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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

**June 18, 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:** 161 671 4667

Time	Topic	Presenter(s)
1:00 PM	Welcome	Katie Sepnieski/Kathy Welke
1:00 PM	Approval of May 21, 2026 Meeting Minutes (Attachment)	Katie Sepnieski
1:05 – 1:15 PM	Department of Health Services Policy Updates	DHS Policy
1:15 – 1:30 PM	New Provider Search (Attachment)	Laura Grulke-Rueter
1:30 – 1:55 PM	Subcommittee Updates (Attachment) - Income Maintenance Operational Analysis - Call Center Technical/Operational - Performance Monitoring - Elderly, Blind, Disabled/Long Term Care - Fraud & Program Integrity - Training (Not presenting)	Kathy Welke Cindy Drury Nicole Rolain/Ann Kriegel Kara Ponti/Heather Merten Kathy Jones
	Income Maintenance (IM) Funding and Contract Updates	Alicia Grulke/Kathy Welke
	Consortia Feedback: IM consortia will share feedback with DHS	Kathy Welke
	Administrative Memos	Alicia Grulke/Kathy Welke
	Regional Enrollment Network	Lorie Graff
1:55 PM	Public Comment	All
2:00 PM	Announcements/Future Agenda Items	Katie Sepnieski

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Income Maintenance Subcommittee Key Messages
Income Maintenance Operational Analysis
June 5, 2026

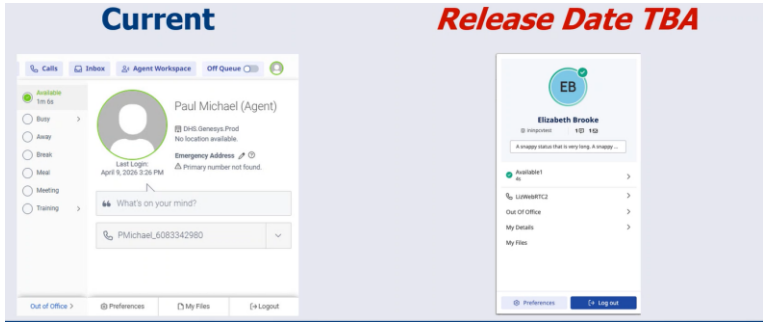
Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
DHS Policy	BadgerCare CMS released interim final rule on 6/1 for HR 1 and community engagement requirements All state Medicaid programs are a little different Wisconsin will now be reviewing how this impacts WI Medicaid. There will be adjustments to Wisconsin's plan based on the rule and this will take time to review before anything definitive can be shared. There is a public webinar held on 6/18 at 2pm to share information on the new requirements. Webinar is for partners and interested parties. No new information will be shared outside what has already been shared with consortia. Operation Memos that have been released 26-16 Changes to who can signed health care applications and long-term care forms on behalf of incapacitated adults 26-17 Foster Care Medicaid enhancements- introduces new CWW EWISACWIS data exchange, Foster Care Medicaid correspondences to assist with transitions to BadgerCare. 26-19 Spousal Impoverishment Income Allowance FPL Adjustment- Increases to income allocations and shelter base amounts. 26-22 Changes to FS Standard Utility Allowance 26-23 – Federally required FS Eligibility changes for non-citizens. (Alignment with 2025 H.R.1 requirements) 26-20 Aligning SeniorCare overpayments and authorized Representatives with Other Health Care Programs. Can no appoint one authorized representative for all health care programs, CTS and FS using one form. DHS will no longer pursue recovery of overpaid benefits. Future operations memos will be coming regarding BC post partum coverage for 12 months and increases to max annual	IMOA Members	On-Going	

	independence account contributions. Summer EBT First issuance will be on 6/6/26. Wisconsin's plan was approved by USDA. Most children will be covered in first issuance. There will be additional issuances as some schools have not provided information so those families will be picked up in future benefit releases. There are no changes to this year's summer EBT program, and it operates the same as last year. If members have questions they can be directed to DHSSEBTsupport@dhs.wisconsin.gov or call 833-431-2224. Upcoming CCNs CARES Bulletin prior to the next release Post Partum CCNS & Reports to be released in June to redetermine eligibility for members whose MAGP ended in May or schedule to end in June. After CARES release a FS Benefit Replacement report to address requests that were not converted to new functionality. Late June or early July reports for members dually enrolled in Foster Care MA and BC- worker action needed to ensure enrollment in only one program. Second report will be to determine and issue FS supplements as appropriate for cases where the disability page was updated to during the system update in June (Cases where at least one member is BCPP Disabled and the "Is individual considered disabled for FoodShare (DDB Disabled, Blind, Presumptive Disability, MAPP Disabled, VA Disabled or RRB Disabled)," question on the Disability page was updated to yes during the system update in June. This will require workers to determine and issue supplements as appropriate.			
BadgerCare Plus Work Requirement (Attachment)	High level overview addressing timing of requirements (New applications 1/1/27 and existing members start with regularly scheduled March 2027 renewals.) New applicants will need to show they met requirement in the month prior to their application. Existing members at renewal will need to show they met the work requirement at least one month since their last renewal. Review of exemptions, how to be in compliance with work requirement. There will be expanded data exchanges to help with verifying compliance and exemptions and a new medical claim data exchange. Some actives and exemptions can be self-attestation. DHS will be conducting various methods of outreach starting in August. New Federal Work Requirement webpage, DHS	IMOA Members	On-Going	

	Medicaid Federal Work Requirement Screening Tool, partner toolkit and updates to the DHS Medicaid and FS Partner webpage will be available to help consumers and community partners informed. Consortium requested Genesys messaging.			
AI Updates Jason Eberhardy Martha Eiter	Anticipating Governor's AI policy will be approved in the summer. Intelligent optical character recognition document processing is ready for next year. Once DET fully approves it will go to Governor's office for approval and then work can continue. Anticipate February rollout with partner workgroups used for testing prior to release.	IMOA Members	On-Going	
MyWisconsin ID (Attachment) Jason Eberhardy Jacob MacLea	Reviewed timeline. If agencies from group four have not receive the go live email they should contact Jacob.maclea@dhs.wisconsin.gov Effective 7/10 all users must be using their MYWI ID.	IMOA Members	On-Going	
Genesys Update (Attachment) Paul Michael	User Menu Update -release is TBD. Desk aids have already gone out and should be very intuitive for staff. Deactivation of Users with no recent login in past 90 days. This process will continue each month going forward. All users should log in once a month to avoid deactivation and to remember how to log in. Users should login as soon as they get their welcome email so that can assure their login works and prevent them from getting deactivated. Recent Toll-Free Issues Specific issues on 5/28 AT &T customers had issues reaching DHS toll-free numbers. Calls never reached the toll-free numbers. Tickets were opened with carriers. Issue eventually resolved within 90 minutes of first indication.	IMOA Members	On-Going	
Customer Experience Survey (Attachment) Dione Sanders	No paper or lobby surveys received. Remind staff to encourage completing surveys when coming into agencies. Genesys Quarter 4 data was reviewed.	IMOA Members	Ongoing	
Conflict of Interest	Document of draft policy was reviewed. Draft was created from	IMOA Members	Ongoing	

(Attachment) Jonelle Brom	consortium feedback of local conflict of interest policies. Breakout groups discussed draft policy and provided feedback: - Important to not eliminate staff from being auth rep - would like one consistent form to use amongst all consortium -would like to see annual training provided			
FoodShare QC Metrics & Discussion (Attachment) PCR Tool Dashboard Demo DHS/Deloitte	Updates to PCR dashboard and tool will happen in the June release. AER for January 7.55% Top three error include wages and salaries, citizenship & non-citizenship status and shelter deduction. 52% agency errors and 48% client error CAPER for January is 23.04% Top three errors include verification, notices and wages & salaries. WI will hear this month as to what the final official AER for 2025 was, determined by FNS.	IMOA Members		
Analytic Dashboard Demos (Attachment) Deloitte	Review of the Communication Preference Center Project, Active Case Management Dashboard, FSQC Active Negative Details Report and SNAP NAC Dashboard.	IMOA Members		
Future Agenda Topics Jonelle Brom	April 2026: • Policy Update • FS QC Metrics & Discussion • Genesys Updates • CDPU Updates • Security Updates IM Funding	IMOA Members		

Income Maintenance Subcommittee Key Messages
Call Center Technical/Operational
June 8, 2026

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
User Menu Update	Acknowledge the release date has been changed several times, TBA date has not officially been re-released yet. 			
User Interface Update	5.22.26 - New function allowing agents to “warm-invite” additional participants to an existing conference. – Ability to add a 4th party and consult with them before bringing them into the call.			
Deactivation of Users	5/8/26 – Monthly, Genesys accounts of any user who has not logged in for the past 90 days will be deactivated. • recommend users logging into Genesys 1x monthly. • Log in as soon as possible after receiving the “Welcome” email. • Any user deactivated can regain access by sending in a ticket.			
5/28/26 – ATT issues	AT&T customers had issues reaching DHS toll free numbers. Calls never reaching the toll free numbers, hence never reaching Genesys. • Resolved itself within 90 minutes of Genesys team’s knowledge.			
Post Call Survey	Survey Performance Report (limited to local Admins) – Demonstration on how to view survey results by consortia and queue.			
Next Meeting	Monday, July 13, 2026 @ 1:00pm			

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Attendance	Ashely took attendance for PM Representatives and representatives please email Ashley others that are attending		Ashley	
PCR demo & CARES release	Demo and changes to enhance reviewer experience -Separated out state and consortia criteria pages -Top section of criteria is “and” (must meet) -Bottom section is “and/or” -State level criteria take priority over consortium settings -There are Warning banners if settings on state or consortia pages would be overridden by certain settings -Can select pages to display in the PCR driver flow to streamline by removing screens that aren’t relevant to targeted cases -Navigation: Worker tools->Pre-Certification Review review->PCR sample criteria -Constant sample page-add worker IDs to pull in all cases from that worker; System checks this first then the consortium/state settings criteria -Rule sets and groups-can create groups of workers and apply specific rulesets, only evaluated when no state level criteria set; can name and save-activate/deactivate (pause) specific groups/rulesets -Worker search page-search worker ID to see which groups they belong to-A worker can be assigned to up to 3 groups -Changes within PCR review flow-error cause field required - Missing information page-missing/other info--ability to comment on what is missing/needed; panel from FS budget page removed-would need to comment on missing info; fields with red asterisk are mandatory -PH will have hierarchy of what criteria the system looks at to pull samples -Can we limit which workers are pulled in? set worker criteria by adding IDs-will pull all cases for that worker; max number of PCRs would be looked at for group level settings -Clear all to shut off tool, stop pulling cases for review -need to add XIDs to select staff groups; not necessary on consortia settings page -would need to create settings to “bypass” consortium settings to get system to look at group rule sets -rule sets do not count against max number of slots in constant samples	PM subcommittee	Caroline-Deloitte	

RECAP of March meeting	See March Key Messages FSQC-30 th day is the 30 th day; State allows 10-day extension under certain circumstances-CCN was sent on this	PM subcommittee	Ashley	
Recent Policy check in	-UPE-unreimbursed partner expenses-where is guidance for this located? Will take back -SEI-depreciation double counting and creating errors; no updates -Ops memo 26-07 heating allowance-HB update? Should be August (for Feb ops memos) Ops memo is most recent if different than HB. Request to track which memos not yet added to PH somehow -Newsletter-verification codes must have corresponding verification in ECF -does BRQ need to be added to ECF? no if we enter state file number. -SAVE printout-needs to be added to ECF when not data exchange and we go to SAVE to get verification -If we use code for lease-needs to be a lease on file (NQ would be no error) -Caution to not enter things we don't need-if n/a QC needs to see evidence of what was verified outside of data exchanges. - Collateral contact-Is a separate person than self-attesting; needs to be documented if coded -If you go to DMV records, print and add to ECF; -vehicle assets-add copy to ECF when value checked. -If we have verification of the most recent code, QC finds this ok -MCO Address matches-can we improve the quality? send Jody examples	PM subcommittee	Ann	
Consortia Reports	Monthly Consortia Report April 2026 All timeliness metrics met by all consortia-will send again with slide deck	PM subcommittee	Ashley	
FSQC Error Findings	December 2025 FSQC data- Statewide error rate 10.67%, cumulative 7.44% 10 cases with \$2430 in error CAPERS 15 of 54 cases in error December CAPER 27.78%, cumulative 22.82%	PM subcommittee	Linsey	

HCQA Error findings	Technical errors-April sample 60 technical errors- HH members: TFH & HH not matching, failed to report increase in income/income not current; absent parent listed as UNK but BRQ has fathers name but not updated to CWW BCHB 5.1.2 Is policy conflicting with QC here? Workers do not need to contact member to get missing parent info; still should refer-should not check BRQ to update page---no instruction to do this Will take back for clarification	PM subcommittee	Angela	
IMQA Eligibility Errors	March/April 2026 115 Eligibility errors Employment (33), unearned \$ (8), demographics (7) 272 Technical errors HH members (73), Current demo (40), employment (24)	PM subcommittee	Valerie	
Roundtable discussion and feedback sharing	Top 2 local error findings & strategies to address <i>Walworth</i>-earned income; add math to page level comments <i>Southern</i>-Earned income-prospective budget form-does a lot of calculations for us-required for all paystubs-add to ECF for reviews <i>Western</i>-paystub calculator/prospective form-add to ECF to see how they go to their determination-getting them to use the form (not required); SEI-newer worker can send their SEI cases only to be reviewed until they are at 85% accuracy-can test out of sending in <i>IM Central</i>-CS being calculated incorrectly; defaulting to 3 months average without thinking critically about how to calculate <i>Bay Lake</i>-calculations; critical thinking and noting in comments; why budgeting 2 months instead of 3; summaries to staff and reminders about policies-back to basics Can we share worksheets/calculators; Erin will share <i>East Central</i>-5th Thursday trainings-unclear and other areas staff struggle with <i>Northern</i>-MAPP issues-quiz for EBD staff to see where confusion remains-where to focus training; use Training environment cases/demos to make interactive <i>Capital</i>-lack of effective interview; reviewing call transcripts	PM subcommittee		
Future Agenda items	July 15th Unclear-how is everyone assisting staff?	Consortia	Co-chairs	TBD

	Examples of struggles-working discrepancy and knowing when they hold or pend; forgetting to go back and unhold at renewal			
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**Income Maintenance Subcommittee Key Messages
Elderly, Blind, Disabled/Long Term Care
May 19, 2026**

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
		Examples: All Income Maintenance Agencies, ESPAC, Operational Leads		
DHS updates	DHS presented on the following topics: 1. Proposed changes to streamline LTC asset assessments -would likely reduce workload for agencies as well as members in certain situations of lower asset households. 2. changes coming to ops memo 25-11 treatment of annuities, expected to be released this week 3. Patient Liability deviations -DHS looking for feedback on how the processing instructions in Process Help could be improved. Suggestions were made by the group for some additional wording and changes to examples that were proposed 4. CARES coordinator notice about SSA data exchange issues -will spell out exactly what types of situations they in need of more examples. Also will contain information on ways to find certain pieces of information in other resources to clarify what is in DX (such as forwardhealth) to help avoid unnecessary calls to local SSA offices. 5. Act 115 Next of Kin starts 6/1 -ops memo and additional clarification of processing is coming via CCN that will have a workaround due to not having a patient representative page available (short turn around time on this Act). Questions should be sent to PRT	All IM agencies		
Future agenda items	Group A/streamline enrollments Date of death reporting for community spouse CLTS communication updates Next of Kin update	All IM agencies		

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**Income Maintenance Subcommittee Key Messages
Fraud and Program Integrity
May 12, 2026**

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
OIG Updates Tami Berg/Jolyne Wallace	• OIG's Trafficking Unit is fully staffed • On April 28th, the Trafficking team hosted a training day at the WAPAF Conference in the Dells. • If your agency or consortia have interest in scheduling a training on trafficking, please send your request to DHSOIGTrafficking@dhs.wisconsin.gov As you are aware, DHS issued Operations Memo 25-10 to introduce the FoodShare policy regarding unclear information. To ensure compliance with the FNS "Unclear Information" policy 7 CFR § 273.12(c)(3), we are adjusting our workflow to separate ongoing eligibility actions from historical fraud investigations. Effective immediately, the following process changes are in place: • Separation of Duties: The Office of the Inspector General (OIG), PARIS, ITAU, and Trafficking (PIT) staff no longer place benefit cases in "pending" status within CARES Worker Web (CWW) for ongoing eligibility. • Agency Coordination: Relevant Income Maintenance County and tribal agencies hold sole responsibility for addressing current eligibility. PIT staff provide necessary information and direction to these agencies for consideration of ongoing eligibility when appropriate. • Investigative Focus: OIG investigators focus exclusively on historical eligibility and must conduct these steps (gathering records, interviews, report writing, etc.) outside of the CWW environment to protect the integrity of fraud referrals.			

	• Documentation: Detailed and concise case comments must be entered into CWW for every action to assist county partners and to document business necessity for case access. This change ensures that participants receive proper due process for current benefits while allowing OIG to focus on identifying and documenting Intentional Program Violations. Reminders: • When an IM Worker who has access to CLEAR leaves employment, OIG must be notified immediately so their access can be deleted. • To ensure all perspectives are heard, please ensure your agency and consortia attend and are well represented at these quarterly meetings. If you are on the distribution list and cannot make the meeting, it is your responsibility to have another agency/consortia staff attend. If there is a particular topic that is on the agenda and you wish to have others attend, please forward them the Zoom meeting you received. They will not be added to the distribution list.			
Opt-in for Out of State Blocking Project – Jolyne Wallace	Successful Implementation of FS Opt-in Tool. As of 3/1/26 security is up to modern standards. Neutralizes skimming threats. 1.68% of members changed their settings. Huge reduction in loss. OPS Memo 25-10 Unclear/Clear policy. • Between this and our other enhancements like ebtINSIGHT analytics, we’ve protected our EBT members against millions in potential theft.			
PACS/BRITS Update	• Staffing - April took new position but will be covering most of the Collections Managers duties until vacancy is filled. Part time Collection Specialist started a few weeks ago, FTE Collection Specialist starting next week makes the Collection Staff fully staffed • Claims Established through 4/30/26 is 2,900 claims, \$5.6M • Collections through 4/30/26 is \$6.2M BRITS Updates • Enhancements scheduled for release 5/22/26 • Modify Claim Error Type - users who can create the claim will be allowed to update the error type of the claim			

	indefinitely (currently limited to 60 days) • MyWIID - Tentative rollout Mid-August. Requires user to link WAMS, MyWIID to BRITS in one time process. Must be completed by EOY or will lose access and be required to submit new access request Worksheets - • Getting better, reminder on Font size and to follow DHS instructions for print to PDF to avoid columns and \$ amounts from being cut off. WEBI – • Upcoming changes for WEBI- use of personal folders, more information to come soon, if you use personal folders be sure to watch for email with instructions or you will lose those reports WAPAF • PACS is presenting at WAPAF this October. Topics covered are BRITS A to Z, basic referral creation. More in-depth - Claim creation, collections processes, where to find information. Send request for additional topics to cover to dwspacu@wisconsin.gov			
CSIRT Report Overview	CSIRT - Computer Security Incident Response Team CSIRT reports can be requested for multiple reasons, such as researching case activity, workers actions taken on a case and for assistance in fraud investigations. CSIRT Requests are sent to Tami Berg at tami.berg@dhs.wi.gov. When you have a program integrity concerns/questions on a case or cases that may have been accessed and you are requesting a CSIRT report, the following information is needed: • Worker name • Worker ID • Timeframe in question • Outline the question/concern you have. Some reports available for Fraud Investigations: • HH and Mailing address associated with cases • Phone Numbers associated with cases • Email addresses associated with cases • IP Address for access applications • Cases in and out of confidential status A complete list of available reports will be attached to the minutes from this meeting.			

NAC Discussion – Bob Klingforth/Tabbie Mellenberger/Megan Ryan	Tabbie Mellenberger and Megan Ryan presented: Working Smarter: PARIS Match Best Practices 1. Determine Who Takes the Lead 2. Follow the "Gold Standard" for Documentation 3. Guard Your Time (Don't "Document Dump") 4. Professional Etiquette & Partnership Quick Guide: DOs and DON'Ts • Concern about the increase in workload. Local agencies are receiving e-mails from other states for information. What information needs to be or can be provided? Current communication is to provide all information requested by the other state. • It is possible not all information is needed, if the other state is not pursuing an IPV. • Create standard response criteria for what to provide, unless an IPV is being pursued? Need more efficient, uniform process throughout the state. • Concerns about increase in workload when all states are part of NAC. - Possible work group with counties and DHS. - Support is available from: DHSOIGPARIS@dhs.wisconsin.gov			
OIG Presentation - Lauren Ciulini	10 Year IPV/ADH Presentation – The investigation involved identity misrepresentation and use of EBT benefits on multiple cases. Some evidence used in ADH Hearing: • ANI Data • Genesys Call Recordings • EBT Transactions • Incarceration Documentation • Jail Call Recordings 10-year IPV was sustained. The ALJ stated that the Respondent committed an IPV and that it warranted a 10-year disqualification. He said there was overwhelming evidence that she misrepresented herself as her 3 children and that her actions were so brazen that it is impossible to suggest that they were anything but intentional. Overpayments on the three cases totaled \$8252.21.			

Walk-on Items	Bob Klingforth - ALJ issue with proving intent because of client not receiving Foodshare Penalty Warnings. - Scheduled language changes are slated for the June release. - Updating to show full penalty warnings on Access application, case summary, SMRF and Genesys recording. Kara Ponte- Dane County case. - Completed a lifetime Foodshare IPV for false documentation. An offender procured a false passport and was sentenced to 6 years in federal prison. Possible pursuing a criminal case for Medicaid fraud.			
Future Topics	- NAC workload – Continued discussion - ADH Waiver update/future intent? - Medicaid overpayments		Bob Kilngforth	

