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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

September 18, 2025
1:00 – 2:00 p.m.

Zoom Link: <https://dhs.wi.zoomgov.com/j/1601074465>

Join by Phone: 1-669-254-5252 | **Meeting ID:** 160 107 4465

| Time | Topic | Presenter(s) |
|----------------|--|---|
| 1:00 PM | Welcome | Katie Sepnieski/Kathy Welke |
| 1:00 PM | Approval of August 21, 2025, Meeting Minutes (Attachment) | Katie Sepnieski |
| 1:05 – 1:20 PM | Department of Health Services Policy Updates | DHS Policy |
| 1:20 – 1:35 PM | Subcommittee Updates (Attachment) <ul style="list-style-type: none">Income Maintenance Operational AnalysisCall Center Technical/OperationalFraud & Program IntegrityPerformance Monitoring (Not Presenting)Training (Not Presenting)Elderly, Blind, Disabled/Long Term Care (Not Presenting) | Kathy Welke Cindy Drury Robert Klingforth |
| 1:35 – 1:40 PM | Income Maintenance (IM) Funding and Contract Updates | Alicia Grulke/Kathy Welke |
| 1:40 – 1:45 PM | Consortia Feedback: IM consortia will share feedback with DHS | Kathy Welke |
| 1:45 – 1:50 PM | Administrative Memos | Alicia Grulke/Kathy Welke |
| 1:50 – 1:55 PM | Regional Enrollment Network | Lorie Graff |
| 1:55 – 1:59 PM | Public Comment | All |
| 1:59 – 2:00 PM | Announcements/Future Agenda Items | Katie Sepnieski |

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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/1601074465>, 5 minutes ahead of time.

Income Maintenance Subcommittee Key Messages
IMOA
September 12, 2025

| Agenda Item | Message/Action/Motion | Assigned To/ Referred to IMAC | Deadline | Closure |
|-------------|--|-------------------------------|----------|---------|
| DHS Policy | <p>Due to recent storms Six counties in WI have been approved for FEMA public assistance programs. Three counties approved for individual assistance programs making them eligible for Disaster SNAP (Milwaukee, Washington and Waukesha).</p> <p>Budget Reconciliation Act (H.R.1) DHS is still reviewing federal guidance and assessing what this will look like for members</p> <p>Medicaid</p> <ul style="list-style-type: none"> • Community engagement for Childless Adults – States should not expect to get extra time to implement. Plan is to implement 1/1/27 with a October 2026 CARES Release • Retroactive Coverage up to 2 months with effective date of 1/1/27. • Non-Citizen Eligibility changes effective 10/1/26 • New data exchanges are not required to be implemented until 2029. DHS will implement an existing project in February 2026 to obtain address updates from HMOs. • Moratorium on Eligibility Rules -this delays implementation of selective provisions in eligibility and enrollment rules under previous federal administration. Timeline for any changes is TBD, pending further guidance from CMS. <p>FoodShare</p> <ul style="list-style-type: none"> • Work Requirements for ABAWDs- expands members that are subject to time limited benefits. (February 2026 Cares Release) • Some ABAWD exemptions have been removed (February 2026 Cares Release) • New exemption for tribal members (October 2025 & February 2026) • New rules for waivers based on unemployment rates in certain regions. (October 2025) • Non-Citizen Eligibility – timeline TBD • Utility Allowance changes – TBD <p>MAPP Premium Payment Changes</p> | IMOA Members | On-Going | |

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| | <p>Four Key Changes In October 2025</p> <ul style="list-style-type: none"> • Allowing additional month to pay • Aligning initial and ongoing premium payment methods • Allowing recurring payments to be managed online • Preventing duplicate payments <p>Updated MAPP timeline was reviewed</p> <p>Federal Medicaid Community Engagement Rules High level overview provided. Must implement by 1/1/27. Outreach to members required at least three months prior to the effective date. CARES system changes in October 2026 release. Federal guidance not expected until June 2026.</p> <p>FS policy Geo Waiver that has exempted some counties from ABAWD requirements will be ending on 10/1/25. Some tribal members living on tribal reservations will be exempt from ABAWD requirements effective 10/1/25. Communications to members with status changes will be sent in September. Talking points and CCN will be available to IM workers.</p> | | | |
| CARES Security Access Form | Carla Truehart shared updates that will be coming CARES Security Access Form (F-00476 8/2025) | | | |
| Drug Testing Questions | <p>Consortia provided feedback on drug testing panels that agencies currently use and what agency impact would be if changes were made to utilize a five-panel test. Reason for the change would be to align with employment standards. Panel would include marijuana, amphetamines, cocaine, opiates and PCP.</p> <p>DHS will take back the question regarding whether agencies must switch to a five panel or could continue to use larger panels but look at only those five substances. Will provide follow-up on if agencies will need to switch to five panel, or could continue to use larger panels but look just at five things for FS.</p> | IMOA Members | On-Going | |
| FoodShare QC Metrics & Discussion | <p>Reviewed of FSQC Error Rates April – 6.5% Rate is decreasing” Top Errors – wages & salaries 55 cases reviewed for a total \$12,109 Error Dollars CAPER 19.16% with top errors being verifications, notices and wages & salaries</p> <p>Consortia breakout to discuss the use of Pre-Certification Review tool.</p> | IMOA Members | On-Going | |

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| QC Video Interviews | There are no waiver options for states to waive face to face interview requirements. FNS will allow video conferencing in place of in person face-to-face interviews. This will begin 10/1/25. FSQC will first offer video conferencing and then in person face to face. Local agencies will need to provide space for both options. | IMOA Members | On-Going | |
| Genesys Update | <p>Survey reporting issues are being researched with Genesys.</p> <p>Process for compiling enhancement request will begin at the Call Center Operational/Technical Subcommittee at the 9/29/25 meeting.</p> | IMOA Members | Ongoing | |
| Future Agenda Items | <ul style="list-style-type: none"> • Policy Updates (Standing Agenda Item) • FoodShare QC Metrics & Discussion • Genesys Updates • CDPU Updates • Security Updates • Heating Season Updates • MyWisconsin ID <p>All scheduled for October</p> | IMOA Members | Ongoing | |

**Income Maintenance Subcommittee Key Messages
Call Center Operational Technical Subcommittee
August 25 and September 8, 2025**

| Agenda Item | Message/Action/Motion | Audience/Recipient | Assigned To | Deadline |
|------------------|---|--------------------|-------------|----------|
| Post Call Survey | <p>Survey Timeline: remains unchanged – 8/25/25 <i>** (rollout was extended by 1 week from original date)</i></p> <ul style="list-style-type: none"> • 8/18/2025 – MilES / MECA • 8/25/2025 – Western, Northern, IM Central, WKRP, Southern • 9/2/25 – Moraine Lakes, Great Rivers, East Central, Capital, Bay Lake <p>Reports:</p> <ul style="list-style-type: none"> • Everyone will see surveys for the entire state, you will need to filter down to see queue level information for your consortium/tribe. • Calls with survey information will register to the original call. Meaning, if a call is transferred from General queue to the EBD queue the survey information will be available under the General queue. • By clicking into the survey you can see specific data/scores for each question. • Desk aid will be coming out. | | | |
| System Issue | <p>Intermittent and sporadic issues have been reported in which the agent answers the call but Genesys alert keeps ringing.</p> <ul style="list-style-type: none"> • This has been reported to Genesys for a possible network or browser issue • This issue does not disrupt the call, however it is bothersome or annoying to the agent trying to proceed with the call. • Temporary fix would be to turn the volume/ringer down in Genesys. (Interactions – preferences – adjust the phone ringer volume) • | | | |
| Mismatch Reports | <p>SMRFs on the report:</p> <ul style="list-style-type: none"> • Discussed as a group why we may be seeing SMRF's on the mismatch report. Possible agent error by not clicking 'start' and 'end' for the recording to start and stop. If this is not done it does not allow a recording to be sent to ECF. | | | |

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| Post Call Survey reports | <ul style="list-style-type: none"> Demonstration on retrieval of reports for the post call survey. Committee compiled questions to better understand the results of the post call survey numbers which will be shared with the Genesys Team for clarification. | | | |
| Next Meeting | Monday, September 28, 2025 @ 1:00 p.m. | | | |

**Income Maintenance Subcommittee Key Messages
Fraud & Program Integrity
August 12, 2025**

| Agenda Item | Message/Action/Motion | Assigned to/Referred to IMAC | Deadline | Closure |
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| OIG Updates/Tami Berg | <ul style="list-style-type: none"> We've seen a significant increase in skimming incidents in 2025, impacting almost 40,000 FoodShare members and resulting in over \$170,000 of stolen benefits. <ul style="list-style-type: none"> We received approval to replace the stolen benefits from this most recent skimming ring. All members who were impacted had benefits replaced as of last week. We ask that you to remind front-line workers to regularly remind FoodShare members to take steps to protect their benefits. Helpful tips are available on the FoodShare: Protect Your Benefits webpage – which I can share in the chat. To support program integrity efforts, DHS implemented tools to protect FoodShare benefits and alert members, local agencies, and partners about fraud concerns. <ul style="list-style-type: none"> We now have the ability to remove personal identification numbers or PINs from groups of QUEST cards to protect benefits. Prior to this functionality we were required to deactivate and send new cards – impacting members for weeks after the theft as they waiting for new cards in the mail. Now we can simply remove the PIN to prevent the card from being used. When this occurs, members will receive an error message when trying to complete a FS transaction. When PINs are removed, cardholders must set a new PIN before they can use their benefits. They do not need to speak to anyone. They can set a new PIN on the EBT mobile app, online client portal or by calling the number on the back of the card. Best practice for members is to never reuse an old PIN. Once a skimmer has collected that PIN, they can use in the future if the member reselelects that PIN. Bad | | | |

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| | <p>actors maintain this information and will attempt to reuse it.</p> <ul style="list-style-type: none"> ○ The decision to remove PINs is based on transactional data and other evidence, like the recovery of a skimming device. To support UNPINNING efforts, we've fully implemented a new fraud communications platform that went live on July 1st. Messaging aims to notify impacted cardholders and local agencies as soon as possible when: <ul style="list-style-type: none"> ● QUEST cards are at risk, which we determine by analyzing transactional data. ● When unusual QUEST card activity is suspected in the area, which also is confirmed by analyzing transactional data. These messages alert members about potential suspicious activity and the need to be vigilant about protecting their benefits. This includes checking for skimming devices when completing transactions in-person, changing PINS often, and immediately reporting suspected fraud. ● Messaging aims to notify cardholders when QUEST card PINs were removed, which occurs when we confirm a skimming device was found, OR ● When QUEST cards have been compromised, which means thieves have the card number and PIN. As soon as these instances are identified, we proactively remove PINs to prevent unauthorized use. ● When we believe the actual card is in the hands of an unauthorized user, we will deactivate those cards and notify members that new QUEST cards were mailed, alerting them to watch the mail for new cards to arrive. ○ Communications are distributed as needed through: <ul style="list-style-type: none"> ● Salesforce Marketing Cloud emails and text messages. ● ACCESS banner messages ● MyACCESS push notifications ● Paper mail correspondence ● CARES Coordinator Notices or CCNs ● DHS also is working on a larger fraud prevention tool for members, allowing them to opt-in to make out-of-state transactions using their QUEST card. <ul style="list-style-type: none"> ○ This will be accomplished by giving ALL cardholders the ability to opt-in to out-of-state transactions, including those made online. | | | |
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| | <ul style="list-style-type: none"> ○ After implementation, default system settings will allow cardholders to spend benefits in Wisconsin or in bordering states: Illinois, Iowa, Michigan, and Minnesota. ○ Cardholders can update the location of their spending preferences by using the ebtEDGE mobile app, ebtEDGE online client portal, or by calling the IVR number on the back of their QUEST card, all of which are accessible 24 hours per day, seven days per week. ○ Implementation is tentatively planned for late 2025 / early 2026 and will include local agency, member, and partner communications. ● IP Address report requests – Beginning 8/2023 IP address data began being tracked. If you need a IP address report for Access Apps, please reach out to Tami. <ul style="list-style-type: none"> ○ Brown County - Sherriff Department uses IP Address to connect to property owned by the person and/or accomplices in questions. ○ Capital Consortia – Uses IP address to add to their investigation evidence. ● TranUnion Training will be held on 10/9/2025 for those who have access. Access is limited. If you currently have access, a meeting notice was sent. ● OIG is working to establish a contact list for notifying agencies when an employee investigation is completed in their county. An email will be sent to all county agencies asking for director and human resource contact information. ● The phone number members should call for FSRR has been changed to 608-261-8303. We’re working on getting all correspondence updated and distributed. Members can also email: DHSOIGFSReplace@dhs.wisconsin.gov. | | | |
| PACS/BRITS Update/Kent Ellis | <ul style="list-style-type: none"> ● 3400 Claims Established thru 7/31, \$7M (all programs including JAL) ● \$6.5M Collections thru 7/31 ● BRITS Confidentiality Testing - Release date TBD, when released this functionality will limit individuals who can see BRITS pages related to CARES Confidential cases. This will apply to the entire page rather than specific information. When attempting to access a page - if the user does not have access to view the page, they will receive an “Access Denied” message. ● PACS will be adding credit card functionality to the e-payment options for customers. The project is just getting underway. It will require a change to our e-payment web address. We will be moving this framework from the current DWD host sites to a new DCF site. We are | | | |

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| | <p>expecting implementation late this year. Any customers with recurring payments set up will continue to have those payment pull. However, anyone making one-time payments each month or those with future overpayments will need to make payments on the new site once implementation is complete.</p> <ul style="list-style-type: none"> • Reminder: BRITS through PACS has additional functionality to be able to comply with hearing remands. For example - if an ALS orders a recalculation of a claim - the agency can complete the w/o adjust form - and send to PACS with a new worksheet. PACS can then update the worksheet and request the notice processing Restart with the Original Notice. This will eliminate the need to agency workers to write off claims and then re-establish one for a different amount. This process should be much more efficient, be less confusing for the client, and creates a cleaner trail for audit purposes. <p><u>If you have a hearing remanded, please reach out if you need to make changes to the claim so we can advise the best way to proceed.</u></p> | | | |
| <p>Current Skimming/Unpinning Cards and Identifying Unpinned Cards – Tony Gehring/OIG</p> | <p>Tony Gehring is a Subject Matter Expert (SME) of Skimming. Tony discussed the following:</p> <ul style="list-style-type: none"> • How to determine when a Wisconsin Quest Card was unpinned • How to check the balance on an unpinned card • How to determine when an unpinned card needs to be re-pinned • How to identify when a card was re-pinned • Freezing cards and disabling out of state transaction. DHS FS EBT staff can freeze cards when clients are incarcerated. • Freeze cards in ebtEDGE is an option for customers. Here’s how: <ul style="list-style-type: none"> ○ Access ebtEDGE: Open the ebtEDGE website at www.ebtEDGE.com or download the ebtEDGE app on your mobile device (available on the Apple App Store and Google Play Store). ○ Log In: Log into your account securely. ○ Freeze Feature: Tap the "Freeze/Unfreeze Card" icon (or similar option) on the home screen. ○ Confirm: Select "Freeze My Card Everywhere" and confirm your choice. ○ Once your card is frozen, you (and anyone else) will be unable to use it for purchases, balance inquiries, or other transactions. <p>You will need to unfreeze it using the same method when you wish to make a purchase. Additionally, if the state froze your card, you will need to follow this process to unfreeze.</p> <p>Members may need to create an ebtEDGE account to access this functionality. Any additional questions, feel free to email DHSFSEBT@dhs.wisconsin.gov.</p> <ul style="list-style-type: none"> ○ Client said that someone else set it up ○ What does Quest require to PIN? ○ Full card # and Full DOB. Will follow up with Card folks and circle back with FPIP on this to make sure that is accurate | | | |

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| Administrative Disqualification Hearing Presentation – Kathy Jones/Waukesha | <ul style="list-style-type: none"> • ADH conducted for client’s failure to report her marriage, correction household composition and income. • Agency provided verification, including a copy of the parties jointly signed lease and husband’s pay stubs and DMV records showing them at the same address. • Client testified to the marriage but reported that her husband was “in and out” and did not contribute regularly to the household. • ALJ found client’s testimony credible and believed that husband was not a regular member of the household. • IPV was granted based on the fact that client consistently reported false information by claiming to be single/never married during multiple contacts with the agency. | | | |
| Administrative Disqualification Hearing Process when involving incarcerated members – Open Discussion | <ul style="list-style-type: none"> • In a recent ADH, the ALJ states it was the agencies responsibility to arrange for the inmate to have a room/number to use for the scheduled hearing. Discussion occurred as to how agencies are handling this request. Suggested options for assistance are: <ul style="list-style-type: none"> ○ Contact Jail Administrator ○ Contact Probation/Parole Officer ○ Internal Fraud Investigator ○ Contact Correctional Facility | | | |
| Unclear Rule – Open Discussion | <ul style="list-style-type: none"> • How is the unclear rule affecting fraud investigation? <ul style="list-style-type: none"> ○ No Overpayment processed unless information received is clear ○ Contact PRT if agencies have unclear policy questions. | | | |
| Walk on Items | <ul style="list-style-type: none"> • WAPAF Fall Conference - WAPAF is pleased to announce the Fall 2025 training on 09/30/25 at the Kalahari Resort, Wisconsin Dells: Master the Art of Truth Detection presented by Steve Johnson, Truth 2 Lies. <ul style="list-style-type: none"> ○ This training is for anyone who interacts with applicants or recipients, including Intake Specialists, Lead Workers, Supervisors, Trainers, Investigators, and Benefit Recovery Workers. This training also qualifies for 6 CE Credits for Certified Welfare Fraud Investigators. | | | |
| Action Items | <ul style="list-style-type: none"> • Submit any August 2025 agenda items to Tami Berg. Tami.Berg@dhs.wi.gov | | | |
| Future Topics | <ul style="list-style-type: none"> • None | | | |
| Next Meeting | <ul style="list-style-type: none"> • 11/4/25 Note: This meeting is scheduled one week early due to Veteran’s Day on regular scheduled meeting date. Some partnering agencies are closed. | | | |