Reviewed and approved 2020 IMAC Subcommittee Charter for CCA Operational Technical Workgroup. 			
March focal topic: Remote worker discussion	<ul style="list-style-type: none"> • Subcommittee members should come to the March meeting prepared to discuss IT support for telework within their consortium. Following are talking points: • 1) Feedback from counties/consortia that currently have staff working from home. • 2) Feedback from counties/consortia that are considering work from home. • 3) How extensive is local IT support for staff working from home? • 4) Protocol for trouble shooting. • 5) Type of equipment; land line, soft phone, cell phone etc. • 6) VPN or remote desktop? 	Committee members	March 9, 2020	

Income Maintenance Subcommittee Key Messages
CCA Operational Technical Workgroup
March 9, 2020

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Noise issue with CCA	<ul style="list-style-type: none"> • Our most recent troubleshooting efforts have centered on moving the city designation for select agents from Madison to Milwaukee. This changes the trunks the agent leg of the calls comes from. While there has been some success with these changes it hasn't completely eliminated the issues. • Although we have had some success with this limited move, the current infrastructure is not sized to carry the entire workload. Please do not move any additional workers to Milwaukee. 			
Post call customer survey	<ul style="list-style-type: none"> • New survey has been deployed to those call centers currently using the survey. • Any consortia wishing to test the survey can contact Paul Michael for additional instructions. • Reports will be coming shortly to those agencies using the new survey. 			
Telework discussion	<ul style="list-style-type: none"> • Most consortium have at least some staff currently teleworking from their homes and utilizing CCA. • Large range in degree of technical support from local IT for those individuals teleworking. If technical issues cannot be fixed staff are required to come into the office to work. • Utilizing soft phones, land lines or cell phones for connectivity to CCA. • Utilizing laptops but some counties are having difficulty acquiring them. 			
Next meeting	<ul style="list-style-type: none"> • Monday, April 13, 2020 @ 1:00 p.m. via Skype 			