

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, September 21, 2023

1:00 – 3:30 p.m.

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

Minutes

Invitees

Attendees (X = Attended)			
X	Katie Sepnieski – DHS BEOT	X	Beth Stiner – DHS BEOT
X	Alicia Grulke – DHS BEOT	X	Elizabeth Olsen – DHS BEOT
X	Abby Abernathy – DHS BEOT	X	Angela Stanford – DHS BEOT
X	Alexia Hamilton – DHS BEOT	X	Steve Poppe – DHS BEEP
X	Molly Thomas – DHS BEOT	X	Jori Mundy – DHS BEEP
X	Katie Quaintance – DHS BEEP	X	Becky David – DHS BEEP
X	Laurie Teubert – DHS BEEP	X	Maisiel Gomez – DHS
X	Leah Watson – DHS BEEP	X	Craig Hayes – DHS BEEP
X	LaTanya Baldwin – DHS BEOT	X	Becky Luebke – DHS OIG
X	Mai Yee Xiong – DHS BEEP	X	Melissa Benner – DHS BEEP
X	Lisa Hanson – DHS BEOT	X	Jatinder Singh - DHS
X	Nick Kwaw – DHS BEOT	X	Nick Haught – DHS BEEP
X	Melissa Todd – DHS BEOT	X	True Lor - DHS
X	Steven Boisvenue – DHS BEEP	X	Brooke Slamka – DHS BEEP
X	Nicole Huffman – DHS BEEP	X	Brittany Dupuis - DHS
X	Bay Lake – Chelsey Groessl		MILES – [vacant]
	<i>Bay Lake – Becky Hetfield-Salentine</i>	X	MILES – Mike Poma
X	Capital – Shawn Tessmann	X	Moraine Lakes – Mia Anderson-Inman
X	Capital – Tony Sis		<i>Moraine Lakes – Robert Klingforth</i>
X	Central – Nicole Rolain	X	Northern – Steve Budnik
X	Central – Kris Weden		<i>Northern – Jeanine Spuhler</i>
X	East Central – Ann Kriegel	X	Southern – Kate Chambers
X	East Central – John Rathman	X	Southern – Mark Nelson
	<i>East Central – Annett Mooney</i>	X	Western – Lorie Graff
X	Great Rivers – Kathy Welke		<i>Western – Tricia Wavra</i>

X	Great Rivers – Ronda Brown	X	WGRP – Dustin Feeney
		X	WGRP – Katie Kasprzak
	Guests:		
X	April Ferstl - DCF	X	Nicole Koch – DHS OIG
X	Gage Winkelmann - DCF	X	Jolyne Wallace – DHS OIG
X	Tim McGuire - DCF	X	Tabitha Mellenberger – DHS OIG
X	Annie Griggs – DCF	X	Kara Ponti – Dane County
X	Jessica Schultze - Jefferson County	X	Stacey Stewart – Washington County
X	Michele Chiuchiolo – Dane County	X	Amanda Brooks – Portage County
X	Joyce Rockman – Ho-Chunk Tribe	X	Lori Garber – Oneida County
X	Cheryl Kawlewski - BRITS	X	Debra Williquette – Manitowoc County
X	David RM	X	Kathy Busler – Jefferson County
X	Kesha Cole – Ozaukee County	X	Maria Delgado – Rock County
X	Mitch Birkey – Calumet County	X	Cortney Hebel – Dane County
X	Roxann Binkowski – Waushara County	X	Amber Taylor – Adams County
X	Tina Weiterman - Menominee Tribe	X	Renae Zagel – Washington County
X	Heather Ondik – Oconto County	X	Carol Wautlet – Door County
X	Vicki Jessup - DHS	X	Rose Strege – Mohican County

AGENDA

Welcome (Katie Sepnieski & John Rathman)

- Report attendance by replying to an email from DHSBEOTAdmin@dhs.wisconsin.gov.
- ESPAC is suggesting that the May 16, 2024, IMAC meeting is held in person.

Public Comment

- Public comment will be at the end of the meeting.

Approval of August 17, 2023, Meeting Minutes (Katie Sepnieski)

- Motion to approve the minutes made by Tony Sis and John Rathman and approved by consensus.

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

Healthcare Updates

- Administrative renewals
 - The Department is working on enhancements to the administrative renewal process (ex parte renewals). The enhancements initially focused on increasing the administrative renewal rate to members to maintain coverage and to reduce agency workload. The Department will also be

- focusing on the need to address the federal requirements that states must conduct administrative renewals at an individual level and not a household level .
- DHS is working on the implementation of a series of policy and technical changes, some of which have already been put into place and some of which should result in increases in the administrative renewal rate are expected later in 2023.
 - The Department is taking steps immediately to ensure compliance with federal guidelines:
 - Extending benefits for ~2,000 members each month who may be adversely impacted by household-level renewals.
 - Retroactively restore coverage for ~4,000 members who lost coverage in June, July or August 2023 and may have been adversely impacted by household-level renewals.
 - Long-term systems changes are being explored to support individual-level administrative renewals.
 - The Department will continue to extend eligibility for affected members as needed.
- Unwinding phase II: reinstatement of premiums and work requirements
 - An Operations Memo will be published that outlines policies for Medicaid Purchase Plan (MAPP) members starting January 1, 2024. Both premiums, the work requirement, and implementing changes to MAPP premiums that were scheduled to start in early 2020 will be reinstated.
 - In October 2023, the Department will begin contacting MAPP members with letters including information about policy changes. The letters being sent will be shared with Income Maintenance Agencies before being sent to members.
 - This memo does not address premium reinstatement for BadgerCare Plus children or childless adults.
 - For children:
 - The premiums for children will be reinstated on a timeline like that for MAPP. The Department is waiting on official direction from the Center for Medicaid Services (CMS) before policy is written and implementation activities begin.
 - For childless adults:
 - Wisconsin has requested approval from CMS for an extension to the waiver that allows coverage to childless adults. The extension request has been submitted and would extend coverage for childless adults through 2028.
 - The Department expects CMS will approve this extension, but it has been indicated verbally that CMS is not planning to approve some of the conditions of eligibility that are outlined in the extension, specifically, charging premiums to childless adults and requiring that they answer a question about their need for treatment for substance use to become eligible.
 - Until CMS provides official direction, the Department will not communicate about the reinstatement of those two policies, as it seems very likely that those two policies will not be approved by CMS.

FoodShare Updates

- Government Shut Down/Memo
 - There is a potential government shut down for the end of September 2023. Current federal appropriations expire September 30, 2023.
 - The United States Department of Agriculture (USDA) released a memo titled “SNAP-Improvements to Federal Financial Accounting”. This memo clarifies that states will be able to issue October SNAP benefits as usual, regardless of a shutdown.
 - The Department will share additional information about the collaboration with Federal Nutrition Service (FNS) as more information evolves at the federal level.

- **Lottery and Gambling**

- The lottery and gambling policy is being implemented on November 1, 2023. The new policy states members will lose FoodShare eligibility when substantial winnings of \$4,250 or more is received in a single game. Members will not lose eligibility for reporting a substantial winning received before November 1, 2023.
- The operations memo for this project is set to publish on September 26, 2023. A new FoodShare reporting requirements script attached to the operations memo.
- The updated script will include member's requirement to report any substantial lottery or gambling winnings by the 10 of the following month, at SMRF, or renewal, whichever comes first. The reporting requirements script will start being read to members on November 1, 2023.
- All FoodShare members will be receiving a one-time letter outlining the new reporting requirement. Currently this letter is planned to be sent in early October, starting around October 9th.

IM Training Update

- There is an opportunity for IM agency staff to provide feedback to IM Training by completing the feedback form at any time.
- The feedback form can be found in Cornerstone, a search for "Feedback form" will bring you to the form.
- Local coaches (and learners) are surveyed at the end of training week 6 and week 8; if participants are doing the EBD workshop as part of the cohort training program. The survey link is sent to the local coaches for those that have participants in the cohort directly in the Wednesday weekly summary emails to gather specific feedback on that cohort. Local Coaches can send in questions or feedback into the shared DHS IM Training inbox at any time or complete a feedback form.
- The Departments IM Training section continues to welcome feedback by encouraging local coaches and learners to complete the surveys. Point in time feedback should be sent immediately to the IM Training section, so it is addressed right away (i.e. something that happened in a specific cohort, etc)
- At the October 2023 IMAC, there will be a presentation of the feedback that has been received, including response rates, what has been received, how it is used in the discussions at quarterly IMAC Training Subcommittee meetings, and what actions have been taken.
- The IM Training section is actively working on the ABAWD Exemptions and Interviewing training. This training will be published prior to the CARES release. An exact published date is not set as there is outstanding final project decisions and information that needs to be added to the training.

Subcommittee Updates (Income Maintenance Agency Subcommittee Co-Chairs)

- Income Maintenance Operational Analysis (IMOA) subcommittee met on September 8, 2023. John Rathman shared key discussion points (see attachment). Next meeting is October 6, 2023.
- Call Center Operational/Technical subcommittee met on September 11, 2023. Kris Weden shared key discussion points (see attachment). Next meeting is September 25, 2023.

CARES Releases

- Danielle Karnopp presented information on the CARES Portfolio Review. See attachment for additional details.
- Katie Quaintance and Stevey Poppe presented information on the October 2023 CARES release for ABAWD TLR Phase 4 and ABAWD Exemptions/Age. See attachment for additional details.

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

- WHCSA and DHS continue to meet on contract negotiations for the 2024 IM Contract. There
- The administrative memo for Fraud Prevention and Investigation Program Allocations and Guidelines for Calendar Year 2024 is being reviewed by consortia. Feedback will be shared back to the Department.
- The Departments financial staff shared the incentive payments with Income Maintenance Agencies and will begin working on the 2023 Income Maintenance Contract amendments for increased funding. The amendments will be sent before mid – October 2023. The Department will send an email once amendment has been posted for signature.

Consortia Feedback (John Rathman)

- Consortia is inquiring about the anticipated timeframe for the IM contract amendments to be sent for the current 2023 IM contract for the increased funding for IM base and Fraud that resulted from the new State budget.
- Consortia are requesting a joint conversation at the October or November IMOA meeting to better define the criteria for using the Genesys voicemail system to close call centers state-wide when there are technical difficulties. There are many questions yet about the expectations of when messages are left on Genesys, how balance of state decisions may or may not relate to MILES operations, and questions about a single technical incident in a day versus several incidents in the same day.
- Consortia would like an update on the EBD Subcommittee and if additional members are needed and the frequency of the subcommittee meetings.

Administrative Memos (Alicia Grulke & John Rathman)

- The administrative memo for Fraud Prevention and Investigation Program Allocations and Guidelines for Calendar Year 2024 is being reviewed by consortia. Feedback will be shared back to the Department.
- The Estate Recovery Funding Administrative Memo for the period of October 2022 through March 2023 is being reviewed by consortia. Feedback will be shared back to the Department.

Regional Enrollment Network (Lorie Graff)

- A record number of individuals registered for the 2023 Enrollment Conference, which just ended September 20, 2023.
- A new statewide Hmong Enrollment Network has been formed, with a kickoff meeting scheduled for September 27, 2023.
- Partners reported experiencing some issues with uploading documents to ACCESS. The process for reporting issues directly to the Department was reviewed.
- The Department shared an update that changes are being made to the Administrative Renewal policy.

Public Comment

- None

Announcements

- The October IMAC meeting will include an update on the Benefit Recovery and Investigation Tracking System (BRITS).
- 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.

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