

# HRIC ME&E Subcommittee Meeting

May 10, 2012



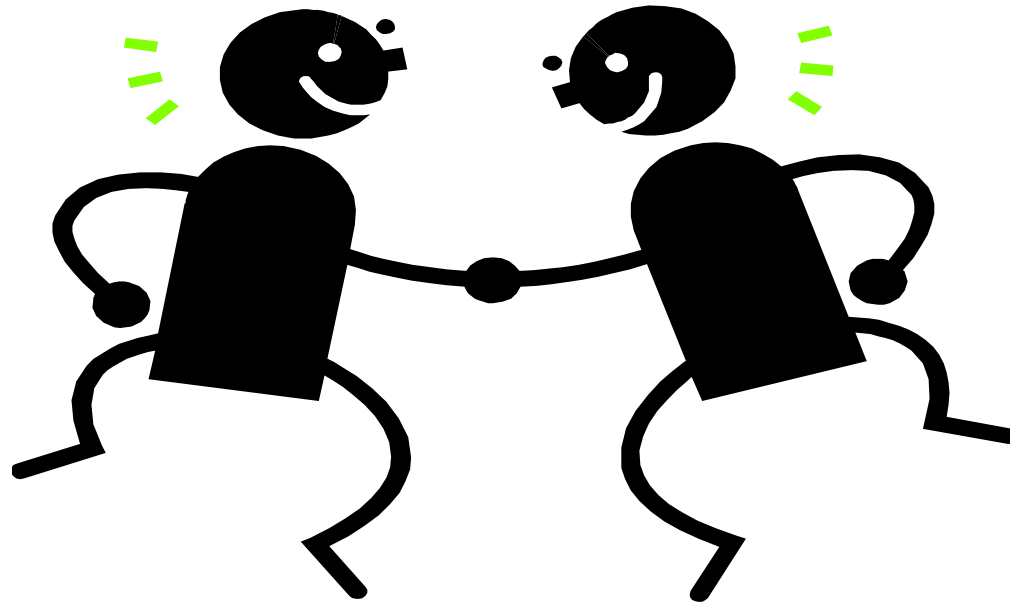
# DCAP: Connecting District Residents to Health Care and Human Services Benefits

## Agenda

- Sister Agency Survey Results
- Updates from other Subcommittees
  - Operations/PMO
  - Plan Management/Financial Management
  - IT Subcommittee (Release Approach Update)
- Call Center Discussion
- Q&A



# Partner Agency Survey Findings



**Eligibility and Enrollment Subcommittee**

**May 10, 2012**

**Danielle Lewis, MPA**



# Survey Goal

- ▶ To gain a better understanding of current procedures and processes used by sister agencies and community partners as it relates to eligibility and enrollment into D.C. Public Assistance Programs, and to gather information to determine what capabilities are needed in the design and build of a new integrated eligibility and enrollment system.



# Survey Structure

- ▶ **Accelerated timeline (March 26<sup>th</sup>- April 27<sup>th</sup>)**
- ▶ **Identified sister agencies and community organizations**
- ▶ **Proctored facilitated survey sessions**
- ▶ **On-line survey to enter responses**



# Question Format

- ▶ **Survey divided into three sections:**
- ▶ **Section 1: Background Information**
- ▶ **Section 2: Public Assistance Programs**
- ▶ **Section 3: Agency/Division Programs and Outreach Efforts**

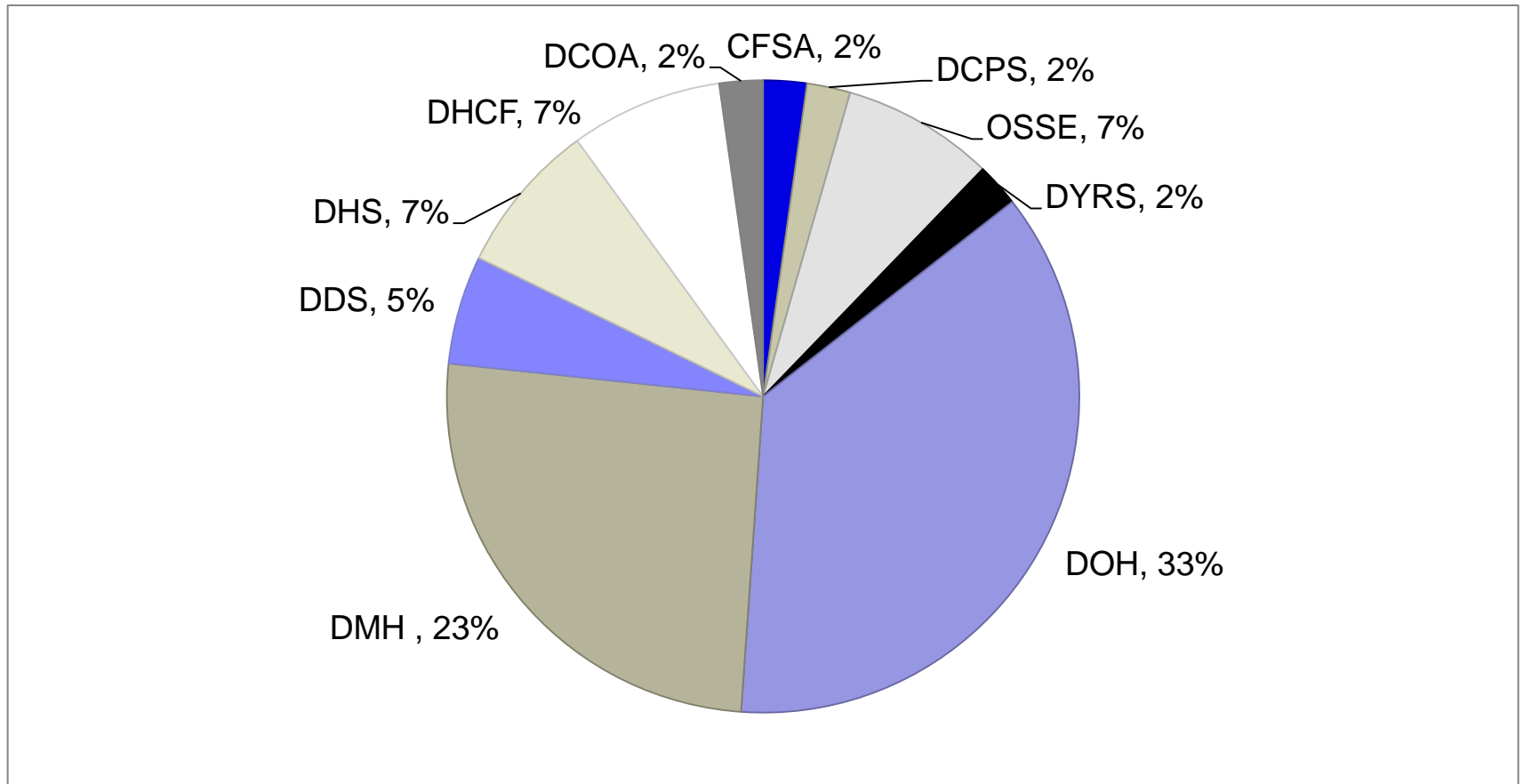


# General Findings

- ▶ **10 District Agencies (most from Human Services Cluster), 4 Community Partner Agencies**
- ▶ **45 On-line surveys conducted and completed**
- ▶ **Majority assist with Medicaid, Alliance, SNAP, Interim Disability Assistance, and TANF.**
- ▶ **35% of respondents conduct transitional planning for clients that involves D.C. public assistance programs**
- ▶ **60% of respondents assist in connecting beneficiaries to services or providers.**



# Pie Graph of Sister Agency Participation







# ACEDS Usage

- ▶ Review eligibility spans to determine if beneficiary is enrolled in D.C. public assistance programs;
- ▶ Identify beneficiary's program codes;
- ▶ Verify program enrollment (Medicaid, Alliance, TANF, SNAP, and etc.);
- ▶ Verify household size and income (TANF, SDX, and Bendex file);
- ▶ Feed eligibility information into agency's database system to confirm Medicaid eligibility;
- ▶ Review application/recertification status; and
- ▶ Verify household relationship.



# Challenges with ACEDS System

- ▶ Not user-friendly and not easy to navigate;
- ▶ System does not allow for bi-directional feed of information;
- ▶ ACEDS data not available on weekends;
- ▶ No key to explain program codes assigned to beneficiaries;
- ▶ Service delivery type is not clearly displayed on profile page;
- ▶ Difficult to determine the beneficiary's eligibility span(start and end dates of coverage);
- ▶ Inability to view notices and the need for more detail information on notices; and
- ▶ Duplicate Medicaid numbers, Inaccurate SS# or DOB;



## Recommendations

- ▶ Federal data source to access customer's information to verify name, DOB, SSN#, and former and current address to verify residency;
- ▶ Cross jurisdictional inquires for residency and services;
- ▶ One Look Up system-to retrieve vital record information to verify DOB, SSA benefits, and a complete profile that connects beneficiary with all inter-agencies to see if the person receives mental health services, aging services, and etc.;
- ▶ Seamless capacity to verify current insurance benefits, Medicaid enrollment, and income;
- ▶ The ability to determine whether the customer is Medicaid fee for service, or Managed Care;
- ▶ Access to notices sent to clients by ESA to assist customers;
- ▶ Ability to retrieve employment history in real time, and to pull VA benefits, Railroad retirement, and civil service information;



## Recommendation Continued. ..

- ▶ Ability to submit information in an electronic format instead of paper copy;
- ▶ Ability to retrieve eligibility information on the weekend;
- ▶ Verify eligibility in real time;
- ▶ Incorporate a capacity for applicants to apply and receive information in their native language;
- ▶ More information available in languages other than English and Spanish;
- ▶ Program codes immediately explain the services that are being provided to beneficiary;
- ▶ Ability to file a public assistance application and supporting documentation electronically;
- ▶ Ability to submit applications and renewals telephonically and over the internet;
- ▶ Advance search abilities with drop-down menu options to identify coverage spans for a specific time period.



## Recommendations Part 3

- ▶ System clearly indicate application status (application received, processed, approved, enrolled);
- ▶ Request for a Medicaid card on-line and the ability to update beneficiary's address information on-line;
- ▶ Ability for the applicant to go to the on-line application and offers a drop down for the information to appear on multiple languages.

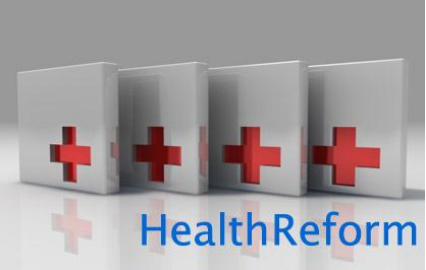


# Next Steps

- ▶ Continue to engage sister agencies and community partners.
- ▶ Follow up questions to responses as needed.
- ▶ Participate in design and build sessions.
- ▶ Training on new system.



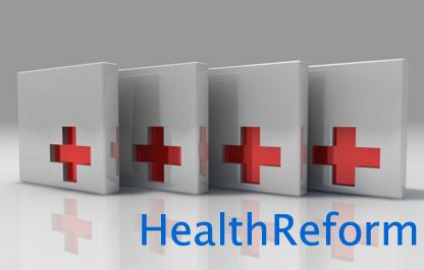
# ▶ Questions?



# PMO Update

- The PMO is working with the IT Vendor (Accenture) on the following activities:
  - Release 1 requirements have been submitted and are in the approval process. As the project moves forward, requirements will be transitioned to and managed by the PMO.
  - Release 2 and 3 requirements have been drafted and are under review by DHS and DHCF.
  - A draft of the Statement of Work (SOW), a component of the RFP to be release in June, is under review by OCP and CMS. Once updated, it will be re-submitted to CMS and submitted to FNS for feedback.
  - The Level 2 Establishment Grant is in development, with support from Accenture and Compass Solutions (non- IT vendor). The completed Level 2 Establishment Grant is due in August.





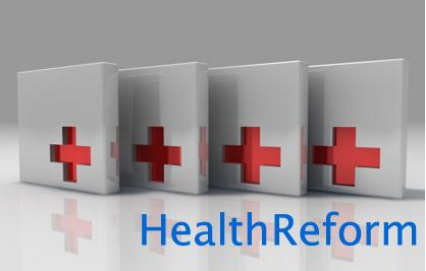
# Updated Release Scope for DCAS

Release 1	Release 2	Release 3
<p><i>ACA Required</i></p> <ul style="list-style-type: none"> <li>• Medicaid (MAGI only)</li> <li>• QHP Subsidies/Credits</li> <li>• Unsubsidized QHPs</li> </ul> <p><b><u>Functionality Deployed:</u></b></p> <ul style="list-style-type: none"> <li>• Customer Portal</li> <li>• Employer/Carrier functions</li> <li>• Verification (Federal Data Hub integration and Local Interfaces)</li> <li>• Eligibility &amp; Enrollment</li> <li>• Plan Management</li> <li>• QHP/Medicaid Financial Management (Marketplace)</li> <li>• Contact Center</li> <li>• Consumer Marketing</li> <li>• “Basic” Case Management</li> </ul>	<p><i>Federally Funded</i></p> <ul style="list-style-type: none"> <li>• Remaining Medicaid (Non-MAGI)</li> <li>• Supplemental Nutrition Assistance Program (SNAP, also known as Food Stamps) including Employment and Training Program and Disaster Food Stamps (separate application process)</li> <li>• Temporary Assistance for Needy Families (TANF) including TANF Employment Program and TANF Diversion (one-time payment in lieu of ongoing benefits)</li> <li>• Refugee Cash and Medical Assistance</li> </ul> <p><i>Locally Funded</i></p> <ul style="list-style-type: none"> <li>• Program on Work, Employment and Responsibility (POWER)</li> <li>• Interim Disability Assistance</li> <li>• General Assistance for Children</li> <li>• Immigrant Children Health Care</li> <li>• DC Healthcare Alliance</li> <li>• Burial Assistance</li> <li>• Homeless “Intake”</li> </ul> <p><b><u>New Functionality Deployed:</u></b></p> <ul style="list-style-type: none"> <li>• “Full” Case Management</li> <li>• Human Services Financial Management</li> </ul>	<p><i>Federal/Local</i></p> <ul style="list-style-type: none"> <li>• Homeless Services Program</li> <li>• Strong Families Program (SFP)</li> <li>• Adult Protective Services (APS)</li> <li>• Family Violence Prevention Services</li> <li>• Teen Parent Assessment Program</li> <li>• Refugee Resettlement Services</li> <li>• Parent and Adolescent Support Services (PASS)</li> <li>• Emergency Rental Assistance Program (ERAP)</li> <li>• Low Income Home Energy Assistance Program (LIHEAP)</li> </ul> <p><i>Non-DHS (“Optional”)</i></p> <ul style="list-style-type: none"> <li>• DOH: Women, Infants, and Children (WIC)</li> <li>• OSSE: Subsidized Child Care</li> </ul> <p><b><u>New Functionality:</u></b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul>





# Call Center Discussion



# Questions?