

OPEN MEETING MINUTES

Name of Governmental Body: IRIS Advisory Committee			Attending: Danielle Smith, Fil Clissa, James Valona, Jason Glozier, Karrie Knapp, Kathi Miller, Kathy Meisner, Melanie Cairns, Ramsey Lee, Rosie Bartel, Sue Urban, Thomas Gierke
Date: 8/8/2023	Time Started: 9:32am	Time Ended: 2:41pm	
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: Adam Brabender, Martha Chambers

DHS Staff present: Shelly Glenn

Presenters: Jie Gu, Daniel Bush, Amy Chartier, Ann Lamberg, Kyle Novak

Meeting Call to Order – Alicia Boehme, Christian Moran

- Meeting was called to order at 9:32am
- Members introduced
- Christian provided a meeting overview and expectations, and review of workplan
 - The 372 report will be presented in September and not November
- Discussion regarding minutes and requested addition
 - Kathi Miller requested that the term “desk review” be added to the Ombudsman Report
- Motion to approve minutes with that update by Rosie Bartel. Second by Fil Clissa
- Minutes approved

IAC Presentation – Alicia Boehme, Christian Moran

- Alicia and Christian reviewed their presentation detailing the committee charter, DHS duties, and member duties

Committee feedback/discussion

- Committee appreciated the conversation and is glad members were heard. Feel as if it would have been helpful to receive all materials prior to meeting so they could be prepared. When topics are not shared, they feel “put on the spot” to respond without having preparation. With regard to policy, they have full time jobs outside of the committee, and they would prefer to provide feedback during the meeting instead of by email. Believed the primary duty as a member was to attend meetings.
- Committee also felt they struggle to be supportive and non-controversial, however they have a hard time bringing up items not on the agenda. They often receive calls on the eve of the meeting with questions to bring up at the meeting and feel it is too late to address at the meeting with short notice.
- Some feedback regarding policy is received in other meetings
- Members addressed DHS responsibilities regarding policies and procedure. Committee believes the desk review was a procedural change that was never discussed and was implemented without consideration to participants. When asked by participants about the change, it appears that members don’t know what is happening.
- Committee requested any in person meetings also have a hybrid option for those who experience barriers to transportation
- Request was made for time on the agenda for members to provide comments. Don’t want to lose the knowledge of the members and want to ensure there is balance so all are heard.
- Why is the committee not allowed to make motions to direct DHS actions?
 - Processes are similar to the Long Term Care Advisory Council
 - It is out of the scope of authority for this advisory committee

Follow Up Items – Alicia Boehme, Christian Moran

- Updates provided on the following
 - PHW Onboarding Checklist
 - Usual & customary
 - Acquisition letter
 - HCBS compliance
 - Reporting non-residential compliance
 - Chair position inquiry for IAC
 - PHW allowed to provide services while participant is hospitalized
 - Provider agreement including agency contacts, etc.
 - Unwinding letter
 - Equity presentation at a future meeting
 - Ombudsman desk reviews
 - Listening Sessions
 - Timeline to review contract changes
 - Mental Health Access
 - Replacing open committee position

Committee feedback/discussion

- Regarding the acquisition letter, member requested more plain language documents
- What is the timeline for remediation of the 48 sites not in compliance with HCBS
 - DHS continues to work with CMS, anticipated finalizing in December 2024. Plan will be shared once finalized
- Will participants be at risk of losing their placement during heightened scrutiny review?
 - DHS primary goal is to ensure there are no negative impacts including undue displacement during remediation. If a site remains non-compliant, there would be adequate time to secure new placement prior to closure
- Will the IAC be asked to provide feedback for remediation?
 - DHS will take back the request for discussion
- Have ICAs been trained in assisting participants with procedures for reporting non-res noncompliance?
 - DHS believes they are aware, but will follow up to ensure they are
- Has DHS considered including participants' participation in revising the handbook?
 - DHS will consider this
- Regarding listening sessions, committee feels that DHS has not been successful in de-siloing services in divisions. For example, when and specific individual was requested for equity presentation, a different presenter was suggested.
 - DHS will look into this
- Committee member states she services on the tech expert pane with CMS working on social determinates of health including mental health/IDD

Discuss September In-Person Meeting – Alicia Boehme, Christian Moran

Committee feedback/discussion

- Will it be in Madison?
 - Yes.
- Member expressed they enjoyed networking at the in person meeting
- Member expressed they would have to send a delegate
- Member expressed concern with parking at 1 West Wilson
- Members offered several alternative off-site locations

Department Updates – Alicia Boehme, Christian Moran

Updates provided on the following

- In and Out Timesheets

- Corrective Action Plans
- EVV
- Independent Living Support Pilot
- ARPA Grant awards – 2nd Round
- WisCaregivers Career Training

Committee feedback/discussion

- Corrective action plans
 - Notifications of CAPs are not required to be sent to participants
- EVV
 - A step by step process should be communication during periods of outages
 - There is a fail safe available at FEAs during outages, a billing modifier is in place
 - Workers are aware but are still concerned their time will be accepted
 - There are no consequences for non-compliance during outages
 - Committee member expressed interest on joining the EVV workgroup
 - Additional member indicated they had been on the workgroup since inception
 - Customer care number is available to all participants
- Independent Living Support Pilot
 - Committee member thanked DHS for the work on the pilot
- ARPA Grants
 - Website is <https://www.dhs.wisconsin.gov/arpa/hcbs-grantsopportunities.htm>

Fiscal Updates – Dan Bush

- No new data on the 2023 IBA
- Usual and Customary Rates status provided
 - Requested that specific cases be referred in situations where the participant had budgeted the maximum rate which were declined by consultant

Committee feedback/discussion

- SDPC has a range of allowable rates as outlined in letter which was sent last fall
 - Request made for letter to be sent to committee
- Member indicated there is a lot of confusion about what is meant by Usual and Customary. Hearing from other counties that they are not offering the max rate. Centralized communications on this would be helpful.
- Member expressed the same terminology be used in the waiver. It currently says Reasonable and Customary in the waiver and in the SDPC SPA.

Public Health Emergency Unwinding Update – Ann Lamberg

- Current process reviewed in detail with committee

Committee feedback/discussion

- Member indicated he received a disenrollment letter that gave no instructions on renewal
 - There was an issue with the Income Maintenance Agencies and WISITS notifications, and this issue has been resolved
- Another member mentioned that she's had issues for months referencing a family member who had passed, and the information in the letter was wrong
 - DHS staff will connect with member outside of meeting
- Member mentioned the ICAs used to have 90 days before participants were disenrolled. With MMIS integrations that has changed, and it's been a task for them. There is a fair hearing process as well.
 - If participants filed, they will not lose benefits. There should not have been 90 days prior to that, it was an oversight in the system
- DRW is hearing concerns from IRIS participants regarding the disenrollment procedure. There are concerns workers won't get paid. Suggest education and outreach to involved agencies. Recommend that DHS review CMS publication of a number of state Medicaid director agencies with recommendations to reduce the number of paperwork disenrollments. Participants should be directed to Ombudsman services before adverse action date

- DHS has reviewed those recommendations, and no decision has been made yet. IM agencies are behind in processing. Specific concerns can be sent to the IRIS Oversight Team. DHS met with ombudsman this morning, so they are aware.

Ombudsman Update and Review – Kathi Miller

- Update provided. Primary concern was regarding assistance with participant questions surrounding Corrective Actions Plans recently issued.

Committee feedback/discussion

- Specific concerns were regarding lack of responses by agencies to participant inquiries

Public Comment

- No public comment

2023 Satisfaction Survey – Jie Gu

- Presentation reviewed with committee

Committee feedback/discussion

- Has DHS considered rewording the question “how often do you get help?”
 - Questions was reworking for the 2023 survey to be more clear
- 3041 surveys were completed for ICAs and 3341 for FEAs of approximately 10,000 sent
- Raw data is sent to the ICAs and FEAs, information has been de-identified

Policy Tracker – Amy Chartier

- Tracker reviewed for committee

Committee feedback/discussion

- No feedback on tracker

Policy Update – DHS IRIS Program and Policy Analysts

- Presentation reviewed with committee

Committee feedback/discussion

- IMD refers to Institution for Mental Disease
- Helpful to have presentation to review policy
- For off-cycle policy, it would be helpful to have a video presentation
- DHS will follow up with member who requested sharing draft policy with the public
- Policy with regard to personal care workers providing services during hospitalization is Fee For Service and not and IRIS policy
 - There is a lot of working happening on this topic right now because of COVID
- IRIS Oversight Team is working on participant education, and they will be informed that the committee requested participant involvement in that process

Committee Business – Alicia Boehme, Christian Moran

- Feedback outside of public comment may be sent to Shelly Glenn
- The September meeting will be hybrid with options for in-person and virtual attendance
- Inquired for requested topics at future meetings

Committee feedback/discussion

- Can the ombudsman report be moved to March moving forward in the IAC workplan?
 - It will be moved to March
- Inquiry made regarding a change in home/vehicle modifications process

- If request is made, SDPC nurse must be involved in the review. The nurse does not approve or deny, it is a step in the process. Nurses don't do home or vehicle modification reviews unless bathroom equipment isn't able to be accessed
- No requested topics for future meetings

Adjourn

- Rosie motioned to adjourn, Seconded by Kathi Miller
- Meeting adjourned at 2:41pm

Prepared by: Shelly Glenn on 8/10/2023.

These minutes are in final form. They were approval by the governmental body on: 9/26/2023