

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, May 18, 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	Michelle Brownlow – DHS BEOT	X	Pang Xiong – DHS BEOT
X	See Moua – DHS BEOT	X	Angela Stanford – DHS BEOT
X	Jody Noble – DHS BEOT	X	Steve Poppe – DHS BEEP
X	LaTanya Baldwin – DHS BEOT	X	True Lor – DHS BEEP
X	Molly Thomas – DHS BEOT	X	Becky David – DHS BEEP
X	Allan Goetsch – DHS BEOT	X	Steven Boisvenue – DHS BEEP
X	Laurie Teubert – DHS BEEP	X	Kristine Bovee – DHS BEOT
X	Elizabeth Berkelman – DHS BEEP	X	Becky Luebke – DHS OIG
X	Rachel Witthoft – DHS BEEP	X	Nicole Huffman – DHS BEEP
X	Abbey Graf – DHS BEEP	X	Brooke Slamka – DHS BEEP
X	Nick Haught – DHS BEEP	X	Lisa Hanson – DHS BEOT
X	Tami Berg – 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
X	Capital – Shawn Tessmann		<i>Moraine Lakes – Robert Klingforth</i>
	<i>Capital – Tony Sis</i>	X	Northern – Steve Budnik
X	Central – Nicole Rolain		<i>Northern – Jeanine Spuhler</i>
	<i>Central – Kris Weden</i>	X	Southern – Kate Chambers
X	East Central – Ann Kriegel		<i>Southern – Mark Nelson</i>
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	WGRP – Amberlyn Yohn

X	Great Rivers – Ronda Brown	X	WKRП – Kimm Peters
	Guests:		
X	April Ferstl - DCF	X	Annie Griggs – DCF
X	Kent Ellis - DCF	X	Darsell Johns – Ozaukee County
X	Carla Sumner – DHS DCF	X	Jessica Schultze - Jefferson County
X	Carol Sjoblom – Columbia County	X	Rose Strege – Mohican Tribe
X	Mitch Birkey – Calumet County	X	Kara Ponti – Dane County
X	Kesha Cole – Ozaukee County	X	Stacey Stewart – Washington County
X	Michele Chiuchiolo – Dane County	X	Briana Turk – Richland County
X	Heather Ondik – Oconto County	X	Roxann Binkowski – Waushara County
X	Adam Chorlton – Dane County	X	Amy Beranek - Dodge County
X	Gage Winkelmann - DCF	X	Nicole Koch – DHS OIG
X	Renae Zagel – Washington County	X	Brandon Lowe - DHS
X	Craig Hayes – DHS BEEP	X	Autumn Gehri - DCF
X	Dustin Feeney - WKRП	X	Kristina Smith – DHS OIG
X	Heather Merten – Fond du Lac County	X	Cheryl Kawlewski - BRITS
X	Michelle Berger – DHS OIG	X	Amanda Brooks – Portage County
X	Shawn Tessman - DCF	X	Deb Williquette – Manitowoc COunty
X	Jessica Spencer - OIG	X	Kathy Busler – Jefferson County
X	Tim McGuire - DCF	X	Maria Delgado – Rock County
X	Michelle Peterson - FCP	X	Roxana Vega – Dane County
X	Barbara Honsa - DCF	X	Michael Turner – DHS CARES
X	Candice Canales - OIG	X	Carol Wautlet – Door County
X	Tabbie Mellenberger - OIG	X	Shena Smith - OIG
X	Mary Augustine – DHS BEEP	X	Claudia Bustillo – DHS BEEP

AGENDA

Administrative Updates (Katie Sepnieski & John Rathman)

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

Approval of April 20, 2023, Meeting Minutes (Katie Sepnieski)

- Motion to approve the minutes made by Ann Kriegel, Chelsey Groessl, and approved by consensus.

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

Healthcare Policy Updates

- The Department mailed 76,000 letters to the Interchange (iC) only members informing of the need to reapply.
- The Department is mailing termination notices to iC only members that have not yet reapplied.
 - Most people contacted in April 2023 have not applied and will receive the second mailing.
 - The termination notice reads as a “final reminder,” providing Fair Hearing information. Members can still act on this.
 - Eligibility will be extended by another month if the member applies, and it has not yet been processed by the income maintenance agency before the end of May 2023.
 - The Department will extend eligibility by another month for iC only members with returned mail.
 - The Department will mail follow-up letters in June 2023 to members whose eligibility was extended for either reason, to ensure correct end dates for benefits is provided.
- The Department has mailed termination notices to the small group of members who have not verified their citizenship, immigration status or identity.
- The Department generated renewal letters for members whose renewals are due in June 2023. Those are available in members’ ACCESS accounts and are being mailed the week of May 15, 2023.
 - Renewals letters include a change in language to give June 16, 2023, as the date by which members need act by instead of June 30, 2023.
 - If a member submits a renewal by June 16, 2023, and the agency has not yet processed it, the Department will not send a termination notice and will automatically extend the member’s eligibility to the end of the following month.
 - This will change the member’s health care renewal month and means that the health care renewal could be out of alignment with the FoodShare renewal month. At this time, the Department does not have a plan to do a systematic adjustment as there may be federal restrictions but will continue to explore.
- The Problem Resolution Team (PRT) sent a CARES Coordinator Notice (CCN) ON May 18, 2023, with detailed instructions around returned mail.

FoodShare Policy Updates

- Wisconsin has been approved by FNS to implement a flexibility during the HC unwinding period to help reduce administrative burden on members and IM agencies.
- The FS interview, typically required at application and renewal, can be waived if certain criteria are met. This waiver has been approved for the period of 6/1/23-5/31/24.
- System enhancements have been made to support this waiver and detailed processing instructions will be sent to IM agencies by Monday, 5/22 via a CCN. We will be discussing the processing instructions and addressing any questions IM agencies may have at the Unwinding Touchbase meeting with consortia on 5/25.
- Please review the processing guidance and submit questions via a ticket to the Problem Resolution Team by end of day, Tuesday May 16th. This will ensure that we are adequately prepared to address IM agency questions.

Limited Term Employees

- 36 limited term employees have been fully trained to assist income maintenance agencies during unwinding.
- The Department is in the process of hiring for an additional 30 limited term employees. The Department is utilizing current limited term employees from other departments and will post remaining positions on the Wisc.jobs website. Contact Katie Sepnieski (katie.sepnieski@dhs.wisconsin.gov) if previous employees have interest in these positions.

Subcommittee Updates (Income Maintenance Agency Subcommittee Co-Chairs)

- Income Maintenance Operational Analysis (IMOA) subcommittee met on May 11, 2023. John Rathman shared key discussion points (see attachment). Next meeting is June 2, 2023.
- Call Center Operational/Technical subcommittee met on April 24 and May 8, 2023. See attachment for key discussion points. Next meeting is June 12, 2023.
- The Training Subcommittee met on April 24, 2023. Mitch Birkey shared key discussion points (see attachment). Next Meeting is July 24, 2023.

Income Maintenance (IM) Funding and Contract Updates (Alicia Grulke & John Rathman)

- The ARPA Funding amount contract amendment was sent to agencies, and all signatures have been received.
- Consortia are beginning to collect information for the 2024 income maintenance contract. John Tuohy from the Wisconsin County Human Service Association (WHCSA) will contact the Department with this information and to discuss upcoming meeting dates and times.

Consortia Feedback (John Rathman)

- Consortia experience many obstacles in trying to report problems regarding the Centralized Document Processing Unit (CDPU) and that very specific terminology is required to be used to get requests to the proper location so resolution can occur. Consortia is requesting a list of what CDPU issues should be reporting to which State contacts. Consortia is asking if the regional administrative offices could assist with this request.
- Concerns were raised about the impact of having local county agency trainers trying to support staff in multiple different training cohorts. Consortia are inquiring about if changes could be made to the cohort schedule that would provide greater flexibility to the local trainers. It was suggested that a

training feedback survey could be sent out to operational leads to gather the concerns and suggestions for changes.

- Consortia is inquiring if there is the option to add more CARES availability on Saturdays so that overtime can be scheduled for income maintenance agencies during unwinding.
- Consortia is inquiring if a Medicaid unwinding renewal is extended an extra month (because of information being supplied by adverse action but the case is not processed by adverse action date) if this permanently changes the review month. If the review month is permanently changed and not aligned with the FoodShare and Childcare renewals will there be a correction to realign the renewal dates?
- In the new 7 panel drug requirements, currently only 4 of the specific drugs are defined. Consortia are asking for a complete list of all 7 drugs they should be asking for in the 7-panel drug test.

Administrative Memos (Alicia Grulke & John Rathman)

- Administrative Memo 23-03, Estate Recovery Funds, has been published.

Regional Enrollment Network (Lorie Graff)

- Partners reported an uptick in activity with consumers within the last couple of weeks, particularly related to Medicaid.
- Covering Wisconsin gave a presentation on the unwinding for employers statewide on May 18, 2023.
- Preliminary information was received from Center for Medicaid Services (CMS) on a new requirement for navigators to do direct outreach to consumers who are referred from Medicaid to the Marketplace and agree to receive outreach. Navigator agencies are expecting to receive the first lists in May.

Public Comments

- Public comment thanking the Department for the hard work for unwinding. It was also requested that this person needs assistance with the renewal process. Phone numbers were provided, and the appropriate county will contact the individual.
- Public comment suggesting reaching out to the Department of Vocational Training (DVR) for the need for limited term employees.
- Public comment suggesting moving the public comment to the beginning of the agenda.

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.
- For attendance, reply to DHSBEOTAdmin@dhs.wisconsin.gov.