

Texas CHIP Coalition Minutes  
Friday, September 8, 2006 11:00 a.m. – 1:00 p.m.  
May Owen Conference Room, 10<sup>th</sup> floor  
Texas Medical Association

Attendees: Bryan Sperry, Children's Hospital Association of Texas; Barbara Maxwell, Texas Association of Health Plans; Jan Hudson, Seton Health Plan; Edwin Evans, Seton Health Plan; Michael Nelson, Harris County Hospital District; King Hillier, Harris County Hospital District; Candise Spikes, CHA of Texas; Stella Rodriguez, Texas Association of Community Action Agencies; Beth Schlechter, Indigent Care Collaboration; Jill Johnson, Texans Care for Children; Amy Tripp, Texans Care for Children; Jodie Smith, Texans Care for Children; Barbara Best, Children's Defense Fund; Jeff Miller, Advocacy, Inc.; Tanya Vargas, Insure-a-Kid; Kit Abney Spelce, Insure-a-Kid; Leti Salazar, Catholic Charities, FW; Morgan Walthall, March of Dimes; Cecile Carson, Texas Association of Community Health Centers; Bethany Wofford, HHSC; Skye Kilaen, HHSC; Robin Butler, Children's Hospital Association of Texas

Bryan Sperry called the meeting to order at 11:10 a.m.

Community Outreach Update

Kit Abney Spelce with Insure-a-Kid provided an update on the Travis County benefits event that was held on August 26<sup>th</sup>. 1,079 individuals representing 437 families attended the event. 363 of the individuals (83%) were there for insurance. She noted that the event was well-staffed and well-received from both Accenture and HHSC.

Presentation by Accenture

Doug Doerr with Accenture presented CHIP and Children's Medicaid: The Role and Program of TAA. The presentation provided an overview of TAA's responsibilities, CHIP enrollment trends, impact of rule changes, missing info requests and CHIP performance measures. Details noted by Mr. Doerr included:

- TAA on average is processing 22,000 new applications and 40,000 renewal applications per month
- A timeline of CHIP enrollment trends shows the decreases that took place after policy changes and asset test implementation
- Average number of children who complete renewal but are found ineligible is up over 19% in 2006 over 2005
- Currently 15% of families in the application process have not paid their enrollment fee within the timeframe allotted. At this point HHSC is still retaining those individuals although he is not sure how long that will continue.
- Call abandonment rates are down from 40% to 3.55%, under contract guidelines of 5%

Kit Abney Spelce commented that the largest issue they are experiencing is a disconnect between CHIP and Medicaid. CHIP eligible families that were on Medicaid at some point are being denied for CHIP because they are still showing as “Medicaid eligible”. Families are caught in the process and are not able to transition well from Medicaid to CHIP. She inquired what TAA was doing to correct this problem. Mr. Doerr responded that there had been some confusion due to privacy issues with Medicaid and they were working with the state to clear up.

Ms. Maxwell inquired if missing information was the biggest issue in holding up the processing of an application. Mr. Doerr answered that was in part along with the income and asset verification. Ms. Spelce added that it would be helpful to the families and CBOs if Accenture could be more specific on the missing information letter as to what the families need to send in and if the CBOs could be provided a list of what is self-declared.

Mr. Sperry asked Mr. Doerr to identify three items that would simplify the process. Mr. Doerr replied 1) reducing the amount of information required and verified. They are looking at outsourcing to other third party sources to assist in verifications; 2) amount of turnaround time allocated that is needed in keying in and verifying information; and 3) 12 month renewal would change timeframes for the better.

Mr. Sperry thanked Mr. Doerr for attending and suggested that a representative from Accenture regularly participate in the CHIP Coalition meetings to allow for an open channel of communication and provide updates.

#### Summary of HHSC Exceptional Items – 2008-2009 Biennium

Bryan Sperry reviewed the one page summary of the HHSC exceptional items for the 200-2009 biennium. He noted that with the agencies being required to submit at 90% of the sum of the amounts expended in FY06 and budget in FY07, HHSC was starting in a hole that must be filled before any eligibility improvements are made.

Key assumptions for the baseline request was that Medicaid project caseload is funded with no Medicaid cost growth over FY06 levels, however Medicaid costs should be 5-6% increase in '07 over '06. Except for perinates, CHIP projected caseload is funded at projected FY08 costs which is a 10% increase in '07 over '06.

King Hillier advised that at a recent Medicaid Provider Coalition Meeting, Dr. Bell and Chris Traylor said they wanted the focus to be on rate restoration this session.

Mr. Sperry added that it was important to recognize legislators who have stepped up on CHIP and child Medicaid issues and advised the group to start keeping track of those working on CHIP issues and think about ways to honor them.

Mr. Sperry also provided an overview of upcoming Senate Finance meetings that are scheduled for October, noting that it was important to pay attention to the budget process. Although the sales tax is robust and the economy is good, due to the recent tax reforms

passed and the obligation to state dollars, this will be a tough budget year. Lots of other groups, such as the Parks and Wildlife system, have been receiving lots of publicity and focus on their needs.

Kit Abney Spelce with Insure-a-Kid expressed concern about Medicaid eligibility. They were still having huge issues with families being told it will take 90 days to process applications. Barbara Best with Children's Defense Fund added that she was concerned even as they were seeing problems with individual cases that there might be larger systematic problems behind each individual case.

Jan Scott with Texas Children's Health Plan noted that HHSC has hired an independent outside firm to audit TAA. HHSC has also stated that they will continue to extend eligibility to those dropped off the CHIP program until the percentage of error found in the audit is an acceptable rate.

After a round table discussion, the group asked if an invitation could be extended to both Anne Heiligenstein with HHSC and a program tech from Accenture to report at the October CHIP Coalition Meeting. Request was also made to have an update from HHSC on Medicaid enrollment due to recent declines.

The next CHIP Coalition meeting will be held on Friday, October 20, 11am – 1pm at TMA, 401 W. 15<sup>th</sup> Street in the May Owen Conference Room, 10<sup>th</sup> Floor.

With no other agenda items, the CHIP Coalition meeting adjourned at 12:48 p.m.