INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

June 16th, 2022
1:00 – 3:30 p.m.
Zoom Link: https://dhswi.zoomgov.com/j/1619409056

For audio dial: 1-669-254-5252 **Meeting ID:** 161 940 9056

Time	Topic	Presenter(s)
1:00 – 1:05 PM	Administrative Updates	Katie Sepnieski/John Rathman
1:05 – 1:10 PM	Approval of May 19th, 2022, Meeting Minutes (Attachment)	Katie Sepnieski
1:10 – 2:30 PM	DHS Policy Updates COVID-19 Policy Updates	BEEP Policy

2:30 – 2:50 PM	CARES Releases
	(Attachment)
	    a. Knowledge Center Help Function in ACCESS
	    b. ePayments
		Michelle Furr/Mai Xiong
		
		Pam Kiern

2:50 – 3:10 PM	Subcommittee Updates
	(Attachment)
	    a. IMOA
	    b. Fraud and Program Integrity
	    c. Performance Monitoring
	    d. Call Center Technical/Operational
		John Rathman
		Mary Donahue
		Ann Kriegel
		Kris Weden

3:10 –3:15 PM	Income Maintenance (IM) Funding and Contract Updates	Alicia Grulke/John Rathman
3:15 – 3:20 PM	Consortia Feedback: IM consortia will share feedback with DHS	John Rathman
3:20 – 3:25 PM	Administrative Memos	Alicia Grulke/John Rathman
3:25 – 3:30 PM	Regional Enrollment Network	Lorie Graff
N/A	Gap Case Monthly Update (Attachment)	Katie Sepnieski
N/A	Public Comment	All
N/A	Announcements/Future Agenda Items	All

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Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
COVID-19 and Other Policy Updates	Autumn Arnold reported that the public health emergency is anticipated to be extended another 90 days to October 14th. Autumn shared the anticipated timeline for member communications assuming that the public health emergency is extended until October. In late June, the ACCESS and MyACCESS update your address notification will display. Letters will also be sent to approximately 1300 individuals who need to verify citizenship or immigration status. August 14th is now the date states are watching to see if we get 60-day notification from the Federal government if public health emergency will end in October. In October, letters and emails will be sent to individuals who need to reapply for healthcare by November 30th. In October letters will also be sent to Foodshare participants that Emergency Allotments will be ending. In late October or early November Medicaid members will receive a letter on when their healthcare renewal date will be. In November, 2,000 MAPP members who need to meet work requirements at their next renewal will be sent a letter. Letters and text message reminders will also start to be sent out to health care members whose healthcare was extended manually and to all health care members who did not verify citizenship or immigration status. The first text message for "renewal reminder" will be sent to health care members who need to renew by 12/31. On a monthly rolling basis, 45-day renewal letters will be sent, MAPP and CHIP members will get a letter reminder about premiums and work requirements, specialized populations will get letters for their particular program (Emergency Medicaid and Well-Women), and text messages will be sent out for address updates and renewal reminders. DHS staff also did decide to move forward with the 20% compatibility threshold effective July 1, 2022. Abby Abernathy presented a draft training plan for Medicaid Unwinding. 6 micro-learning training videos will be created for the areas of reasonable compatibility, reinstatement of health care terminations, Foodshare changes for Drug Felons, Health Care renewals, CHIP and MAPP premiums and work requirements and updates on the C-9 code. Autumn also reported on an eligibility change for individuals coming to the US from the Ukraine. Individuals paroled to the United States between February and September of this year will be impacted by the change. A CARES coordinator notice will be sent out soon. To date, there have	IMOA Members		

	been 14 Ukrainian applications that have been denied that will require follow-up. DHS will reach out to impacted consortia. Jonelle Brom reported that the 4th round of issuances for PBET benefits for March and April will be issued on June 20th. So far the State has issued over $14.5 million dollars in PBET benefits. For pre-6 benefits, they will be issued this summer. Summer PBET program was submitted to FNS, and DHS is currently waiting for approval. Planned issuances for summer PBET will occur in August.			
COVID Unwinding Updates	John Rathman reported on the May 18 Unwinding Task Force Committee. Many COVID-19 policy updates were reviewed with the group as well as Foodshare policy updates, this is similar information that we have received at our IMOA and IMAC meetings. Foodshare text messages will be used to remind members to keep their address updated. Healthcare text messaging will be used to remind members to update addresses and will also be used to remind members that their Medicaid review is due. DHS staff also highlighted that the threshold for reasonable compatibility is being increased to 20% so that more cases could be administratively renewed. It is estimated that 50,000-60,000 Medicaid cases will be renewed each month during unwinding. Data driven outreach was discussed with task force members. DHS will have data that can be filtered by Medicaid type, by geography (including consortia level and county level), age, race, ethnicity, and primary language. Aggregate data reports could be made available to agencies to help with outreach efforts during unwinding. Covering Wisconsin reminded members that they will have resources available to help with outreach and education during unwinding. They will be providing training, enrolment assisters, and a Medicaid screening tool to assist partner agencies. Covering Wisconsin also encouraged the revitalization of the Regional Enrollment Networks and encouraged all agencies without certified application counselors or navigators to become community mobilizers. The next Unwinding Task Force meeting is scheduled for Tuesday, June 21st. Doreen Lang also updated members that the new IM and partner agency workgroup met on May 24th. They discussed the best practice of a three-way call between a member, the IM agency, and the partner agency with the end goal of helping to orchestrate a renewal. Doreen reported that a best practice document is being drafted to help with the unwinding process. Doreen also solicited additional members for this workgroup. If anyone is interested in joining, please let Doreen or Kathy know. The next meeting of this group will be June 28th.	IMOA Members		
Genesys Update	Paul Michael reported that the admin user guide will be published in June. Paul reminded members that all Statement of Work (SOW) requests requires DOA review and approval and that does take time and does slow down changes. Paul also reported that there was an intermittent time sync issue in Genesys that was impacting ATS functionality, ATS file transfer and log-in issues. A fix was put	IMOA Members		

	in place on May 16th that fixed the majority of these issues. More recently there have been problems with staff being changed to a readiness state or a not ready status without worker changing their status. Requests for Genesys issues will start to flow through the Wisconsin Help Desk. This will allow for better tracking of service tickets as well as communicating with the end user. This process should be used for system issues, requests for new users, configuration changes, call flow changes, change in hours of operation, and business event requests (meetings, special hours of operation). Paul stated that IM consortia will not be the first group to roll out this new process so it will be tested by other State departments first. Jonelle reported that DHS is working on putting together a time frame and a plan to ensure that the outstanding issues with Genesys are resolved and we have a stable and reliable system to use, especially by the time we start unwinding. More information on this plan will be presented at future meetings. Paul did report that agencies should start planning for soft phones use in Genesys. Paul said that agencies should plan for purchasing headsets if they don't already have them. Paul stated that headsets that are compatible with Zoom or Teams should work with Genesys.			
Security Update	Carla Treuthardt reported that they will start the 2022 security audits in August and will complete all the audits by December. The schedule includes: August – Northern, Western and Capital September- WKRP, Bay Lake and Tribes October – Southern, Moraine Lakes and Great Rivers November - MILES December – East Central and IM Central The audit will include reviewing SharePoint this year. If anyone has a problem with the month scheduled, please let Carla know. Carla also reported that they did hire another new staff member for their unit. Jessica has begun training and you will start seeing her name.	IMOA Members		
Problem Resolution Ticketing Update	Jody Noble updated members that they are in the process of creating an electronic way for agencies to submit questions through an on-line form. This on-line request will automatically create a ticketing number. Jody requested that a few agencies volunteer to provide feedback on the electronic form and to be part of a pilot on the new process. If interested in volunteering, please contact Alicia Grulke by June 17th.	IMOA Members	Contact Alicia by June 17th	
Innovative Training Update	Julie Rentmeester reported that the State pilot ended on May 27th and the MILES pilot ended on 6/2. Julie reported that surveys were conducted every two weeks with trainers, participants, and local coaches. Feedback was recorded from the surveys. DHS made several enhancements to the training during the pilot to improve outcomes. For example, if participants asked for a visual of a particular item, DHS staff created that resource. Last week a meeting was held with the training subgroup to obtain their feedback on the pilot. All pilot debriefing sessions will be completed by 6/10. DHS staff will then develop a plan to implement all the revisions being recommended. Next steps will be to plan for a Statewide rollout of this training model and scheduling the actual cohort sessions.	IMOA Members		

Roundtable Discussion	Consortia that were not able to share their best practices, staff motivation methods, operational models, staffing levels, call center operation plans, use of leads, use of trainers, and use of kiosks and technology at last month's meeting completed those presentations. Information was shared on these subjects from IM Central, MILES, Moraine Lakes and Western. Details from these presentations will be included in a consolidated spreadsheet that will be sent to operational leads for review before it is shared with all IMOA members. Many thanks to all the agencies for their presentations and the great information that was shared with other consortia.	IMOA Members		
Future Agenda Items and Next Meeting	The July IMOA meeting will be cancelled as it is a high vacation week. The next IMOA meeting will be on Friday, August 5th. Meeting agenda items will include COVID and Policy updates, Genesys updates, and information about fair hearings.			

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OIG Updates for ITAU and PARIS/Trafficking	• ITAU- State Performance Metrics show just over $1 million in overpayments created, and savings of $4.3 million. 17,677 investigations have been completed, 272 IPV's entered. ITAU is processing OP on IPV that have been established. • PHE Overpayment Project is nearing completion. Only 4 claims out of 2,779 are left to fully complete. • The skimming fraud investigation is still open and ongoing. In February, 80 cards lost $38,500 and in March 21 cards lost $15,777—all funds were reimbursed out of state funding. No cases have been compromised since March. They are continuing to sift through surveillance; large transactions were for cases of Red Bull at Sam's Club in Texas and cases of infant formula at Target and Wal-Mart in California. This is happening all over the United States. Consortia will soon receive an email from their OIG ITAU contact person introducing themselves and offering their assistance on fraud investigations. • PARIS/Trafficking – The team submitted an USDA FNS SNAP Fraud Framework grant in April 2022. If awarded, the state would implement EBT Insight (a data analytics tool to help identify and stop fraud more quickly); add additional identity verification measures to EBT cards and hire two LTE data analytics staff to help monitor program integrity reports and findings. Awards will be announced in July 2022. Trafficking completed a Trafficking and Misuse training in Racine County on May 4th. Topics included, what is trafficking, identifying good referrals from bad referrals, evidence gathering, interviewing, and hearing preparation. Feedback has been positive. Counties interested in Trafficking training should reach out to DHSOIGTrafficking@dhs.wisconsin.gov. A similar presentation is planned for WAPAF in the fall of 2022. OIG's Policy and Process Alignment workgroups have restarted. The primary objective of these workgroups is to document OIG policies and processes to ensure we are abiding by federal regulations and state statutes. These efforts will also help us provide consistent guidance to county and tribal partners.			

	The PARIS team continues to address and act on inquiries from other states. Both PARIS and Trafficking have paused their work to complete the process of zeroing out Medicaid overpayments that occurred during the PHE.			
BRITS Updates	Allyson reported they are enhancing BRITS reports. Reminder to use Chrome or Edge to log- in to BRITS. The Spring releases are on hold until after Phase II launches. Phase II is still aiming for a November 2022 launch. There will be training for Phase II.			
PACU 2022 YTD Stats	2022 stats through 4/30/22: over 1,800 claims created totaling $1.7 million; collected $9.1 million. Collections are close to this time last year. They are caught up with the write-off forms submitted. They are working on closing out old BRITS referrals. April requested we send one big list of cases to close rather than individual emails with one case on it.			
Survey Discussion-Track the type of fraud referrals agencies are receiving	Carried to August meeting			
Other items	Tami asked if any county had done an MA IPV form yet. Several have. She reminded us that OIG can assist with deciding if an ADH/IPV should be pursued and with the ADH preparation. WAPAF will be doing a fall training, possibly on trafficking and Fair Hearings.			
Action Items	None			
Next Meeting	8/9/2022 Future dates: 11/8/22			

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Welcome	Welcome Nicole Rolain as second consortium co-chair Welcome Allan Goetsch new QC coordinator	Molly Thomas Ann Kriegel		
Recap March 2022 meeting	Top 3 errors-FEIN, Find FEIN is not a current project. At this time will not be citing the FEIN errors eff 5/18/22. Overriding AG renewal date-related to unlinked pins Auth rep screens showing missing signature. Screen may be incomplete or expired guardianship. Roundtable-collaborate on error findings. FEIN, always use emp queries for FEIN, workers double check, EVFE-adding FEN line is JIRA item-no date yet . CDPU email option Error red efforts-difficult to know what's effective. Everyone work on same error at same time =suggestion System fixes and prioritization-error elements Challenges discussed - turnover MEQC updates-CMS mandated -corrective action plan approved 11/21 to be completed 2023 Results will be emailed. Can be disputed if reviewer missed something.	Molly Thomas		
Precertification Tool	Released in April. Some consortia have started using it. feedback solicited. Western-started using it. ran into -cases hit the criteria, when reviewed and case needed to pend-issues with some of the starting to fall off. Initially selected all criteria-cases need to meet all criteria selected. Each team may want to look at different things. Is there is a way to develop separate sequences to narrow down the criteria and base it on the type? Not getting a lot of cases to pull. Southern-search criteria cannot be individualized. This was not clear when the workgroup was meeting. must set criteria and wait overnight. Then, the next day have to start again. all data pulls go to all dashboards in the consortium. Challenges for pooled caseloads. Settings are always on. Have to put high income in if want to stop pulling cases. Overnight timeframe is a struggle. Capitol-not meeting the needs. Income was just whoever was last working the case and had not updated the income. Like for leads to correct the case-this tool does not allow it. East Central-would like ability to only check the item that is selected-earned income for example. Only pulls case if case is taken all the way through running eligibility.	Molly Thomas		

	? about state putting mandatory criteria. no plan at this time Email any feedback to one of the chairs-Molly Thomas, Ashley Schabel, Ann Kriegel or Nicole Rolain			
Monthly Consortium Report (attachment)	Reviewed reports. Caseload still trending upward. All application metrics timely. Renewals and SMRFS timely. Call center – call volume is a little lower than pre-pandemic. OP metrics skewed until we no longer have pandemic rules.	Donna King		
Review SMRF timeliness -evaluate with most recent SMRF changes	Currently no SMRF timeliness performance metric. Initially SMRF timeliness reports were programmed incorrectly. They were not measured by when received but by the end of month 6 due dates. that did not provide an accurate measure of agency performance. Now that the report is more accurate looking for input. will be discussed at IMOA. Currently target benchmark is 95% of SMRFS processed in 10 days or by the due date. If SMRFS are marked incomplete in error that can delay. Work item must be deleted if it is incomplete. Can we build something that will address the issue such as training for CDPU? Telephone SMRFS may alleviate some of the previous timeliness issues with SMRFS Telephonic SMRF issues-prompt not available sometimes. If you are seeing sections besides section 5 marked incomplete, send to the problem resolution team. Will revisit at next meeting. Email concerns/thought to co-chairs.	Ashley Schabel Donna King		
QC Error Findings-Discuss strategies for newly identified errors -FS QC	Fiscal year 2022 doing well so far 3.35 active error rate Oct-Dec data Wages and Salaries SUA Shelter Other unearned income Negative error cumulative 39.39-mostly state due to verify before deny	Lisa Hanson Molly Thomas		
Roundtable Discussion -identify how errors will be selected for reviews -Identify 1-2 errors agencies will focus on this quarter-root cause, strategies to reduce Deadline to provide results to PM monitoring	How will errors be identified? Which top two errors would we look at FSQC, MEQC, second party review? IMQA negative/CAPER, may want to start with actives FSQC Active-wages/salaries -incorrect pay entered Where can we view that data/errors? State has a report that agencies don't have access to. Capitol tracks and earned income is by far most common. Targeting workers for specific training. Western also. Email FSQC if need to know where your specific errors are. This is currently shared at MER. The	Ann Kriegel/ All		

co-chairs	error letters have the root cause.			
	Sharing this information more regularly might help target training areas. A more proactive approach may help us be more proactive and less reactive.			
	Getting reports breaking down by consortia/state would be helpful.			
	If there are restrictions on FSQC, would it be more beneficial to review the larger amount of data from Second Party reviews? DHS will work on reporting out details by consortium with case details redacted.			
	Sample size is small so difficult to determine helpfulness			
	Error letters-are agencies having conversations or what is happening with that.			
	Unsure if we have enough data to begin a plan at this time. We don't have a clear target at this time.			
	Capital and MILES getting good information from internal reviews. Capital-SEIRFS, MILES EI and CS.			
	Client error is big. have we thought about interviewing training? Pandemic rules have exacerbated that. MyACCESS app-can something be put at the top of the page with reporting requirements? Texting to remind customers?			
	PM would make recommendation to IMOA for target area and start date. Monthly consortia report has the error rate for each consortium.			
	PCR tool-reports in tableau that have break down. PCR error monitoring currently available. Outcomes for IM workers and sample criteria effectiveness report are both coming.			
	If we gather data from PCR tool we would better know where to concentrate efforts.			
	Wages and salaries are always the top errors.			
	Can each agency look at error letters and try to use the PCR tool to identify if this is a larger issue?			
	Do agencies have enough information to know what to focus on. Helpful to have a report with breakdown for each consortium.			
	Agencies will review letters and begin a QC plan. Report out at next PM in July.			
Future Agenda Items	Review agencies QC efforts	Ashley Schabel (all)		

Income Maintenance Subcommittee Key Messages
CCA Operational Technical Workgroup
Monday, June 13, 2022

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Genesys Project Outages and Known Issues	• Platform time sync issues affected multiple features including ATS functionality such as file data transfer (missing connection ID) and log-in issues. A short-term fix was implemented on 5/16/2022. Issue reports decreased significantly after that fix was put in place. A long-term fix has now been applied. • Unexpected status changes were experienced by multiple users on 6/8/2022 and 6/9/2022. Adjustments were made by the vendor and these issues have decreased significantly since 6/11/2022. The support team continues to monitor this issue for potential flareups. If agencies have specific agents that are still experiencing this issue a browser run can be performed and shared with the project team when submitting the issue to them.			
Change to Support Process	Coming soon: Requests to the Genesys Project Team will be funneled through the WI Help Desk. This system allows for better tracking and response to reported issues. The process is currently rolled out internally but will be rolled out to the consortia in the coming weeks. The process will be used for all support requests including: • System Issues • Requests for new users • User configuration changes or deactivations • Call flow changes • Temporary change in hours of operation • Business event requests (meeting, special, technical etc.) There is an escalation process for critical and high priority issues incorporated in this system. This process will begin in phases. Consortia will receive additional information on this process in the next few weeks.			
Miscellaneous	• Administrator section of Genesys User Guide to be released 6/27/2022. This section will include "how to" video clips. • GTS Support Engagement process continues. DHS Statement of Work review has been completed and is now being reviewed by DOA. Upon DOA approval it will move back to DHS for signatures. Most call flow changes will be on hold until this process has been completed.			

Next Meeting	Monday, June 27, 2022 @ 1:00 p.m. Questions and concerns regarding project can be sent to: DHSGenesysCloudProject@dhs.wisconsin.gov			