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**State of Wisconsin**

Department of Health Services

**INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)**

**Thursday, October 16, 2014**

**1:00 – 3:30 p.m.**

**Dane County Job Center, 1801 Aberg Avenue - Ballroom, Madison, WI 53704**

**Or online at <https://connect.wisconsin.gov/imac/>**

**For audio, dial 888-808-6929, access code 468-5307**

**MINUTES**

**Non-State Attendees:**

Jenny Hoffman, Bay Lake / Brown Co.	Kris Parkansky, Bay Lake / Marinette Co.
Melissa Duane, Capital / Columbia Co.	Amy Mendel-Clemens, Capital / Dane Co.
Ron Redell, Capital / Dane Co.	Tony Sis, Capital / Sauk Co.
Amy Beranek, Capital / Dodge Co.	Stephanie Ronnfeld, Capital / Sauk Co.
Julie Arendsee, Capital / Sauk Co.	John Rathman, East Central / Outagamie Co.
Lynn Brenner, East Central / Calumet Co.	Diane Voth, East Central / Marquette Co.
Tim Gessler, East Central / Sheboygan Co.	Chris Machamer, East Central / Waupaca Co.
Kate Surprise, East Central / Waushara Co.	Ann Kriegel, East Central / Winnebago Co.
Linda Struck, Great Rivers / Eau Claire Co.	Ronda Brown, Great Rivers / St. Croix Co.
Jane Huebsch, IM Central / Marathon Co.	Amy Mayo, IM Central / Oneida Co.
Mandy Mayek, IM Central / Portage Co.	Patti Sabel, Moraine Lakes / Fond du Lac Co.
Rachel Pantaleo, Moraine Lakes, Ozaukee Co.	Mia Anderson-Inman, Moraine Lakes / Walworth Co.
Sandy Potter, Moraine Lakes / Waukesha Co.	Doreen Lang, Northern / Wood Co.
Cece Fishnick, Southern / Grant Co.	Marlin Harms, Southern / Iowa Co.
Marjean Sutherland, Southern / Lafayette Co	Lorie Graff, Western / LaCrosse Co.
Adelene Greene, WKRP / Kenosha Co.	Hope Otto, WKRP / Racine Co.
Charles Friedrich, CMS	Roger Ingebritson, CMS
Audrey Mattison, CMS	

**State Attendees:**

Linda Alexander, DHS	Linda Auchue, DHS
Sara Edmonds, DHS	Yolanda Evans, DHS
Bill Hanna, DHS	Judy Johnson, DHS
Hannah Knouse, DHS	Elizabeth Jungers, DHS
Hannah Knouse, DHS	Wendy Metcalf, DHS
Julie Milleson, DHS	Tiffany Orcholski, DHS
Shawn Smith, DHS	Debbie Waite, DHS
Daniel Yang, DCF	

1. Administrative Issues – Debbie Waite & John Rathman
  - Attendance – on-site, sign-in sheet; remote – email Linda Alexander
  
2. Approval of August 21, 2014 and September 18, 2014 Minutes – Debbie Waite
  - Motion to approve August 21, 2014 meeting minutes; seconded and passed by voice vote.
  - September minutes are being circulated for approval and will be sent prior to November meeting.

Action Item: **Linda Alexander** will send all invitees the September 18, 2014 meeting minutes before the November meeting so that the minutes can be approved at that meeting. (Done 11/10/14.)
  
3. ChildCare Pilot Experience – Lorie Graff
  - Western Region for Economic Assistance (WREA) Consortium conducted a pilot in conjunction with the Department of Children and Families (DCF) to test a new delivery model for ChildCare services.
  - Lorie handed out a portion of a document entitled “Western Region for Economic Assistance (WREA) Regional ChildCare Service Delivery Model Evaluation Report.” The six-page document is part of a 23-page report which will be made available at a later date.

Action Item: **Lorie Graff** will provide the six-page document to DHS to distribute to all invitees after the October meeting. (Done 10/20/14.)

Action Item: **Linda Alexander** will send the document at a later date to all invitees. (Done 11/10/14.)

Action Item: **Lorie Graff / Susan Pfeiffer** will advise when the complete report will be made available. (Done 10/20/14 – Per Susan Pfeiffer, report will be posted to SharePoint site for local agencies to access and two copies will be sent to DHS / Debbie Waite.)

  - In order to conduct the pilot, WREA had to request a waiver to handle all eight counties’ ChildCare cases.
  - For detail on the pilot, including an Executive Summary, results and tables of data, please see the document sent to IMAC invitees on 11/10/14 and posted with the meeting agenda and other handouts from the 10/20/14 meeting:  
<http://www.dhs.wisconsin.gov/em/imac/agendas/agendas.htm>
  - LaCrosse County is now responsible for all of the region’s ChildCare audits instead of each county being responsible for its own. This is a compelling reason to have one ChildCare coordinator vs. multiple.
  - Certification – some counties contract with third parties; these were not included in the pilot.
  - Tracked customer service by member’s county of residence regardless of worker’s location.

- In pilot results, costs showed an increase. This was attributed to the fact that the previous program had not been administered strictly according to the rules governing (e.g., entry of SSN by specialized staff, SMRF processing, misinterpretation of processing timeline). As a result, costs increased when the program was properly administered, not entirely due to the new process.
- DCF (John Tuohy) will be posting the pilot report online; will also be sent to the ChildCare Coordinators and ChildCare Specialists in the Call Centers.
- In addition, DCF / John Tuohy was encouraged to develop a formal waiver process for consortia's use to implement ChildCare.
- Other new changes/processes: Changing Provider reporting updates from weekly to daily; training conducted in each county; changed counties' update abilities to 'confirmation' which may be slightly more work but increases accuracy significantly. (See "Results" heading of the Evaluation Report for more detail.)
- Customer comments were very positive due to changes in the Call Center menu. The categories were determined by staff competencies which enabled staff to become more confident that their expertise would address the caller's issue or questions.
- Shawn Smith commented that the next step is to document the process and the action items needed to ready the consortia from a systems / security standpoint. Jennifer Mueller will be addressing.

#### 4. FoodShare Employment & Training (FSET) Developments – Shawn Smith and Debbie Waite

- Pilot in Kenosha, Walworth and Racine Counties is to be rolled out in balance of state.
- Discovered an issue with procurement that resulted in having to rescind the Letters of Intent. Now in the process of re-scoring the bids and sending new Letters of Intent.
- Communications to Operational Leads and to the proposed FSET vendors.
- Because of delay, implementation in the balance of the state has been extended to 4/1/15, but the pilot will continue as it has in the pilot counties.
- During this time, an analysis will be done to evaluate the impact of supplemental funding. Supplemental funding was to have originally been available 1/1/15.
- DHS is also working with FSET vendors of voluntary programs to continue from January – March, 2015.
- For CARES system changes, Deloitte advises that all other December Release work is still on schedule. Except for system enhancements, the FSET portion and the FSET tool are delayed (except for the pilot counties) for the balance of the state.
- FSET training has also been delayed, according to Yolanda Evans, new BEPS Training Lead resulting from the promotion of Autumn Arnold. A benefit is that training can be delivered in person beginning March 2, 2015. Will need consortia feedback to help design since the Training Sub-committee has provided initial feedback. Considering one-day training, allowing for split staff. Plan to do 'dry runs' for trainers as had been done in the pilot; will also record an AdobeConnect session. Some invitations will be sent on 10/20/14 to agency liaisons, Operational Leads and Training Coordinators.

5. Asset Verification System (AVS) - Linda Auchue
  - Usage of the AVS has been addressed by the Process Support Sub-committee.
  - System was first federally-mandated in 2012. At that point, agencies were informed use of the system was mandatory. Currently, DHS is evaluating IM agencies' usage.
  - All open Elderly Blind Disabled (EBD) and Long Term Care (LTC) cases were loaded into the asset verification system, IntegraMatch, in September, 2012. Workers were expected to update and correct information at renewal or when they were alerted the case may be over the asset limit.
  - Approximately 135,000 EBD cases but IntegraMatch shows only 76,000 and only 64,000 have been updated since the initial load in 2012.
  - Important to remind IM workers that this is a mandatory system. DHS cannot fairly evaluate effectiveness and accuracy unless usage increases. Funding is also related to usage. By year-end 2015, data must be in IntegraMatch in order to use the system as it was intended.
  - Enhancements to add teams will be implemented in November. Contact Deanna Tessman with team information. Currently, this is a work-around using team email addresses, but individuals must be entered into IntegraMatch first.
  - HMS sends Deloitte a monthly file which closes cases. If case becomes active, do not have to re-enter, just re-open.
  - Clean up of cases is essential. This will uncover unmatched financial institutions for changes in names. However, if a case is closed, not allowed to gather further information.
  - Checking for insurance policies in force – at this time, insufficient statutory language to force financial institutions to provide.
  - If quarterly notifications are being sent, no need to get an account statement at renewal. Banks and financial institutions provide quarterly reports at various times, not on calendar quarters.
  - Process Help for AVS is very thorough and has been continually updated. This is an excellent training tool.
  - Remember to keep email addresses updated so that matches can be communicated and addressed.
  
6. Health Maintenance Organizations (HMO) Update – Debbie Waite and John Rathman (Handout)
  - Cover memo explains the HMO processes.
  - Enrollment reports are very large and can be accessed online; too large to provide as a handout. All information is on the ForwardHealth website.
  - John Rathman said that previously, some counties had quarterly meetings with HMO's in their area. Since conversion to consortia model, some are surprised to discover that HMO's operate in their area.
  - Future updates – DHS used to provide regular briefings on HMO developments and changes. Bureau of Benefit Management (BBM) best positioned to evaluate how to re-invigorate.  
Action Item: **BBM** (Jody Mender) will explore process for recurring updates.

- HMO webinar is tentatively scheduled for November. Insure that all IMAC distribution lists are advised prior to the webinar.
- Forward Health Provider Services representatives are good resources for answering questions about HMO's in the various regions of the state.

7. IM Funding Updates – Debbie Waite and John Rathman

- 2015 Affordable Care Act (ACA) distribution methodology – WCHSA consensus recommendation is moving through the internal review process.
- 2015 Income Maintenance (IM) contract – now being finalized. Base allocations have been established. Need updates of consortia signatories so that the contract signatures can be facilitated.

8. Patient Protection Affordable Care Act (PPACA) Update / Issues – Amy Mendel-Clemens, John Rathman and Debbie Waite

- Regional Enrollment Network (REN) Coordinator Discussions
  - Craig Steele sent consortia a communication to assess consortia's interest in continuing with REN's. Most consortia have expressed interest.
  - REN areas are remaining the same. Only assignments of Area Admin staff are changing.
  - Contract to support REN Coordinators will most likely take the form of a purchase order. DHS is exploring how this would work. Budget will include staffing and travel but will not include media costs. Consortia can sub-contract for REN Coordinators through the purchase order process. Purchase order contract can be with the county but service must be provided to all counties in the consortia. Budget can be allocated to different cost categories as long as 1 Full-Time Equivalent (FTE) is supported. This is especially important in consortia where travel expenses are higher due to the size of the geographic area. The Bureau of Operational Coordination (BOC) is sending contracts during the week of October 27, 2014.
  - Question on whether consortia must allocate an FTE or if they are able to split into part-time employees/contractors.  
Action Item: **Debbie Waite** will ask Craig Steele to explain what is acceptable for staffing of the REN Coordinator(s) and advise IMAC.  
Response from Craig Steele: County/consortia can split position/costs across multiple positions.  
 Further discussion suggested that if a position is being contracted (vs. a current employee), this may require use of a Business Associate Agreement.
  - Some consortia would like assistance in selecting and implementing REN Coordinators.
  - Additional ideas included taking advantage of cooperation and collaboration among consortia, seeking the 'natural use centers' where need is adequately addressed.

- Outreach to Transitioning Members – Call Result Sharing
  - IM Central Consortium reported that people were helped due to its efforts in calling members who were transitioning.
  - Dane County/Capital Consortium has recorded some trends that they will be sharing with other consortia.
  
- REN Update:
  - Role of Area Administration/Administrators – Continuing with the ‘no wrong door’ philosophy in serving members and assisting consortia. Area Admins serve as liaisons to partners to enable IM staff to concentrate on members. Craig Steele has been working with CMS to get approval to enable Certified Application Consultants (CAC’s) to call the Federally Facilitated Marketplace (FFM) directly. Advised that Primary Healthcare Institute is a resource for REN Coordinators. Best approach is to take a broader view in serving.
  
  - Strategic Planning Progress – Enroll America is a group that has been involved in mapping of potential uninsured in Milwaukee and matching to location of CAC’s. Next week is a conference focusing on how to best target the uninsured in that area. This activity could lead to the relocation of CAC’s.

9. Consortia Feedback – All

- Topics of interest and suggestions:
  - REN Related Contact Lists – Consortia requested updated contact lists for REN lead individual/organization and for Area Administration staff assignments.
  - Telephone signature issue – concern that the process is taking longer to complete than previously.  
Response: Julie Zastrow reported that changes to shorten telephonic signature scripts were now being reviewed by the Office of Legal Counsel (OLC).
  - Real time eligibility update requested.
  - November IMAC Meeting topics:
    - Request a presentation from the Health Insurance Literacy Group
    - Disability Determination Bureau (DDB) backlog – requesting an update on statewide caseload.  
Action Item: **John Rathman** to send Debbie Waite examples of issues, delays, backlog cases.
  - PPACA – how can the renewal “bubble” be spread out?  
Response: Options are being explored with the Secretary’s Office.
  - IMAC Meeting Minutes access – If needed, how can consortia access meeting minutes prior to 2011?  
Response: Older (pre-2011) meeting minutes are now being removed from the website and archived. DHS will explore options for accessing for meeting materials.

## 10. Operations Memos – Linda Auchue

- Issued:
  - 14-44 Treatment of Transform Milwaukee Jobs Income
  - 14-42 BadgerCare Plus Transitional Benefit for Children
  - 14-41 “Gap Filling” Referrals from the Marketplace
- Plans for Issuing in mid-November; all will be discussed at regional meetings:
  - 90-Day Renewal for Health Care
  - Income Verification
  - CARES Worker Web Enhancements to Automate FoodShare Break-in-Service Policy
  - FoodShare Interview Enhancements
  - Medicaid Eligibility Quality Control – Asset Verification System
  - Long Term Care Streamlining

## 11. Administrative Memos – Debbie Waite

- Annual administrative memo on Fraud Contracts – draft of the contract will be sent to consortia for comment.  
Action Item: **Consortia** will provide contract feedback/input to Wendy Metcalf (OIG.)

## 12. Sub-committee Sharing & Updates - Debbie Waite & Sub-committee Chairs (Handout)

- This month’s written update provides significant detail.
- Program Coordination Sub-committee had its first meeting yesterday. Hope Otto will be taking over as chair for Doreen Lang. Sub-committee Purpose: “Enhancing Customer Experience Through Collaboration of State and Local Agencies” (DCF, DHS, DOA). Will identify focal topics for each meeting (e.g., WREA ChildCare Pilot at first meeting). Next focal point for January 2015 meeting is Long Term Care and centralizing enrollment with Aging and Disability Resource Centers (ADRC’s). The 2015 meeting calendar will be populated soon.

## 13. Work Group Sharing

- ACCESS – Julie Milleson reported that the work group has met a few times; continue to identify information needs and documenting them. Need a method for gathering feedback/input from consortia and from members and have been researching various channels. IMAC IT has recently conducted outreach activities for the paperless correspondence effort. It was suggested that Autumn Arnold should join the meetings due to recent efforts to get user input on ACCESS features. Also need to encourage and gather feedback from partner agencies that work with members.  
Action Item: **Consortia/IM workers** should send Julie Milleson any feedback as she is tracking all input.

- CDPU – Becky David is planning for a tour of the operations of the Central Document Processing Unit in Janesville. Schedules will dictate but invitation will come from Becky.

#### 14. Miscellaneous Updates / Other / Public Comment

- As an update on last month's joint presentation with the Department of Corrections on Inmate Eligibility Initiatives:
  - The Portage facility completed early applications for two inmates who are being released with serious health needs. Before the process is officially implemented, some consortia may be asked to test the process.
  - National Association of Jailers meeting was held yesterday. As a result, some consortia may be contacted since the association was given the same presentation as was done at the September IMAC meeting. They were also instructed that they would have to set up a process with the consortia or counties.

#### 15. November 20, 2014 Meeting Tentative Agenda Topics

- a. PPACA Issues
- b. D SNAP Overview
- c. 2014 MER Debriefing and 2015 Planning
- d. Real Time Eligibility Update