

Tony Evers
Governor



Kirsten L. Johnson
Secretary

State of Wisconsin
Department of Health Services

DIVISION OF MEDICAID SERVICES

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

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

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

December 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 | **Passcode:** 894805

Time	Topic	Presenter(s)
1:00 – 1:05 PM	Welcome	Katie Sepnieski/Kathy Welke
1:05 – 1:10 PM	Approval of November 16, 2023, Meeting Minutes (Attachment)	Katie Sepnieski
1:10 – 1:55 PM	Department of Health Services Policy Updates	DHS Policy
1:55 – 2:10 PM	Subcommittee Updates (Attachment) <ul style="list-style-type: none">a. Income Maintenance Operational Analysisb. Fraud & Program Integrityc. Performance Monitoringd. Call Center Technical/Operational (attachment only)e. Training (not presenting)f. Elderly, Blind, Disabled/Long Term Care (not presenting)	Kathy Welke Mary Donahue Ann Kriegel
2:10 – 2:50 PM	CARES Releases (Attachment) <ul style="list-style-type: none">• Overpayment Claims Compromise• HMO Enrollment Tool Enhancements• Correspondence Improvement Roadmap: Interview Notices Modernization	Craig Hayes Suzanne Cone/Katie Quaintance Mai Yee Xiong
2:50 – 2:55 PM	Income Maintenance (IM) Funding and Contract Updates	Alicia Grulke/Kathy Welke
2:55 – 3:00 PM	Consortia Feedback: IM consortia will share feedback with DHS	Kathy Welke
3:00 – 3:05 PM	Administrative Memos	Alicia Grulke/Kathy Welke
3:05 – 3:10 PM	Regional Enrollment Network	Lorie Graff
3:10 – 3:15 PM	Public Comment	All
3:15 – 3:20 PM	Announcements/Future Agenda Items	All

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Income Maintenance Subcommittee Key Messages
IMOA
December 7, 2023

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline
<p>DHS Policy/COVID-19 Updates DHS Staff</p>	<p>Premiums 2024 CMS provided written confirmation that disallows requiring premiums & Treatment Needs Question (TNA) for Childless Adults. TNQ will be removed from application and review in early 2024.</p> <p>Premiums for children will begin in April 2024 for new applicants and at renewal for individuals currently open. CMS clarified that we cannot impose premiums on a child once they are in their 12-month certification period. Will not end coverage for failure to pay (CMS directive). Initial premium payment to open eligibility will no longer apply and will start premiums the month after month initial month of eligibility. Should have no more collecting of premiums by IM agency.</p> <p>MAPP- No longer will have Restrictive Reenrollment Period. Cannot terminate coverage in same month the premium is due. Need to give a grace month. The reason for this change is that this has made payment of past premium a condition of eligibility. This is being changed so that it will not be a eligibility factor if a customer hasn't paid premium for past month. Goal is to have this in February release and reinstate MAPP Premiums in April. Timeline subject to change.</p> <p>Administrative Renewals February CARES release will have adjustments that are related to timing of certain actions to allow more individuals to pass through. For example, Unprocessed Change Report would normally prevent administrative renewal-shifting the time of these types of things so it doesn't prevent administrative renewal process.</p> <p>Operations Memo will be coming out explaining changes to allowable tax deductions. This is related to changes in IRS rules.</p> <p>Handbook Updates for MA on 12/18 were reviewed.</p> <p>Presentation on the Dynamic Dashboard Medicaid Renewal Data Wisconsin Department of Health Services</p> <p>FoodShare FS Interview Waiver had been implemented in June. <ul style="list-style-type: none"> From July 2023-October 2023, 37,578 application interviews were waived. This is an average of 9,394 waived applications interview per month. During the same period, 15,357 renewal interviews were waived, or an average of 3,839 per month. In October 2023, almost 36% of application interviews were waived. Approximately 13% of renewal interviews were waived. </p>		

	<ul style="list-style-type: none"> • Additionally, for the 4-month period from February 2023-May 2023, an average of 2,676 applications were denied each month for not completing the required FS interview. That is a total of 10,704 applications denied for not completing an interview over that 4-month period. In comparison, in the 4-month period from July 2023-October 2023, there was a total of 1,116 applications denied for not completing the required interview, or an average of 279 per month. That is an almost 90% reduction in applications denied for not completing an interview. <p>Interview Waiver will continue at least through May 2024.</p> <p>Expansion to medical expense deductions for FS. Beginning 12/18 certain HEMP products area allowable expenses if prescribed by licensed Practitioner and meet certain criteria.</p> <p>FS Handbook Release 12/18 Will be very large but this will be related to policy changes that have already been rolled out and touch many areas of the handbook.</p> <p>Temporary Quest Card Issuance Worker Checklist Draft was shown with added section for the worker the verifies the member meets the requirement to receive a temporary card. Separate section for the worker who issues the card.</p> <p>Worker who confirms FS eligibility cannot be the same worker to grant approval and sign the checklist approving temporary card. If you confirm. Person who signs the</p> <p>FS Overpayment Compromise process will be rolled out in February. Presentation provided and this will also be shared at FPIP and Performance Monitoring.</p> <p>Existing Medicaid overpayments: Beginning in January those that are currently paying will have claims terminated. Will then terminate those claims that recently went into delinquent status and then after that move to termination based on year. Will then go in order of year. This will be a year long process. 500/week in Jan/Feb/March (2000) and then 1000 per/week starting in May. MA Compel claims have been stopped. Talking points and copy of letter that will be sent out will be given to consortia.</p> <p>FoodShare Overpayment Review/Findings: Claims started before May 11th- cannot start until after PHE ended- some of these will be corrected to 5/11. Waiver form was used after allowable date. One 10-year disqualification review applied incorrectly.</p> <p>Compromising Claims coming in February Release 2/24/24 Customer would request this when they feel then can't pay the claim. Formula applied to see what they could pay over a 36-month period and if the amount is greater, it would be adjusted/compromised claim. IPV/Trafficking/Duplicate Issuance or Fraud would not be eligible for a compromised claim. Members could ask for a review of the compromise decision and if still disagree it would be escalated to DHS. No Fair Hearing Rights with this process. Driver flow will be added to CWW navigation menu in Worker Tools instead of a manual process.</p>		
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Unwinding Planning Jonelle Brom Katie Sepnieski Alicia Grulke	<ul style="list-style-type: none"> • All consortia continue using overtime. • Consortia report an increase in EBD/LTC related calls and FFM applications. • Consortia vacancies decreased from 6.70% in October to 5.52% in November. • Call volume decreased by 8.36% from October 2023. • Average Speed of answer increased by approximately one minute from October to November. 		
Genesys Update (Attachment) Paul Michael	No update for today.		
PCR Enhancement Project Update (Attachment) Lisa Hanson Missie Benner	R/s to a future meeting.		
FoodShare Data Warehouse Report (Attachment) Nick Ksobiech	Attachment		
Future Agenda Topics (Attachment)	<ul style="list-style-type: none"> • Policy Updates • Genesys Updates • Cross Departmental Updates • CDPU Updates • Security Updates 		
Next Meeting	January 5, 2024	IMOA Members	

Income Maintenance Subcommittee Key Messages
Fraud & Program Integrity Subcommittee
November 14, 2023

Agenda Item	Message/Action/Motion	Assigned to/ Referred to IMAC	Deadline
OIG Updates	<ul style="list-style-type: none"> • ITAU- ITAU is fully staffed. Lauren Ciulini joined OIG on 11/6/23. Lauren comes to OIG with many years' experience as a fraud specialist in Racine County and an IM Worker prior to that. • OIG has taken steps to create a clear separation of duties between fraud investigative staff and overpayment specialists. • OIG will continue to pursue Intentional Program Violations prior to completing a FS overpayment or claim. • OIG will no longer process Agency Error (AE) overpayments for FS duplication. All potential AE overpayments will be referred to the agency that confirmed the error. • Statewide overpayments entered through 10/31/23 total \$3.4 Million; of that, OIG entered \$337, 000. • 1,079 IPV's entered statewide through 10/31/23; of those, 59 were entered by ITAU • PARIS/Trafficking – Annie Lee has joined the PARIS and Trafficking Unit as the Economic Support Quality Assurance Specialist – Advanced (Overpayment Specialist). Annie has 12 years of experience in Income Maintenance including overpayment investigations and QA reporting. 		
OIG SNAP Grant Projects	OIG SNAP Grant Projects <ul style="list-style-type: none"> • 2022 - Changing EBT card PIN activity up 200% - more members keeping their benefits safer <ul style="list-style-type: none"> ◦ ebtINSIGHT - data analytic software expected to be finalized in Spring 2024 • 2023 - Mass UNPIN Project will be implemented first to stop the need to deactivate and replace compromised EBT cards. The grant team is working on detailed communications plans for: <ul style="list-style-type: none"> ◦ Members ◦ FIS Call Center ◦ IM Agency workers ◦ Partners 		
FS Replacement Plan Updates	<ul style="list-style-type: none"> • Trent Leffler is leading the FS Replacement plan. • Data through 10/31/23: 955 cases referred; 844 signed forms received; sent out 111 forms where no form was attached to initial referral. Cases are worked in the order received. Staff have been pulled in from all areas to work these investigations (to determine eligibility for replacement of FS). • As of November 10: 1,131 cases have been skimmed totaling \$553,000 in stolen FS. • Keep educating customers to change their PIN if they think it may have been compromised, PINs should not be written on the FS card or shared, customers should not pick easy to guess PINs. 		
PACS updates	<ul style="list-style-type: none"> • PACS is fully staffed with a mix of in office and remote work • Claim Establishment (statewide across all programs) through 10/31/23 totaling 3,200 claims = \$6.1M. This is an increase of 30% over last year. • Collections for the year thus far total \$10.8M • No updates on BRITS. No new date has been determined yet. PACS is continuing to test its available functions. 		
Review 2024 FPIP Charter-Discuss sub-committee	<ul style="list-style-type: none"> • The FPIP 2024 Charter was reviewed with committee members. • Participation of all members set as a 2024 goal. 		

members expectations/communication	<ul style="list-style-type: none"> • An email requesting agenda items will be sent to all committee members 2 weeks prior to the meeting. Agenda items may also be emailed to Tami Berg or Mary Donahue (their email addresses are in the agenda). • Reviewed the committee membership list. Let Tami know if anyone needs to change their representative(s). 		
Review CLEAR Users List	<ul style="list-style-type: none"> • We have 60 seats under the CLEAR contract, which allows access for 2 people in each Consortium. • Tami Berg manages the access for CLEAR. If someone in your Consortium leaves, let her know so she can delete their access. • Tami read the list of CLEAR users. She will remove those who are no longer need access. 		
Future Topics	<ul style="list-style-type: none"> • Question asking if FS SWICAs should be brought to this committee. Questions on those should go to the CARES PRT. • Northern requested training on using simulation to process overpayments. This should go to IM training. 		
Action Items	<ul style="list-style-type: none"> • Submit any February 2024 agenda items to Tami Berg or Mary Donahue. Their email addresses are in the agenda. 		
Next Meeting	<p>February 13, 2024</p> <p>2024 Dates:</p> <ul style="list-style-type: none"> • 2/13 • 5/14 • 8/13 • 11/12 		

Income Maintenance Subcommittee Key Messages
Performance Monitoring Subcommittee
November 15, 2023

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline
Recap of Sept 2023 meeting	Went over FSQC error findings Active 5.2 % (wages/salaries) Negative 17.69 % IMQA technical errors and causes Workload issues with unwinding and how coping 2023 accomplishments were reviewed.	Ashley Schabel	
Safe at Home Awareness	PH 77 Want to bring awareness. One person to process these cases in each county Fear for physical safety Make sure in confidential status Will be in the QC newsletter Could do an address search to be sure they are in confidential status. PO box is different for each member but general address is the same. Can it be one worker per consortia vs per county? Intent is to have them in one confidential caseload with a supervisor as the backup.	LaTanya Baldwin/Ashley Schabel	
Recent Policy Check in	Renewal timeliness/systems issue FS renewals not falling off the dashboard. IM Central has sent it in. Send in examples to PRT and reference Performance Monitoring meeting. They do then show up on the reports as late. Also have noticed information that gets populated on annual income pages is often not correct. Directed workers not to use. old jobs end dated anytime during the current year will populate in there even if not worked this year. Sometimes when program that is no longer being looked at gets stuck and that impacts the work item falling off. FFM apps have work items get stuck. (Ali has sent in) Jody reports this is being looked at and is unrelated. FS renewals-still getting some that should not be allowed to be submitted through ACCESS come through. Cannot proceed. This is also a different issue than the one IM Central identified. Continue to send in examples of items not falling off the dashboard when processed. FFM examples send to PRT and reference Performance monitoring meeting and that Jody asked for examples. This way she can work with the vendor and determine what is causing it. Self-employment worksheet does not calculate correctly. DHS is aware that it needs to be updated. It will be fixed but is on the list. it's more advantageous to the member. It is allowing an expense twice.	Nicole Rolain	
Consortia Reports	Attachments. Donna not in attendance. Please reach out to her if you have any questions or concerns about the reports.	Donna King	
FSQC Error Findings	Attachments FY 2023 for June 5.84\$ active. 5.24 cumulative Wages/salaries Shelter and HHC are top errors Math and information not reported	Dione Sanders	

	<p>Negative slight increase June 28.57% cumulative 18.47%</p> <p>Verifications, notices, wages</p> <p>Improper denial /term when info was in case file.</p> <p>Notice not clearly understandable</p> <p>Improper income calculation</p>		
IMQA Error Findings	<p>Eligibility errors</p> <p>Attachment</p> <p>Through July 2023</p> <p>Top error employment. unreported is most common</p> <p>Wages not reported at app or renewal.</p> <p>Verifications-income updated with FDSH without member confirming.</p> <p>Quarterly wages being used to update income incorrectly-that's not a source we can sue.</p> <p>Verifications not requested at app or renewal or using old verifications. Needs to be recent income verification.</p> <p>CWW differed from verification and no comment to indicate collateral contact used. shift pay not counted.</p> <p>PH updates about FDSH indicating correct way to use and that the member has to agree</p> <p>Confirmed AG summary. FS Cert period not correct. homeless not updated correctly-12 months instead of 6. Eligibility run after AA sometimes extends cert period. Renewal history to Confirmed AG page-check that to make sure not extended in error</p> <p>HC conformed closed incorrectly while still in CEED. Lapse in HC coverage when adding individuals especially around AA. Review those pages to make sure correct coverage for correct months.</p> <p>Sometimes programs not being confirmed at renewal promptly.</p> <p>Exp FS-need to run and pend</p> <p>Identity not on file. or verification code is wrong. use GF when verify in file or using SC but not receiving Soc sec and living arrangement</p> <p>Q-if identity is one time and SC was correct at the time of usage why is it incorrect if it is left in there. Jody Noble will take this back.</p> <p>What have reviewers seen recently?</p> <p>Drug felonies-not requesting drug testing at renewal</p> <p>Ret mail with no fw address – currently living in wis is being questioned instead of address. client is not being contacted.</p> <p>Unreported income-workers are avg quarterly wage data and putting Q? and it is failing HC incorrectly or passing reasonable compatibility incorrectly. Enter 0's and Q? -refer to attachments for PH reference.</p> <p>Unreported change in income. Process leave previous income and ? and run eligibility to trigger reasonable compatibility.</p>	Ashley Schabel	
2024 Drafter Charter Goals	<p>Attachment</p> <p>Made minimal changes.</p>	Molly Thomas	

	<p>Goal/Focus areas-one small change add to improve understanding of QC methodology in #1</p> <p>Will review goals again at January meeting.</p>		
Roundtable	<p>What reports have been helpful during unwinding? How does your agency utilize data from the consortia report to monitor performance</p> <p>Capital-uses a workload report. current reports don't always predict future. Enter the data on spreadsheet to make it predictive of future. They have been doing this for several years. Have shared with Deloitte.</p> <p>Western-just going through the reports in meetings helps with training needs. Use the Genesys reports to determine who is keeping up on the phones. use the monthly snapshots and performance reports to make sure meeting benchmarks</p> <p>IM Central-use top error part of reports and do targeted internal reviews based on those areas. Rollup report-looked at historically-highest caseload vs lowest point and more recently and tracking trends. If trends continue will be up 25% at end of unwinding to predict longer term workload.</p> <p>Southern-worker prod report and the redesigned dashboard to see who is producing and which areas are the on par with as far as their peers. Used to determine who needs training/support.</p> <p>Bay Lakes renewal projections and renewal monitoring to week CCA needs.</p> <p>Northern-WEBI IMMR reports. Daily snapshot on a google doc. Has caseloads for that day, document counts, applications, alerts and discrepancies due. Helps with day to day. monthly report for consortium that is shared with boards, etc. also seeing an uptick in caseloads overall.</p> <p>MILES-use dashboard remainder report and have two teams working on it. Genesys data. Sups required to do call monitoring-live and recorded calls to ensure customer service and accuracy. Solid group working on dailies helps with timeliness.</p> <p>Moraine Lakes-daily snapshot of counts of processing tasks. Rely heavily on dashboard. Weekly consortia report out. Alerts tend to be on back burner and discrepancies also. Interested in how it's managed.</p> <p>East Central-same reports as others. Rely on dashboards.</p>	Nicole Rolain	
Future Agenda items	Upcoming meeting Jan 17, 2024	Ashley Schabel	

**Income Maintenance Subcommittee Key Messages
Call Center Operational Technical Subcommittee
November 13, 2023**

Agenda Item	Message/Action/Motion	Audience/Recipient	Deadline
Outages and Known Issues	<ul style="list-style-type: none"> Working with Northern Consortium on error message received when dialing agent. These messages were heard on call recordings. State long distance carrier reset 2 switches on their network. Recurrences continue. Call quality issues and disconnects while on hold associated with agents using US Cellular. US Cellular removed a carrier between state long distance carrier and their network. Appears disconnect issues have been resolved. 	Recurrences submitted to carrier	
Enhancements	<ul style="list-style-type: none"> Genesys User Guide updated 11/10/2023 in the following areas: <ul style="list-style-type: none"> Monitor View Tab Logging Agent out of Agent Desktop Adding/Removing Supervisors from Static Agent Group Quick Agent Search in Platform Administration Editing General Agent Information Queue Voicemail Counts 		
Focal Topic: Telecom Troubleshooting	<ul style="list-style-type: none"> Paul Michael shared a <i>Telecom Issue Troubleshooting</i> cheat sheet/flow chart that included instructions on the following items: <ul style="list-style-type: none"> Symptoms and Likely Causes Troubleshooting Scenarios Results Analysis and Recommended Action Training Call Flow Information Providing Call Examples to Genesys Support Providing Call Examples to local IT/Telecom 	Document shared with committee members. Anticipate document will be added to Genesys User Guide in the future.	
Next Meeting	Monday, November 27, 2023 @ 1:00 p.m. Contact Information: DHSGenesysCloudProject@dhs.wisconsin.gov		