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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

**January 15, 2026
1:00 – 2:00 p.m.**

Zoom Link: <https://dhs.wi.zoomgov.com/j/1616714667>

Join by Phone: 1-669-254-5252 | **Meeting ID:** 160 353 9352

Time	Topic	Presenter(s)
1:00 PM	Welcome	Katie Sepnieski/Jenny Hoffman
1:00 PM	Approval of November 20, 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) - Income Maintenance Operational Analysis - Call Center Technical/Operational - Performance Monitoring - Fraud & Program Integrity - Elderly, Blind, Disabled/Long Term Care (Not Presenting) - Training (Not Presenting)	Jenny Hoffman Cindy Drury Ann Kriegel Robert Klingforth
1:35 – 1:40 PM	Income Maintenance (IM) Funding and Contract Updates	Alicia Grulke/Jenny Hoffman
1:40 – 1:45 PM	Consortia Feedback: IM consortia will share feedback with DHS	Jenny Hoffman
1:45 – 1:50 PM	Administrative Memos	Alicia Grulke/Jenny Hoffman
1:50 – 1:55 PM	Regional Enrollment Network	Lorie Graff
1:55 – 2:00 PM	Public Comment	All
2:00 PM	Announcements/Future Agenda Items	Katie Sepnieski

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Income Maintenance Subcommittee Key Messages
IMOA
December 5, 2025

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
DHS Policy	EBD/LTC Subcommittee Jonelle clarified that policy staff will continue to attend this subcommittee and will focus on goals identified in charter. Consortia members were encouraged to sign up for press releases from the Governor's Office. This is the best way to see messaging that Wisconsin publically provides about items being brought forward from a Federal Level. Cases are still being found where members turning 19 are remaining eligible for MAGC. Consortia must ensure action items 0015 & 0089 are worked timely, and the monthly BC CHIP report is completed. OIG has concluded the staff audit. Not all agencies participated as they did not send information needed to conduct the audit. OIG will come to IMOA in February to share findings and work on modifications throughout the next year. OIG has communicated directly with agencies if there were findings that needed to be addressed. DHS has received reports from FNS & CMS regarding immigration statuses. More information on these reports will be coming to consortia. System Issues- This information is shared with consortia leads through VDLT emails and IT agency contacts. This information should be shared with consortia partners. Consortia provided feedback that these emails are very technical and time is spent pulling out pertinent information to pass along to staff. High level overview of upcoming BadgerCare, Medicaid Eligibility, Caretaker Supplement and Foodshare Handbook releases were provided. Operations Memos 25-23 Annual Update to Income Thresholds for Determining Whether a Child or Tax Dependent is Expected to Be Required to	IMOA Members	On-Going	

	File a Tax Return. (12/5) 25-22 Asset Verification for FoodShare (11/26) 25-21 Cost-of-Living Adjustment for Medicaid (11/17) Upcoming Operations Memos Increase home equity threshold from \$750K to \$752K for LTC cases. CCN will also be sent. Mid-January memo regarding non-citizen members and updating document status in SAVES Disability Pay- follow up from a previous IMOA meeting where there was a discussion on whether disability pay was being incorrectly budgeted for BC & MA. This is in reference to a presentation from ABC for Health. DHS concludes that BCHB 16.5.11 sick pay is correct. ACCESS will be updated to prompt the customer to report who is the payer of sick pay benefits and a future CWW enhancement to prompt worker will be added sometime this year. DHS confirms that MEH. 15.4.2 Sick Benefits is correct. FFM transfer failures from the Marketplace were found dating back to 2022. DHS is mailing letters to 4,000 individuals to inform them that their application submitted to the Marketplace was not processed. Details will be provided in a CCN and a copy of the letter will be shared. CLA work community engagement requirements. Consortia input was solicited on handling non-compliance for the community engagement piece of HR 1 for Medicaid. DHS provided two potential options that are being explored. One option would entail eligibility ending at the end of the 12th month and the other option at the end of the 13th. Pros/cons were discussion and consortia would prefer ending eligibility at the end of the 12th month.			
Genesys Updates	Genesys Enhancement Requests- Prioritization list will be shared with IMOA and Call Center Subcommittee at upcoming meetings. Update provided on two issues from post- call survey. Overview of request to add additional secondary status. Discussion and questions from consortia about the length of additions and the reason for the additions. This topic will be discussed at the 12/8 call center subcommittee meeting in more			

	detail. New statuses can be requested any time, and they are done across all consortia. Local agency's responsibility to define the use of statuses. Ring Central Phone System Issue- Counties should reach out to Paul directly if they are considering using Ring Central as there are known issues.			
MyWisconsin ID	Implementation timeline for MyWisconsin ID was reviewed. Other- overview provided of post-production fixes related to the October 2025 release. Consortia reported increase calls related to various ACCESS issues and request call center messaging to help address ACCESS issues.	IMOA Members	On-Going	
FoodShare QC Metrics and Discussions	Wisconsin's July Active Error Rate is 5.70. Wisconsin & is one of two states in the Midwest and one of nine states in the nation that is meeting the Active Error Rate and the CAPER Rate (WI is 19.18% CAPER). Jessica Hastings provided a walkthrough of the PCR Monitoring Dashboards (Analytics for CWW). Very helpful presentation and consortia felt that this would be a helpful walkthrough to provide at Performance Monitoring. Legislation Update - DHS has been working with Governor's Office and Legislature to bring forward a bill to provide funding SNAP to address federal match changes and to support QC efforts. May hear more on this next week and if not, would not hear anything further until January.	IMOA Members	On-Going	
Future Agenda Topics	February CARES Release Policy Updates FoodShare QC Metrics and Discussion Genesys Updates CDPU Updates Security Updates	IMOA Members	On-Going	

Income Maintenance Subcommittee Key Messages
IMOA
1/9/2026

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
CARES Releases (Attachment)	Update on Known Systems Issues that relate back to October release: DHS team went through a CARES Pending System Issues report that includes the following information: • Description of the Issue • Application impacted • Work Around or Guidance for Users • Resolution Plan • Target Resolution Date (This is the deployment date, so you'd see the update the next day) This list will be sent out following the meeting. Consortia reported staff are feeling fatigue due to the CWW issues experienced recently. Jonelle thanked staff for their patience and noted the October release was very large. This is why they are presenting the tracking report today. It will give consortia a line of sight on what the known issues are and when the fixes are expected. If an issue is not listed on the report, make sure you send it in. DHS is also planning to regularly share this type of issue tracking information following future CARES releases. MyWisconsin ID: Staggered rollout is planned for this Spring, with go-live dates as follows- 5/4: Central, Great Rivers, Northern 5/25: Bay Lake, Capital, East Central, Southern, Western 6/15: WKRP, Moraine Lakes Consortia pointed out that 5/25 is Memorial Day. DHS said they would go back and re-look at options to reschedule the May go-live. <u>CARES RELEASES (Attachment)</u> <i>Updated Addresses of Health Care Members Using Information from Reliable Data Source</i> • Part of February release • Starting 2/21, members HH addresses may be updated with information received from their HMO, MCO, or ICA's through a weekly secure data transfer. • Only changes to residential addresses, not mailing	IMOA Members	On-Going	

	addresses, will be updated in CARES. It's similar to what USPS does when you have submitted an address change. They sent you a letter confirming and what to do if it's a wrong change. • Consortia will get them on cases closed less than 30 days. • It will not eliminate ERV. This will eliminate the KIP forms for address changes. The MCO's have been involved in the testing. • Demos and training will be available. <i>SNAP National Accuracy Clearinghouse(NAC) Implementation</i> • Starting 2/21, CWW will interface with the NAC; CWW will receive and send real-time Food Share benefit matches with other states within the NAC. • DHS will share a list of other states that are in NAC. • If a match is received for an expedited Food Share case, they are not eligible for the expedited Food Share benefit issuance. The only exception is if they are in a <i>09 Domestic Violence shelter</i> living arrangement. <i>IMS Screens Decommissions: Audit Trail and Worker Activity & IMS MF Screens IV-ATV-D & Data Exchange</i> • Effective 2/21, many mainframe screens will be decommissioned(HMAC, HMAW, HMAR, DXQR, DXQC, DXIL, DXRQ, DXRL, DXRS, APCO, APEI, IVDI, IVDE) • There are new audit trails available. You can now look back a year instead of six months. <i>FSET TLB in Access and MyAccess</i> • Effective 2/21, members will be able to view and manage Time Limited Benefits (TLB) months and exemptions in Access and MyAccess. • DHS needs to check whether a staff person covering for another worker can find these referrals <i>FRA/2025 HR1 FoodShare ABAWD Policy Changes</i> • On 2/21 CARES will be updated to fully support changes to the Food Share work requirements introduced by the 2023 Fiscal Responsibility Act(FRA) final rule and 2025 HR1 ("Big Beautiful Bill"). • HR1 expanded Able-Bodied Adults Without Dependents (ABAWD) population: ○ Upper age limit for ABAWDs increased from 54 to 64.			
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	○ Adults are classified as ABAWDs if they do not have children under age 14. ○ Removed exemptions for veterans, people experiencing homelessness, and former foster care youth. ○ Added new exemptions for tribal members. ● The FRA final rule introduced a change to exemptions lost during the certification period and updated the definition of “homelessness”. ● Beginning March 1, discretionary exemptions will no longer be available.			
DHS Policy Updates	IMOA Subcommittee Charter ● 2026 Goals/Focal Areas were reviewed. Food Share Policy Updates ● Tony Traut is retiring after a long tenure with DHS. An electronic card was shared with members. ● DHS realizes there’s lots of questions about ABAWD and exemptions policy changes. New scripts will be provided for consortia. DHS will check on exact date that these will be available. Health Care Policy Updates ● Reminder that MAPP members who didn’t pay their December premium will be disenrolled at adverse action in January (impacts 1700 or 6% of MAPP members). If long-term care eligible, they will lose their long term care eligibility. ● Letters to members whose FFM applications didn’t get updated in CARES will be sent out the beginning of February(didn’t go out as planned). ● Non-citizen op memo is delayed. Will be issued end of January/early Feb. ● Over the next 1-2 months we will have the 2026 FPL changes and the annual earned income and homestead credits op memo released.	IMOA Members	Ongoing	
CDPU Update (Attachment)	CDPU Updates ● Minimal staffing changes since last update (13 on-site, 1 remote). ● Big shift in channel that documents are coming through, with less physical mail and an increase in digital documents.	IMOA Members	On-Going	

Genesys Update (Attachment)	Genesys Enhancement Requests - Final input on the Genesys Enhancement Requests will be received from the Governance Committee next week. The next step is to prioritize the list, which will be shared with IMOA and Call Center Technical subcommittee at an upcoming meeting. 2 Survey Issues still working on - Genesys indicates 2 surveys on a single interaction – Target ETA January 2025 - Issue 2 is if a customer answers NA to all questions, it scores it as zero. Also working for solution yet in January. New Genesys statuses requested- Update Support team will be proceeding with this change. Members of the Call Centre subcommittee will be asked to provide input on desired timeline. Jodi Noble PRT Update- New Issue Reported and Resolved re- FFM Applications: Jodi provided an update on a reported issue with consortia not receiving FFM apps this week. This issue was resolved last night and the missing FFM's were transferred to consortia. There were a little over 1,000 FFMs transferred.	IMOA Members	On-Going	
FoodShare QC Metrics & Discussion (Attachment)	Update on Current Food Share Error Rate - Wisconsin's Food Share error rate as of August 2025 is 5.72%. 75 total cases were in error, with \$15,880 in error dollars. DHS continues to meet with consortia with error rates over 6%. Mock QC Interview & PCR Tool Demo - A mock QC interview and PCR tool demo will take place on January 21st from 1-2, which is the first part of the next scheduled Performance Monitoring subcommittee meeting. Please share invite within your consortium as appropriate. State Food Share Funding Request Update - Bill Hannah was meeting with additional state legislators this week regarding the Food Share funding request. DHS hopes to see legislative movement in next couple of weeks.	IMOA Members	Ongoing	
2026 IM Contract Requirement – Subrecipient Monitoring	New Subrecipient Monitoring Requirements – 2026 IM Contract Exhibit 2 of the 2026 IM Contract has been updated to include new requirements around subrecipient risk monitoring. This is coming from an LAB audit that indicated that DHS is not doing enough	IMOA Members & Consortia Fiscal Staff		

	subrecipient monitoring. Deadline for providing the information for 2026 is being extended to January 31st. DHS strongly prefers that the lead county agency for the consortium collect this information and sends it to DHS. • There are 2 new requirements: 1. Detailed Budget A. Consortia Level Budget- Budget that shows dollar amounts or percent of the amount of IM funding received by each county within the consortium. - OR B. County Budgets- An individual county's budget which clearly shows the IM funding received; the collected county budgets should represent the total funding received by the consortia. Unless indicated otherwise, we will assume county distribution follows the funding split issued by DMS – no need to break down fed/state sources. 2. Intergovernmental Agreements • A copy of the agreement that facilitates the passage of IM funds between counties. • One agreement signed by all counties, or individual agreements between counties and the lead agency. Questions & Clarifications – • They are only looking for state IM funding going to counties. All of the funding allocated within the IM state contract • If you have consortium-level budgets, send those in. If not, county budgets that show how you are using IM funding. • If DHS has questions, they will reach out. • With regard to the level of detail on expenses, yes, they do want to see salary and benefits etc. They don't need staff-person level detail. Staff and benefits can be lumped together. • Don't need to break out how much is federal vs state. • For 2026, they are looking for each consortium's 2026 budget.			
Future Agenda Topics	Policy Updates, Food Share QC Metrics & Discussion, Genesys	IMOA Members	On-Going	

(Attachment)	Updates, MyWisconsin ID update OIG updates, SWICA discussion			
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**Income Maintenance Subcommittee Key Messages
Call Center Operational Technical Subcommittee
November 24, 2025, December 8, 2025 & January 12, 2026**

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Genesys Enhancement Requests	If Consortia do not see your items not on the Enhancement list, it is due as it is already available, not possible, or it requires platform enhancement.			
Post Call Survey	A couple issues • Genesys showing 2 surveys on a single interaction – actively working on a resolution. • <i>Target date for a fix – December 2026</i> • <i>**New target date of January 2026</i> • If customer answers N/A to all questions, it scores the survey as a zero. Treating this as an enhancement to resolve.			
Setting Genesys Holidays	Request to submit Holidays for 2026 by 12/12/25. • User Guide 7.4 – Setting Holidays. • MLK Day no support from Genesys for this Holiday.			
New Agent Status Request	Statuses are configured at the platform level. They cannot be agency specific. • It is the responsibility of the local agency to regulate the use of and define each status and secondary status. Committee discussed possible new statuses. Adding new statuses is helpful for supervisors to know where the staff are (real time), rather than historical data for reporting. New status being requested: Under Busy • Add: Customer Walk In • Add: Customer Appointment Face to Face • Add: Customer Appointment Phone • Add: Outbound Call			

	- Add: Lobby/Front Desk - Add: "Case" Processing – replacing "Application" processing. Under Training - Add: Peer Mentoring/Training - Add: On Going Training - Add: New Worker Training <i>** this topic will be shared with IMOA for further feedback and discussion.</i> <i>***UPDATE – discussed if there is a logical date to incorporate the new statuses.</i> <i>New statuses will be implemented on 2/2/2026</i>			
Ring Central Phone System Issues	The Ring Central system answers the phone then alerts the agent via the Ring Central desktop app. This results in Genesys thinking that the call has been answered before it is offered to the agent by Ring Central. If the agent does not answer the call, it is not placed back into queue. Talk time is calculated from when Ring Central answers the call, instead of when the agent answers. Reminder - The basic phone requirements for Genesys users are: - Agents must have a unique 10-digit phone number - Must be able to dial that phone directly - There can be no extensions or other hold mechanism in prior to connecting to the agent			
Update: Genesys Enhancement Request	Governance Committee meeting this week to break down into categories. Next step will be to share the list with IMOA and Call Center Subcommittee.			
Post Call Survey	Anonymous Survey Statement Introduction to the survey states the answers will be anonymous. – The introduction is in the process of being updated, once the new introduction text is approved.			
Next Meeting	Monday, January 26, 2026 @ 1:00 pm			

**Performance Monitoring
November 19, 2025**

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Intro attendance	Ashley took attendance		Ashley Schabel	
Recap September meeting	There was a discussion about whether drug testing was needed for re-request. CCN coming and 3.20.1 will be updated. If a test was taken for a specific felony, it is not needed-if new felony-a new drug test is needed. If a question was sent to PRT, it will be answered shortly. if a QC was disputed that will be looked at again. if not disputed, they will look at those again. There as no data yet for surveys due to glitches QC video interviews were discussed Charter was reviewed and suggestions were received-will revisit in Jan meeting KB address change process was reviewed SEI handbook updated with ways to verify Consortia reports and error data was review Action item roundtable-overall positive for agencies		Ashley Schabel	
Member Experience survey	Still have an issue with the Genesys survey. If anyone selects N/A it records as a 0 which is not correct. Working on that to resolve hopefully quickly. Working on solution that will at least impact agent's rating. Hopefully soon the other surveys will be ready as well. Q: says to customer that it's anonymous but the information on who completed the survey is available to the admins. Do we want to change that wording?		Vanessa Robertson	
Policy Check in System Errors PRT guidance	PRT guidance for system errors has been received ACCESS applications that failed to send to CARES should have been sent over on the regular basis. Jody is not aware of the late ones that were received yesterday. FSOD tool not dropping off-continue to report. Jody has escalated the issue. Jody cannot remove them. Still some reports of blank PDFs. Renewal PDFs that a report was sent for on Monday-there will be another communication this week and will reach out daily.		Nicole Rolain	
PCR tool check in	WKRP-not currently using Western-continue to use it. DHS requested updates they would		Nicole Rolain	

	like to see. Puts new workers on for a minimum of 12 weeks and they have to hit 85% accuracy. Then manual case reviews, but if they fall below 75% they have to go back on the PCR tool. Southern-currently using it. reviewing 10 cases/day. finding it helpful. Would be curious to know what others are using for sample criteria. Email Jenny Booth. Sometimes when a case is pended, it just sits on tool Northern-using for awhile. Working great. using for new workers Moraine Lakes-using it. seem to be having good results. Each county is using it differently-number of workers, etc. General consensus it is helping MILES-use it for current class going through NW training GRC-using it. all staff, criteria set at emp and SEI. Allotments at 30/day. Leads are doing them. 15-25/day. October 440, Errors varied between new and experienced workers. Capital-using it. officially started 10/13. About 20/week. Criteria is app/prog add only to help limit how many people have touched the case to hopefully see the root of the problem started. EI \$580. Would appreciate real time flexibility to turn it on or off or change criteria. Would like more choices on some pages esp current demo or shelter East Central-using with new and experienced workers. This week having some issues with the tool pulling things not in the criteria. Have reported to PRT IM Central-using for new workers. All workers until they get to 85%. Will do a random round robin with everyone in consortium. Agree that it would be good to turn off and on during the day. Comment that since we are not all using the tool the same way the data will not be meaningful. Bay Lakes-using it county by county. Rotation by week. \$500 of countable gross income. Set it up for experienced workers, use different method with new workers to catch errors prior to confirmation LaTanya.Taylor@dhs.wisconsin.gov Email PCR recommendations to LaTanya.Taylor@dhs.wisconsin.gov and Lisa.Hanson@dhs.wisconsin.gov			
Consortia Report	All consortia meeting timeliness standards for apps, renewals and smrfs		Dione Sanders	

	Attachment with full reports Questions about accuracy of reports and if they will be updated with the drug felon issue that was mentioned during the recap. Will look at redefining how information is shared			
HCQC Error Findings	Reviewed reports that were sent with the agenda		Megan Boiteau	
FSQC Error Findings	Reviewed reports that were sent with the agenda Q's about CS following the child and when an adult is considered to be in an institution-is it amount of meals? Can handbook be updated? CS is being discussed internally and a communication will be sent out.		Linsey Lochowitz	
IMQA Special Projects	Reviewed reports that were sent with agenda		Valerie Hayes	
Roundtable: Unclear Policy	When to sup-finding the citation regarding the ability to sup only if reported and verified (clear) in month prior IM Central-did a training with a quiz. Planning in early 2026 to do some reviews with all workers to see if they are understanding. . Still a struggle when someone has pended instead of held the information and verification is due Bay Lakes-did some one on one work. Working on definitions and actions when NV/QV but it should have been held. Multiple changes at one point are a big struggle point. Western-page 8 and 9 of the training doc with all the categories and flow chart. Laminated as 2 sided doc. That has been helpful. Just did the same with new flow chart for new FS policies. Capital-Excel spreadsheet -flow chart with five steps. Turned it into interactive spreadsheet to help workers work through the steps to act or hold. Workers are struggling with definitions. Have sent some examples to PRT to build a library of real life examples. Pro rated deeming has a different \$ amount in the letter than the budget. Finding it difficult to locate cases to review for this purpose. Is there a report? Southern-agree multiple changes are difficult. Eg. Receiving UC but working PT. UIB = clear, but EI is unclear and then having to determine if it's a reportable change. Southern had been doing QAs GRC-a lead created an interactive calculator for the second step - use in conjunction with budget page to help figure out if it's reportable. At the beginning of testing it out. Northern The courtesy letter seems to lack details and staff feel the customer is not getting all the information they need IMQA does not have a special project planned but cases are being reviewed for unclear. It is also a struggle for the QC staff. The Q&A for Unclear is being updated		Nicole Rolain	

Future Agenda Items	None mentioned today		Ashley Schabel	
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**Income Maintenance Subcommittee Key Messages
Fraud & Program Integrity
November 4, 2025**

Agenda Item	Message/Action/Motion	Assigned to/Referred to IMAC	Deadline	Closure
OIG ITAU/PARIS/Trafficking Updates – Tanya Allen/Nadine Acker	Roll call at 9:31 am. Tanya – • OIG has instituted a new requirement that all OIG staff enter case comments in CWW when they’ve accessed a case for any reason. This policy stems from the recent Internal Audit of all Economic Support Workers. Depending on the circumstances for entering a case, will depend on what the case comment will be. If the investigator needs to be contacted, their name and phone number will be listed in the case comment. A few examples of standard case comments that may be used are: - o ***DHS OIG is reviewing case. Any questions contact: - o ***Case reviewed. No action taken. No follow up needed. - o *** DHS Case looked at due to possible link with a separate ongoing investigation. No action on this case. FS OP calculator, OIG submitted a new one. Awaiting a publishing date. Any changes in Fraud staff, please notify Tami if they have access to Transunion or CLEAR. Skimming on the rise. New tools to mitigate faster. -Remove Quest card PINS -Mail new Quest cards -Determine Quest cards that are at risk or have been compromised -Suspect unusual Quest card activity in a particular area New Tool to block unauthorized out-of-state transactions. Empowers cardholder to allow or limit spending in all or specific states or to enable the delivery of all online transactions to an out of state address. Should be available in March 2026. Upon implementation, tool default settings will allow cardholders to spend their benefits in Wisconsin and in the bordering states of Illinois, Iowa, Michigan, and Minnesota Nadine – Survey sent for trainings. Menu of options for trainings will be sent and counties can schedule an individual training for their workers. WAPAF full day training on trafficking will be held at the Kalahari in Spring 2026. Let OIG what information you would like to be included and what is relevant for your agency.			

PACS/BRITS Updates – April Ferstl	Claims established thru 10/31 5000, \$10m for all programs (including JAL) Collections thru 10/31 \$7.9M Part-time position available to post soon. Primarily remote. BRITS enhancement work continues. -Ability for agencies to select No claim needed for agency error referrals -Worksheet upload functionality to assist with identified when worksheets do not meet page size, orientation or margin requirements -update to the home page/recent activity grid -Credit and Debit card payments on website. Should be able to test that later this month. Launch in production in Mid-December. There will be a fee associated with that option. Payment website will be changing, and notices will be updated as well with new URL. Integrating CRES (collection system) with BRITS. Bob asked if the percentage of claim dollars collected has changed without Medicaid overpayments. Per April, since those have gone the ratio has increased. Needs to be reanalyzed. Requests for enhancement to BRITS? Primary Product User responsible for assigning projects. Send e-mail to DCFServiceDesk@wisconsin.gov.			
Administrative Disqualification Hearing Presentation – Aaron Borreson	Aaron explained a fraud investigation he conducted regarding failure to report income. He went over the evidence, his investigative process, the hearing and decision. His packet includes the charge, the overpayment amount and the Foodshare regulations. Client failed to report income during renewals and SMRFs on 8 occasions from 2021 – 2025. He conducted surveillance and interviewed the client to establish the self-employment and correct household composition for Foodshare. Client also signed a statement agreeing that she had been doing the self-employment since 2020. Overpayment was established. Group discussion and questions followed. Waiver option could have been utilized if available.			
Walk on Items	PACS – are counties pursuing Medicaid fraud thru prosecution? No ability to create a claim or to collect Medicaid restitution payments in BRITS. Great Rivers had a case. They worked with OIG to monitor the payments manually. Issues with entering the detailed summary in the Fair Hearing tracker. Character maximum of 3000 and system does not always allow the ability to copy and paste from another document. Issue with ALJ. Foodshare penalties for fraud not given in writing in bold print during telephonic application. No update from the state. Sitting with the Office of Legal Counsel per DMS. Discussion on unclear rule. Discussion on residency questions for the DEAR population. Discussion on out of state FS usage and “temporary absence”	FPIP committee requests further discussion at IMAC on pursuing IPV’s when telephonic signature is obtained/bold face print issue		
Action Items	• Submit any February 2026 agenda items to Tami Berg. Tami.Berg@dhs.wi.gov			
Future Topics	- Let OIG know of any training topics would like to see. - Have policy attend to discuss: -FS Unclear Rule. Client failed to report employment income on SMRF but agency finds conflicting information. Does unclear rule apply to information that is required to be reported? Provide examples to FPIP, Tami or Bob.	FPIP Committee requests FS Policy attend next FPIP		

	-Residency for DEAR population -Out of state usage and “temporary absence”	2/2026 to discuss Unclear Rule and how it applies to fraud		
Next Meeting	2/10/26			