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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

September 21, 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 PM	Welcome	Katie Sepnieski/John Rathman
1:00 – 1:05 PM	Public Comment	All
1:05 PM	Approval of August 17, 2023, Meeting Minutes (Attachment)	Katie Sepnieski
1:05 – 1:25 PM	Department of Health Services Policy Updates	DHS Policy
1:25 – 1:50 PM	Subcommittee Updates (Attachment) <ul style="list-style-type: none">a. Income Maintenance Operational Analysisb. Call Center Technical/Operationalc. Performance Monitoring (not presenting)d. Fraud & Program Integrity (not presenting)e. Training (not presenting)f. Elderly, Blind, Disabled/Long Term Care (not presenting)	John Rathman Kris Weden
1:50 – 2:10 PM	CARES Updates (Attachment) <ul style="list-style-type: none">• ABAWD TLR Phase 4 and ABAWD Exemptions/Age• CARES Projects & Enhancements Updates	DHS Staff
2:10 – 2:15 PM	Income Maintenance (IM) Funding and Contract Updates	Alicia Grulke/John Rathman
2:15 – 2:20 PM	Consortia Feedback: IM consortia will share feedback with DHS	John Rathman
2:20 – 2:25 PM	Administrative Memos	Alicia Grulke/John Rathman
2:25 – 2:30 PM	Regional Enrollment Network	Lorie Graff
2:30 – 2:35 PM	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, June 2, 2023

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline
DHS Policy/COVID-19 Updates	<p>Stevie Poppe updated IMOA members that the operations memo covering new codes for new refugee groups will be published in September, this has been delayed from August due to some delays on receiving some needed information from the Federal level. A new policy covering lottery/gaming winnings will be starting November 1st. Foodshare members will have to start reporting cash prizes over \$4,250 or more by the 10th day of the month after winning the prize. Most Foodshare cases are categorically eligible and do not have asset tests. Households that have case prize winners will have to have their assets reviewed and will have to have their assets tested under regular SNAP rules. We don't have to test many households under regular SNAP rules so this will be a new eligibility process for many Foodshare workers. These new reporting requirements will be sent to all Foodshare members sometime in October. Stevie also reminded IMOA members that all adult Foodshare members must be reviewed for work requirement exemptions at every application and renewal. Stevie also highlighted that Wisconsin has to let FNS know all of the Foodshare cases that have been granted an interview waiver, so it is very important that CARES is properly updated on cases that have had interviews waived. No additional written reminders will be sent to workers on this requirement as it has been sent out twice before. 2,000 cases have been identified as having been given a "homeless" exemption in CARES as a result of information already in the CARES system. The October 21st CARES release will include an update that will extend ABAWD requirements up to age 52. Current members aged 50-52 will continue to be exempted until their next review if they complete their renewal before the October 21st CARES update. Workers should rely on ABAWD exemptions as stated in CWW. Workers should not manually adjust time clocks. Wisconsin has applied for an ABAWD work requirement for some geographic regions experiencing high unemployment and shortage of jobs which will include four counties in our State (Menominee, Adams, Forest and Iron) and 2 Cities (Milwaukee and Racine). If the waiver is approved, the system will automatically determine they are exempted from ABAWD work requirements. At IMAC this month, there will be a presentation on changes being planned for CARES for the new ABAWD work exemptions. Jonelle reported that all PBET benefits for schools have been issued and they are working on wrapping up this program. Almost \$1 billion of benefits were issued during the pandemic.</p> <p>LaTanya Baldwin reported that it is being recommended from the performance monitoring subcommittee that for 2024 consortia should have a 90% SMRF timeliness standard. Consortia members reviewed SMRF timeliness data from July of 2022 through June of 2023. During calendar year 2023, consortia are averaging a 98.97% SMRF timeliness rate. Jonelle highlighted that for the 2024 IM contract the contract negotiation committee has adopted the 90% timeliness SMRF standard recommendation.</p> <p>Jodi Noble reported that Manee Hang has accepted the supervisor of the problem resolution center. Manee introduced herself to IMOA members. Jodi also highlighted that an issue has been discovered that some</p>	IMOA Members	On-Going

	<p>cases are getting verification due date letters with past due dates. Workers should extend due dates when needed. Jodi also highlighted that some Foodshare work exemptions that should have been added in the June CARES release were missed. These will be added in the October release.</p> <p>LaTanya Baldwin announced that Mick on her team is retiring in early October. If Mick was handling anything for our members, please reach out directly to LaTanya.</p> <p>Autumn Arnold highlighted that the Federal Government is expecting states to complete their administrative renewals at the individual level rather than at a household level. DHS is reviewing Wisconsin processes to make sure that we are meeting this standard and maximizing the number of individuals that can be administratively renewed. We are manually restoring eligibility for the small number of adults who did lose eligibility as a result of another adult in the household losing eligibility during administrative renewals. In the October CARES release, changes will be made that will increase the number of cases that will go through administrative renewals successfully. DHS is also reviewing administrative renewal rules one last time to make sure that no additional changes are needed. A September 22nd operations memo is being written to restore work requirements to MAPP members. The memo will include some monthly premium policy reinstatement information as well. Childless adult premiums will not be highlighted in this memo as CMS review and feedback has not yet been received for these specific members. It is also expected that CMS will not approve the reinstatement of our drug screening question so that topic will also not yet be addressed in this memo. Autumn also highlighted that in the October release additional reason codes will be automated that can will be included in letters being sent to members.</p> <p>Starting January 1, 2024, children will be eligible for another 12 month of continuous eligibility. Autumn highlighted that today is a high-level preview of this policy change and more details will be shared at the October IMAC meeting. Nicole Huffman reviewed the new federal law that will keep kids covered under Medicaid for 12 months for all kids under the age of 19, with a few exceptions. Continuous coverage does not apply to Medicaid deductible, Katie Beckett, Medicaid Savings Program, Presumptive Eligibility and those kids that do not have verified citizenship. Continuous coverage would end before the 12 months if they turn 19 or move out of State. 12 months of coverage begins the month an application is submitted or the month they move into a qualified coverage type. Children cannot be charged a new or higher premium during their 12 month of continuous coverage. If a child is discharged from an IMD or institution, they will get 12 months of continuous coverage if they are found eligible for a new form of Medicaid. Limited CWW enhancements are being made for this new policy change. A new section will display on the budget page for children with continuous coverage. New reason codes will also be shown if a child is staying open only because of continuous coverage or if they are being added back to a case after IMD or Institutional placement. It was highlighted that even if a child loses SSI Medicaid, they will maintain that coverage for at least 12 months of coverage. For kids in Foster Care, kids will maintain coverage for the remaining months of their 12 months of continuous coverage or 3 months after the end of their placement, whichever option provides the longest period of coverage. Additional information will be forthcoming in October.</p>		
Funding Discussion	<p>Jonelle Brom reminded IMOA members that the last hold harmless payment for the 2nd quarter of 2023 is in process of being sent out. The new State budget now includes new funding that will cover these payments. Jonelle also highlighted that 2024 anticipated IM base and fraud funding allocation amounts have been supplied to consortia. Jonelle highlighted that there will be flexibility to move Fraud funding between the Medicaid and Foodshare buckets if needed.</p>	IMOA Members	On-Going

Unwinding Planning	Katie Sepnieski highlighted that additional LTE's have just been recently hired and consortia can access LTE assistance by reaching out to Alicia. Alicia highlighted that consortia are experiencing provider agencies asking for cases to be processed outside of processing timelines. Consortia continue to experience challenges with Genesys, burnout, and increased EBD call volumes. Total call volume has increased in August by about 9%, but wait times have decreased by about 3 minutes.	IMOA Members	On-Going
Genesys Update	Paul Michaels highlighted that last week was a higher than normal Genesys issues week. One error was caused by an engineer making a programing error. Another error was truly a Genesys system error, a third error was a carrier routing issue, and a 4 th error impacted MILES operations only which was caused by a Teams signaling issue error. This week we had a Genesys Routing outage. It truly has been a busy the last few weeks for the Genesys team. Paul highlighted that agent queue statistics now do show the oldest call waiting time. Paul also highlighted that consortia can now use the callback exclusion list by inputting phone numbers that we don't want to offer call-back options to. Consortia can now use an emergency flag that will close down a call center and direct calls to a voicemail location. Staff can then go to the voicemail to retrieve these messages. This option can be used when the CARES system goes down. Paul also highlighted that they have found a way now to break out Outbound Callback calls versus Manual Outbound calls. The PowerPoint that Paul used today will be sent out to IMOA members. The next Genesys user guide update is planned for 11/10/23.	IMOA Members	On-Going
1915i Housing Benefit State Plan Amendment	Amy Pulda shared information about the State's 1915i Housing Benefit currently being submitted and evaluated by the Federal Government. This benefit would be offered to homeless individuals that have an identified health care need. Adult members of Medicaid would be eligible for services under this new program if homeless and having either a substance abuse or mental health condition. In addition, the member would need assistance with at least two or more activities of daily living (managing finances, maintaining housing, behavioral health management, substance use treatment, decision making, healthcare coordination, and transportation). Services providers for this service will be supportive housing providers. Supportive housing providers need to be part of one of four Continuum of Care Lead Agencies (Milwaukee, Racine, Dane or Balance of State). There will be four services offered under this program: (1) Housing Consultation, (2) Housing Transition Supports, (3) Sustaining Supports and (4) Relocation Supports. Housing services will be provided on a fee-for-service basis and supportive housing agencies will bill Forward Health directly for these services. Housing locations that will be used in this program must be integrated in and support full access to the greater community including work opportunities. It is anticipated that CMS will approve our 1915i State plan amendment sometime later this calendar year. This will be a Statewide program that will not require providers to respond to an RFI/RFP. The supportive housing providers will be in charge of determining eligibility and they will manage the program. Program eligibility will be reevaluated yearly, every 12 months. Eligibility will have to be maintained to continue services.	IMOA Members	On-going
CDPU Update	Rob Tillman, CDPU Manager, updated IMOA members on CDPU operations. Currently there are 33 staff employed at the CDPU. In 2021 the CDPU handled 275,212 mail items. In 2022, 348,278 mail items were handled. The CDPU handles a large volume of returned mail in their daily operations. Staff in the CDPU are tracked as to how many pages per hour they process. Currently the CDPU is operating at a 97% accuracy rate. QA specialists review 6 batches of documents per day per staff member to determine their accuracy levels. In the future, the CDPU may need to upgrade their aging scanners, improve their communications software, and possibly expand their physical space requirements. Rob also highlighted a few issues that have been occurring including, (1) Duplicate or cut off faxes, (2) Counties scanning AND	IMOA Members	On-Going

	faxing the same documents, (3) Periodic reporting delays and lastly, (4) keeping up with returned mail which seems to be ever increasing. The group did ask what could be done to continually improve the coding on documents to improve accuracy.		
Future Agenda Items/Next Meeting Date	Agenda items for the next IMOA Meeting include: Policy updates, Genesys update, Unwinding Planning, and our annual Heating Season Update. Our next IMOA meeting will take place on Friday, October 6th.	IMOA Members/DHS Staff	October 6, 2023

**Income Maintenance Subcommittee Key Messages
Call Center Operational Technical Subcommittee
Sept. 11, 2023**

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To
Outages and Known Issues	<ul style="list-style-type: none"> The call recording folder issues continue. A small percentage of calls are still being indexed to the “default” folder. The vendor continues to work on this issue. 8/23/23 carrier issue was caused by human error. The change that instigated the error has been postponed and will be implemented during off hours rather than during business hours. 8/29/23 Genesys outage issue causing agents to be logged out of the platform was resolved within 50 minutes by the vendor. RCA pending. 8/29/23 carrier routing issue causing calls to receive a “<i>This call cannot be completed as dialed</i>” message was resolved on the same day. 8/30/23 DHS Microsoft Teams signaling issue was felt primarily my Miles. Teams was not disconnecting when the call was ended by agent desktop. The issue was resolved within a few hours. Awaiting RCA from DET and Microsoft. 9/5/23 Genesys routing outage caused inbound calls to fail. The issue was resolved in about 20 minutes. RCA pending. 		
Enhancements	<ul style="list-style-type: none"> Agent View Statistics View has been deployed for all call centers who requested it. Agents are seeing east (_use) and west (_usw) queues. Both queues needed to be created for redundancies and will remain. Current data will show in the east queues. Callback Exclusion List option has been implemented for all call centers who requested it. A new Technical Emergency Flag was created per a request from DHS and was deployed at COB on 9/5/23. The new Technical Emergency flag can be used during CARES or other system outages. This emergency flag option gives callers the choice of leaving a voicemail message to set a filing date. A new voicemail box was created specifically for these messages. Agents who need to retrieve these messages must be assigned to the voicemail box for their consortia. The Agent Group starts with the <i>Consortia Name_Technical_withVM_AG</i>. Instructions on how to add an agent to this voicemail box can be found in the Genesys User Guide 8.1.5 <i>Adding an Agent to an Agent</i> 		

	<p><i>Group</i>. It is similar to the existing Technical Emergency flag which gives messaging to the caller that the call center is closed but does not offer a voicemail option.</p>		
Reporting	<ul style="list-style-type: none"> A report was created in Genesys Historical Reporting that distinguishes between inbound, outbound and callback calls that were accepted or rejected by an agent. The report is named <i>Agent Call Counts-By Subtype_V1</i>. The report can be found in Historical Reporting at CX Insights>Shared Reports>Custom>Agent Call Counts>By Subtype_V1. The report can be filtered to run for a single day, specific agent, or agent group. It can be drilled down to the hour or subhour. Interaction Subtypes are Inbound-Unspecified which are inbound calls coming from the IVR; Outbound-Unspecified which are outbound calls initiated by the agent and Outbound-OutboundCallback which are callback calls. Rejected calls are calls that were offered to the agent but not answered by the agent. 		
User Guide	<ul style="list-style-type: none"> Next updates are planned for 11/10/23. Please remind all agents, supervisors, and admins of the availability of the User Guide. A significant number of tickets received by the Genesys Support Team are covered by the User Guide. For Agents the guide includes instructions on resetting WAMS password; resetting local passwords, call transfers and retrieving and deleting voicemails. For supervisors the guide includes instructions on how to search for calls in Interaction Recording and how to listen to live calls. For Admins the guide includes instructions on setting emergency flags and skilling. The guide is also helpful when troubleshooting and includes browser issues, invalid credentials, and unexpected status changes. The guide also contains information on how to open a ticket with the help desk including who should send it in, what information should be included and where it should be in the email, and the definition of a critical or high priority. 		
Next Meeting	<ul style="list-style-type: none"> Monday, September 25, 2023 @ 1:00 p.m. Contact information: DHSGenesysCloudProject@dhs.wisconsin.gov 		