

## OPEN MEETING MINUTES

Instructions: [F-01922A](#)

Name of Governmental Body: IRIS Advisory Committee		Time Started: 8:00 AM	Time Ended: 10:05 AM	Attending: Fil Clissa, Mitch Hagopian, Monica Bear, John Donnelly, Maureen Ryan, Betsy Genz, Sheldon Kroning, John O'Keefe, Suzanne Ziehr, Maurine Strickland, Chris Sell, Julie Schnebly, Katie Kelnhofner, Karrie Knapp, Renee Mueller, Tara Treglowne, Mary Reed, Alexa Butzbaugh, Zoe Nyland, Sue Urban, Kim Rux, Amanda & Catherine, Jeanne Franzen, Matt Warner, Beth Sweeden, Julie Burish
Date: 1/23/2018				
Location: Conference Call		Presiding Officer: Betsy Genz, Associate Director, BALTCs		
<b>Minutes</b>				

### Meeting Call to Order

Betsy Genz led introductions of participants listed above.

Approval of minutes: concern raised that a correction of May minutes is not reflected in July minutes. DHS will review and provide correction/addition. Fil Clissa move to approve minutes and Monica Bear seconded.

Addition to May 2017 minutes:

- Background Checks
  - Recommendation: The participant (as the employer of record) should receive a copy of the background check. (Currently the participant is just told if the person has been approved, and can ask for details if they want)
  - Recommendation: There should be room for exceptions or waivers if someone does not pass the background check and the participant still wants to employ that person. We discussed that in order to waive the background check results, a participant must go through a meaningful process in order to make that decision versus just signing a paper indicating they understand and are choosing to ignore the info on the report). Additionally, there would be more regular monitoring or safeguards in place, much like when a person works more than 60 hours.

### Department Updates

Provided by Betsy Genz

#### Staffing

- Jody Brassfield resigned effective at end of October, the Bureau of Adult Long Term Care Services (BALTCs) has been waiting to receive approval to recruit and hire for the vacant position. BALTCs has received approval and the recruitment will be announced soon. At this time, we do not expect anyone to be on board before March due to DHS processes.
- Contractor conversion requirement in Governor's budget – Long Term Care must convert contract positions to state positions.
  - The IRIS Admin position, previously held by Liz Teubert, has been moved out of IRIS and into BALTCs's Operations section. The Department has successfully recruited for this position, Julie Schnebly will be supporting IRIS and other BALTCs needs.

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- Other IRIS contractor positions that will require recruitment include three to support the IRIS case management system and two IRIS quality positions. Four out of five positions are currently filled with contractors. If the current contractors want to continue working in the IRIS section, they will need to apply for a position. There is no current timeline for when they will be posted and actively recruited for. The positions are being prioritized for HR.
  - Michael Heifetz, Medicaid Director, left the department in December. Heather Smith is the new Medicaid Director. She has been with the Department for 3 weeks.

### **Tribal**

- The Department is working with Tribes and with CMS to coordinate services for their tribal members under the Family Care waivers.
- Additionally, Oneida and Menominee Tribes need to transition out of CIP/COP, since those programs are planned to end on 6/30/2018.
- The Department is developing an option that meets needs of both the Tribes and the MCOs.
- Currently, tribes can provide services to members without contracting with MCOs under federal law.
- Transition date of tribal members receiving CIP/COP waiver services through a tribal waiver agency is July 1, 2018;
  - The Department is currently working on a transition plan.
  - Tribal members will need to go through enrollment counseling through ADRCs or Tribal ADRSs.
  - Enrollment counseling will start in March or April of 2018.
  - During enrollment counseling, tribal members will be giving the option of choosing Family Care or IRIS programs.
- The plan is subject to change based on work with CMS and the tribes.

### **HCBS**

- The Department is currently winding down the review of residential settings.
  - About 1600 compliance letters were mailed at the end of December.
  - Reviewers are still reviewing remediation results, as they complete reviews, we anticipate more compliance letters will be mailed.
  - Small number of locations are deemed non-compliant for a variety of reasons. If the locations currently have residents the BALTCs team and MCOs are working with these settings to see if they want to become compliant.
- Non-residential compliance
  - The Department is actively working on developing non-residential benchmarks.
  - Curtis Cunningham meets with an advocates group; they are also active in the benchmark developments.
- Heightened scrutiny
  - This fall, the Department identified as many settings for heightened scrutiny as we were able. In fall, letters were sent to 10 providers that need to go through that process.
  - In the next few weeks, visits will be conducted at the settings that want to serve waiver participants and staff will determine if the HCBS requirements are met. Results will presented to the executive team to determine if the setting's documentation be submitted to CMS for review and approval.

### **Dane Transition**

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- At end of December, PCS asked to pause enrollments. This will allow them to make sure participants receive the customer service they deserve and expect. PCS plans to start accepting again after May 1st, but the date is not confirmed.
  - Over 1600 of 2400 people have completed enrollment counseling:
    - 47% enrolled in IRIS
    - 44% enrolled in Family Care (FC)
    - 9% enrolled in Family Care Partnership (FCP)
  - ICAs are working with participants to complete plans and set up providers to ensure a smooth transition for participants.
  - Projected February 1, 2018, enrollments:
    - 200 to enroll in IRIS
    - FC & FCP have 600 enrolling
    - Will not meet goal of 1000 enrolled on 2/1/19
  - Challenges with the transition:
    - The ICAs are working to find out what was included in previous bundled rates, unbundling services, getting provider rates, getting providers registered, and coordinating transportation.
    - The budget amendment process has been streamlined and the bid requirement has been eliminated during the transition. This significantly reduces the amount of work for the consultants.
  - Many of barriers have been overcome in last few weeks and plans are being completed at a faster pace.

#### **Participant Education Manual**

- Progress has been made, still in progress.

#### **Background checks**

- IRIS and Family Care staff need to work together to align policies on background checks

#### **SDPC grid**

- This has not been created yet.

#### **Consumer satisfaction survey**

- Information from last IAC was passed on to the cross program team for consideration

#### **Electronic Visit Verification (EVV)**

- 21<sup>st</sup> Century Cares Act was passed in 2017 requiring EVV to be implemented for personal care services in FC, FCP, IRIS, Fee-for-Service and HMO Managed care
  - Areas of greyness on what is personal care so no action has been taken by state yet
    - DHS waiting for guidance from CMS
    - Once guidance received, state will communicate with stakeholders, providers, etc.
    - Deadline to be in compliance is January 1, 2019
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- It is unlikely that DHS will meet that deadline.
  - DHS is aware that there is a financial impact for not meeting the deadline.
  - DHS will be participating in a CMS webinar on January 26 and hopes to get additional information at that time.

## **IRIS Advisory Council Discussion**

- Scheduling of all committee meetings
  - Committee members agreed to the 4<sup>th</sup> Tuesday of the odd months from 9 am – 3 pm for 2018 IRIS Advisory Committee meetings

## **Comments from the Public**

- Jeanne Franzen
    - Last year the committee voted that the SHC tool would no longer be used without the participant. Where is this documented so public can access it?
      - Response from committee – either before 2017 or early 2017 – consensus was SHC tool was not something ICAs were required to use.
      - DHS does not have a SHC tool; TMG does have a tool.
    - Where can participants access allowable services?
      - Response from committee – these can be found on the IRIS website – Service Definition manual has detailed information.
  - Bruce Moffat
    - Father of daughter who will transition to IRIS with TMG on 3/1/18
    - He received the general agenda from Love-Dane
    - Looking for background on committee and how to raise concerns
      - Response from committee – info from charter – committee to provide feedback and advice to department on policy and instructions. Committee has advocates, experts, participants, vendors. Can take Bruce's info and provide him additional information about committee and info on joining committee.
      - Bruce was encouraged to send contact information to Suzanne to receive future meeting agendas.
  - Julie Burrish
    - Related to the committee charter – what is the Department planning on doing? The Department is taking a lot of things internally and not requesting public input. Is there going to be any stakeholder input?
      - Response from committee – the Department took input on the charter in July and will request additional input after the charter is edited.
  - Wendy Kaplan (comments received after the meeting)
    - DHS asked Ms. Kaplan to email her comments because the meeting time expired. Her comments (received on 01/24/2018):  
Greetings Ms. Genz and Ms. Ziehr;
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I appreciated having the opportunity to listen to the IRIS Advisory Committee Meeting yesterday. The work you do affects the lives of so many. No one is more important than our family members' well-being. This transition is a major change and having an advisory committee provides an opportunity for all of us to provide a vital role in creating a program that supports the economic prosperity and quality of life of some of Wisconsin's most vulnerable individuals.

I was disheartened to hear of meeting cancellations, dismissed agenda item requests and a failure to keep to the agenda. I looked forward to the public comments, whereby for 30 minutes, the public was going to be able to provide input, guidance and feedback. I was saddened to learn that at 9:51 am you began taking comments and that at 9:58 you tried to close comments. I felt disrespected having waited almost 90 minutes to speak and hear others' voices but then have them dismissed.

The Charter has multiple purposes and functions, many of which have not been implemented. I propose that the Department:

- Actively solicit public input.
- Ensure Committee Meetings are held and not cancelled.
- Explore ways for timely public input.
- Provide participant training and education
- Post Meeting Agenda's and Notes on the IRIS website and let the public know you have done so.
- Provide an IRIS list-serve

I welcome the opportunity to receive agenda's and minutes directly. It can be challenging to hear on a conference call with so many individuals involved. Being able to read what actually was said and decided is helpful. I would also appreciate the meeting time and schedule at this time. Please send them to me.

Sincerely,

Wendy

o Department response:

Dear Ms. Kaplan,

Thank you for your feedback. It is truly appreciated. The amount of discussion with the committee members on the agenda item of the Department's updates was unexpected. The additional discussion within the committee membership did not provide the full amount of time allotted for public comment. I plan to allot additional time at future meetings for Department updates.

At the committee meeting, I explained that the IRIS Advisory Committee charter was undergoing changes and would be presented at a future meeting for input by committee members. I understand your concerns and will take them into consideration as we develop future meeting agendas, updates to the charter, and any operational changes within the IRIS program.

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Future IRIS Advisory Committee meetings will be held on the 4<sup>th</sup> Tuesday every-other-month (the next meeting will be March 27<sup>th</sup>). We are currently in the process of securing locations for the meetings. We will go ahead and add you to our distribution list for agendas and schedules.

We do post agendas publically. Here is the website for the postings: <https://publicmeetings.wi.gov/>. This is the link to the most recent IRIS Advisory Committee agenda <https://publicmeetings.wi.gov/view/69748fd4-295e-4b1d-9b55-e831481314c2>.

I am happy to set up a meeting is you want to discuss your comments or my explanations above. Otherwise, we will make sure we send materials to you for future meetings.

Sincerely,

**Betsy Genz, RN**  
Associate Director  
Bureau of Adult Long Term Care Services  
Division of Medicaid Services

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Prepared by: Suzanne Ziehr on 1/24/2018.

These minutes are in draft form. They will be presented for approval by the governmental body on: 3/27/2018