

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, March 16th, 2023

1:00 – 3:30 p.m.

Zoom: <https://dhs.wi.zoomgov.com/j/1619409056>

Minutes

Invitees

Attendees (X = Attended)			
X	Katie Sepienski – DHS BEOT	X	Beth Stiner – DHS BEOT
X	Alicia Grulke – DHS BEOT	X	Elizabeth Olsen – DHS BEOT
X	Steve Poppe – DHS BEEP	X	Pang Xiong – DHS BEOT
X	Autumn Arnold – DHS BEEP	X	Angela Stanford – DHS BEOT
X	Nick Kwaw – DHS BEOT	X	Her Pungnou - BEEP
X	LaTanya Baldwin – DHS BEOT	X	Jody Noble – DHS BEOT
X	Lars Brown – DHS BEEP	X	Molly Thomas – DHS BEOT
X	Allan Goetsch – DHS BEOT	X	Melissa Todd – DHS BEOT
X	Michelle Brownlow – DHS BEOT	X	Kristine Bovee – DHS BEOT
X	Laurie Teubert – DHS BEEP	X	Becky Luebke – DHS OIG
X	Melissa Benner – DHS BEEP	X	Mary Augustine – DHS BEEP
X	Jeanie Ortiz – DHS BEEP	X	Brooke Slamka – DHS BEEP
X	Jatinder Singh – DHS	X	Lisa Hanson – DHS BEOT
X	Tami Berg – DHS OIG	X	Tim McGuire - DHS
X	Candice Canales – DHS OIG	X	MILES – Tonya Evans
X	Bay Lake – Chelsey Groessl	X	MILES – Mike Poma
	<i>Bay Lake – Becky Hetfield-Salentine</i>	X	Moraine Lakes – Mia Anderson-Inman
	<i>Capital – Shawn Tessmann</i>		<i>Moraine Lakes – Robert Klingforth</i>
X	Capital – Tony Sis	X	Northern – Steve Budnik
X	Central – Nicole Rolain		<i>Northern – Jeanine Spuhler</i>
X	Central – Kris Weden	X	Southern – Kate Chambers
X	East Central – Ann Kriegel	X	Southern – Mark Nelson
X	East Central – John Rathman	X	Western – Lorie Graff
X	East Central – Annett Mooney		<i>Western – Tricia Wavra</i>

X	Great Rivers – Kathy Welke	X	WKR – Amberlyn Yohn
X	Great Rivers – Ronda Brown	X	WKR – Kimm Peters
	Guests:		
X	April Ferstl - DCF	X	Annie Griggs – DCF
X	Barbara Honsa - DCF	X	Darsell Johns – DCF
X	Kent Ellis - DCF	X	Nicole Huffman – DHS BEEP
X	Deb Bohlman - DCF	X	Bruce Kress – DHS BEEP
X	Carla Sumner – DHS DCF	X	Bruce Kress – DHS BEEP
X	Tabbie Mellenberger – DHS DCF	X	Shena Smith – DHS OIG
X	Carol Sjoblom – Columbia County	X	Jessica Schultze - Jefferson County
X	Mitch Birkey – Calumet County	X	Maria Delgado – Rock County
X	Kathy Busler – Jefferson County	X	Rose Strege – Mohican Tribe
X	Michele Chiuchiolo – Dane County	X	Carol Waulet – Door County
X	Nina Taylor – Kenosha County	X	Stacey Stewart – Washington County
X	Amanda Brooks – Portage County	X	Jaymie Hammer – Lac Courte Oreilles Tribe
X	Kesha Cole – Ozaukee County	X	Renee Lyman- Dodge County
X	Michelle Peterson – Potawatomi Tribe	X	Lori Garber – Oneida County
X	Heather Ondik – Oconto County	X	Rebecca Granger – DHS BCS
X	Vicki Jessup	X	Kara Ponti – Dane County
X	Angela Radloff – Dane County	X	Briana Turk – Richland County
X	Ron Redell – Dane County		

AGENDA

Administrative Updates (Katie Sepnieski & Kathy Welke)

- Report attendance by replying to an email from DHSBEOTAdmin@dhs.wisconsin.gov.

Approval of February 16, 2023, Meeting Minutes (Katie Sepnieski)

- Motion to approve the minutes made by Tony Sis and Mark Nelson and approved by consensus.

Policy Updates/COVID-19 Policy updates (Department of Health Services)

- Healthcare Policy Updates
 - The Publication of the Operations Memo on Unwinding for health care programs will be distributed within a week.
- Caretaker Supplement renewals
 - Caretaker Supplements renewals (CTS) were postponed during the pandemic and have effectively been suspended for the last three years. As Unwinding begins, CTS renewals will restart.
 - Most CTS cases are also open for health care and the Department is aligning these renewals with the redistributed health care renewals.
 - Approximately 75 CTS cases are not open for health care and were postponed to the next renewal date.
 - Renewals will begin as early as April 2023. 45-day renewal letters were mailed the week of March 13, 2023.
- Children's Long Term Support (CLTS) Services
 - Enrollment in a full-benefit Wisconsin Medical Assistance (MA) subprogram is a prerequisite for participation in the CLTS Waiver Program. Prior to enrollment in the CLTS Waiver Program, Children's Waiver Agencies (CWA) are responsible for checking if the participant is enrolled in a MA program.
 - When a CLTS participant does not have or is losing a source of MA, the CWA will work with the family to apply for Home and Community-Based Waiver Medicaid through the local Income Maintenance Consortia (IM).
 - For CLTS participants with a source of Medicaid, excluding Katie Beckett Medicaid, the IM agencies will send a Medicaid renewal packet in the mail 45 days before the participant's Medicaid renewal is due. This includes participants with HCBW Medicaid.
 - For renewals for HCBW Medicaid, additional steps are required by CWA to support the participant in the renewal, which the CWA has a responsibility to support the participant in their renewal.
 - During the HCBW Medicaid renewal process, CWA staff will submit the following information to the IM agency:
 - [The HCBW Enrollment for CLTS Waiver Program Form F-02319](#)
 - [The Medicaid Waiver Eligibility and Cost Sharing Worksheet Form F-20919](#) and
 - Verification of the child's income
 - A CLTS Waiver Enrollment report is available through Business Objects to support CWA in identifying Medicaid effective and end dates.

- As Medicaid renewals resume, CWAs are also returning to routing operations for CLTS redeterminations beginning with functional screens due in June 2023.
- The date a CWA has documented for a participant's CLTS Waiver Program recertification may not align with the participant's HCBW Medicaid renewal date.
- If during the redetermination process CWAs find a participant not functionally eligible (NFE), CWAs use the county-specific process to contact the IM agency to provide the date of the NFE functional screen.
- CWA is aware that during the Unwinding period, IM agencies will not take any Medicaid eligibility action for HCBW MA until the participant's next renewal.
- Resources:
 - [Children and Family Program Specialist Assignment Map \(wisconsin.gov\)](https://www.wisconsin.gov/children-family-program-specialist-assignment-map)
 - [Programs for Children with Delays and Disabilities: County Contact Information | Wisconsin Department of Health Services](https://www.wisconsin.gov/programs-for-children-with-delays-and-disabilities-county-contact-information)
- FoodShare Policy Updates
 - March 2023 is the first month FoodShare members will not be receiving an emergency allotment (EA) benefit deposit as the federal government has ended the program.
 - The last EA issuance occurred on February 18, 2023.
 - There is one systematic catch up run remaining. The February 2023 benefit catch up run will occur on April 8, 2023.
 - At this point, 99% of FoodShare households have received their last EA issuance.
 - As participants transition to receiving the regular FoodShare benefit allotment, the Department continues to share information and encourages partners to share.
 - Regular benefits are deposited on the same day each month between the 2nd and the 15th of the month dependent on the 8th digit of the participants social security number. In contrast, the extra benefits were deposited on varying days, typically in the second half of the month. It is important participants understand what the ongoing benefit amount will be and when it will be received. Participants can find the monthly benefit amount on the most recent notice of decision, by reviewing recent deposits in ACCESS/MyAccess account, EBTEdge website or EBTEdge mobile app.
 - Participants FoodShare allotments are determined by a variety of factors including number of people in the household, income, expenses, and other non-financial factors. Each participants circumstances are different and therefore monthly allotments will be different. If participants have *new* or *increased* expenses, changes should be reported to the local income maintenance agency. If participants have *lost* or *reduced* income, changes should be reported to the local income maintenance agency. These changes *may* increase a participant's regular allotment. Participants may need to provide proof of the changes.
 - Participants can visit the DHS Food Support Resources page at <https://dhs.wisconsin.gov/foodshare/resources.htm> for additional support. The website provides information on resources other than FoodShare, including:
 - Food programs that provide direct support like WIC and the free and reduced-price lunch program
 - Tribal commodities program
 - Food bank organizations like Feeding Wisconsin, Second Harvest Food Bank and Hunger Task Force.

- Work programs like the FoodShare Employment and Training Program (FSET) and Wisconsin Works (W-2)
- Financial programs like housing assistance, energy assistance and childcare assistance.
- If participants are unsure what type of resources may be available or unsure where to start, the Department suggests reaching out to 2-1-1 to connect with local resources. To contact 2-1-1, participants can call 2-1-1 or 877-947-2211, text the zip code to 898211, or chat online at <https://211wisconsin.communityos.org>. 2-1-1 reps are available 24/7 to connect people with all types of resources.
- By the end of March 2023, the Department will be sharing information again on social media to ensure members and other stakeholders who may have missed initial messaging about EA ending are aware that the federal government ended this program and members will not be receiving an EA payment starting in March 2023.

Subcommittee Updates (Income Maintenance Agency Subcommittee Co-Chairs)

- Income Maintenance Operational Analysis (IMOA) subcommittee met on March 3, 2023. Kathy Welke shared key discussion points (see attachment). Next meeting is April 13, 2023.
- Call Center Operational/Technical subcommittee met on February 27 and March 13, 2023. Kris Weden shared key discussion points (see attachment). Next meeting is March 27, 2023.

Income Maintenance (IM) Funding and Contract Updates (Alicia Grulke & Kathy Welke)

- The ARPA Funding contract Amendment was routed for signature. Capital, Southern, Western and WKRP have not signed.

Consortia Feedback (Kathy Welke)

- In preparation for Unwinding and staffing, consortia would like to know the extended hours for CARES Worker Web (CWW). Having more Saturday and Sunday hours available with CWW would be beneficial.
- Currently consortia can only close call centers for two full days per year for training. Consortia is interested in exploring the ability to close more frequently during the Unwinding to focus on case processing. A day or a half a day a month was one idea that was discussed.
- Recent updates to Process Help regarding early FS renewals that are submitted and a CARES Coordinator Notice (CCN) that was issued regarding early health care renewals that are submitted during unwinding, instructions IM agencies to explain that the renewal is not due, potential implications of doing an early renewal and then if the participant still is wanting to complete the renewal, IM can proceed. Consortia would like more information on early renewals received through ACCESS for health care or Foodshare when a participant is unable to be reached. The Process Help Reference for FS early renewals is in 4.2.1.

Administrative Memos (Alicia Grulke & Kathy Welke)

- Administrative Memo 23-03 Estate Recovery Funds is being routed for feedback. The consortiums have 45 days to review and provide feedback.

Regional Enrollment Network (Lorie Graff)

- The Regional Enrollment Network met on March 14, 2023.

- Covering Wisconsin shared an update on training and outreach that is being done. Attendance at the Unwinding webinar had 570 registered attendees.
- Covering Wisconsin is doing targeted outreach to the iC-only population and will be providing education to employers on the new Special Enrollment Periods (SEP) for Employer Sponsored Healthcare for individuals losing MA.
- Covering Wisconsin is working with Society of Human Resource Management (SHRM) and local RENO to identify employer organizations like Chambers of Commerce to share educational materials.
- The Department reminded partners to contact Member Services to assist with ACCESS technical issues.
- A save the date for the Fall Enrollment conference will be coming soon. Dates of the conference will be September 14, 2023; September 15, 2023; September 18, 2023; and September 20, 2023.

Gap Case Monthly Update

- GAP Case Numbers – See attachment “*GAP Case Report*” – February 2023
- Due to the February 2023 CARE Release related to Gap Fill, this attachment will not be shared at ongoing IMAC meetings.

Public Comments

- No Comment

Announcements

- For upcoming meetings in 2023, send agenda items to the WHCSA Tri Chairs or Bureau of Eligibility Operations and Training operations associate at DHSBEOTAdmin@dhs.wisconsin.gov.