

## OPEN MEETING MINUTES

Instructions: [F-01922A](#)

|                                                                                                   |                       |                     |                                                                                                                                                                                                 |
|---------------------------------------------------------------------------------------------------|-----------------------|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name of Governmental Body: IRIS Advisory Committee                                                |                       |                     | Attending:                                                                                                                                                                                      |
| Date: 1/22/2019                                                                                   | Time Started: 9:00 AM | Time Ended: 2:30 PM | Committee Members:                                                                                                                                                                              |
|                                                                                                   |                       |                     | Monica Bear, Molly Bandt, Julie Burish, Martha Chambers, Dean Choate, Fil Clissa, John Donnelly, Mitch Hagopian, Sana Kahn, Maureen Ryan, Sue Urban                                             |
|                                                                                                   |                       |                     | DHS Staff:                                                                                                                                                                                      |
|                                                                                                   |                       |                     | Amy Chartier, Betsy Genz, Sheldon Kroning, Chris Sell, Karina Viruettta, Suzanne Ziehr                                                                                                          |
|                                                                                                   |                       |                     | Others:                                                                                                                                                                                         |
|                                                                                                   |                       |                     | Matt Johnston, Denise Monroe, Lea Kitz, Kathi Miller, Melanie Cairns, Zoe Kujawa, Alexa Butzbaugh, Vicky Gunderson, Wendy Kaplan, Kim Rux, Sheryl Gerstl, Karrie Knapp, Kevin Fesch, Molly Gear |
| Location: Warner Park Community Center, Community Room 1, 1625 Northport Drive, Madison, WI 53704 |                       |                     | Presiding Officer: Betsy Genz, Director, Bureau of Adult Programs and Policy                                                                                                                    |

### Minutes

- **Meeting Call to Order**

*Betsy Genz, Director, DHS - Bureau of Programs and Policy*

- Introductions were completed of those present and those participating via Skype connection
- Maureen Ryan moved to approve minutes, Monica Bear seconded
- Walked through the agenda and committee agreed to adjourn early if needed due to inclement weather

- **IRIS Ombudsman Updates**

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

*Lea Kitz, Disability Rights Wisconsin*

*Melanie Cairns, Disability Rights Wisconsin*

- Walked through reports from both ombudsman agencies and discussed trends
- Both agencies have worked together to get the reports as similar as possible
- Unable to break out the target populations that are contacting ombudsman unless they ask every caller which group they are in
- The organization (ICA/MCO) that the participant's concerns are with is listed based on who the participant identified when first contacting the ombudsman. This sometimes changes as the ombudsman investigate the concerns
- Areas DRW finds as frequent reasons they are contacted:
  - o Workforce and automated target group are the biggest concerns
  - o Working with new ICAs on due process
  - o Issues have come up related to background checks with current workers, who passed previously, no longer passes

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- o Participant Hired Workers provide more than one service and vary between supervision and hands-on cares may have multiple rates – a committee member made the recommendation to evaluate a weighted average, so it would eliminate the unintentional errors resulting overage in one service or the other.
  - For BOALTC numbers, they started in April, didn't go live until June, so the numbers on their reports do not begin until August 2018
    - o Items listed as new program activities mainly consist of the ombudsman promoting the new service
    - o Many self-referrals came in due to the brochures sent out in the DHS mailing
    - o In addition to the same trends DRW saw, issues with cost share increasing for participants, mainly due to the Income Maintenance agencies are not completing the med remedial portion of the renewal correctly
  - Participant's concerns about Service Authorizations and shifting hours between employees around during the week are being addressed by an ICA workgroup. As they are ready to present ideas to participants, the workgroup will recruit participant inputs

- **Committee Suggestions:**

- o *Have a blended rate for workers the provide SDPC, SHC, or other services that have different rates*
- o *Provide more training to participants and guardians on what it means to be an employer*
- o *Have DRW and BOALTC use the same interpretations of the categories*
- o *Committee would like to receive reports/updates from the ombudsmen twice per year going forward*

- **Department Updates**

*Betsy Genz, Director, Bureau of Adult Programs and Policy*

*Amy Chartier, IRIS Section Chief, Bureau of Adult Programs and Policy*

- **New administration**

- o New governor has named 3 appointees to the Department of Health Services:
  - Andrea Palm - DHS Secretary;
  - Julie Willems Van Dijk - Deputy Secretary;
  - Nicole Safar - Assistant Deputy Secretary

- **EVV**

- o More information will be shared at next public forum (to be scheduled) related to the services/coding included in EVV.
- o EVV will not replace paper time cards at this time, paper timecards are still needed for cross-reference

- **HCBS**

- o Non-residential settings:
  - PCG will begin doing site visits at non-residential sites in March 2019
  - Committee members concerned about providers being able to contact PCG related to the 1-2 bed AFH certification as well as HCBS. PCG is working on directing WI calls to their WI lead person for the 1-2 bed AFH
- o Heightened scrutiny:
  - Once DHS reviews are completed heightened scrutiny information will be posted for public comment. Public will be notified upon posting via the HCBS listserv.

- **Staffing**

- o New Program and Policy Analyst in IRIS Management Section started 2 weeks ago - Leon Creary. He is currently working with Family Care Program and Policy Analysts to learn the waiver renewal process
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- **Quality Oversight**

*Sheldon Kroning, Quality Assurance Program Specialist, Bureau of Adult Programs and Policy*

*Karina Virrueta, IRIS Contract Specialist, Bureau of Adult Programs and Policy*

- Record Review process - CMS performance measures – 372 Report must be submitted every year
- Sample is pulled from WISITS and then sent to MetaStar. MetaStar completes the record review. Remediation goes back to ICA, the ICA remediates, sends response to MetaStar. MetaStar confirms remediation
- Work instructions are how we want to implement the program
  - o Work Instructions are being reviewed, this includes business rules and who is responsible for completing various steps
  - o Updating disenrollment and enrollment work instructions
  - o Appeal instructions have been created, are being reviewed, and will be implemented after the review is complete
- There are several workgroups put together by ICAs and FEAs, they have invited DHS representatives are participating in them
  - o A workgroup will be meeting to discuss streamlining processes
  - o IRIS Service Authorization Workgroup will be looking at how to keep authorizations flexible
- ICAs and FEAs will be developing program improvement projects
  - o Performance improvement projects are not currently required, they may be in the future
  - o There is no pay for performance for IRIS currently
    - Internal discussions have occurred, but nothing has been decided
- DHS will be reviewing/auditing ICA and FEAs policies and work instructions to make sure they align with IRIS program requirements
  - o DHS is in the process of developing a re-certification audit
  - o The recertification would be annual
- Working to develop a contract for ICAs and FEAs
  - o Plan to revise the current certification document to separate certification requirements from program requirements
  - o Recertification is a compliance related process and quality is separate
  - o Participant satisfaction survey will tie into this
  - o Planned effective date is 1/1/2020
- **Committee suggestions:**
  - o Keep certification and quality reviews as separate tasks
  - o WISITS should be used as the principle reporting source
  - o It should be examined if there is a point where CMS won't require an unlimited number of ICAs or FEAs in each GSR
  - o The IAC knows more about IRIS than the LTCAC, so the IAC should look into if there is a conflict of interest for ICAs and FEAs to combine

- **Public Comment**

- Cheryl Gerstl – provided public comment over the phone – role confusion, audience
    - o Concerns about no assistance with Med Remedials
    - o FEA billing Issues: Family Care Cost Share is due the 15<sup>th</sup> of the month, with IRIS it is due the 1<sup>st</sup> of the month. When SSI payments are not received until after the 1<sup>st</sup>, this causes members to always be late with their Cost Share payments
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- o Concern with MTM and restricting mileage for people not living in their county of residence.
  - o Caseload for IRIS consultants is too high
  - o Would like additional guidance to be provided on website about how public comment is handled in person and over the phone

- **Reports**

*Chris Sell, WISITS System Administrator, Bureau of Adult Programs and Policy*

*Sheldon Kroning, Quality Assurance Program Specialist, Bureau of Adult Programs and Policy*

- Walked through presentation of reports.
- Enrollment info is also on IRIS website and in the same format as Family Care enrollment information.
  - o Working on adding archived IRIS information.
  - o Consumer Direct has not had any referrals yet since they started providing services in 01/2019
- Total IRIS enrollment is 18290 participants
  - o 43.8% of IRIS participants are enrolled in SDPC
  - o IRIS has about 200 enrollments each month and 100 disenrollments.
- There may be multiple concerns regarding a participant. ICs have the ability to add detail in the case notes regarding all concerns, but there is a drop down choice for “reason for disenrollment”, so they are only able to choose one. We are in the process of reviewing the reasons listed, to allow us to be specific and consistent.
- When reviewing the data report if:
  - o ICA is not listed, then they didn't have any disenrollments that fell in that category
  - o Disenrollment due to no service utilization means there was 4 months of no spending by the participant
  - o Mismanagement of employer authority includes issues with managing of staff, such as hiring, firing, discipline and being able to maintain staff to ensure participant's health and safety
  - o Disenrollment due to eligibility includes: loss of functional eligibility, loss of financial eligibility, no longer eligible for the program, and other
- Start date for a participant is when the participant begins receiving services, not when they can start hiring workers
  - o Currently have a workgroup looking at the overall process for PHW paperwork and how to streamline it
- For ongoing data reports, if committee wants it in a different format or different data they should let Amy Chartier know
- **Committee Suggestions:**
  - o Track voluntary disenrollment info
  - o Track timeframe for how long to onboard employees
  - o Develop an autofill sheet for participants when submitting PHW information/schedules. The form should indicate what was missed when filling out the form.

- **Monthly Participant Budget Statements**

*Chris Sell, WISITS System Administrator, Bureau of Adult Programs and Policy*

- Plan is to have WISITS produce monthly budget statement by end of 2019
  - Monthly budget statement may be sent to FEAs to be mailed or DHS may mail them to the participants directly
    - o How to operationalize this is still being discussed
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- The statement will have the participant's budget, what is authorized, and what has been expensed
  - DHS is working with FEAs on what they can reliably get in WISITS
  - Currently FEAs create a monthly budget statement for participants, they are all very different
    - DHS is looking to gather information from participants about what they like/don't like about these statements
  - Looking to get expenditure data wrapped up by 2nd quarter and then engaging with participants on design of the participant statement
  - Workgroup updates on Participant Budget Statements will be included on future agendas
  
  - **Committee suggestions:**
    - Have budget statement show what is left to use in plan year
    - Have members of the IAC as part of the workgroup to provide feedback on the statement
  
  - **DHS Organization** (bring org charts showing filled/vacant from DHS down to IRIS section)  
*Betsy Genz, Director, Bureau of Adult Programs and Policy*
    - Walked through general organizational charts for DHS and the areas that work with the IRIS program
    - Identified which positions are appointed versus not appointed
    - Discussed what each functional area and each section in the Bureau of Adult Programs and Policy and the Bureau of Adult Quality and Oversight is responsible for
    - Reviewed IRIS reorg and how the new positions coordinate
      - Will be posting and interviewing for the program oversight and technical oversight supervisors (new positions)
    - IRIS management section currently has about 15 employees
    - IRIS budget submitted was to maintain status quo, so no increase in positions was requested for the coming year
    - DHS is currently collecting financial data from ICA and FEAs on what it costs them to run the IRIS program.
  
  - **Walk-on Item**  
*Betsy Genz, Director, Bureau of Adult Programs and Policy*
    - When to cancel IAC meeting due to weather & how to notify committee members and the public
      - Committee member's consensus is to automatically cancel if Madison schools are cancelled and notify members by 6:30 am. An email will also be sent to the distribution.
      - The public can sign up to be notified of meetings
      - If weather is predicted to be poor, can also send out a call for attendance the night before
      - If meeting will be cancelled, but there are urgent issues, can cover some issues by phone or schedule an extra meeting before next regular meeting
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Prepared by: Suzanne Ziehr on 1/22/2019.

These minutes were presented for approval by the governmental body on: 3/26/2019