

OPEN MEETING MINUTES

Instructions: [F-01922A](#)

Name of Governmental Body: IRIS Adviosry Committee			Attending: <b>Committee Members:</b> <ul style="list-style-type: none"><li>Linda Bova, Julie Burish, Alexa Butzbaugh, Martha Chambers, Fil Clissa, Dean Choate, John Donnelly, Mitch Hagopian, Angie Kiefer, Kathi Miller, Maureen Ryan, Danielle Smith, Sue Urban</li></ul> <b>DHS Staff:</b> Amy Chartier, Ben Nerad, Christine See, Kiva Graves, Leon Creary, Samantha Ninnemann, Suzanne Ziehr
Date: January 26, 2021	Time Started: 9:30 am	Time Ended: 12:00 pm	
Location: Zoom Webinar			Presiding Officer: Betsy Genz, Director, Bureau of Adult Programs and Policy

Minutes

**Committee Members Absent**

- Rosie Bartel

**Meeting Call to Order**

- Motion to approve November minutes by Maureen Ryan. Motion seconded by Angie Kiefer. Minutes were unanimously approved.

**Department Updates, presented by Betsy Genz and Amy Chartier**

- IRIS Contractor Provider Agreements have been executed
- Long Term Care Advisory Council (LTCAC) Charges related to Geographic Service Regions (GSRs)
  - Information provided by the IRIS Advisory Committee and other stakeholders is being consolidated
  - Suggestions will be put in a paper and presented to LTCAC in March 2021.
    - The council will make edits, and the final document will be shared with the Secretary's Office and the IAC.
  - IRIS Waiver Renewal was submitted to CMS September 2020
    - DHS received full CMS approval on waiver renewal on December 17, 2020
    - New waiver has been posted to public website:  
<https://www.dhs.wisconsin.gov/iris/2021-1915cwaiver-application.pdf>
    - Committee members are encouraged to start making list of changes for the next waiver renewal
    - A waiver amendment is still on the table, but not being worked on currently. Currently the focus is more on COVID-19
  - Committee Comment:**
    - Waiver has a nice summary of changes up front, which is nice
  - Hired last open WISITS position, Jonathan Claflin
    - Gail Propsom supervised the team
  - Electronic Visit Verification (EVV)
    - Newsletter is being sent
    - Podcast was created in December: <https://www.dhs.wisconsin.gov/evv/podcast.htm>
    - Topics include EVV customer care training

- § Forms updated for live-in caregivers
- § Soft launch only included T1019 services
  - Included codes: <https://www.dhs.wisconsin.gov/evv/providers.htm>
  - No defined time for hard launch
  - S5125 and S5126 I service code need to be included in EVV starting January 1, 2021
- § Provider outreach plan has been implemented by DHS to assist providers that are struggling to set up EVV or not comfortable using it
- § EVV customer care team is contacting providers that have services listed in system but have not completed trainings
- § Providers cannot begin to record visits until all steps have been completed
- § No claims are being denied at this time as a result of missing or incomplete EVV information
- § Plan being developed for Hard launch, EVV stakeholder committee is providing input

#### **Ombudsman Update presented by Kathi Miller**

- The Board on Aging and Long Term Care (BOALTC) and Disability Rights Wisconsin (DRW) meet regularly
- Receiving a heads up on mailings and notifications they are being sent out helps (i.e. with vaccines and EVV)
- Have had many calls about enrollment and disenrollment process
  - Helping participants understand who they are expecting a call from and how long until they receive the call
- Continue to do trainings and outreach jointly with DRW

#### **Monthly Rate of Service (MROS) presented by Ben Nerad**

- Pushed back started date of rate change from January 1 to July 1, 2021
- Will look to see if there are unexpected costs that were not captured in 2019 data used in MROS rate setting
  - Requested and received 2021 budget projections from ICAs and FEAs
  - Quarter 1 (Q1) 2021 Financial reports will be submitted in April by the ICAs and FEAs
  - The difference is the time period of data being reviewed
    - § We don't know yet how significant or substantial those changes will be
- DHS is working through this, learning, and following what is required under waiver
- DHS does not generally pay out an additional margin to providers
- If committee members have suggestions on what the state needs to consider for the oversight and protection of the participants in general, they should send them to Suzanne Ziehr ([Suzanne.Ziehr@dhs.wisconsin.gov](mailto:Suzanne.Ziehr@dhs.wisconsin.gov))
- **Committee Suggestions:**
  - Feels like the master to the state is the federal government, not the participant
  - Next time rates are reexamined it would be helpful to have someone explain to the committee how the rates are determined

#### **COVID-19 and Vaccine Update presented by Mitch Hagopian and Kiva Graves**

- There are some limiting factors with distribution
- Rollout is being managed at the local level
- State is trying to provide consistent information in areas that we can
- Suggest checking the DHS website for up to date information and sign up for GovDs and weekly newsletter
- Began receiving inquiries from public health departments of who they can reach out to contact workers

- There was confusion from Public Health departments about who was in the 1A group and the terms IRIS program uses for its workers
  - Webpage has been updated to use terms used with the IRIS programs
- BPDD helped to create plain language resources that are being updated as needed
- Will be posting new FAQs soon
- COVID-19 stakeholder group met yesterday
  - Working through a universal consent form
  - A way to create a list of every public health department, their websites, and what they are doing to help contractors
  - What tools can be put together
  - How to reach out to hesitant groups
  - Working with those that oversee the Non-Emergency Medical Transportation (NEMT) contract to categorize COVID-19 vaccine as an urgent (same day) transportation request
- State Disaster Medical Advisory Committee (SDMAC)
  - Mitch Hagopian is on subgroup for vaccine rollout
  - Currently working on phase 1C
  - All of the IRIS, Family Care, and Children's Long Term Support workforce is covered under phase 1A (paid and unpaid)
  - Program recipients are in phase 1B
- BAL has bi-weekly webinars about vaccine rollout and assisted living: <https://www.dhs.wisconsin.gov/regulations/assisted-living/asstdlv-g-forum.htm>
- Information on the COVID-19 Vaccine: <https://www.dhs.wisconsin.gov/covid-19/vaccine-about.htm>
- **Committee Suggestions:**
  - Having IRIS Consultants (ICs) work with participants to help with vaccine registration would be helpful

#### Service Definition Manual presented by Amy Chartier and Leon Creary

- Service Definition manual is being updated to match the specific to definitions, approved in waiver
  - Service definition manual will be posted once reviewed, approved, and updated
  - In process of reviewing service codes to determine what needs to be changed.
- Policy manual and work instruction manual
  - Completed internal review of internal policy and work instructions
  - Requested updates to practices not currently in manual
  - Plan to have this completed by end of March
  - After completed will look deeper at:
    - § BA and OTE processes
    - § Accessibility assessments

#### IRIS Contractor Provider Agreement presented by Amy Chartier

- Leon Creary will be lead on contract amendments for the IRIS program
- Went through list of substantive changes from previous agreement to new contractor provider agreement
- Link to IRIS Contractor Provider Agreement: <https://www.dhs.wisconsin.gov/iris/provider-agreement.pdf>
  - There will be an amendment this year and will included:
    - § FEA selection
    - § Clarification on provider agreement
- BADR worked with Kyle and Sheldon to create a publication on what is an FEA
  - Working with FEAs and ORCD to talk through their role more
  - Christine See will share draft document for committee review, this is very draft

- *Committee Suggestions:*
  - IAC was not given opportunity for feedback on change of FEA selection process
    - § The scoreboard tool is not good for helping with that
  - Can committee work with ADRC to come with a script for them to use? This needs more discussion
    - § End users should be on advisory group in creating training materials for the ADRCs
  - Have more consumer input before beginning trainings in March
  - Doesn't make sense for people to have to go back to ADRC to change FEA and ICA
  - Next meeting topics should include:
    - § FEA Survey Questions
    - § New FEA change process

#### Public Comment

- Anne Rabin
  - What is good for the scorecard to have
    - See for each FEA, what is the percentage of delayed payments? Provide Data vs opinion
    - Percent of part inquiries handled on first, second or third calls
    - Can customer service take action to resolve an issue, rather than passing up the line
    - Other than scorecard or website there is no one participant can contact to see how they will meet their needs
    - Have more data driven information to improve scorecards
  - Scorecards are currently not valuable

Prepared by: Suzanne Ziehr on 01/26/2021.

These minutes are in draft form. They will be presented for approval by the governmental body on:  
03/23/2021



WISCONSIN DEPARTMENT  
*of* HEALTH SERVICES

Kimberly  
Schindler and  
Betsy Genz

Division of  
Medicaid  
Services, Long-  
Term Care  
Benefits and  
Programs

March 9, 2021

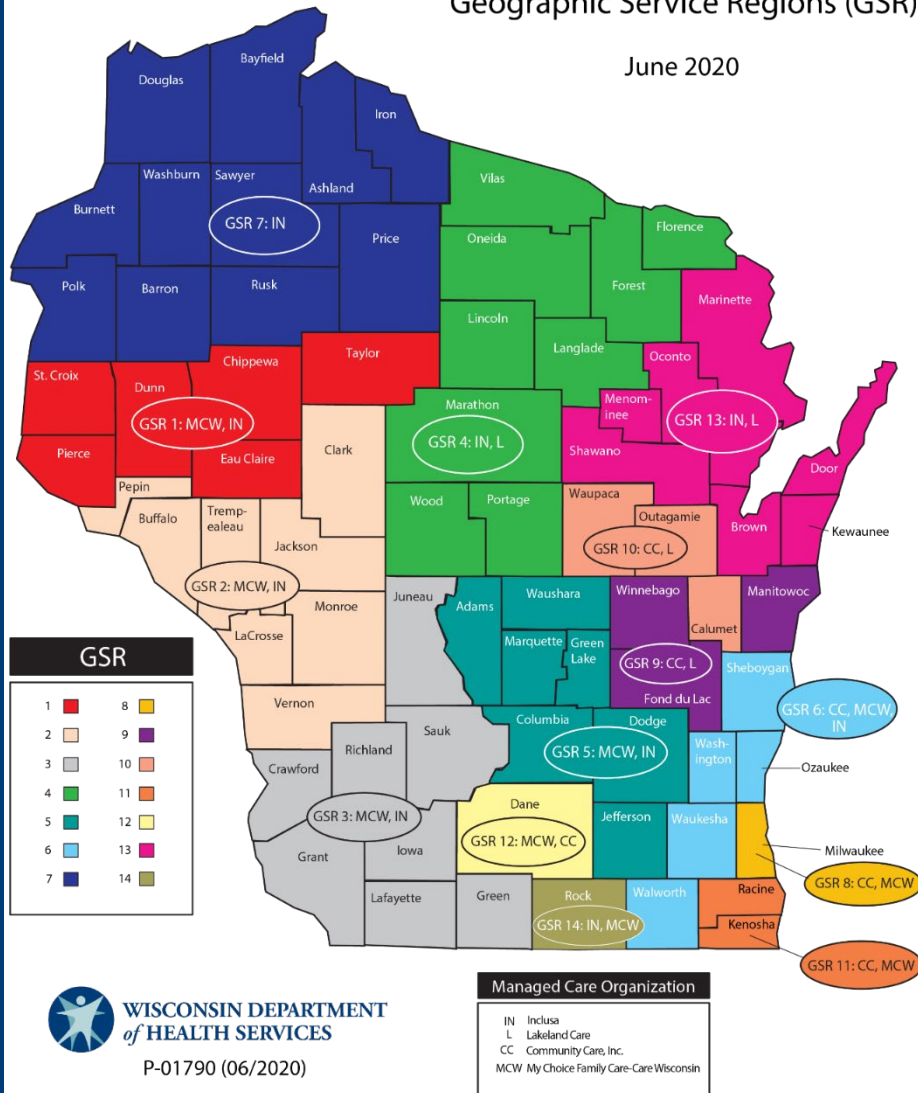
# **Long-Term Care Delivery Regions: Modernization Options**

# LTCAC Medicaid LTC Charge

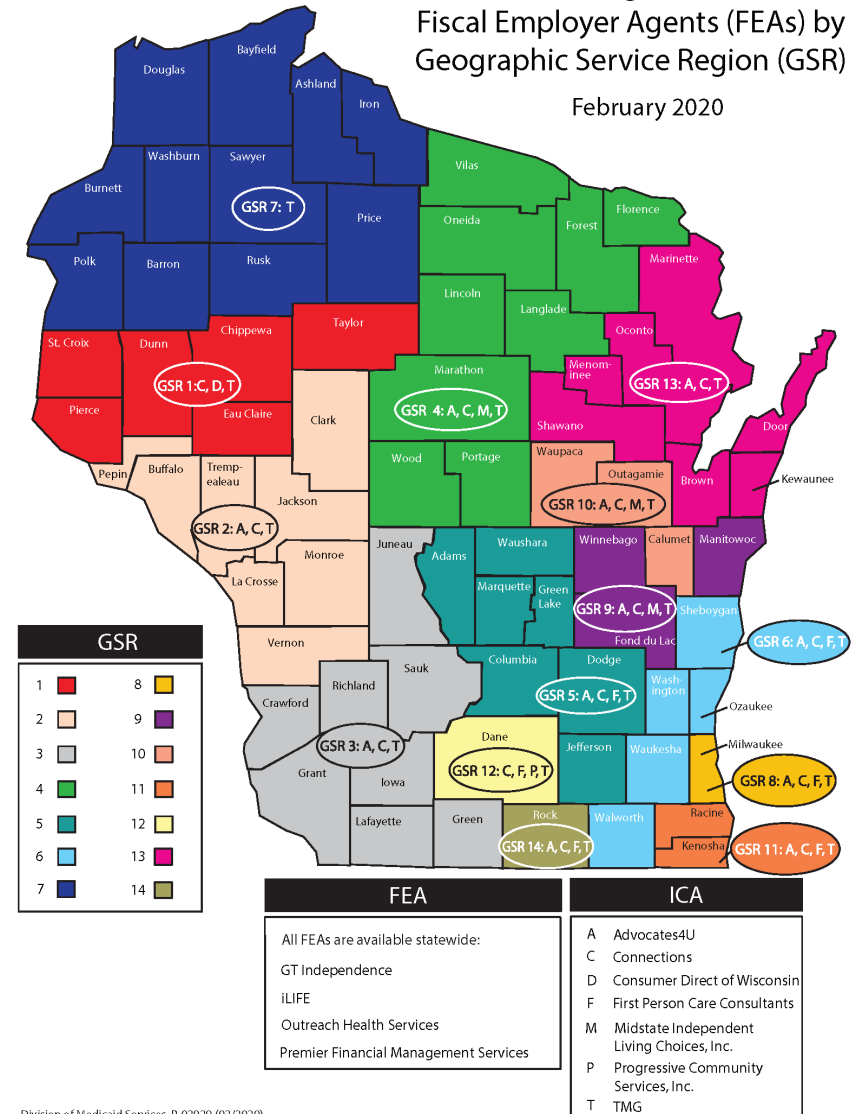
- Provide advice and guidance on the number of Geographic Service Regions (GSRs).
- Provide advice and guidance on the number of Managed Care Organizations (MCOs), IRIS Consultant Agencies (ICAs), and Fiscal Employer Agents (FEAs) in each GSR.

# Current Geographic Service Regions

Family Care  
Geographic Service Regions (GSR)  
June 2020



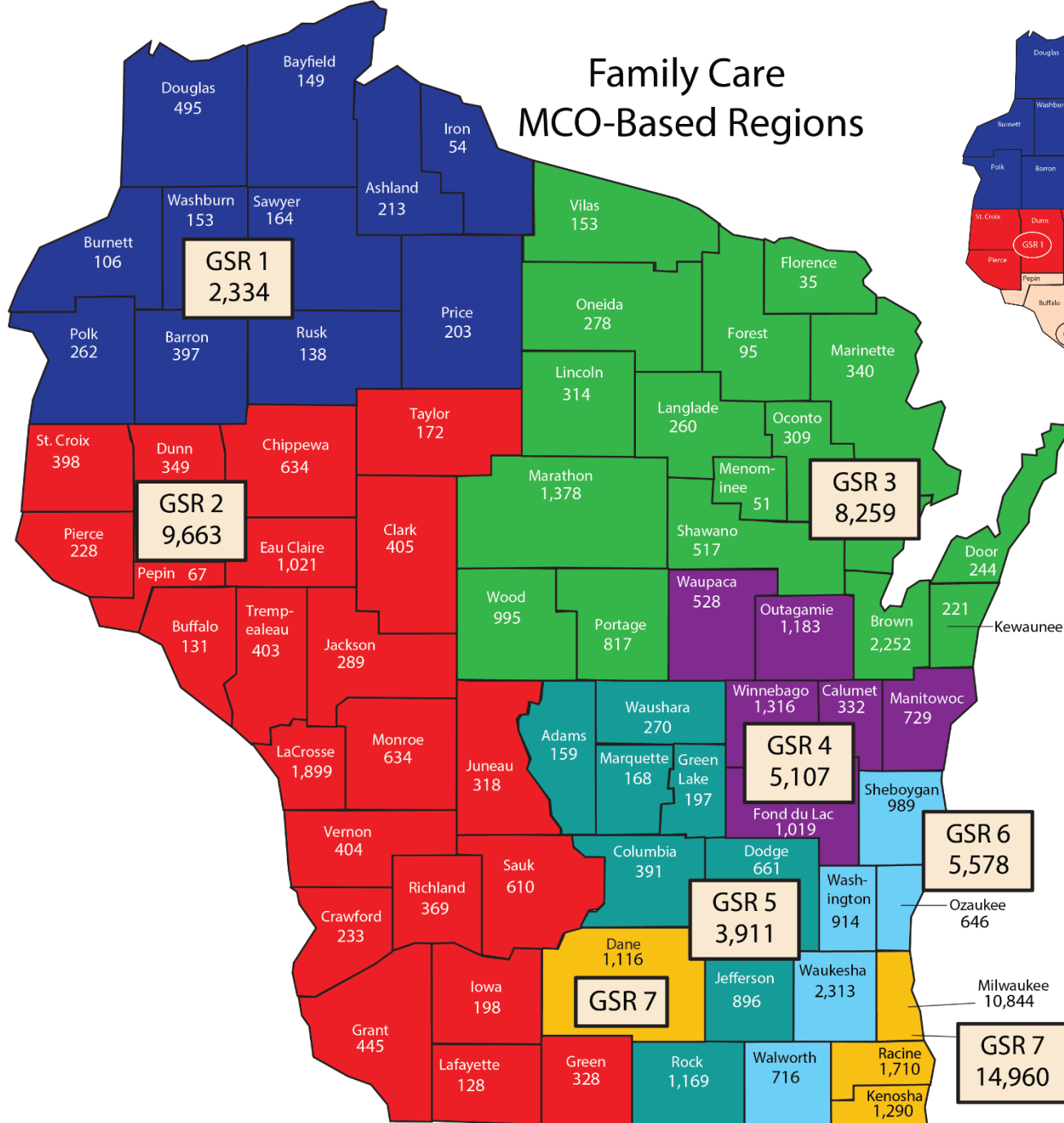
IRIS Consultant Agencies (ICAs) and  
Fiscal Employer Agents (FEAs) by  
Geographic Service Region (GSR)  
February 2020



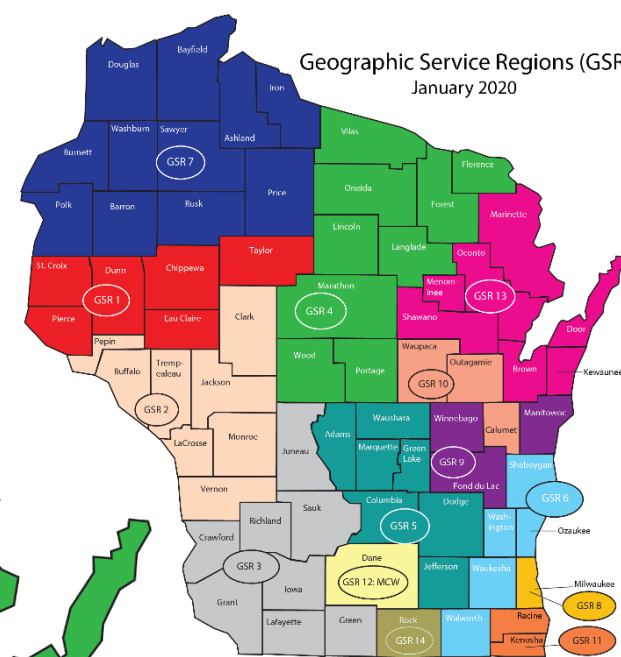
# **Geographic Service Regions (GSRs)**



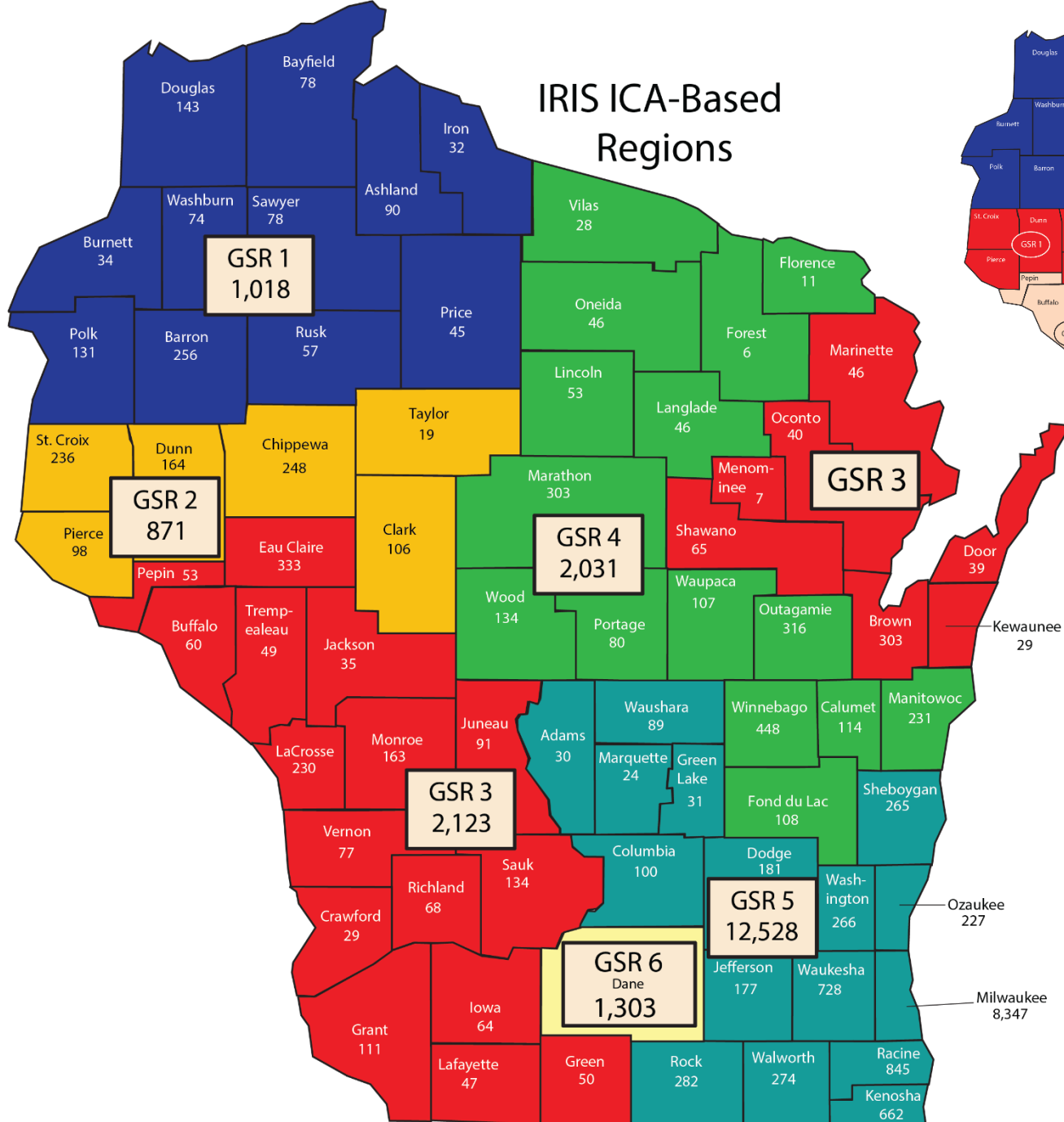
# Family Care MCO-Based Regions



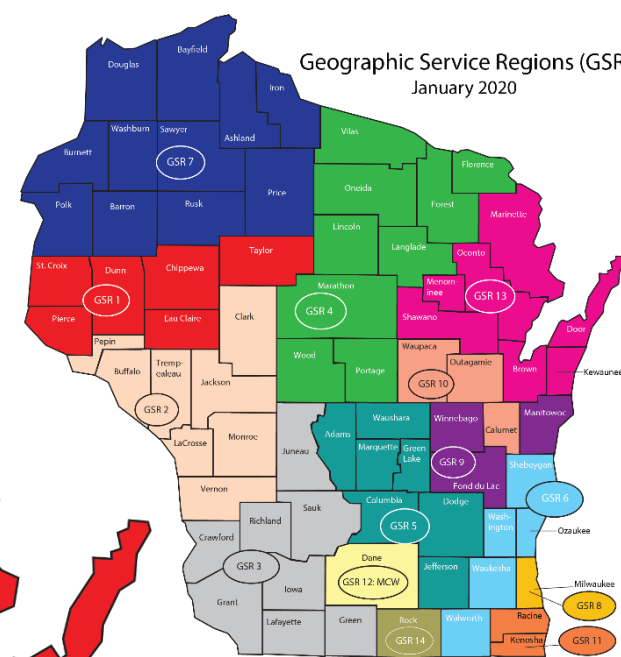
Geographic Service Regions (GSR)  
January 2020



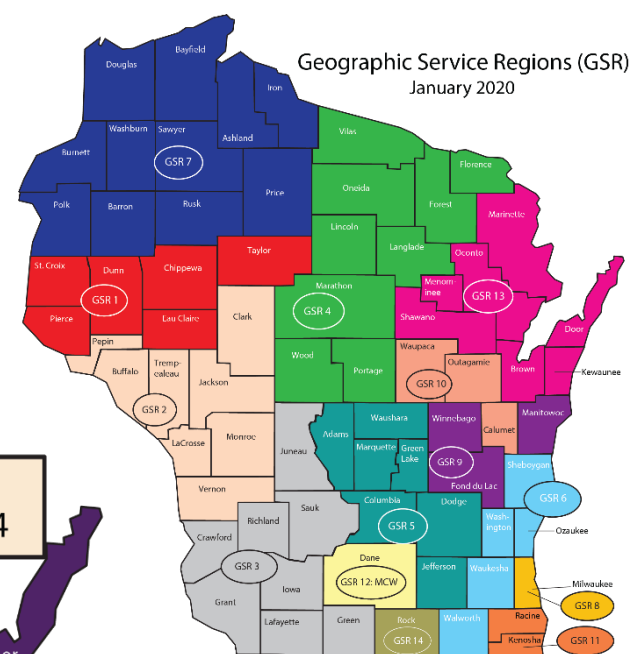
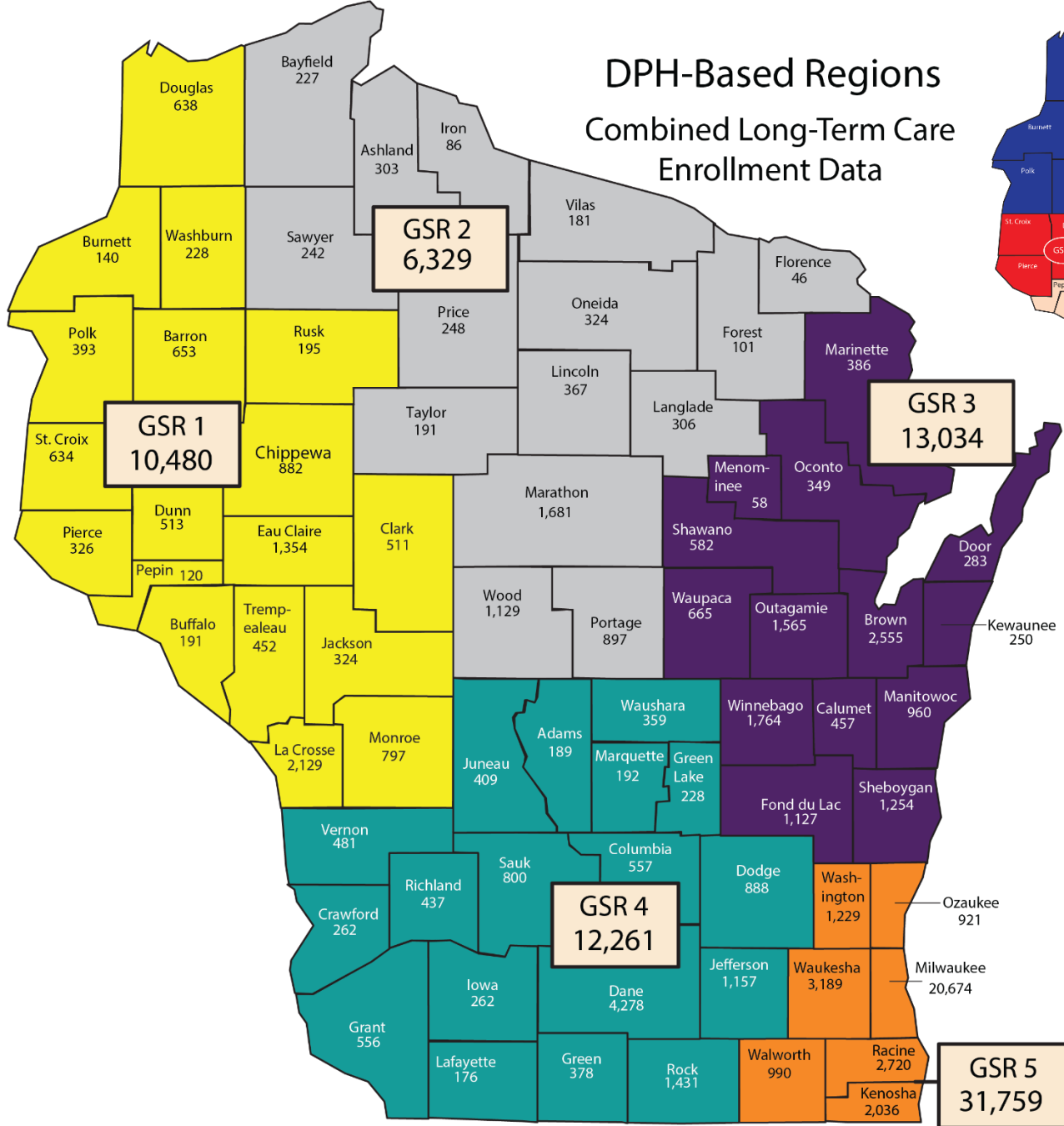
# IRIS ICA-Based Regions



Geographic Service Regions (GSR)  
January 2020



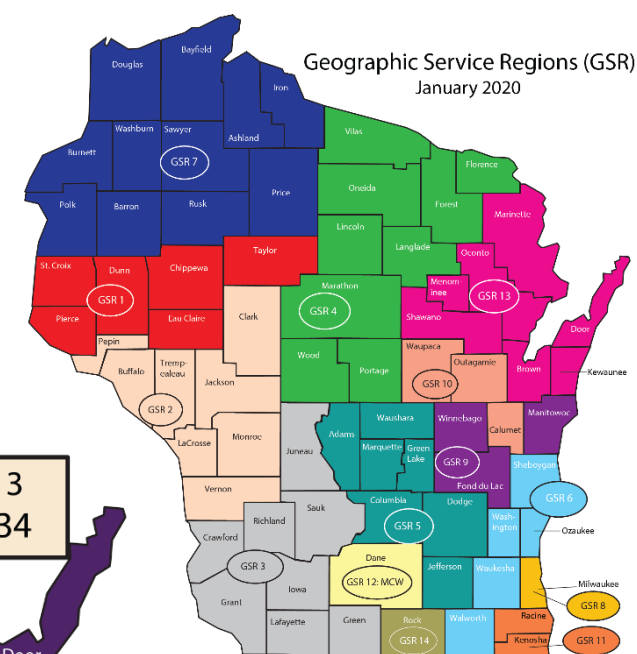
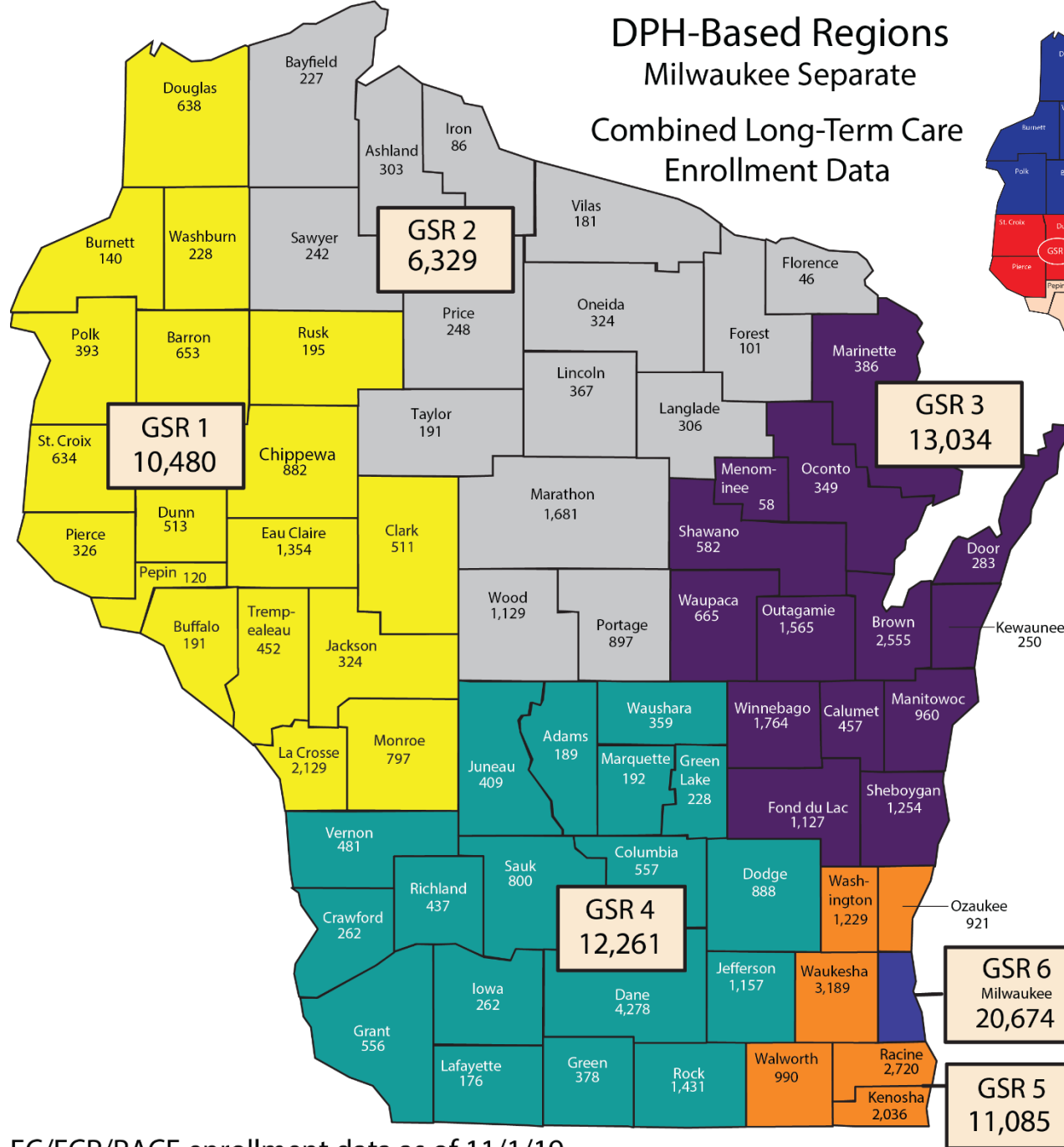
# DPH-Based Regions Combined Long-Term Care Enrollment Data



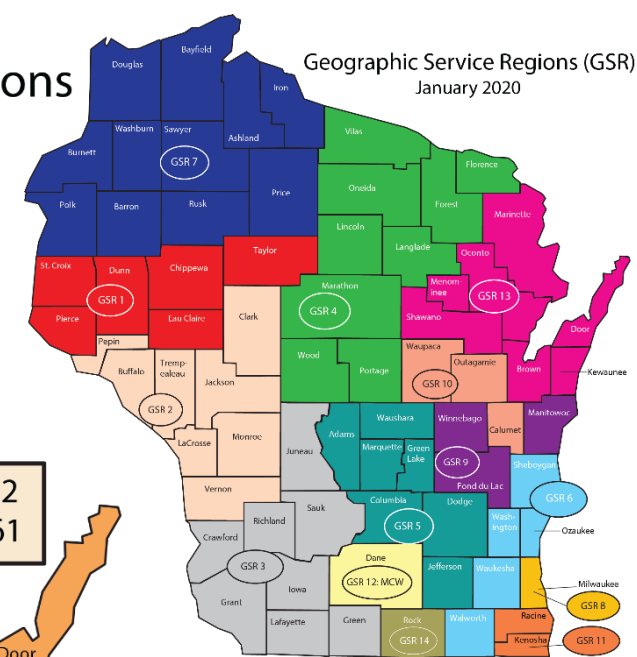
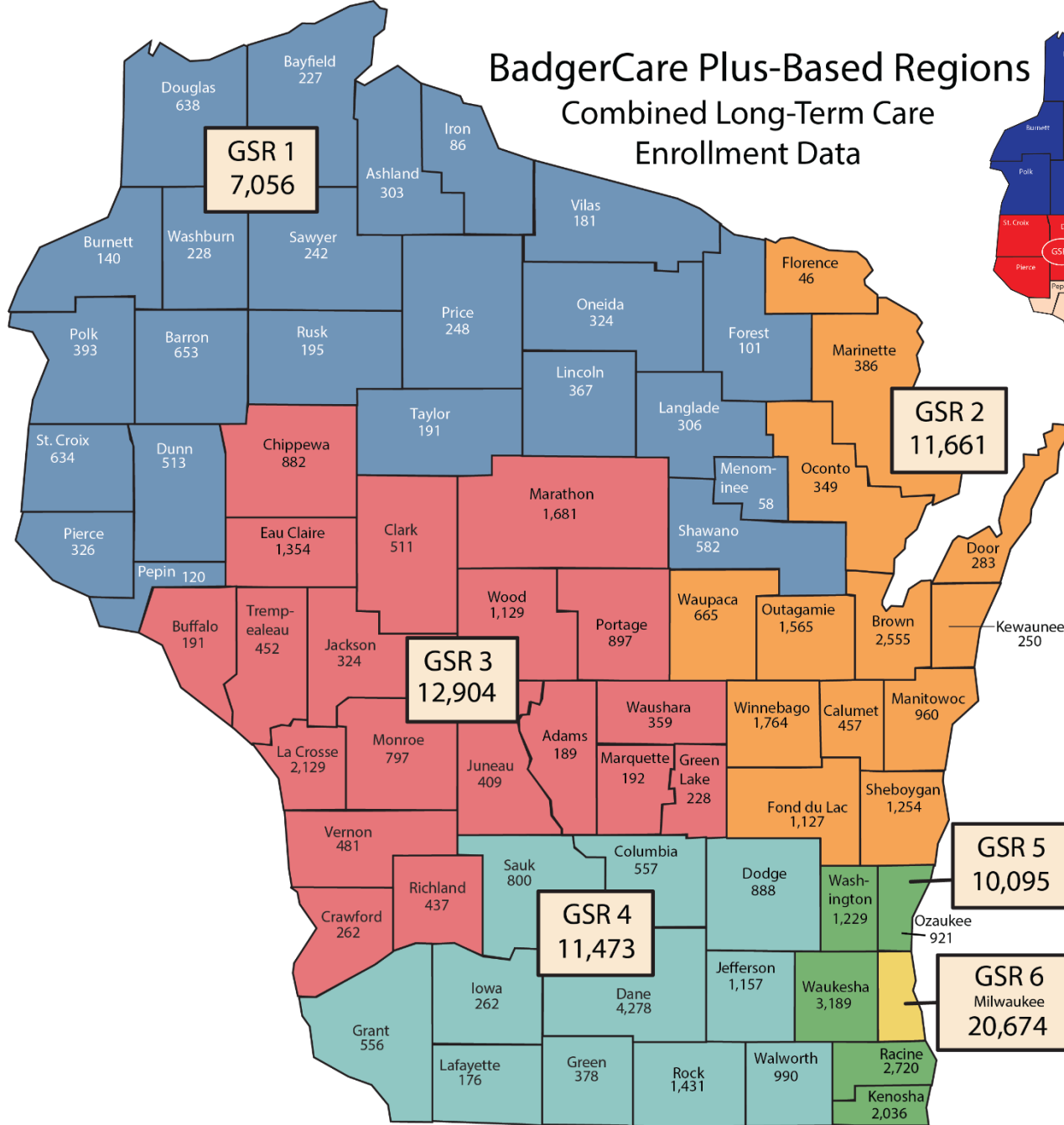
# DPH-Based Regions

Milwaukee Separate

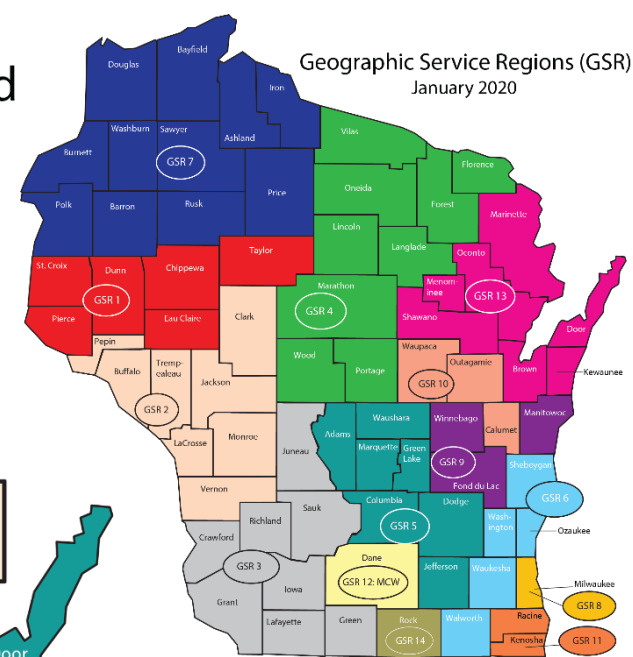
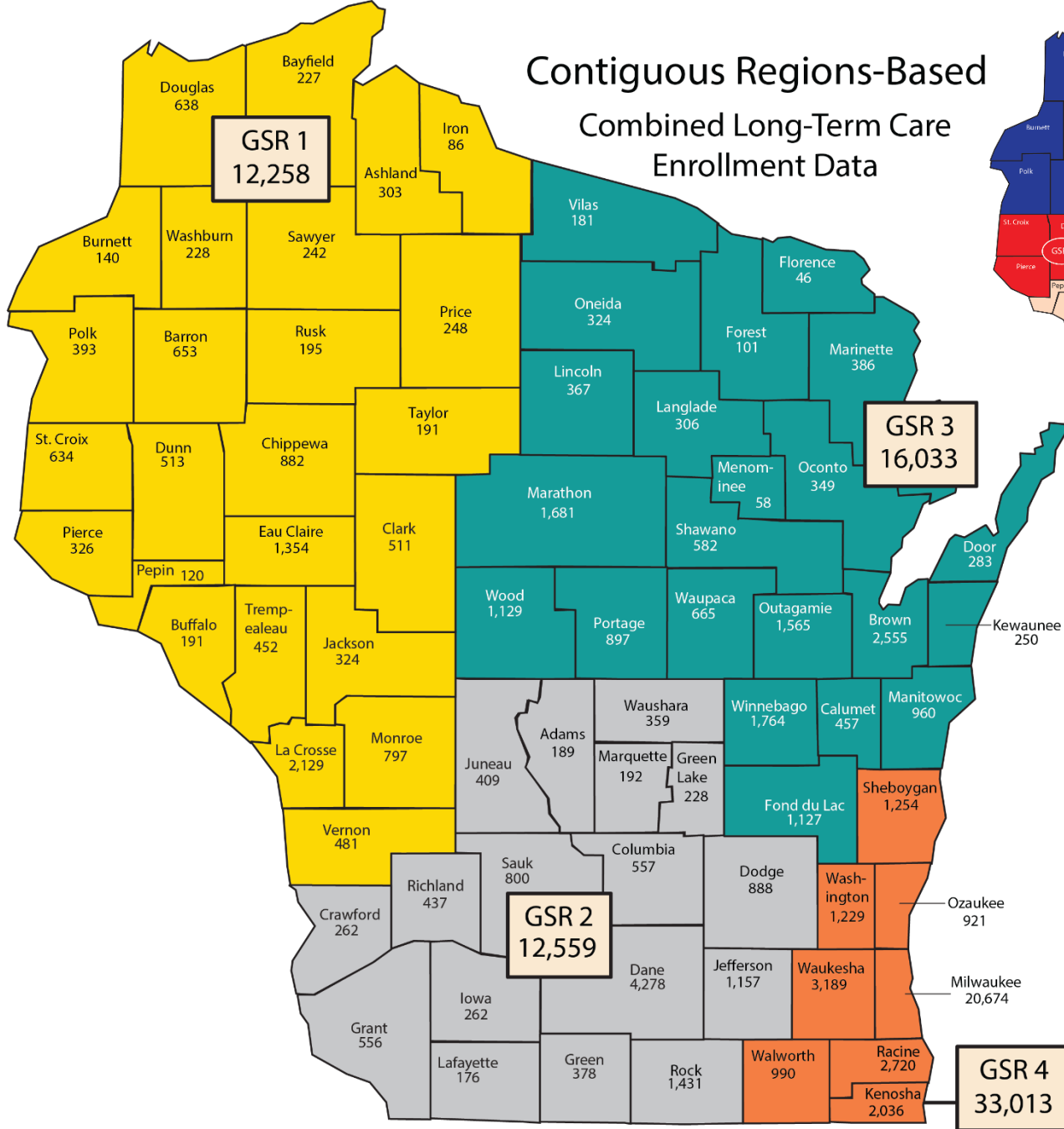
## Combined Long-Term Care Enrollment Data



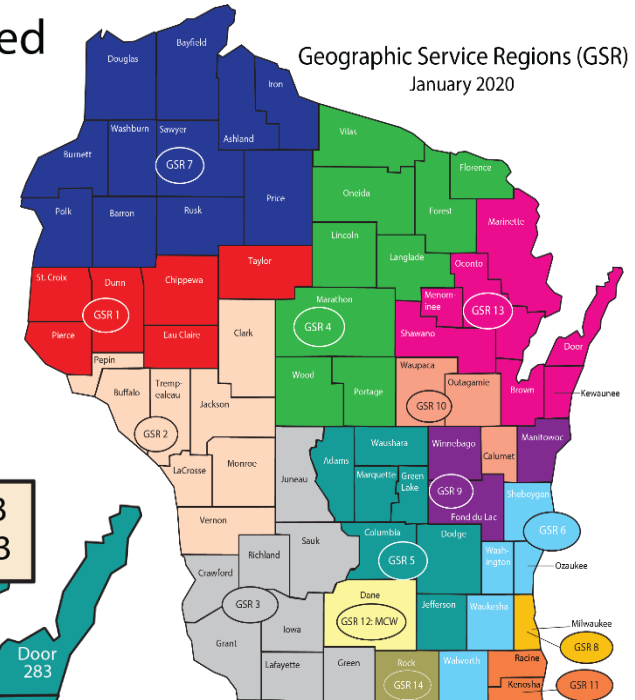
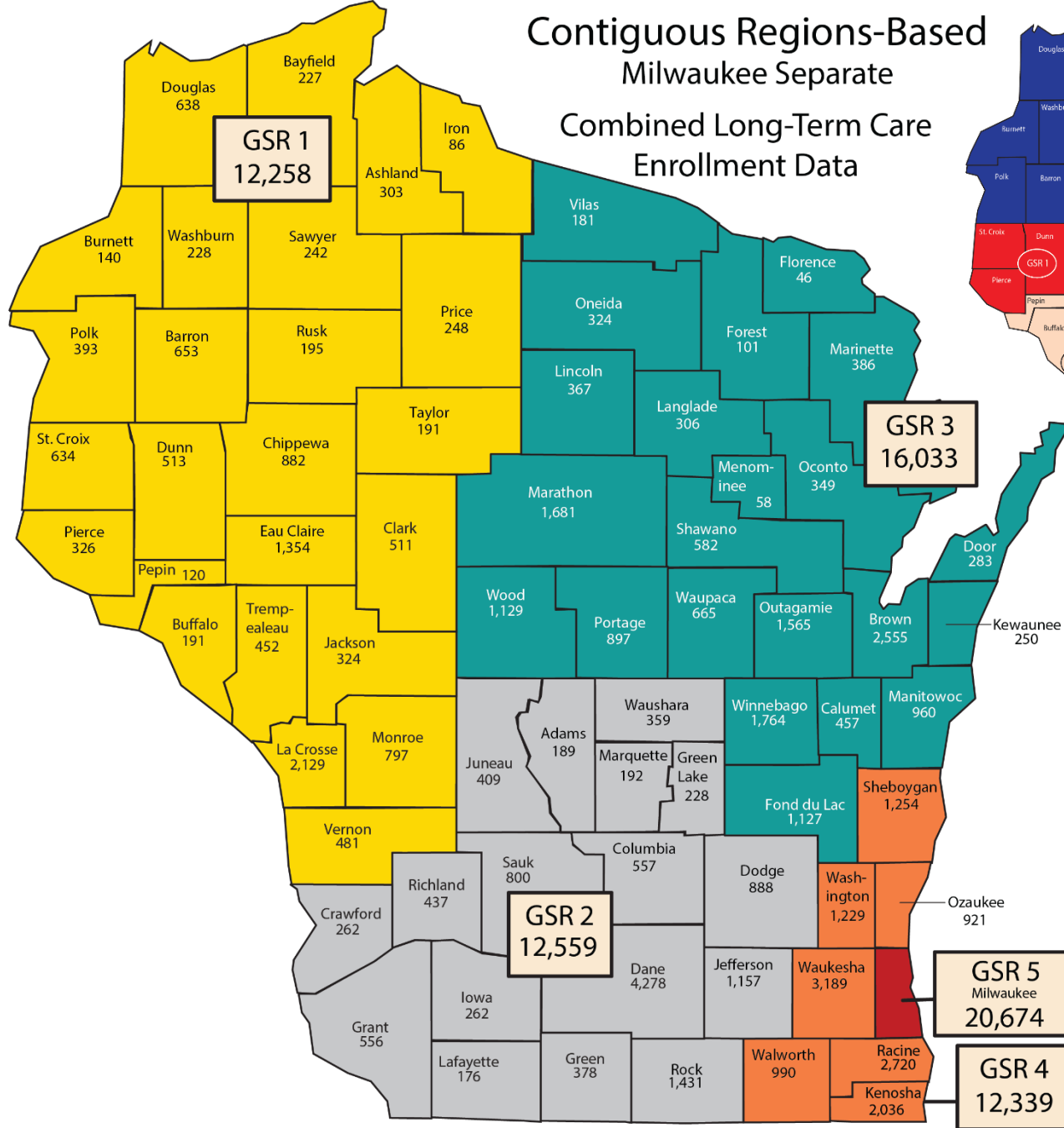
# BadgerCare Plus-Based Regions Combined Long-Term Care Enrollment Data



# Contiguous Regions-Based Combined Long-Term Care Enrollment Data



# Contiguous Regions-Based Milwaukee Separate Combined Long-Term Care Enrollment Data





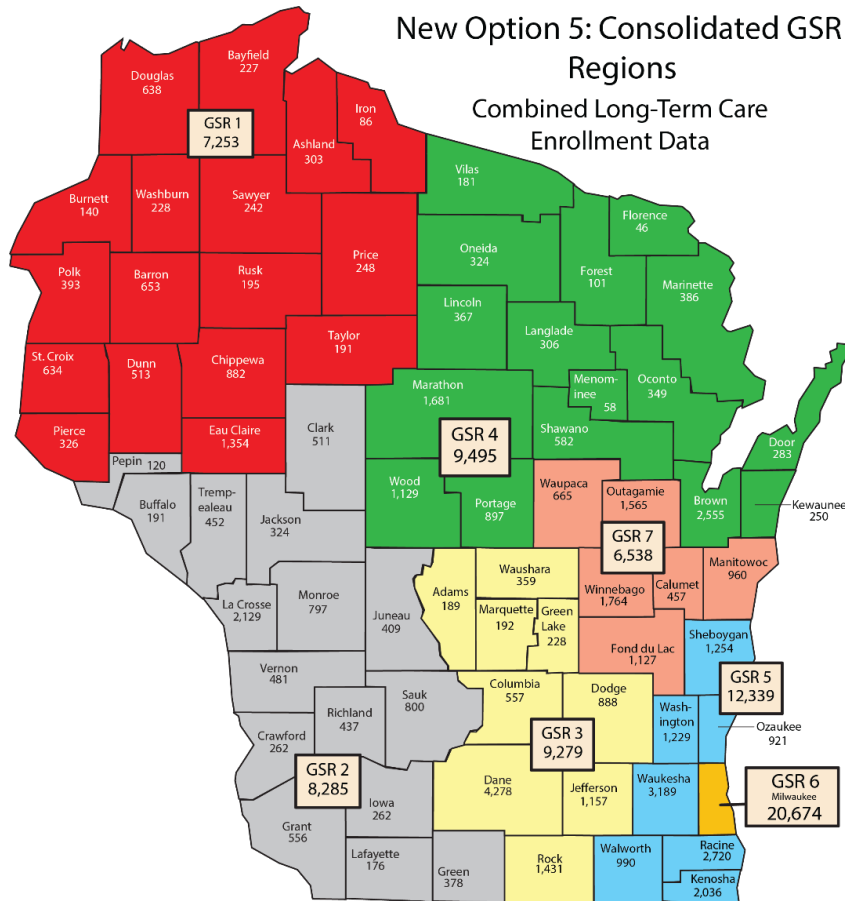
# LTCAC and Stakeholder Feedback

- DHS should consider an option that is least disruptive to members, participants and business operations.
- DHS should consider an option that provides choice of MCOs or ICAs in each GSR.
- DHS should consider smaller changes or other options to alleviate procurement administrative burden rather than make significant changes to the GSRs.

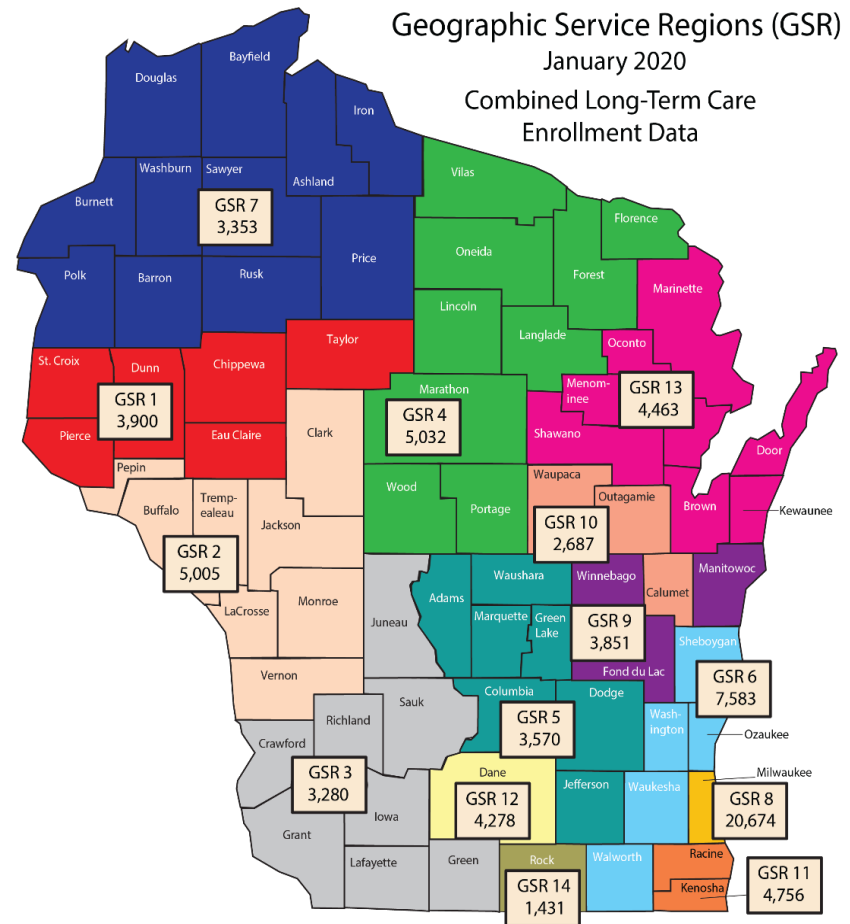


# NEW: Option 5

- This map is based on collapsing some current geographic service regions.
  - Combine current GSRs 1 & 7
  - Combine current GSRs 2 & 3
  - Combine current GSRs 4 & 13
  - Combine current GSRs 5, 12 & 14
  - Combine current GSRs 6 & 11
  - Combine current GSRs 9 & 10



FC/FCP/PACE enrollment data as of 11/1/19  
 IRIS enrollment data as of 12/1/19



FC/FCP/PACE enrollment data as of 11/1/19  
 IRIS enrollment data as of 12/1/19

# **Number of Managed Care Organizations (MCOs), IRIS Consultant Agencies (ICAs), and Fiscal Employer Agents (FEAs) in each Region**

# Current Process for MCOs

- Wis. Stat. § 46.284(2)(bm) requires DHS to procure Family Care and Family Care Partnership services through a competitive request for proposals process.
- DHS determines the number of awards per region.

# Current Process for ICAs and FEAs

- DHS uses an open certification process for ICAs and FEAs.
- Willing and qualified providers may submit an application in accordance with the expectations set forth in the Certification Criteria documents.
- Currently, no limitations as to the number of ICAs or FEAs in a specific region.

# Previous Options Discussed

- Option 1: Defined number of agencies statewide
- Option 2: Defined number of agencies per region
- Option 3: Statewide
- Option 4: Statewide with GSR assignment
- Option 5: Open procurement
- Option 6: Open certification

# LTCAC and Stakeholder Feedback

- Assuring choice is important. DHS should set a minimum number of agencies in the region to assure choice.
- DHS should consider an option that allows local and smaller agencies to participate.
- DHS should not consider open procurement or open certification for MCOs.

## NEW: Option 7

- Defined number of agencies statewide for MCOs; open certification for ICAs.



- Discussion