

## OPEN MEETING MINUTES

Name of Governmental Body: IRIS Advisory Committee			Attending: Vicky Gunderson, Fil Clissa, James Valona, Jason Glozier, Caitlin Connelly, Kathy Meisner, Martha Chambers, Melanie Cairns, Ramsey Lee, Rosie Bartel, Sue Urban, Tom Gierke, Andy Thain, Elizabeth Schlosser, Leslie Stewart
Date: 1/23/2024	Time Started: 9:31am	Time Ended: 12:15pm	
Location: Zoom Webinar			Presiding Officer: Alicia Boehme, DHS, Director, Bureau of Quality and Oversight, Christian Moran, DHS, Director of Programs and Policy

### Minutes

**Members absent:** Kathi Miller, Danielle Dicientio

**DHS Staff present:** Shelly Glenn, Rebecca Frank

**Presenters:** Amy Chartier, Kathleen Plunkett

### Meeting Call to Order – Alicia Boehme, Christian Moran

- Meeting was called to order at 9:31am
- All members introduced, new members Andy Thain, Elizabeth Schlosser, Danielle Dicientio (absent). Rosie Bartel and Kathi Miller reappointed.
- Motion to approve minutes by Ramsey Lee. Second by Rosie Bartel. Minutes approved.

### ICA and FEA 2024 Scorecards – Kathleen Plunkett

- Presentation shared with committee

#### *Committee feedback/discussion*

- Not all participants receive the survey, they are selected randomly. There are two separate surveys – one for ICA and one for FEA
- UW Survey Center assists with the process
- Member asked if participants could request to take the survey. DHS will look into this with the survey center.
- Member asked if there was a scorecard for personal care agencies.
  - Sue Urban provided the following link:  
[Consumer Guide: Finding and Choosing a Personal Care Agency | Wisconsin Department of Health Services](#)
- Surveys are sent annually around the end of the summer. Questions were revised last year and that will be reflected in the 2025 scorecard
- When all surveys are completed, DHS presents the findings to ADRCs
- Guides are available on the landing page identified in the presentation
- Numerical values are not available publicly, star ratings only
- FEA surveys had a 35% response rate, and ICA surveys had a 34% response rate
- DHS is working with the survey center to have an online option for taking surveys
- The scorecard FAQ indicates which questions were used for each survey area
- Enrollments aren't consistent between ICAs and FEAs, therefore the responses are weighted to reflect an accurate picture of the survey responses
- Committee requested the ability to provide input on the survey questions
- There may be questions added in the next year regarding EVV

**Department Updates – Alicia Boehme, Christian Moran**

- Alicia reviewed changes in DMS leadership, Medicaid Director – Bill Hanna, Deputy Director – Amanda Dreyer, and Area Administrator Nicole Schneider
- Long Term Care Provider Management system will rollout in 9/2024. Providers will be able to enroll with Medicaid directly and choose which programs to enroll in. DHS will verify credentials and approve/certify from there. All adult Long Term Care providers will need to enroll to comply with CMS rules. This does not affect direct-hire workers in the IRIS program. It also applies to MCOs. Will have until the end of 2026 to enroll. Does not apply to agencies that can bill the card unless they were providing IRIS waiver care.
- 1-2 Adult Family Home Standards are out for public comment through 1/29
- Will re-recruit for 2 open provider positions on the committee in February
- DHS is soliciting for comments on the 2025 IRIS Provider Agreement. Committee asked to provide input
- First Person expanded into Geographic Service Region (GSR) 10 as of 1/2024
- Family Care/Family Care Partnership RFP was posted on 1/12
- IRIS participants received letters in December regarding the SDPC wage increase as part of the state budget. New rate maximum is now \$18.83. Rates cannot be retroactive for workers.
- Background check policies are different between IRIS and Family Care. DHS is actively working on this with the Office of Legal Counsel. Policy will be brought forward for review at the end of this year.
- 1/2024 was the Home health EVV soft launch. IRIS not included in this.
- Amy Chartier provided a brief EVV update

#### ***Committee feedback/discussion***

- SPDC wage increases will not be automatic
- In and out timesheets are still being reviewed, DHS will provide an update at the March meeting
- If EVV issues are related to credentialing, the FEA should supply that information. Participants should always work with the FEA if they are seeing a lag, but DHS should be informed if the lag is longer than expected
- Regarding unwinding disenrollments, DHS is continuing to monitor efforts and changes.
- EVV: Participants are given time to train workers and work with ICAs and FEAs to increase usage. 37% are at 0% compliance. There is significant outreach continuing. There is no timeline for when that will go into effect for disenrollments. ICAs will continue to enter risk agreements with participants. ICA doesn't state disenrollment but notes lack of improvement.
- Requested discussion regarding expedited reenrollment at March meeting

#### **Policy Tracker – Amy Chartier**

- Policy Tracker reviewed with committee

#### ***Committee feedback/discussion***

- ISSP (Individual Support and Service Plan) essential service policy is on hold right now. It would require a written agreement between participant and vendor, not an individual, but a provider. Looking to simplify the process, potentially with a provider portal on the website. Member states that transparency is always key which is why this is important
- With changes made for Budget Amendments (BAs), we expect the process to become more efficient. Currently the IRIS team is reviewing hundreds of BAs. One agency has over 100 in return status currently due to them being incomplete or missing information. The time spent on reviewing an incomplete budget is ineffective. Additional positions have been added to the team to assist with these. The policy itself is to ensure DHS gets complete, thorough requests.

#### **Ombudsman Update and Review – Leslie Stewart**

- Reporting for both DRW and BOALTC
- Receiving continued questions on Medicaid renewals. DHS has been very responsive
- Continuing to receive calls on workers not getting paid by FEAs. Sometimes issues are with communications, sometimes glitches with the FEAs' systems. It's been very difficult for many.

#### ***Committee feedback/discussion***

- SDPC indicated if it is a person care issue, to call the SDPC office directly

- DHS is aware of the issue and has been tracking

### **Public Comment**

- Margi provided written comment regarding PCWs, caregivers being allowed to stay with participant while they are hospitalized
- Stephanie expressed concerns with the IRIS program recently including EVV and the budget amendment appeal process. Would like more transparency on how information in the Functional Screen is used to determine budget.

### **Orientation – Alicia Boehme, Christian Moran**

- Presentation reviewed with committee

### ***Committee feedback/discussion***

- Member asked that there be a committee discussion regarding what is working well and what isn't as the Long Term Care Advisory Council did in their January meeting
- EVV continues to be a problem
  - DHS is continuing work on the EVV issues, EVV is a federal requirement

### **Committee Business – Alicia Boehme, Christian Moran**

- Alicia reviewed the ICA and FEA currently under corrective action plans (CAP) and what details are being monitored. The information is posted on the DHS IRIS site as well as the ICA and FEA sites. The information is also shared with ADRCs. There is no direct correspondence with participants. There can be expedited enrollment if someone wants to change ICAs but not FEAs as they are more complex.
- Not all FEAs are using Sandata. Each has their own system.
- If a participant wants to change FEAs because of a significant issue, they should contract [DHSIRISQUALITY@dhs.wisconsin.gov](mailto:DHSIRISQUALITY@dhs.wisconsin.gov)
- Member inquired about four policies mentioned on the tracker between now and March and why no feedback was brought to the committee.
  - DHS will confirm and respond at March meeting
- Several items on the workplan were not discussed today, DHS will bring to March meeting
- There were 188 disenrollments as of the end of October due to unwinding. Those individuals were no longer eligible for Medicaid.
- Rosie discussed her meetings with CMS over the last week reviewing the list of Measures Under Consideration. Diversity, Equity, and Inclusion, patient safety, and social determinants of health were discussed at length. Would like to see these topics incorporated to IAC meetings.

### **Adjourn**

- Today is Ed Roberts Day – Father of Independent Living Movement
- Ramsey Lee motioned to adjourn, Seconded by Rosie Bartel
- Meeting adjourned at 12:15pm

Prepared by: Shelly Glenn on 1/24/2024.

These minutes are in final form. They were approved by the governmental body on: 3/26/2024