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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

January 18, 2024

1:00 – 3:30 p.m.

Zoom Link: <https://dhs.wi.zoomgov.com/j/1604519247>

Join by Phone: 1-669-254-5252 | **Meeting ID:** 160 451 9247

Time	Topic	Presenter(s)
1:00 – 1:05 PM	Welcome	Katie Sepnieski/John Rathman
1:05 – 1:10 PM	Approval of December 21, 2023, Meeting Minutes (Attachment)	Katie Sepnieski
1:10 – 1:55 PM	Department of Health Services Policy Updates	DHS Policy
1:55 – 2:25 PM	Subcommittee Updates (Attachment) <ul style="list-style-type: none">Income Maintenance Operational AnalysisCall Center Technical/OperationalFraud & Program Integrity (not presenting)Performance Monitoring (not presenting)Training (not presenting)Elderly, Blind, Disabled/Long Term Care (not presenting)	John Rathman Kris Weden
2:25 – 2:40 PM	CARES Portfolio Update	Shine Baby
2:40 – 2:45 PM	Income Maintenance (IM) Funding and Contract Updates	Alicia Grulke/John Rathman
2:45 – 2:50 PM	Consortia Feedback: IM consortia will share feedback with DHS	John Rathman
2:50 – 2:55 PM	Administrative Memos	Alicia Grulke/John Rathman
2:55 – 3:00 PM	Regional Enrollment Network	Lorie Graff
3:00 – 3:05 PM	Public Comment	All
3:05 – 3:10 PM	Announcements/Future Agenda Items	All

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Income Maintenance Subcommittee Key Messages
IMOA
Friday, January 5, 2024

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
DHS Policy/COVID-19 Updates	Jonelle Brom welcomed everyone to 2024. Jonelle announced that Bill Hanna is our new Medicaid Director and Amanda Dreyer is the new Deputy Medicaid Director. There were no Healthcare updates to share today. Abbey Graf shared some Foodshare updates. First, Abbey clarified that if a drug felon needs to complete a drug test, they can use a drug test completed within the last 30 days. Abbey also clarified that if a client gets an un-conclusive test result, they can continue to repeat the test until they get a conclusive test result. There is no limit to how many times they can retest to get a conclusive test result. Jonelle Brom noted that all 2024 contracts were sent to consortia on 12/21/23 and currently 5 of the 10 contracts have been signed and returned. Jonelle also reported that they have just become aware of a CARES issue in confirming cases and that Deloitte is working on this issue.	IMOA Members	On-Going	
MA Overpayments	Jonelle presented a high-level overview of how MA overpayment terminations will occur. Jonelle highlighted that about 500 cases per week will be reviewed through April. After April, the number of cases will increase to approximately 1,000 cases per week. DCF will start with cases that are currently paying off overpayment balances. Rachel Withhoff clarified that IM agencies should not have to take specific actions for this project. DCF and DHS staff will do the work. A CCN will be created on this project and an FAQ will be created to help call centers answer questions. There will be no fair hearings on these actions since remaining overpayments are being terminated. By the first week of February, all cases that are current with overpayment collections will be competed. By the second week of February, cases being terminated will already be in a default of payment status. There will be no refunds of payments made before the termination process occurs. DHS staff feel the greatest questions from our clients will be those questioning if the liability will be terminated on a permanent basis. It is anticipated that the entire overpayment termination process will be completed by December of 2024.	IMOA Members	On-Going	
Consortia Questions	Consortia members did ask about getting a listing of MAPP clients that need to meet new work requirements and it was highlighted that this report should be out by early next week. Consortia members also asked in Foodshare cases if a standard case comment could be created to avoid releasing any medical information but that would confirm that an exemption is being granted. DHS will work on this request.	IMOA Members	On-Going	
Unwinding Planning	Alicia Grulke reported that consortia are reporting there is a benefit to having cross-trained LTE staff to help answer calls and resolve issues in the call center. Average speed of answer improved by over 2 minutes in December compared to November. Jonelle also reported that IM consortia did report their anticipated usage of Medicaid Unwinding funding and that contract amendments will be made to allow us to expend these funds until the end of the unwinding process.	IMOA Members	On-Going	
Genesys Update	Jonelle reported that over the next nine months we will have to move our Genesys data to a new cloud-based system named Genesys Cloud CX. The new system will be updated weekly and will have greater stability than our current system. As this transfer occurs, there will be no down-time of the system. No	IMOA Members	On-Going	

	changes to current call flows are anticipated to occur with this transition. Deployment of the new system will start in May of 2024 with State only users. Consortia movement will not start to occur until July of 2024 and will hopefully be completed by the end of August. Jonelle did highlight that during this migration there will be a code freeze and no new programming or changes will occur. Updates on this process will occur with the CCA subcommittee and at future IMOA meetings. If questions do arise, please get them to any CCA subcommittee member as they will be discussing this same presentation on Monday, January 8th.			
Security Updates	Carla Treuthardt reported that the 2023 active account audit has been completed statewide. Carla reported that they are looking for an on-line request system to replace the current manual PDF request form system. Carla also reported that a final draft of the updated security procedure manual should be available soon. A security officer training manual is also being created. Carla reported that training for their new staff members is continuing, and she appreciates all of our patience during this time. Carla reported that workgroups will be formed in 2024 and that Alicia is helping identify the members for those workgroups.	IMOA Members	On-going	
CDPU Update	Rob Tillman, CDPU Manager, was not available to provide his update so it will be deferred until a future meeting.	IMOA Members	On-Going	
Cross Departmental Updates	Alicia Grulke reviewed the first quarter of 2024 cross- departmental updates between DCF, DHS and DOA.			
Future Agenda Items/Next Meeting Date	Agenda items for the next IMOA Meeting include: Policy updates, Genesys update, Unwinding Planning, the Compromising Claims Policy, Tribal Benefits, Confidential Cases, and a 2024 IMOA Charter Review. The next IMOA meeting will take place on Friday, February 2nd .	IMOA Members/DHS Staff	February 2, 2024	

Income Maintenance Subcommittee Key Messages
Call Center Operational Technical Subcommittee
January 8, 2024

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Project Update: Migration to Genesys Cloud CX	<ul style="list-style-type: none"> Genesys notified the state that support for the current MGEP (Maximus Genesys Engaged Platform) will be ending with the end of the current contract in September 2024. Over the next 9 months all call centers will need to migrate from the current platform to the cloud platform. There are advantages to the move: <ul style="list-style-type: none"> Cloud investment and weekly updates. Single user interface. Single vendor contact for software support. System reliability and availability. System scalability. Project Plan <ul style="list-style-type: none"> Utilize a phased iterative implementation process. Implementation process will support zero call center downtime. Training will be built to focus on essential information to reduce non-productive staff time. Migration to new platform would be primarily “as is” in relevance to current call flows, functionality, and features from current MGEP platform to Genesys Cloud system. Timeline <ul style="list-style-type: none"> Tentative timelines for all phases beginning with completion of preparation of the platform, production of build and development by Genesys and ATS file processing to CARES by ECF. Followed by user provisioning and validation. User acceptance testing. Publication of training and User Guide. Pilot and deployment after UAT to begin with state (non-Miles) users. Miles and consortia would follow in phases 2 through 5. Order and groupings of consortia to be determined. A “freeze” on changes to current functionality and features will be coming soon. 	Examples: All Income Maintenance Agencies, ESPAC, Operational Leads		
Next Meeting	Monday, January 29, 2024 @ 1:00 p.m. Contact: DHSGenesysCloudProject@dhs.wisconsin.gov			