

**GOVERNMENT OF THE DISTRICT OF COLUMBIA  
DEPARTMENT OF HUMAN SERVICES**

Economic Security Administration



**Meeting Title:** Medicaid Expansion and Eligibility (ME&E) Subcommittee Meeting

**Date/Time:** Thursday, August 8, 2013 / 10:00 AM to 11:00 a.m.

**Location:** Department of Human Services (DHS)  
64 New York Avenue, NE, Room 649, Hoteling Suite

**Attendees:**

<b>Name</b>	<b>Agency</b>	<b>Email</b>
Deborah Carroll	DHS	deborah.carroll@dc.gov
Cheryl Fish-Parcham	Families USA	cparcham@familiesusa.org
Wes Rivers	DC Fiscal Policy Institute	rivers@dcfpi.org
Ron Swanda	Advocate for Seniors	rswanda@earthlink.net
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Lindsey Steinberg	DC Behavioral Health	lsteinberg@dcbehavioralhealth.org
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Brendan Rose	DCHBX	brendan.rose@dc.gov
Joel Bernstein	DCHBX Contractor	joel.bernstein@dc.gov
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April Waugh	DHS	april.waugh@dc.gov

## Agenda:

- **Introductions & Welcome**
  - Deborah Carroll, Administrator for the Economic Security Administration, welcomed everyone to the meeting. A round robin of introductions was done
  
- **General Updates:**
  - **IT Subcommittee/Project Management Office (PMO)**
    - Trey Long, PMO Lead, gave the update
      - In less than two months, DC Health Link will “Go Live” on October 1, 2013
      - Working daily with the System Integration vendor, Infosys
        - Emphasis on final pieces of coding and functionality
        - Portions of our new system are already completed and are up and running
          - For example, on July 15, 2013, insurance carriers began to upload their Qualified Health Plans through the Carrier Portal
          - Additional areas of functionality for Release 1 continue to be aggressively worked on
    - Federal Gate Reviews
      - For states and the District of Columbia that are building their own State-Based Marketplaces, we have to pass certain Federal reviews regarding our system
      - On 7/29/13, A Pre-Operational Readiness Review (PORR) was completed
      - An Operational Readiness Review (ORR) is scheduled for 8/28/13 and 8/29/13
  - **Plan Management**
    - Brendan Rose, DCHBX Plan Management Program Manager, gave the update
      - In the process of finalizing certifications for insurance carriers
        - The Department of Securities, Insurance and Banking (DISB) will be performing their final certifications next week
        - DISB has reviewed over 300 health insurance plans in 45 days; (the normal review period by other states has typically been 90 days)
      - Emphasis has been on:
        - Mapping the Federal templates to our new system
        - Rates -- using the Federal Actuarial Value calculator to determine the various metal levels of insurance coverage
        - Forms – which include such things as policies and schedule of Essential Health Benefits

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- The Office of Personnel Management (OPM) recently issued a proposed rule for Members of Congress and Congressional Staff to purchase insurance through the Exchanges
  - Mila Kaufman, Executive Director for the District’s Health Benefit Exchange (HBX), has been doing outreach to Capitol Hill
  - For additional information, see: [OPM Proposed Rule](#)
- **DC Health Link Contact Center**
  - Joel Bernstein, DC Health Link HBX Program Manager/Contractor, gave the update
    - The DC Health Link Contact Center will be located at the Anacostia Service Center, 2100 Martin Luther King Avenue, SE
    - It will be co-located with the DHS Call Center
    - It will “Go Live” on October 1, 2013
    - A “pre-launch” is scheduled for early September
    - The DC Health Link Contact Center has partnered with Maximus
      - Maximus will manage staffing and operations
      - Maximus will also train staff on various policies and “scripts” to use when answering calls
      - Maximus has already done similar work in Maryland
    - The DC Health Link Contact Center is on the DC “Office of the Chief Technology Officer,” (OCTO), network
    - During the first 6 months of Open Enrollment, (from October 1, 2013, through March 31, 2014), the DC Health Link Contact Center will answer calls 24/7
    - Training:
      - Maximus will be training staff using an extensive library of information that has been provided by the DC Health Benefit Exchange
      - Deborah Carroll stated that she has reviewed the training materials, which total approximately 3 days of in-depth training
    - The DC Health Link Contact Center will NOT be assisting customers in person
      - Customers will be directed to go online, call, or go to a Service Center for assistance

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- **In-Person Assister (IPA)**
  - Brendan Rose gave the update
    - Next week, it is expected that grants will be awarded by the HBX for the In Person Assisters
    - Training for IPA
      - Four days of training will be done in conjunction with Families USA
      - The trainings will be monitored and are very in depth
        - For example, there are approximately 173 slides/per day
- **Certified Application Counselors (CACs)**
  - Brendan Rose gave the update
    - Certified Application Counselors will also receive the same training as the IPAs
    - It is anticipated that online training will be available for CACs
- **MAGI Income Conversion**
  - Danielle Lewis, Acting Associate Director, Division of Eligibility Policy, Health Care Policy and Research Administration, Department of Health Care Finance, gave the update
    - CMS has provided “converted MAGI-based income thresholds derived from DC’s current thresholds
    - MAGI conversion is intended to maintain the eligibility of current beneficiaries by accounting for differences in the old and new income methodologies (e.g., income disregards)
    - The 5% income disregard only applies when necessary - before an individual is determined to be ineligible for Medicaid, the 5% disregard is applied
    - Converted Income Thresholds
      - Childless Adults (21-64) 210% FPL
      - Parents/Caretaker Relatives and Families 216% FPL
      - Pregnant Women and Children 319% FPL

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- **Medicaid State Plan Amendments (SPAs)**
    - Danielle Lewis gave the update
      - The District is in the process of drafting 30 SPAs, which are all associated with Section 2 of the Medicaid State Plan
        - Section 2 covers Eligibility and Enrollment
        - SPAs address a number of topics, including:
          - MAGI-Based Income Methodologies
          - Mandatory Eligibility Groups
          - Coverage for Foster Care Children
          - Non-Financial Eligibility
          - General Eligibility
        - Five (5) SPAs have already been submitted to CMS
        - The District is in the process of completing 23 more SPAs, which are due to CMS by 8/15/13
        - Two (2) SPAs are due in September 2013, with January 1, 2014, as the effective date.
        - These two SPAs include:
          - Hospital-Based Presumptive Eligibility and
          - Eligible children who are ineligible as a result of elimination of disregards 2101 (f)
      - The District has to establish a Children’s Health Insurance Program (CHIP) program by January 1, 2014
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- **General comments and questions:**
  - Comment: An ME&E advocate recommended that the District partner with the local Volunteer Income Tax Assistance (VITA) organizations to assist District residents with tax and reconciliation questions
  - Comment: The HBX is planning to reach out to community organizations to help people with tax reconciliation at the end of the year
  - Comment: Concerns were raised that clarification is needed at the Town Hall meetings regarding the exact role that the DC Health Link Contact Center will play. There will be no in person assistance available at the Contact Center – phone calls only. This needs to be emphasized at public meetings

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- Comment: DHS training is happening now. 340 DHS staff are going through policy training. Then, we shift to business process training, followed by systems training.
- Question: How will Contact Center staff and In-Person Assisters be trained?

Answer: The HBX has an extensive library of reference materials. The HBX is partnering with Maximus. Maximus will use the HBX materials for training the DC Health Link Contact Center staff.

As Brendan Rose previously stated, In-Person Assisters will undergo rigorous training to be able to assist people with the online application and to answer questions about the new health care law. Families USA will be facilitating the in-depth training for the In-Person Assisters.

- Question: Does the HBX have funding for Certified Application Counselors?

Answer: CACs will not be paid; they are volunteers.

- Question: How many In-Person Assisters will there be?

Answer: More than ten. For additional information, see [www.dchbx.com](http://www.dchbx.com)

**Action Items:**

Group	Description	Assigned To	Target Date
ME&E	Follow up on open questions above	All	9/12/13 (next mtg.)

**Next Steps:**

**The next ME&E Subcommittee meeting is scheduled for Thursday, September 12, 2013, from 10:00 a.m. to 12:00 Noon, at 64 New York Avenue, Room 649, (Hoteling Suite), Washington, DC, 20002**