

OPEN MEETING MINUTES

Name of Governmental Body: IRIS Advisory Committee			Attending: Anne Karch, Fil Clissa, James Valona, Kathi Miller, Martha Chambers, Molly Bandt, Rachel Messenger, Sue Urban, Melanie Cairns, Ramsey Lee, Adam Brabender, Kathy Meisner
Date: 3/28/2023	Time Started: 9:31am	Time Ended: 3:00pm	
Location: Zoom Webinar			Presiding Officer: Alicia Boehme, DHS, Director of Quality and Oversight
Minutes			

Members absent: Jason Glozier, Rosie Bartel

DHS Staff present: Alicia Boehme, Amy Chartier, Ann Lamberg, Christine See, Daniel Bush, Kyle Novak, Leon Creary, Sheldon Kroning, Kevin Coughlin, Jie Gu, Steve Gress, Shelly Glenn

Presenters: Beth Swedeen, Patti Becker

Meeting Call to Order – Alicia Boehme

- Meeting was called to order at 9:31am
- Motion to approve minutes by Kathi. Seconded by Sue.
 - Fil indicated that not all requested topics were on the agenda.
- Minutes approved
- All panelists introduced themselves, new committee members noted

Survival Coalition Presentation – Beth Swedeen, Patti Becker

- Beth and Patti presented the Worker Onboarding Checklist and detailed the process of development including co-creating and plain language
 - Committee providing feedback including the following
 - Add a line for start date
 - 14 point font instead of 12
 - Incorporate into IRIS handbook
 - Change “sample” to “example” under Tips section
 - DHS will collect feedback and forward to Survival Coalition

Public Health Emergency Unwinding Update – Ann Lamberg

- Letter sent in February to participants advising the month of their Medicaid review
- Second letter will be sent 45 days prior to renewal date
- FAQs for ICs are being finalized and will be shared with ombuds and ADRCs
- Participants will be able to complete a review before being disenrolled for any other reasons
 - Committee provided the following feedback
 - First letter was unclear about who is to take steps in the review
 - Second letter will provide specifics
 - Are contractors receiving a list of participant renewals?
 - Contractors receive an initial report and ongoing monthly reports and status reports
 - Concerns regarding involuntary disenrollment
 - There is a detailed communication plan with participants and ICs regarding this process
 - Requested a copy of the initial letter sent to participants

Ombudsman Update and Review – Kathi Miller

- Kathi and Leslie Stewart meet prior to every meeting to discuss items
- Leslie asked if there was a remediation process for home modifications that were not done correctly
 - Team is currently working on budget amendments with contractors, next policy will be the OTE requests
 - Committee recommended those contractors be put on a “probationary” list until previous work is remediated
- Kathi mentioned there was communications with ICAs and FEAs regarding paperwork, missing items. They had some going points and feedback. Recommended putting ICA and FEA information in participants’ contact lists

Public Comment

- Sandra – concerned that service authorizations have been denied with no communication. Many participants are experiencing issues. Can anything be done about this? Has had one SA lagging in the system for 3 months
- Mike – expressed that he’d like to see the background check policy reviewed, Family Care is less stringent than IRIS. How can we make this work? EVV presents a challenge to caregivers who pick up participants in the community when they are required to punch in as soon as they see the participant. There could be a 30-minute commute time before cares begin. The EVV letter which was sent was long and full of rhetoric. Most participants wouldn’t understand. Felt it was against Medicaid guidelines.
- Julie – would like to see language regarding the changes in service codes. There is nothing on the website and changes have not been communicated to contractors or participants. The administrative burden to participants prevents services. Wording reflects old policy. DHS is making them feel fraudulent in submitting these requests.
- Melissa – Would like clarification on who would be a main contact to determine an FEA for a participant.
- Margi – (submitted written comment, read in part during public comment) Would like the IAC to permanently extend the COVID-19 FAQ document number 34 and have participants be able to obtain annual pre-approval for those services.

Department Updates –Alicia Boehme

- Alicia provided updates on the following
 - Background check
 - High school students can be direct care workers, but there are some limits per Medicaid rules
 - It was in the Governor’s budget because of the positions required specific to the review process. It would require OLC to add positions
 - All other waiver services have a process and review team in place, IRIS is not statutory in language which is why it is not included in that process. Background check language is in the IRIS policy.
 - Committee requested details on what was removed from the budget in order to present to the Joint Finance Committee
 - Members asked what the Department’s plan was given the current caregiver crisis
 - Certification
 - A number of items received in feedback were not able to be included. The document will be sent later today that outlines the suggestions received
 - Some feedback can be included as contract modification language suggestions
 - START Initiative
 - DHS has been evaluating how to bring in a broad range of stakeholders
 - Someone has been hired with a background in this area
 - EVV Letter
 - Many concerns from committee regarding letter
 - EVV Advisory Workgroup participating in creating the letter and send the letter to stakeholder groups
 - IAC was inadvertently omitted from the email and was notified after the letter had gone out
 - A member of the IAC was on the EVV Advisory Workgroup and participated in the development of the letter and attachments

- EVV Policy was presented several times to IAC for feedback, and the letter and attachments were included in the policy which was sent for review
- Concern regarding challenges for participants in using the system
- Committee requested that IAC members who are working on other committees should have a spot on the agenda to share what they are doing in other groups
- EVV rollout was not participant friendly
- Member who was on committee reported that they were on the workgroup and one of the first things done was producing a video showing how the system can be used with an individual utilizing a communication device and expressed that DHS has a very good customer care center to work through the process
- Not all FEAs use the state system
 - Concerns will be taken to the EVV Workgroup in this regard
- Committee member indicated she had questions that were not answered
- It was stressed that a month-by-month step was included with the letter and no one will be disenrolled with a single wrong punch

Fiscal Update – Dan Bush

- Dan reviewed his presentation on the IBA update
 - Committee feedback included
 - Dental isn't part of the IBA as it is not part of the IRIS waiver services
 - Timeframes for BAs ebb and flow. Currently show right now, so if there is the capacity to do adjustments, now would be a good time.
 - Amy will be attending the oversight meeting to discuss why they may be seeing a slow down
 - Budgets will not be affected if participants are not spending their entire budget. The FSIA calculation is not linked to whether or not the budget it used.
 - The IRIS Policy Team reviews these items

ARPA Update – Alicia Boehme

- Covered by Kevin Coughlin in Staff Stability Survey section

Staff Stability Survey – Kevin Coughlin

- Kevin reviewed his presentation
 - Committee feedback included
 - Will there be any provision in the future for paid time off and paid health insurance for workers?
 - There are no discussions at this time, but this will be brought to leadership's attention
 - There are different surveys for IRIS. That group was not included in this survey

2023 Satisfaction Survey – Jie Gu

- Jie detailed the process for survey development. There was an opportunity to revise the survey this year with feedback that was received.
- Jie will present the 2023 survey at the May meeting
 - Committee feedback
 - Not seeking IAC feedback at this time as that was done previously
 - Data received in November 2022 will go into the 2023 scorecard
 - Only the summary of data is disseminated
 - Part of the annual scorecard measure is from the external quality review
 - DHS partners with the UW Satisfaction Center on this and they execute the survey

Policy and Topic Tracker – Amy Chartier

- Amy reviewed the current policy and topic tracker
 - No committee feedback

Policy Update – Kyle Novak, Leon Creary

- Kyle reviewed the Service Authorization Policy and BA Project
 - Committee feedback as below
 - IAC is not engaged in the early stages of policy review because certain policy is no longer pertinent. IAC will review once the policy reflects the actual process, and feedback will be heard at that time
- Leon reviewed the Essential Services Provider policy that was recently sent to the committee and the Participant Provider Service Agreement
 - Committee feedback as follows
 - Feedback on the Service Provider Agreement is due 4/10
 - How can credentialing be rolled out in a thoughtful manner?
 - Credentialing has always been required, and this is not a new policy
 - Provider workgroups are helpful. Committee feedback is appreciated
 - Committee would like to make sure the overall impact on participants is considered when policy changes are reviewed – a lot of pressure on participants managing the administrative parts of the program in addition to their disabilities
 - Essential Provider Agreement is a CMS requirement
 - There has been a backlog on screenings, and screens are not able to be transferred
 - DHS Staff will provide feedback on this issue right away

Committee Business – Alicia Boehme

- Alicia continued with the department updates
 - START Initiative – information regarding opportunities to participate in workgroups will be forthcoming
 - Supportive Home Care/Usual and Customary Rates – no new updates, working with BRS
 - Acquisition Update – Humana has submitted certification documents and now working with OCI. When the review is completed, DHS will determine if certification criteria has been met. Molina is not yet at that point.
 - HCBS Settings Rule – DHS is in compliance with the HCBS setting rules with the exception of heightened scrutiny settings. CMS has approved the remediation plan. Almost finished updating non-res benchmarks and working on the DHS website and forms.
 - The CMS letter has been issued but not certain it has been published on the CMS website
 - DHS staff will follow up with the process for reporting non-compliant providers (specifically in non-res settings)
- There was a request to address public comments. The purpose of public comment is to listen and not respond. It is not a Q&A format
- Agenda items can be brought forth in committee business as has been the case. If additional items come up between meetings, members can email DHS. Suggestions are taken back and used to create an agenda and meet as many needs as possible.
 - A detailed email of follow up items and requested topics are sent after each meeting
 - Meeting location and monthly budget statements were not included in this meeting
 - Meeting location discussion pushed to May agenda
 - Monthly budget statement – there is no timeline available, dependent on system changes. Paused for now.
- Request for meeting to move around the state and have evening options
- Requested topic on process for home modifications
- Requested committee vacancies be posted on the website
 - Vacancies are posted on the IAC website
- Request for equity presentation similar to the one at the March LTCAC meeting

- Request to have other stakeholder groups review policy

Adjourn

- Meeting adjourned at 3:00pm

Prepared by: Shelly Glenn on 3/28/2023.

These minutes were approved by the governmental body on: 5/23/2023