

Tony Evers
Governor



DIVISION OF MEDICAID SERVICES

1 WEST WILSON STREET
PO BOX 309
MADISON WI 53701-0309

Kirsten L. Johnson
Secretary

State of Wisconsin
Department of Health Services

Telephone: 608-266-8922
Fax: 608-266-1096
TTY: 711

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

July 20, 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 – 1:05 PM	Welcome	Katie Sepnieski/John Rathman
1:05 – 1:10 PM	Public Comment	All
1:10 – 1:15 PM	Approval of June 15, 2023, Meeting Minutes (Attachment)	Katie Sepnieski
1:15 – 2:00 PM	Department of Health Services Policy Updates	DHS Policy
2:00 – 2:25 PM	Subcommittee Updates (Attachment) a. Income Maintenance Operational Analysis b. Call Center Technical/Operational (attachment only) c. Fraud & Program Integrity (not presenting) d. Performance Monitoring (not presenting) e. Training (not presenting) f. Elderly, Blind, Disabled/Long Term Care (not presenting)	John Rathman
2:25 – 2:30 PM	Income Maintenance (IM) Funding and Contract Updates	Alicia Grulke/John Rathman
2:30 – 2:35 PM	Consortia Feedback: IM consortia will share feedback with DHS	John Rathman
2:35 – 2:40 PM	Administrative Memos	Alicia Grulke/John Rathman
2:40 – 2:45 PM	Regional Enrollment Network	Lorie Graff
2:45 – 2:50 PM	Public Comment	All
2:50 – 3:00 PM	Announcements/Future Agenda Items	All

DHS is an equal opportunity employer and service provider. If you need accommodations because of disability, or need an interpreter or translator, or if you need this material in another language or in alternate format, you may request assistance to participate by contacting DHSBEOTAdmin@dhs.wisconsin.gov

*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, July 14, 2023

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
DHS Policy/COVID-19 Updates	<p>Nick Hayward shared that July and August renewals for Healthcare are underway. August renewals should be submitted by August 17th to avoid any gaps in coverage. Caretaker Supplement benefits will be increased by 10% as a result of the State budget. One child benefits will increase from \$250 to \$275. Each additional child will increase from \$150 to \$165. CARES changes for this increased benefit is being worked on. Benefit changes are effective on July 1, 2023. July CLTS benefits will be processed manually. Because CLTS benefits count towards Foodshare Benefits, the increased CLTS benefits may result in a slight decrease in Foodshare benefits for some families.</p> <p>Personal needs allowance will increase from \$45 to \$55 effective July 1, 2024. CARES will be programmed for this future change.</p> <p>Rachel Witthoft reported that on August 14, 2023, the good cause sections of our policy and procedure manuals will be updated to reflect that good cause forms submitted to Income Maintenance agency will no longer be required to be sent to their child support agency or to the applicant. Only if a participant requests a copy of the good cause form will one be required to be sent back to them.</p> <p>Stevy Poppe reported on several Foodshare Handbook updates. The Foodshare Handbook changes will be sent out to all IMOA members after the meeting. The short form for Foodshare will be eliminated. There will only be a single form now to apply for Foodshare. Language is being clarified on what caretaker/parent can claim the child. The term “alien”, will be replaced with “non-qualifying immigrant”. A new section is being added to address Cuban Haitian Entrants. New information is being added for student exemptions ending in 2022 and information on the new drug testing requirements.</p> <p>Stevy highlighted that the COVID-19 Telephonic signature waiver has ended but a very similar waiver exists during unwinding. Rather than conducting a consortia survey to gather info for a federal report on the COVID waiver, the State drafted answers that address the COVID-19 Telephonic Signature Report-Out. Stevy reviewed these draft answers with IMOA members. No concerns were raised by IMOA members with the responses.</p> <p>The Consolidated Appropriations Act allows for States to replace benefits that were stolen from skimming or other theft associated with Fraud activity. A participant can have benefits reinstated up to two times per federal fiscal year. The State is working on rolling out this policy and more information will be coming soon.</p>	IMOA Members	On-Going	

	<p>Stevey also highlighted the expungement planning changes. Foodshare benefits are currently expunged after no activity occurs for 365 days in a row. After an EBT card is not used for 60 consecutive days a warning letter gets sent to the participant. 300 day letters are also sent before benefits will be expunged. As of September 17, the following changes will occur. First, the expungement will change to 274 days rather than 365. The 60-day letter will be generated each time a 60-day period of time occurs with no activity. The 300-day letter will become a 210-day letter. Language changes will also occur in these letters to make them clearer and more effective. Changes will also be made to ACCESS and MYACCESS to provide notices to participants similar to the letters. These notices will appear as banner messages. Text messages will also be sent to participants 45 days before the September 17th changes to expungement to also alert individuals about these changes. A formal letter will also be sent to members with this same information. The text message on expungement changes may be the first text message participants may receive so IM agencies might get some calls from these participants. The text message will alert that expungement will now occur after no use after a period of 274 days. The text message will only go out to members that have benefits at risk of being expunged. There are no plans to send on-going text messages to participants. These text messages are planned to go to members with benefits not used between 210-273 days or anyone with unused benefits between 273 and 365 days.</p> <p>Good cause hours for not working and meeting the Foodshare work requirements was published in a memo on June 13th. Good cause does not need to be verified unless it is questionable. An example of an item that is questionable; a participant does not have transportation and they claim transportation good cause. However, they work a 100% remote job. IM workers should not fish for verification items. Process help has been updated to reflect this new policy. This policy is intended to be an on-going policy it is not specific to unwinding.</p> <p>ABAWD changes to work requirements are being worked on by DHS with clarifications being done with FNS at the Federal level. ABAWD will increase over the next three fiscal years, to reach 18-54 by FFY 2025. In September of 2023, ABAWD requirements will increase to 18-50, an increase of just one year for age on the higher end. Changes are being made to CWW to accommodate the new ABAWD requirements. The second provision adds three more ABAWD exceptions; unhoused individuals (including shelters), veterans (someone who served in US armed forces), and those 24 and under that were in foster care up to the maximum age of foster care. Lastly, verification requirements will be changing. Verification will only be required if exemption is questionable. An August 4th operations memo is being draft to cover all of these ABAWD changes. CARES program changes are planned to be implemented in October.</p> <p>As of October 1, 2023, the number of discretionary exemptions State can request will be reduced from 12% to 8% and carryover exemptions will be eliminated. USDA now needs to publicly post all State exemptions for geographic exemption requests. SNAP</p>			
--	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--	--

	<p>notice must now state overall requirements and goals. About 29,000 ABAWD participants will become eligible for work requirements. Wisconsin has a plan to reinstate ABAWD requirements that will phase in the requirement to reduce the workload on IM agencies given our current unwinding workloads. After September of 2023, a SMRF or an eligibility review will potentially trigger a possible ABAWD work requirement. Specific written instructions on these new policies will be forthcoming. Additional details will also begin to be discussed with partner agencies in late July on the phase in of these work requirements. Specific issues or concerns on the phase-in of these work requirements can be sent to the problem resolution team.</p> <p>Jonelle reported that the PEBT program is coming to an end. Final issuance occurred on June 10th. Summer EBT issuance occurred on June 17th. If anyone calls local agencies trying to get summer EBT benefits, please refer them to the PEBT/EBT team. Participants have until July 31st to submit any fair hearing requests on contested benefits for school year, summer, or Pre-6 programs.</p> <p>Jonelle reported that the State budget includes a \$4.29-million-dollar annual increase for IM agencies. A portion of the funding will already be available to be added to our 2023 IM contracts. Jonelle is working on getting consortia estimates for the newer funding and will send it out to consortia leads, hopefully by next week.</p> <p>Consortia members requested a future discussion on uses for the new Fraud dollars that were allocated in the new State budget. It was recommended that this topic become part of our 2024 contract negotiations.</p>			
Unwinding Planning	Alicia Grulke reported that consortia are getting more calls from EBD participants, seeing more walk-in participants, and are getting increased calls from clients that are upset and presenting challenging issues for local agencies. Alicia also reported that four consortia are currently using 8 LTE's from the State pool.	IMOA Members	On-Going	
COVID Unwinding Task Force	Lorie Graff reported that a June 13 th meeting was held. No new information to share. Next meeting is July 17 th .	IMOA Members	On-Going	
Genesys Update	<p>Paul Michael updated IMOA members on several enhancements that have recently been made to Genesys.</p> <p>First, we can now track number of customers that have been routed to voicemail now and a local report can be run. Supervisors can now create umbrella agent groups to see any agent or all agents for their call center (up to 50 agents at a time). Paul also reported that queue statistics can now be shown to agents on a dashboard, these stats include oldest call waiting time, average wait time, and number of calls in queue. The biggest challenge we have right now is we can't show number of calls waiting for a callback. Paul also highlighted that we could restrict certain partner agency numbers from being offered the callback option. A prompt is being programmed to alert customers to call back the next business day if for some reason they don't receive a callback, and this is anticipated to be ready in August. Skill Based Routing is also being worked on to give</p>	IMOA Members	On-Going	

	<p>more options than just a zero or a ten. Options are currently being discussed with the vendor. A new user guide will be published tomorrow night, July 15th. IM members requested that general messaging about “please be kind to our agents” be considered for the future for Genesys.</p>			
Interpretation Services	<p>Autumn Linsmeier shared information about interpretation services that are available to all Medicaid members and the State will begin reimbursing interpretation service providers directly starting in August of 2023. It is the healthcare provider’s responsibility to provide the interpreter if requested. Advance requests for interpreter is appreciated but it can be requested at any time during a Medicaid service. Interpreters attend appointments with the member, but they do not replace the member during the service. Interpreters must follow the same HIPAA and Confidentiality requirements as the provider. If a provider refuses to supply an interpreter a complaint can be filed with a local case manager or with the State’s Civil Rights office. Family members can provide interpretation, but Medicaid will not pay for a family member to provide interpretation. An upcoming empowerment member brochure encouraging use of interpreters will be forthcoming and will be shared with IMOA members.</p>	IMOA Members	On-going	
Roundtable Discussion: Confidential Cases	<p>IMOA members broke out into four break-out sessions to discuss four questions connected to confidential cases. The group then came back together to discuss highlights of their work.</p> <p>Reasons agencies make cases confidential include conflicts of interest, a county employee, a member being a domestic abuse victim, a member who is threatening to call center employees, or a partner agency who has CARES access.</p> <p>It was pointed out that barriers to members having a confidential case is that they can’t get the services from the call center that many others can because IM agents can see their case, and that the member can’t use the ACCESS system if their case is confidential, there is often a delay in obtaining circumstances (someone has to call them back), it is time consuming for the IM agency to find someone who can handle the confidential case.</p> <p>Agencies find it difficult to work with confidential cases because the regular call center number won’t provide the services a confidential case needs (a separate phone number is needed), the client can’t use ACCESS so a centralized email might be needed, and lastly a work around needs to be established to issue vault cards.</p> <p>In order for confidential cases to be serviced consider using a dedicated worker, a centralized email, or a dedicated phone number so a work around can be established.</p>	IMOA Members	On-Going	
Compromising Claims	<p>Craig Hayes reported that compromising claims feedback, which totaled over 60 items, were reviewed and discussed. Craig reported that the items were understandable and helpful to the implementation to the design of these new policies and procedures. Craig updated IMOA members that compromising claims will be aligned with Fraud and overpayment work in local agencies and not specifically with eligibility. To approve a</p>	IMOA Members	On-going	

	<p>compromising claim request, we might want a worker to have a certain security level to sign-off and approve the request and that in many agencies they might want to separate duties to have a different worker approve the final request than the worker who helped prepare the request with the participant. It was pointed out in some smaller agencies; it might have to be the same worker. The overall conclusion is that the process needs to be flexible so that agencies can structure the process on how it will work best locally.</p>			
<p>Future Agenda Items/Next Meeting Date</p>	<p>Agenda items for the next IMOA Meeting include Policy updates, Genesys update, Unwinding Task Force update, and follow-up on ABAWD new policies, and delayed document viewer concerns. The group also reviewed the quarterly cross-department updates for DHS, DCF and DOA. The next IMOA meeting will take place on <i>Friday, August 6th, 2023.</i></p>	<p>IMOA Members/DHS Staff</p>	<p><i>August 6th, 2023</i></p>	

**Income Maintenance Subcommittee Key Messages
Call Center Operational Technical Subcommittee
July 10, 2023**

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Outages and Issues	<ul style="list-style-type: none"> • Issue causing calls to route as if it was the day after a holiday is scheduled for fix testing the evening of July 10, 2023. If testing is successful fix should be complete within a few weeks. • Issue with call recording folder – a small percentage of calls are being indexed to the “default” folder. Currently most supervisors do not have access to the Default folder and these calls are not showing in Historical Recording. Vendor is working to determine the cause of the issue. Problem Resolution Center will help Genesys Admins find these recordings if needed. 			
Enhancements	<p>Voicemail Reporting:</p> <ul style="list-style-type: none"> • Provides count of number of calls sent to queue voicemail for a particular queue. • Doesn't indicate if the caller actually left a voicemail. • Does not measure how many calls were sent to an agent's phone voicemail. • Use Queue Voicemail Counts report found at – CX Insights>Shared Reports>Custom. Filter for queues ending in “vm_vq”. <p>Umbrella Agent Groups:</p> <ul style="list-style-type: none"> • Supervisors may now view all agents in their line of business under a single agent group in Agent Desktop. • Users assigned as supervisors to the umbrella static agent group will see all agents assigned to that AG in their My Agent tab of Agent Desktop. <p>Agent Queue Statistics View for Agents:</p> <ul style="list-style-type: none"> • Agents will be able to see how long the oldest call currently in queue has been waiting under Oldest Call Waiting. Average wait time that day for all calls answered and abandoned under Average Wait Time. Current number of calls in queue waiting for agent under Calls in Queue. • This enhancement is unable to display statistics for callback queues. Supervisors could use longest waiting call as the barometer to determine if more agents are needed. • **Agencies who wish to have their inbound queues displayed for agents should open a ticket with the Wisconsin Help Desk. <p>Callback Exclusion List:</p> <ul style="list-style-type: none"> • List gives agencies the ability to exclude certain inbound callers from receiving a callback offer based on the phone number they are calling from. • List could be used for partner agencies where using callback may be problematic. • Project Team will be reaching out to individual agencies to determine interest and phone numbers they would like added to the list. • Caller would not have the option to leave a different callback number but would still hear the number of calls in queue and approximate wait time. <p>End of Day Callback Prompts:</p> <ul style="list-style-type: none"> • Adding a prompt after callback is set informing the customer, in the event they do not 			

	<p>receive a callback by the end of the day, they should callback the next business day.</p> <ul style="list-style-type: none"> • Tentative completion date August 2023. <p>ATS prompts for CTS:</p> <ul style="list-style-type: none"> • 8 additional prompts were added to the ATS application specific to CTS. • Prompts are available in all 3 languages. 			
Timelines	<p>Videos added to User Guide on 7/15/2023 for</p> <ul style="list-style-type: none"> • 3.1 Agent Desktop Workspace • 3.2 Connect View Tab • 4 Setting a Status • 7.2.2 Interaction Recording Explore Tab: Searching for and Listening to Calls • 11.6 Submitting a Genesys Support Ticket <p>Historical Reporting Subscriptions:</p> <ul style="list-style-type: none"> • As of 6/16/2023 all Genesys Historical Reporting Email Subscriptions created under any State Genesys support team member's account was discontinued. • Business areas wishing to continue these reports should create and manage the subscription under a local user's account. Creating subscription information can be found in the Genesys User Guide under 9.2 Historical Reporting. 			
Next Meeting	<p>Monday, July 31, 2023 @ 1:00 p.m. Contact: DHSGenesysCloudProject@dhs.wisconsin.gov</p>			