

## OPEN MEETING MINUTES

Name of Governmental Body: IRIS Advisory Committee			Attending: Fil Clissa, Kevin Fech, Vicky Gunderson, Jason Glozier, Gabrielle Leachmon, Ramsey Lee, Kathy Meisner, Kayla Smith, Andy Thain, Sue Urban, James Valona
Date: 9/23/2025	Time Started: 9:30am	Time Ended: 11:49am	
Location: Zoom Webinar			Presiding Officer: Alicia Boehme, Director, Bureau of Quality and Oversight, DHS

### Minutes

**Members absent:** Martha Chambers, Holly Long, Danielle Smith, Lynnea White

**DHS staff present:** Lisa Galvan, Shelly Glenn, Sheldon Kroning, Ann Lamberg, Dana Raue

**Presenters:** Rosie Bartel, RaeAnn Fahey, Sheldon Kroning, Kayla Smith

**Meeting Call to Order** – Alicia Boehme, Director, Bureau of Quality and Oversight, DHS

- Meeting called to order at 9:30am.
- Motion to approve minutes by Sue Urban.
- Motion to approve minutes seconded by Jason Glozier. All in favor. Motion approved.

**Department Updates** – Alicia Boehme, Director, Bureau of Quality and Oversight, DHS

- Cancellation for IRIS Program Data presentation. The presentation will be rescheduled.
- IRIS waiver submitted to CMS on September 12, 2025.
- DHS looking into a joint recruitment for next year's IAC and LTCAC.
- Thank you to committee members who provided feedback on the IRIS Provider Enrollment document.
- There is a MAPP webinar scheduled for September 30, 2025. More information is available at <https://www.dhs.wisconsin.gov/forwardhealth/partners/index.htm>. The training will provide updates regarding the premium payment process.
- Kathy Meisner, Director, Disability Service Provider Network (DSPN), provided information regarding October's Building Independence training. Please spread the word. More information is available at <https://www.dspn.org/education>. An informational flyer will be sent to committee members after the meeting.
- Rosie Bartel has resigned from the IAC. DHS thanks Rosie for her years of service. Committee members thank Rosie for her years of service.
- Fil Clissa asked the following questions:
  - Can IAC get an update regarding changes in proposed waiver at next meeting? Dana Raue will take this back to the team.
  - How does IAC share info with people who might be interested in committees and programs?
    - Alicia Boehme: DMS uses communications plans to distribute info through listservs. To join one of DHS' email update lists, visit <https://www.dhs.wisconsin.gov/aboutdhs/alerts.htm>.
    - Sue Urban: SDPC shares info as "education topic of the month" with 16,000 participants.
    - Ramsey Lee: shares with his network, suggests that we use newsletters as well.
- Dana Raue supplied info regarding the IRIS waiver renewal, the IRIS waiver renewal timeline, and the fiscal employer agency (FEA) transition. The Committee requested information regarding the FEA transition timeline. The information below comes from the FEA RFP.
  - The Vendor's contract will begin on April 1, 2026.
  - The Vendor will begin enrolling all new participants on January 1, 2027.
  - The Vendor will transfer all participants from current FEAs on a quarterly schedule, beginning April 1, 2027.
  - The actual transition schedule may vary. The schedule will be based on the Vendor's submitted Transition Plan and the Vendor's demonstration of its readiness to enroll participants.

**Medicaid Member Experience Committee (MMEC) Update** – Rosie Bartel, Member, Member Experience Committee

- At this time, the MMEC will focus on two subjects.
  - Prior authorizations for medication
  - Prior authorizations for durable medical equipment (DME)
- The MMEC meets with the Medicaid Advisory Board.
- The IAC can bring Medicaid-related concerns to Rosie and the MMEC.
- Rosie suggested other ways for consumers to get involved.
  - To learn more about the “Partnership for Quality Measurement,” visit <https://p4qm.org/>.
  - To learn more about the “Patients for Patient Safety-US,” patients can visit <https://www.pfps.us/>.
  - To find out more about the MEC, visit <https://www.dhs.wisconsin.gov/medicaid/mmec.htm>; next meeting is Tuesday, October 28, 2025.
  - To find out more on the Medicaid Advisory Committee, visit <https://www.dhs.wisconsin.gov/medicaid/advisory-committee.htm>; next meeting is Tuesday, December 9, 2025.

**IRIS Program Data Analysis presentation canceled.** The presentation will be scheduled for a later date.

**Ombudsman Update** – Kayla Smith, IRIS Lead Ombudsman, Board on Aging & Long Term Care

- BOALTC and Disability Rights Wisconsin (DRW) seeing trends regarding customer service at FEAs regarding the following:
  - Timely responses and follow-up,
  - Online time reporting, and
  - Budget amendment process.
- Complaints can start with Metastar’s complaints and grievances hotline: 888-203-8338.

**Acumen Update** – Sheldon Kroning, Contract and Quality Compliance Section Manager, Bureau of Quality and Oversight, DHS

- Acumen will be ending their FEA contract, effective November 30, 2025.
- DMS is transitioning about 1,800 participants to the remaining FEAs. A test group will transfer on October 19, 2025, to ensure that the process works as intended.
- DMS is working with the ICAs and FEAs to prepare for this change.
- IAC feedback:
  - Kevin Fech: DHS and Acumen have done a good job with this transition.
  - Fil Clissa: has DHS heard from the remaining FEAs regarding the transition? DHS: Neither agency has identified any concerns with being ready.
- Fil Clissa requested an iLIFE update

**Provider Enrollment** – RaeAnn Fahey, Program Participation Oversight Section Manager, Bureau of Quality and Oversight, DHS

- Provided enrollment update: 3,796 providers have successfully enrolled.
- Provider outreach includes phone calls, application walk-throughs, and email follow-up.
- Provider support includes Provider Services Call Center, [ltcproviderenrollment@dhs.wisconsin.gov](mailto:ltcproviderenrollment@dhs.wisconsin.gov) email box, ForwardHealth portal information page, flyer, checklist, participant toolkit, and training resources.
- For more information, residential providers can visit <https://www.forwardhealth.wi.gov/WIPortal/Subsystem/Certification/EnrollmentCriteria.aspx?topic=8>.
- RaeAnn Fahey responded to Committee questions regarding provider enrollment cutoff dates and provider payments.

**Public Comment:**

- A participant's parent shared concerns about IRIS program requirements and the scope of her authority as guardian and setting up email accounts for her ward.
- A provider shared concerns regarding budget amendment delays and the impact to participants.
- A participant's parent shared concerns with budget amendment application tools.

**Committee Business** – Alicia Boehme, Director, Bureau of Quality and Oversight, DHS

- Kayla Smith requested updates regarding the IAC structure for 2026.
- Fil Clissa requested an update on iLIFE.

**Adjourn:**

- Motion to adjourn by Fil Clissa.
- Motion to adjourn seconded by Andy Thain. All in favor. Motion approved.
- Meeting adjourned at 11:49am.

Prepared by: Lisa Galvan on 9/23/2025.

These minutes are in final form. They were approved by the governmental body on 11/18/2025.