

**Approved**  
**OPEN MEETING MINUTES**

Name of Governmental Body: IRIS Advisory Committee			Attending: Alexa Butzbaugh, Andy Thain, Fil Clissa, James Valona, Jason Glozier, Jonathan Claflin, Julie Strenn, Kathy Miller, Kathy Meisner, Lynnea White, Melanie Cairns, Ramsey Lee, Rosie Bartel, Tom Gierke
Date: 9/24/2024	Time Started: 9:30 am	Time Ended: 2:30 pm	
Location: Zoom Webinar			Presiding Officer: Alicia Boehme, DHS, Director of Quality and Oversight Christian Moran, DHS, Director of Programs and Policy

**Minutes**

**Members absent:** Danielle Dicientio, Martha Chambers, Sue Urban

**DHS Staff present:** Lisa Galvan, Rebecca Frank

**Presenters:** Kari Engelke, Sheldon Kroning, Amy Chartier

**Meeting Call to Order 9:35 am**

*Alicia Boehme, DHS Director Bureau of Quality and Oversight*

*Christian Moran, DHS Director Bureau of Programs and Policy*

- Meeting overview
- Introductions
- Approval of minutes

**Department Updates**

*Alicia Boehme, DHS Director Bureau of Quality and Oversight*

*Christian Moran, DHS Director Bureau of Programs and Policy*

- In response to feedback, the steps for waiver renewal review have been changed to allow public comment prior to Wisconsin Legislative Joint Finance Committee (JFC) review.
- Feedback about disenrollment notices indicated they were confusing and, specifically, the 45-day notices which will no longer be sent. Other notices will continue (30-day, 10-day, etc.)
- If a participant receives a notice, they should contact their IRIS Consultant Agency (ICA) to ensure that they are on track and have their functional screen scheduled.

**Committee feedback/discussion**

- Members recommend IRIS use new terminology to clarify between types of live-in caregivers

**Overview of the Office of the Inspector General 10:06 am**

*Kari Engelke, Assistant Inspector General, Program Integrity and Compliance*

- Reviewed presentation that was sent to the committee.

**Committee feedback/discussion**

- When should a complaint be made to the state Department of Justice (DOJ) Medicaid Fraud Control and Elder Abuse Unit (MFCEAU) vs. OIG? Only OIG can stop payments if there is a credible report of fraud, but complaints can be sent to both.

**iLIFE Payroll Issue 11:00 am**

*Sheldon R. Kroning, DHS Section Manager, Contract and Quality Compliance*

- Several participant-hired workers were impacted by a significant payroll issue. An investigation into the causes has been initiated with sanctions and a corrective action plan. iLIFE will work with DHS to resolve the shortfalls.
- Beginning 10/1, iLIFE will not be permitted to take new or returning enrollees.

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

- What happens if a person wants to use iLIFE? They cannot become a new enrollee until the issues are resolved and sanctions are lifted. No one currently enrolled will need to switch.

**Break** - The committee opted to skip the break.

#### **Ombudsman Update**

***Kathi Miller, IRIS Ombudsman Lead, Board on Aging and Long-Term Care***

- State fair hearings are the primary contact. The top three reasons are disenrollment, reenrollment (service gaps, decreased services), and home modifications.
  - The most urgent contacts are about Medicaid backdating but IRIS not causing service lapses, workers leaving, and anxiety.

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

- No questions

#### **Department Updates cont. 11:20 am**

***Alicia Boehme, DHS Director Bureau of Quality and Oversight***

- MAPP premiums were suspended during the COVID-19 emergency. They have restarted as of the end of August 2024.
- DHS became aware that participants were having issues making online payments and is working to resolve this. Enrollment in long-term care programs, including IRIS, will backdate to September 1 if the participant lost eligibility due to the payment issue.
- Some people have also had issues making their September payments. Coverage will be extended if this occurs to prevent people from losing their coverage.
- Payments are still required, so continue to make payments.

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

- Appreciation for the decision to extend coverage and backdate while this is being resolved.
- Concern that the automated system can disenroll without human approval.

#### **Public Comment 11:25 am**

Commenter 1

- Experienced significant issues making MAPP payment due to miscommunication and conflicting or incomplete information. Their IRIS consultant's vacancy exacerbated issues. Disenrolled.

Commenter 2

- ICAs should not have as much power as they have. They are not responsive and too closely aligned with the DHS over the participants.

Commenter 3

- The caller and their spouse are participants and have guardianship over a third participant. Their providers are being told that they will not be paid because there are other providers in the service code, each providing cares to separate participants.
- Providers use Android phones and cannot use them to clock hours. For two years the FEA stated they were fixing it but have not, and the issue has led to disenrollment for one of them.

Commenter 4

- Has experienced payroll issues with iLIFE but does not want to change FEAs and lose their voice in approving the hours.

Commenter 5

- (Other parent from Commenter 1) elaborated that they tried to reach the supervising consultant and have record if emails sent without response. Received notice of disenrollment.

**Commenter 6**

- Participant now under MAPP had issues with payment due to miscommunication and conflicting or incomplete information.

**Commenter 7**

- Options Independent Living and the participant's IRIS Consultant confirmed that the participant needed a bathroom remodel. A nurse consultant denied the request. The participant won an appeal and submitted three bids. The same nurse consultant overruled the request. The nurse never looked at the home, would not speak with the family, and supplied pictures of someone else's bathroom as evidence the remodel was unneeded twice. It has been over a year and the health of the participant has significantly declined as a result on inadequate hygiene facilities.

**372 Data 11:54 am**

**Sheldon R. Kroning**, *DHS Section Manager, Contract and Quality Compliance*

- Reviewed the 372 report which was sent to the committee after the meeting.

**Committee feedback/discussion**

- No questions

**Lunch****IRIS Waiver Renewal Public Forums Update 12:40 pm**

**Christian Moran**, *DHS, Director, Bureau of Programs and Policy*

- Reviewed presentation that was sent to the committee.

**Committee feedback/discussion**

- What workgroups will form and who can join? Subject matter experts will be internal working with peers doing similar work in other states.
- Suggestions falling outside of the waiver renewal scope will be noted for future policy consideration.
- What is the process in JFC? It is 14-day passive review.

**2025 IRIS Provider Agreement Proposed Changes**

**Christian Moran**, *DHS, Director, Bureau of Programs and Policy*

**Amy Chartier**, *DHS Section Manager, IRIS Policy*

- Reviewed presentation that was sent to the committee.

**Committee feedback/discussion**

- Do unhoused participants need to be in permanent housing within 90 days or have a plan to get to permanent housing within 90 days? A plan is enough, and extensions can be granted.
- Two-day call tracking is not practical since most callers just want to be connected with their consultant.

**Committee Business**

**Alicia Boehme**, *DHS Director Bureau of Quality and Oversight*

- CIE data will be presented in the next meeting.

Motion to adjourn.