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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, September 17th, 2020

1:00 – 3:30 p.m.

Zoom - <https://dhs.wi.zoom.us/j/96742327146>

For audio dial: 301-715-8592, Meeting ID: 967 4232 7146

1. Administrative Issues (Debbie Waite & John Rathman)
2. Approval of August 20th, 2020 Meeting Minutes (Debbie Waite)
3. Update: Policy Updates (Rebecca McAtee)
 - a. COVID-19 Updates
4. Update: CARES Release
 - a. W-2 ACCESS Application – Impacts to IM (Rachel Witthoft/Kris Deblare)
5. Update: Subcommittee Updates
 - a. IMOA (Claribel Camacho)
 - b. CCA (Kris Weden)
 - c. FPIP (Margaret Romens)
6. Update: Regional Enrollment Network (John Rathman)
7. Update: Income Maintenance (IM) Funding and Contract Updates (Debbie Waite & John Rathman)
8. Consortia Feedback: IM consortia will share feedback with DHS (John Rathman)
9. Update: Administrative Memos (Debbie Waite)
10. Update: Gap Case Monthly Update / Public Comment
11. Announcements/Items for future agenda
12. Adjourn

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Income Maintenance Subcommittee Key Messages
Income Maintenance Operational Analysis (IMOA)
Friday, September 4, 2020

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
<p>COVID-19 Policy Updates & Other Policy Updates</p>	<p>Autumn Arnold provided updates *press release that Wisconsin applied for Lost Wages Assistance Grant through FEMA. Requesting \$300 @ week for eligible unemployment recipients. Targeting timeline for Oct 1 with retroactive payments to Aug 1 if approved. DHS researching FS & HC policies if approved and will provide more information when available.</p> <p>*Becky David provided update on FS emergency allotments. DHS received approval for September Emergency allotments with very strict guidelines. For August, the last issuance is Sept 26. Anticipate running a report within the next two weeks and will send to consortia. Workers may need to determine eligibility for August to ensure allotments are provided prior to Sept 26th. Batch run 11/7 for Sept emergency allotments. Will request workers NOT to issue benefits the day before and day of running dates.</p> <p>*Targeting Dec 1 & Jan 1 to roll back COVID -19 changes. HC renewals postponed for Oct & Nov., unless public health emergency is extended again.</p> <p>*DHS continues to work with FNS & CMS on decisions to remedy the workload bubble.</p> <p>*ERV – last summer made contractual changes with vendor to reduce the number of discrepancies. Autumn</p>	<p>DHS & IM Consortia</p> <p>IM Consortia</p>		

	<p>is continuing to work with vendor. Vendor will look back to see if address was previously sent to ERV and if it was, should not send again. Because of this change, anticipates fewer leads beginning this month. Currently under COVID policy, consortia need to process the report, attempt to reach the member and if unsuccessful use C9code.</p>			
<p>Innovative Training Project Update</p>	<p>Reviewed project timeline, focus, and phases. See handout</p> <p>Additional comments/questions</p> <p>Monthly cohort start dates – intent is to have new staff be able to get into a cohort as soon as they are hired. Will also have self-study material if cohort is unavailable.</p> <p>What is the estimated class size? Target is maximum 20 – 25 ideally. Important to have interaction with trainees every 3 – 4 minutes. Continuing to look at future needs if class is larger than 25.</p> <p>Is coaching completed by DHS or locally? There will be a blend of coaching, both at the DHS Training and local level.</p> <p>Asked questions about security – they are continuing to look at this to ensure staff have security necessary to begin trainings.</p>			
<p>FS Error Rates</p>	<p>State’s FFY active error rate through February is 8.36%, which is higher than national average. Wages and salaries along with household compositions are highest errors. Recommended staff to take time and double check budgets before confirmation.</p>	<p>Performance Monitoring Subcommittee</p>		

	Performance Monitoring Subcommittee will track these numbers closely along with proactive solutions. KUDOS to Southern Consortium who has the lowest error rate.			
JIRA Cycle Update	On behalf of WKRP, Claribel thanked DHS & MiLES for offering assistance as well as others who emailed and offered thoughts and prayers during recent events. Reviewed JIRA handout, including timelines. Debbie spoke of opportunities in the near future regarding submitting new items and consortia learning how they are completed.			
Review Agenda for Oct Subcommittee Retreat	Debbie talked about the annual subcommittee retreat which is scheduled for Oct 16 th . Confirm the leadership and structure for the next year, review reporting tool, goals, create master calendar and solicit membership for 2021.			
Future Agenda Topics	Next IMO A 10/2 – Zoom – will include overview of BEPS reorganization.			

**Income Maintenance Subcommittee Key Messages
Fraud and Program Integrity (FPI) Subcommittee
August 11th, 2020**

Agenda Item	Message/Action/Motion	Audience/ Recipient	Assigned To	Deadline
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<p>OIG Updates by Teams: PARIS (Pubic Assistance Reporting Information System) and Trafficking <i>Candice Canales</i></p>	<ol style="list-style-type: none"> 1. PARIS super busy. They are receiving 125 inquires every week from other states. PARIS workload tool is being developed. 2. Trafficking-Their unit experienced a peak of referrals when extra FS allotment were distributed. Most of them turned out to be valid referrals. They are anticipating another spike when additional FS supplements occur. Trafficking training is available, please reach to DHSOIGTrafficking@dhs.wi.gov. 3. SLEB-This is the initiative where OIG works with law enforcement to uncover fraudulent retailers. Their 5 year MOU is expiring; working on collecting secretary's signature to renew. A SLEB presentation for DOR will be taking place in September. Kenosha has an ongoing investigation with a FNS retailer who also is a child care provider. The person is currently in Jail. She had been trading benefits for drugs. 			
<p>OIG Updates by Teams Investigation and Technical Assistance Unit <i>Tami Tolliver</i></p>	<p>Updates from the fraud rings mentioned at prior meetings was provided.</p> <ol style="list-style-type: none"> 1. Great Rivers/Florida Skimming Fraud Ring: A member called in stating benefits were spent that they did not spend. It was confirmed the member could not have spent them because cards were swiped in Florida. All affected skimmed cards were cancelled and replaced or changed their PIN numbers. OIG has completed its investigation, it is in Florida's hands now. Florida investigators have been interviewing some of individuals who used the benefits in Florida. Florida will reach out to OIG when the interviews are complete. They do have people of interest from debt cards usage or people who acknowledged they bought skimmed FS benefits. They were successful in halting the skimming. 2. Bay Lakes Exposure: Brown County initially received some suspicious applications. The characteristics are: Single male, homeless, previously unknown to CWW, mostly out of state ID's, no phone number, generic e-mails, shares address with other suspicious cases. 99 applications were identified as potentially fraudulent. 5 phone numbers were used to complete balance checks on the majority of these cases. Majority of FS usage occurred in Illinois. OIG has wrapped up the majority of the investigation and determined several individuals who may be connect with these applications. A majority of the applications were in Racine County. OIG is working with Amberlyn/Racine County and their internal investigator on the next steps in the investigation. 			

	<p>3. Data from January through July 2020: Statewide \$13,624,491 in OP benefits calculated, 7.6 million in cost savings and 380 IPV. We continue to work with the OIG data team to make sure data provided to the agencies is correct.</p> <p>4. OIG is looking into offering Investigator training virtually. Once there is a training schedule, the OIG will reach out to agencies to let them know when/how it will be offered.</p>			
<p>BRITS Report <i>Margaret Romens</i></p>	<p>A new fraud backlog report was displayed. Available filters are Referral Creation Office, County of Residence at Referral Creation and Program Gatekeeper Office. The data includes referrals in assigned, investigation in progress, not assigned, and unassigned statuses. Members asked questions about the criteria used to create the report. Margaret will send in inquires to the State staff. Jen Dahl volunteered to review the report and compare with her BRITS workload page.</p> <p>Another report requested will give counts of cases in open post investigation status. The reports are being created for data for a paper to go to State Legislators but will also be available for local agency use.</p> <p>Action: Margaret will send questions into the State and share answers.</p>	Sub-committee	Margaret	As soon as info available
<p>CWW changes to SWICA Processing <i>Margaret Romens</i></p>	<p>Committee members were asked if they were going to continue to have ESS workers create BRITS referrals for potential overpayment/fraud cases identified by SWICA matches or just use the new IMMR report generated from CWW. The members who responded claimed they thought that they would not have ESS complete the BRITS referral. OP/Fraud staff would create BRITS referral for appropriate SWICA matches.</p>			
<p>BRITS Updates</p>	<p>A group convened last February including Theresa Fosbinder from DHS and Madeleine Mehciz from DCF.</p> <p>A group of subject matter experts, which include Bob Uebele and Margaret Romens, is working on enhancements and fixes of BRITS Phase 1. They started with a wish list gathered by a variety of sources including a survey sent to agency staff last year. There are 91 items on the list. The first release of fixes/changes will be released December of 2020. The plan is to release fixes/changes 2-3 times per year, similar to CWW/CARES releases. The first</p>			

	<p>release will encompass:</p> <ol style="list-style-type: none"> 1. Claim creation and referral validation between BRITS and CWW. Edits incorporated into BRITS to prevent most errors in the future. 2. BRITS will allow future dates. Currently you can't enter the end of the month because BRITS will not allow entry of a future date. 3. After saving referral, BRITS will stay remain on the referral page rather than going back to home page. 4. Users will receive a warning 2 minutes before BRITS times out. <p>DCF packaging up claims and collections (Phase 2). Next release scheduled for May.</p> <p>UAT testing-for December release (12/18/20) Volunteers needed for 12/1-12/11</p> <p>Theresa asked for Input from staff regarding screen freezing and roles in BRITS. It was confirmed that the page freezing occurs as the workload page loads. The roles in BRITS can cause limitations on functions staff can do when trying to update or transfer referrals. Theresa asked if the role of Gatekeeper was even necessary. Margaret responded she liked exploring the idea of eliminating it.</p>			
<p>Future meetings 11/10/20, 9:30-11:00</p>	<p>Future agenda items:</p>			

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

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
<p>Training/Mentoring Discussion</p>	<p>Discussed challenges consortia are currently experiencing when training new staff on CCA. Following are examples of how consortia are overcoming these limitations.</p>	<p>There is a limited number of supervisors that can be logged into CCA at any given time. Paul Michael will look into whether that number can be increased.</p> <p>If limit is met Paul</p>	<p>Update at September 14, 2020 subcommittee meeting.</p>	

	<ul style="list-style-type: none"> • New agents are given temporary “guest supervisor rights” which allows them to use CCA “listen” and “chat” features when listening in on calls of more experienced workers. • New staff are paired with an experienced worker as their mentor. • Utilizing instant messaging software for immediate contact. • Daily video chats. • Utilize video conferencing so that CWW screens can be shared. • Inform customer that agent is in training and trainer is listening on the call. • Not everyone is working remotely. Some counties have new staff working in the agency. • New agents are logging into CCA under existing CCA supervisors. • Some counties were under a hiring freeze. • Supervisors/leads/mentors listen to recorded calls with the new worker. • Some consortium are experiencing issues as not all counties in the consortia are able to utilize the same platforms. 	<p>Michael will send out an email to all Admins asking that the “guest supervisors” log out of CCA temporarily.</p>		
<p>Genesys Cloud Updates</p>	<ul style="list-style-type: none"> • SOW’s and SO’s have been signed for all vendors except Genesys. Expectation that Genesys will sign shortly. Once all signatures received core cloud components can be acted upon. • Requirements discussions began with Deloitte and GTS the week of August 10, 2020. Questions regarding platform wide requirements will come back to CCA Operational Technical Subcommittee. Initially looking at call back 			

	<p>and agent statuses.</p> <ul style="list-style-type: none"> • Next meeting anticipate presentation on communications plan for the project. • Will be looking for representatives from CCA Subcommittee to assist in gathering county specific contacts such as IT personnel. 			
Next meeting	<ul style="list-style-type: none"> • Meetings will increase to twice a month beginning September 2020. • Next meeting Monday, September 14, 2020 at 1:00 p.m. via Skye 			