



STATE OF WISCONSIN  
BOARD ON AGING AND LONG TERM CARE

1402 Pankratz Street, Suite 111  
Madison, WI 53704-4001

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Medigap Helpline (800) 242-1060  
Part D Helpline (855) 677-2783  
Fax (608) 246-7001  
<http://longtermcare.wi.gov>

MEMBERS of the BOARD

Mary Bouche  
Jackie Gordon  
Abigail Lowery  
Tanya L. Meyer  
Dr. Valerie A. Palarski  
Dr. Dale B. Taylor

EXECUTIVE DIRECTOR  
Jessica L. Trudell

STATE OMBUDSMAN  
Kim Marheine

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STATE OF WISCONSIN  
BOARD ON AGING AND LONG TERM CARE  
BOARD MEETING

Wednesday, February 7, 2024  
9:30 A.M.

**In Person at:**

DoubleTree Madison East  
Two Lakes Ballroom  
4402 E Washington Ave  
Madison WI

**Join virtually via Teams:**

[Click here to join the meeting](#)

[https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_ZDNkNmFlMjEtMTg0ZC00MzY1LWlzNDAtNTRiMjRiMjdhZWE2%40thread.v2/0?context=%7b%22tid%22%3a%22f4e2d11c-fae4-453b-b6c0-2964663779aa%22%2c%22oid%22%3a%22503dab19-c5bb-4434-9f23-fd857caa1ce3%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZDNkNmFlMjEtMTg0ZC00MzY1LWlzNDAtNTRiMjRiMjdhZWE2%40thread.v2/0?context=%7b%22tid%22%3a%22f4e2d11c-fae4-453b-b6c0-2964663779aa%22%2c%22oid%22%3a%22503dab19-c5bb-4434-9f23-fd857caa1ce3%22%7d)

Meeting ID: 291 266 580 377

Passcode: hEjmTA

**Join by phone for audio only:**

1- 608-571-2209

Phone Conference ID: 855 145 921#

**1. Welcome and Call to Order - Abigail Lowery, Chair**

- Introductions

**2. Election of Officers**

- Chairperson
- Vice Chairperson
- Secretary

**3. Changes to Agenda**

**4. Approval of Agenda**

**5. Approval of Minutes from November 10, 2023**

**6. State of Nursing Homes and Assisted Living** – Otis Woods, MBA, Administrator, Wisconsin State Survey Agency Director, Division of Quality Assurance, Wisconsin Department of Health Services.

**Break** (15 minutes)

**7. Medigap Annual Enrollment and Introduction of New Medigap Staff** – Nick Lutes, Medigap Lead, Steve Shapiro, Medigap Counselor, Jeff Rach, Part D Counselor, Sarah Schellinger, Part D Counselor.

**8. Comments from the public.** Public comment will be limited to three (3) minutes per person. Your microphone will be muted after three (3) minutes. If you would like to offer a comment during this period, please identify yourself in the messaging function of Teams or wait for instructions if you are appearing via phone or in-person. Please be aware that the Board cannot engage in discussion or take action on any item or topic that is not on this agenda. Because this is a public meeting, please do not disclose personal information or HIPAA protected information. You may also submit public comments to: BOALTC@wisconsin.gov or mail to the Board on Aging and Long Term Care, 1402 Pankratz Street, Suite 111 Madison, WI 53704.

**Lunch break** (30 minutes)

**9. BOALTC Equity and Inclusion Plan** – Attorney Kristen Johnson and Equity and Inclusion Workgroup.

**10. Management Program Updates:**

- Vicki Buchholz, Medigap Helpline Services Supervisor
  
- Liza Morrow, Volunteer Services Supervisor, Vicki Meyer and Andie Grassl, Volunteer Coordinators
  
- Kim Marheine, State Long Term Care Ombudsman
  
- Kristen Johnson, Counsel to the Board
  
- Jessica L. Trudell, Executive Director

**11. Updated Executive Director Position Description**

## **12. Board Business - Abigail Lowery, Chair**

- Other topics or presenters Board members would like at future meetings
- Other issues to come before the Chair
- Next meeting dates: May 8<sup>th</sup>, August 28<sup>th</sup>, November 6<sup>th</sup>

## **13. Adjournment**

*Reasonable accommodations can be available for qualified individuals with disabilities upon reasonable advance request. This agency, to the extent possible, holds meetings in facilities that are physically accessible to persons with disabilities. For questions about accessibility or to request a reasonable accommodation in advance, please contact us at 800-815-0015.*