

CHIP/Medicaid Application and Eligibility Work Group

March 38 2008

In Attendance: Jeff Miller- Advocacy Incorporated, Stacy, Hortencia Ubanowicz-Community First, , Joe Cervantez-Christus Health, Randy Sutherland-Covenant Hospital, Celia Hagert- Center for Public Policy Priority, Lance Maxwell-Texas Children's, Laura Guerra-Cardus, Kelli King Jackson-Children's Defense Fund, Shane Brewington, JT Hicks, Donnie McDonald-HHSC, Kit Abney Spelce-insure-a•kid, Jan Hudson-Seton Health Plan

Purpose of the Group:

Increase Enrollment in CHIP and Medicaid by;

- Identifying application and eligibility barriers keeping eligible children from getting or staying enrolled and troubleshooting as a group to resolve those issues,
- Improving communication and understanding between community organizations assisting families and HHSC,
- Provide two -way communication between HHSC policy and on the ground experiences, that focuses on achieving results

Getting Started

Group decided to create an issues log to document discussions we would like to have in future meetings. One or two topics will be discussed at each meeting.

We recognized that it is important for the group to place items in three buckets;

- Things that will require legislative/policy change
- Things that can not be fixed overnight- TEIRS, Staffing shortage
- Things that can be resolved more immediately through joint problem-solving and collaboration

Issues Log:

- **More in-depth look at Missing Information Generated requests**
 - Medicaid
 - Terminated income verification
 - Request for pregnancy test to verify Medicaid eligibility – members sounds like local to central Texas. Could be a training issue
 - Letter from an employer provided but a MI is generated and completion of the 1049 requested
 - Procedural denial for missing information
 - CHIP
 - Look at more in depth information on the HHSC report on missing information especially #1 MI-income documentation
 - Make sure families provide right information the first time. What is the missing information? How can we get the right information the first time. This is an educational opportunity.

- **Transition issues between CHIP and Medicaid**

- How is documentation used between the two programs
- Difference between new applications submitted and renewals moving from one program to another
- **TEIRS vs SAAVERS**
 - What constitutes a TIERS member? Applications outside the TEIRS area are being mailed to Midland and processed into TEIRS
 - What is difference between SAAVERS and TIERS? When will TIERS be phased in?
 - Look at ability of workers/sites outside the TEIRS area to look at applications and be able to answer questions
 - Customer Service- Families like to go to the office
 - Timeliness in processing applications in TEIRS not meeting the 45 day Federal limit
- **Communication with Families**
 - Redesign application
 - 211- What can 211 do? What is 211 meant to be? What is it they do and don't do
 - Easiest way for families to verify application received, where it is in process
 - Can the workgroup review letters that are sent to families and provide input?
 - Is the Ombudsman the first source to contact, families experiencing busy signals and being transferred
- **Increase Communication between Agencies and HHSC**
 - What is the best process to resolve an issue? Who should member/agency to contact?
 - What information HHSC can and can not provide
- **HHSC provide updates on initiatives and issues areas it is currently addressing**
 - HHSC Quality Assurance Area/Team looking at error rates
 - Call campaign – why disenrolled; why didn't you re-enroll (continues)

Meeting Process and Schedule:

- Once a Month
- 1:30-3:00- 3rd Friday of the month following the CHIP Coalition meeting.
- Austin, Texas Medical Association
- Call-in number provided
- Agenda topic will be set the month prior and HHSC will be notified in advance to assure the best representatives attend.