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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

May 18, 2023

1:00 – 3:30 p.m.

Zoom Link: <https://dhs.wi.zoomgov.com/j/1605652920?pwd=emhLcklIMi83RmlpdW0vcjR1WHBtZz09>

For audio dial: 1-669-254-5252 **Meeting ID:** 160 565 2920

| Time | Topic | Presenter(s) |
|---------------|--|---|
| 1:00 – 1:05PM | Administrative Updates | Katie Sepnieski/John Rathman |
| 1:05 – 1:10PM | Approval of April 20, 2023, Meeting Minutes (Attachment) | Katie Sepnieski |
| 1:20 – 2:05PM | Department of Health Services Policy Updates | DHS Policy |
| 2:05 – 2:30PM | Subcommittee Updates (Attachment) <ul style="list-style-type: none">a. Income Maintenance Operational Analysisb. Call Center Technical/Operationalc. Trainingd. Fraud & Program Integrity (not presenting)e. Performance Monitoring (not presenting)f. Elderly, Blind, Disabled/Long Term Care (not presenting) | John Rathman Kris Weden Shelby Jensen and Mitch Birkley |
| 2:30 – 2:35PM | Income Maintenance (IM) Funding and Contract Updates | Alicia Grulke/John Rathman |
| 2:35 – 2:40PM | Consortia Feedback: IM consortia will share feedback with DHS | John Rathman |
| 2:40 – 2:45PM | Administrative Memos | Alicia Grulke/John Rathman |
| 2:45 – 2:50PM | Regional Enrollment Network | John Rathman |
| 2:50 – 2:55PM | Public Comment | All |
| 2:55 – 3:00PM | Announcements/Future Agenda Items | All |

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*If you want to participate by web meeting, you can follow along at your computer by logging in as a guest to <https://dhs.wi.zoomgov.com/j/1619409056> 5 minutes ahead of time

Income Maintenance Subcommittee Key Messages
IMOA
Friday, May 11, 2023

| Agenda Item | Message/Action/Motion | Assigned To/ Referred to IMAC | Deadline | Closure |
|-----------------------------|---|----------------------------------|----------|---------|
| DHS Policy/COVID-19 Updates | <p>Autumn Arnold highlighted the 76,000 mailings went out to IC only members last month and that a second mailing will be going to all IC members who have not yet reapplied. This letter will serve as a final reminder notice to these individuals that they need to reapply to continue Medicaid coverage. This letter will also include Fair Hearing information. Autumn also reminded everyone that processing of these applications can continue into June. Returned mail that contains an updated address will allow DHS to send one final notice in June to those individuals who did move.</p> <p>If a renewal for Medicaid does get submitted by adverse action, extra time will be given to process the case if it is not yet processed by the adverse action date. This extension will occur automatically. If materials are submitted after adverse action, processing will occur as it would normally. The 45-day renewal letter will tell participants materials need to be received by the adverse action date to avoid losing benefits or having a lapse in benefits. This information will also be shared with advocate and partner agencies.</p> <p>Autumn also addressed return mail. Several CCNs will be created to address returned mail. In June, enhancements will be made to use National Change of Address (NCOA) to more returned mail situations. Autumn reminded workers that they can update address information, but they cannot close cases for unverified address information. CMS is providing States with guidance on when a renewal letter is returned. There are three key requirements.</p> <ul style="list-style-type: none"> • First, renewal letters must be sent to the new address (CARES has this functionality). • Second, if a member can't be reached by mail at least two additional methods must be used before case closure. This could be a text message and an email. CARES will create a case comment when a successful text or email is sent. If a returned mail item shows an out-of-state address a phone call must be made to verify the new information. • Third, if a member re-contacts an agency within 20 days of outreach, the member has 30 additional days to complete their renewal. This extension will occur parallel to the extensions occurring for individuals who submit by adverse action. <p>Agencies raised concerns about long delays in getting notification of returned mail from the CDPU. Agencies also requested that a flow-chart on how to handle return mail would be helpful. The flow chart suggestion will be taken back to DHS staff.</p> <p>Jodi Noble addressed concerns being raised from IC members who received both IC renewal notice letters as well as a formal renewal letter with a specific CARES renewal month for the future. This happens when there are several adults in the same household. It was reported that a manual IC renewal can be completed to set the new renewal date to the month that is part of another adult with a formal renewal date. A CCN will be sent with more information about this</p> | IMOA Members | On-Going | |

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| | <p>situation by next Monday.</p> <p>Jodi also highlighted the CCN from last week about early case renewals that need to have eligibility run and confirmed. These are cases who lost eligibility due to the early eligibility. Any case processed after March 14th and May adverse action that lost eligibility will need to have case closure notice given to the member.</p> <p>Stevey Poppe updated IMOA on future revisions on the issuance of foodshare vault cards and that more information will be shared on the new process at the June IMOA meeting. An operational memo is anticipated to be published in late June with an effective date of the new rules no sooner than by August 14th.</p> <p>Stevey also addressed the consolidated work requirements. Written consolidated work requirements will begin to be issued on June 1st. It will be very similar to the oral requirements we have been using. This notice will only be sent if there is an adult that is subject to the work requirements in the household. This will not be done as a mass mailing. It will only be sent at application and renewal or if a new member is added to the case that meets work requirements or if an existing adult's status changes to now require work participation. It is anticipated that approximately 21,000 notices will be issued each month.</p> <p>A sample of the work requirement notice will be shared with us soon so we can see what information is being sent to members. A CCN on this topic will be issued before the end of the month. It will also be shared with advocates and partner agencies.</p> <p>As mentioned last month, ABAWD time limit reinstatement will not begin until after June 30, 2023. Those impacted by reinstatement will receive a letter before the new requirements begin.</p> <p>A drug testing CCN will be issued this month with the reinstatement requirements with an attached Q&A document. An operations memo on this topic will also be issued by May 26th, 2023.</p> <p>Lastly, a listing of key dates for Foodshare Unwinding policy changes and communications has been created that covers both 2023 and the first portion of 2024. This document will be sent out to IM members and should be considered DRAFT at this time. This document should also not be shared with others.</p> <p>A question was asked about the status of the waiver for the Foodshare interview requirement. A CCN will be written about this topic and will be discussed at the May 25th unwinding meeting.</p> <p>Jonelle reminded IMOA members that the pre-6 PEBT payments will be issued on June 10th. Regular summer PBET will be issued on June 17th.</p> <p>Operational leads should also have received the information on overpayment incentive payments for the first quarter of 2023.</p> | | | |
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| In-person Appointment Notice-Agency Addresses | Mary Drumm highlighted that they are working on changes in CARES so that IM consortiums who pool childcare cases can have childcare notices that will populate in-person interview addresses for the county of the participant's county of residence. Presently it populates with the address of the childcare workers county. | IMOA Members | On-Going | |
| Compromising Claims Discussion | <p>Craig Hayes highlighted that we have to recover Foodshare overpayments by Federal and State regulation. Craig highlighted that we can compromise the amount of the claim when we can "reasonably determine" that the debt will not be repaid within three years. Clients can request a compromise claim if they cannot reasonably repay the entire claim within three years. Amounts of a claim that are already paid (tax intercept or voluntarily paid) will never be repaid to a client if a comprised claim is approved.</p> <p>Clients can submit a request for compromise consideration which will include info about household composition, income, expenses, and assets. This information is used to determine what could be reasonably repaid in a three-year period. If the overpayment is more than that reasonable repayment amount, the claim can be adjusted. DHS is looking at how to automate this process. Policy for this change is being drafted. Timeframe for implementation is presently open for input.</p> <p>It was clarified that a claim must be established before a compromise can be requested. Compromises must be requested; they won't happen automatically. Compromises will not be eligible for fair hearings.</p> <p>Jonelle suggested that DHS bring the draft compromising claim policy to the June IMOA meeting and that we plan for a roundtable discussion. IMOA members expressed concerns about the new workload to complete these calculations. DHS reminded staff that Medicaid overpayments will no longer have to be completed so this new workload can be absorbed with that freed up time and the FoodShare compromised claims should require less time due to much lower volume.</p> | IMOA Members | On-Going | |
| Consortia Overpayment Workgroup Updates | Lorie Graff highlighted that DHS is waiting on FNS work requirements, incentive payments have been emailed out, fraud funding is contained in the State budget to assist county agencies, no decision yet on existing Medicaid overpayment amounts. Jonelle also highlighted that the workload study has also been delayed until workloads return to more stability. | IMOA Members | On-Going | |
| COVID Unwinding Task Force Updates | No update as this group has not met since our last IMOA meeting. | IMOA Members | On-Going | |
| Genesys Update | Jonelle highlighted the enhancements that have been prioritized for implementation. These enhancements have been shared with the applicable vendors. No time frames have been identified yet for implementation. | IMOA Members | On-Going | |
| Roundtable Discussion: Unwinding Planning | <p>The State LTEs now number 32. All have been through training. They are helping MILES and working on return mail duties. They are working on hiring additional LTEs including up to 6 more from the PEBT and COVID response teams.</p> <p>Interchange only calls are being completed by the centralized State work unit. The calls are expected to be completed by Monday for all IC returned mail.</p> | IMOA Members | On-Going | |

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| | Alicia reported that very few fair hearings have occurred as a result of FoodShare emergency benefits ending. Most consortia are experiencing some increase in calls as a result of the IC letters and from early renewals from Medicaid participants. | | | |
| Future Agenda Items/Next Meeting Date | Agenda items for the next IMOA Meeting included Policy and COVID-19 updates, Genesys update, Security update, Vault Card update, Unwinding Task Force update, and a compromising claims roundtable discussion. The next IMOA meeting will take place on Friday, June 2, 2023. | IMOA Members/DHS Staff | June 2, 2023 | |

Income Maintenance Subcommittee Key Messages

www.dhs.wisconsin.gov

Call Center Operational Technical Subcommittee
April 24, 2023

| Agenda Item | Message/Action/Motion | Audience/Recipient | Assigned To | Deadline |
|---------------------------------|---|--------------------|-------------|----------|
| Recent Change Implementations | <ul style="list-style-type: none"> Normalized service for Estimated Wait Time (EWT) across functions utilizing that service. Added voicemail option to backend queue. Callback was made available to MECA and PEBT. Received notice that historical reporting data prior to February 2022 cannot be aggregated. DHS working with vendor to update existing customer reporting to allow data prior to February 2022 to be available. | | | |
| Support, Change or Fix Requests | <ul style="list-style-type: none"> The process for submitting a Genesys Support Ticket can be found in section 11.6 of the Genesys User Guide. The Genesys Support Team now has access allowing them to create and edit users on the ticketing system. This should allow the Support Team to communicate with users via the ticketing system. Requests for support should come directly from the agent after all troubleshooting attempts have been made by the agent, local admin, supervisor, and IT personnel. A ticket should be opened via email at helpdesk@wi.gov Subject line should clearly describe the issue and mention Genesys. In the beginning of the body of the email include the following phrase: <i>“Please assign to DHS Genesys Cloud Support Team”</i>. For critical and high priority issues cc dhsgenesyscloudproject@wisconsin.gov when emailing the ticket to the Wisconsin Help Desk. If the ticket is called in or opened through the portal send the ticket number to dhsgenesyscloudproject@wisconsin.gov. Single user issues are not critical or high priority. Do not escalate those issues. Critical or high priority issues are defined as: <ul style="list-style-type: none"> - System unusable for all users with no workaround. - Issues that have significant repercussions for all users but do not render the whole system unusable. - Multiple users or multiple locations unable to receive or make calls having a significant effect on call centers’ ability to operate. General questions such as <i>“How do I open a report?”</i> or <i>“How do I subscribe to a specific report?”</i> can be sent to dhsgenesyscloudproject@dhs.wisconsin.gov | | | |
| Outages and Issues | <ul style="list-style-type: none"> Issues with outbound dialing, conferencing and ATS on 4/12/23 was caused by a malfunctioning routing switch with long distance carrier. | | | |
| Next Meeting | Monday, May 8, 2023 @ 1:00 p.m. | | | |

Income Maintenance Subcommittee Key Messages

Call Center Operational Technical Subcommittee
May 8, 2023

| Agenda Item | Message/Action/Motion | Audience/Recipient | Assigned To | Deadline |
|-----------------------|--|--------------------|----------------------|---|
| Reporting | <ul style="list-style-type: none"> Agent Performance Report 2.0 only shows historical data back to February 2022. Agent Performance Report 2.1 will show historical data back to Genesys inception. Queue Statistics Adjusted report will only show historical data back to February 2022. | | | |
| Upcoming Enhancements | <ul style="list-style-type: none"> The Genesys Project Team will be reaching out to individual lines of business (LOB's) in the next several weeks to determine scope of enhancement for skilled based routing. Voicemail Reporting will provide a count of how many calls were sent to queue voicemail per queue. The report will not indicate whether or not the member actually left a voicemail, and it will not measure how many calls were sent to an agent's voicemail. Utilize existing Queue Statistics_Adjusted_CB report and filter for queues ending in "vm_vq". Effective 5/9/23 agents will no longer be able to select <i>Not Ready-Login</i>, <i>Not Ready-No Answer</i> or <i>After Call Work</i> status. Agents will still be change to these statuses under certain circumstances by the system. To prevent editing of custom and out of box reporting an update was made to all business users historical reporting access to "read only". Users can still run and subscribe to all existing reports and users are still able to access and save reports to "My Reports" folder. Dossiers (Agent Performance Reports) can be saved to "My Reports". Genesys Admins may request, via the state helpdesk, a higher level of access for users if they believe necessary functionality is missing due to these restrictions. | | Genesys Project Team | Testing of queue voicemail reporting was not successful on 5/8/23 and will be rescheduled |
| Next meeting | Monday, June 12, 2023 @ 1:00 p.m. Contact: DHSGenesysCloudProject@dhs.wisconsin.gov | | | |

Income Maintenance Subcommittee Key Messages

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Training Subcommittee
April 24, 2023

| Agenda Item | Message/Action/Motion | Assigned To | Deadline |
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| IM Training Project Updates | The DHS Training team provided a project update document, which included the updated trainings for February and March 2023. As well as new trainings published for February, March and April 2023. Upcoming trainings include: <ul style="list-style-type: none"> ** FSET curriculum Redesign (May 2023) ** ABAWD Change Requirements and E & T Script Notice Updates (June 2023) ** CTS (June 2023) <ul style="list-style-type: none"> **Overview **Learning Library ** Customer Profile Updates (July 2023) <ul style="list-style-type: none"> **LTC Curriculum Redesign (Ongoing) | | |
| LTC NWT Redesign | LTC Redesign Subgroup has had two meetings. Subgroup reviewed survey results and current LTC curriculum. The group will be bringing previews to the LTC redesign training group. DRAFT planning map was shared. Current LTC curriculum is not being updated while new curriculum is being redesigned. Putting all efforts into the redesign. Current training will have disclaimers. No estimated completion date. | | |
| CWW Training Document Project | To enhance the training experience, an ECF training environment is being created. This training environment will mimic ECF in production. (Retrieve and process documents, view correspondence, verification checklists, etc.) Also, the worker dashboard is going to be updated for workers to be able to process documents from the dashboard. The State is currently updating the customer profiles in the New Worker Training so that workers can process “documents.” July 2023 is the target for rollout. | | |
| Refresher Training | Residency training was available as of March. Any feedback of the training please forward to IM TRAINING. The next training in the works is Verification Codes. Items brought up at the meeting to address in the training were Q? / ? and QV /NV, ID and Citizenship, what code on what line, and when it is appropriate to use the CC code. Any additional feedback or examples on what Consortia would like to see in this training should send them to IM TRAINING. | | |
| COVID Unwinding Trainings | Handout provided on the IM TRAINING plan. CHIP & MAPP premiums and MAPP work requirements, BCP CLA TNQ’s / Premiums have been removed and will be republished closer to the policy implementation. It was asked if trainings will be updated to reflect the 20-day verification. This update is on the list. | | |
| New Worker Training | Julie’s position has ended. Three focus areas: VILTS, Trainers, and Local Coaches. <ul style="list-style-type: none"> **VILTS – VILT content was updated for BC+ and FS. Evaluating activities and enhancing. **Trainers – Trainer Observation and Coaching. Trainer sharing of best practices. Ongoing Focused trainings and workshops for trainers. **Local Coaches- Survey platform adjustments to gather additional feedback. Emails being sent to local coaches reminding on pre-requisites. Since the survey platform change, have seen an increase in workers responding. Survey results still down for local coaches. Encourage local coaches to complete the surveys. | | |
| Feedback Forms | Two feedback forms were received. Themes: EBD Validation questions, Contingency Days, and Placement of EBD Overview & CTS Overview. IM Training is asking Consortia to notify them of any GAPS in the Cohort. | | |

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| Walk On Items | <ul style="list-style-type: none"> • There has been an increase in last minute COHORT sign up. IM TRAINING is reminding agencies of the two weeks prior sign up. • The Clerical Curriculum – updates coming in June. Some of the trainings within the clerical curriculum are being replaced with newer versions (post Innovative training). This will impact completion status in Cornerstone, so DHS IM Training is replacing the old clerical curriculum with new curriculum to avoid Cornerstone issue. This change will happen on 6/15/23, asking clerical staff in the process of completing training to complete prior to 6/15/23. | | |
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