

# HITSAC

## eHHR PROGRAM UPDATE APRIL 17, 2014

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# Agenda

- Program Office Highlights
- Eligibility Modernization
- Working with the Federal Marketplace (FFM/HIM)
- Medicaid Expansion / Closing the Gap
- Questions

# Program Office Highlights



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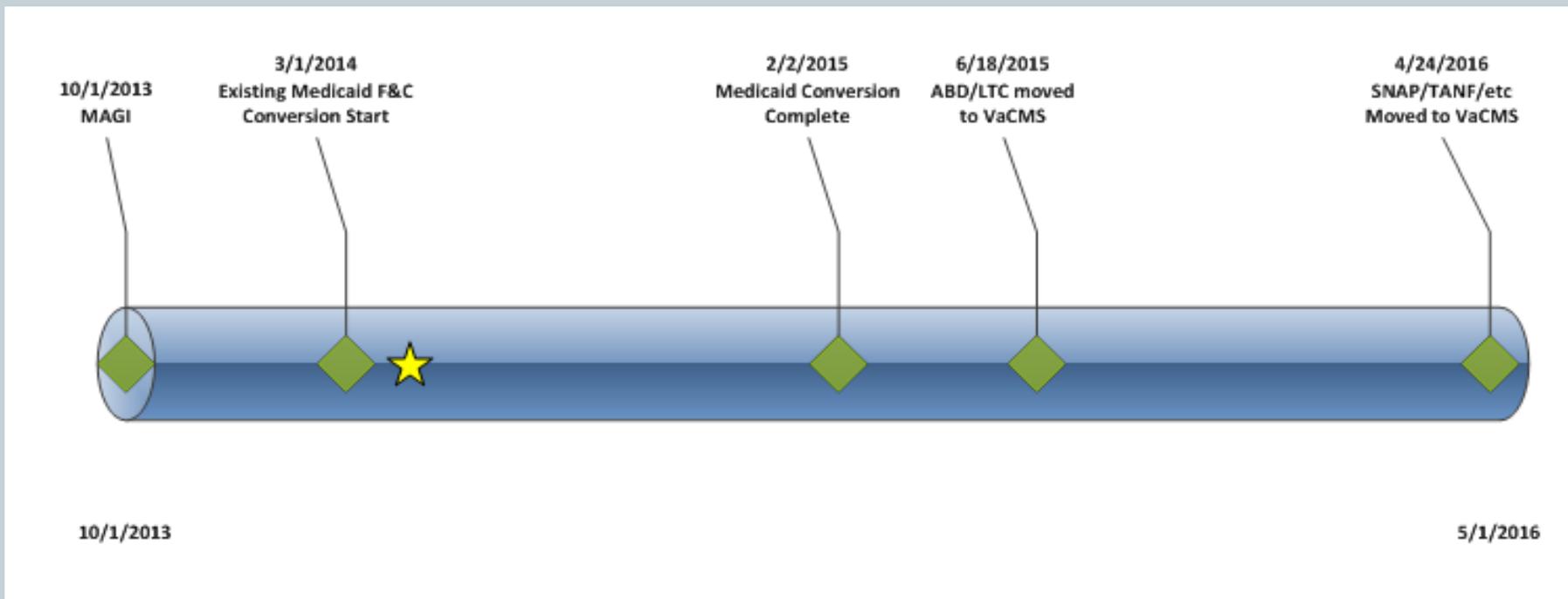
- MAGI Project
  - Continuing release planning efforts for operations phase
    - Residual issues, defects, enhancements, and closing contingencies
  - Project closure EOM April
- Conversion project
  - April MAGI renewal cycle completed
  - Conversion run for May renewal cycle complete
- Plan to re-activate HIM Account Transfers without throttling the week of 4/24/2014
- Enhanced Memorandum of Understanding
  - OAG in agreement
  - Rollout being planned
- eHHR Program transition planning
  - On hold pending legislative decision on addressing Medicaid coverage gap

# Eligibility Modernization



# Eligibility Modernization

## Timeline



We are currently moving the existing Medicaid Families and Children cases from the old ADAPT /CHAMPS systems to the new VaCMS system.

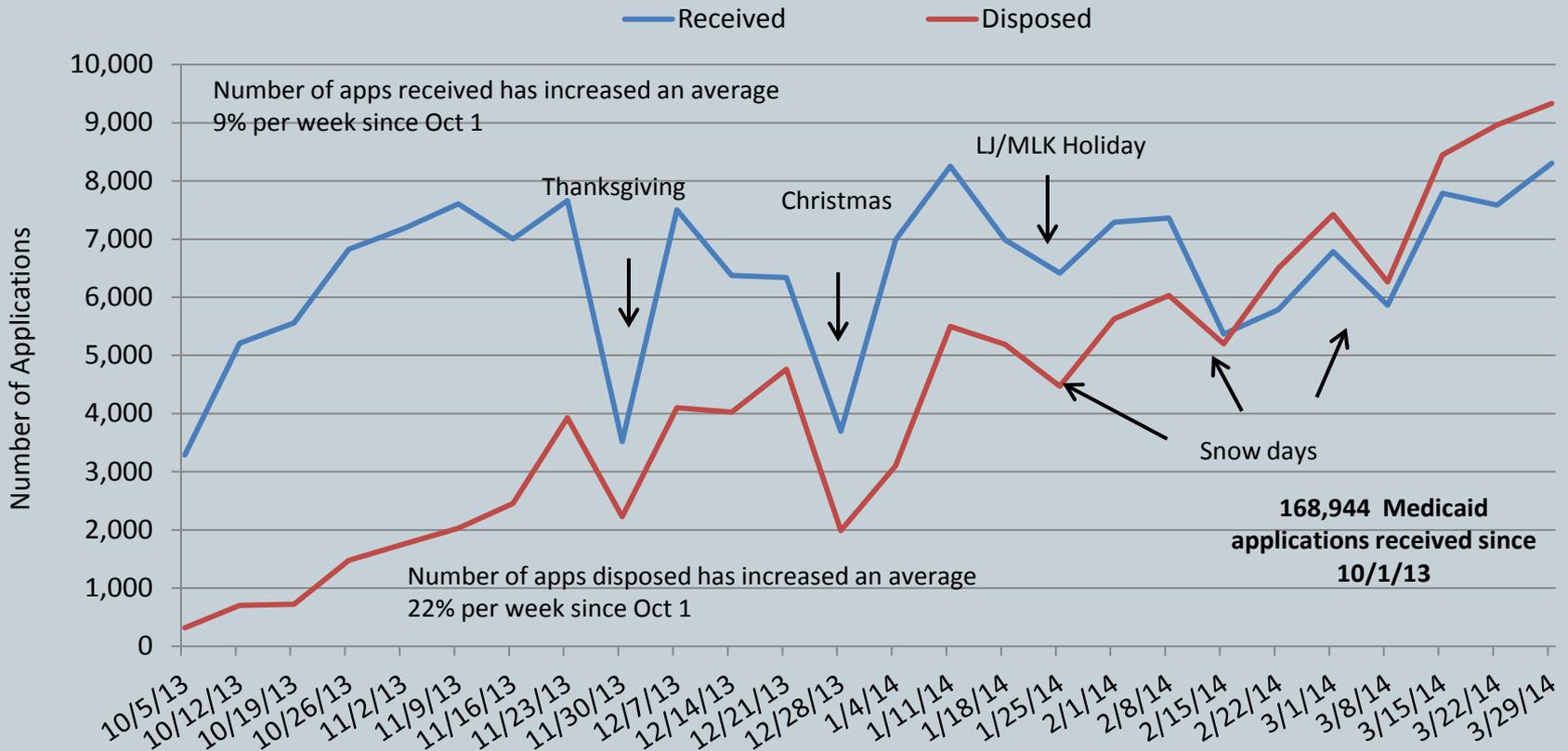
# Eligibility Modernization

## MAGI Implementation Challenges

- Compressed mandated timeframe
- Limited training window prior to implementation
- Fluid policy requirements from federal partners
- Staff resources stretched thin at both the state and local agency level
- Big change for local agency staff – policy, system, process (plus dual systems till 2016)

# Eligibility Modernization

## Medicaid Applications since 10/1/13

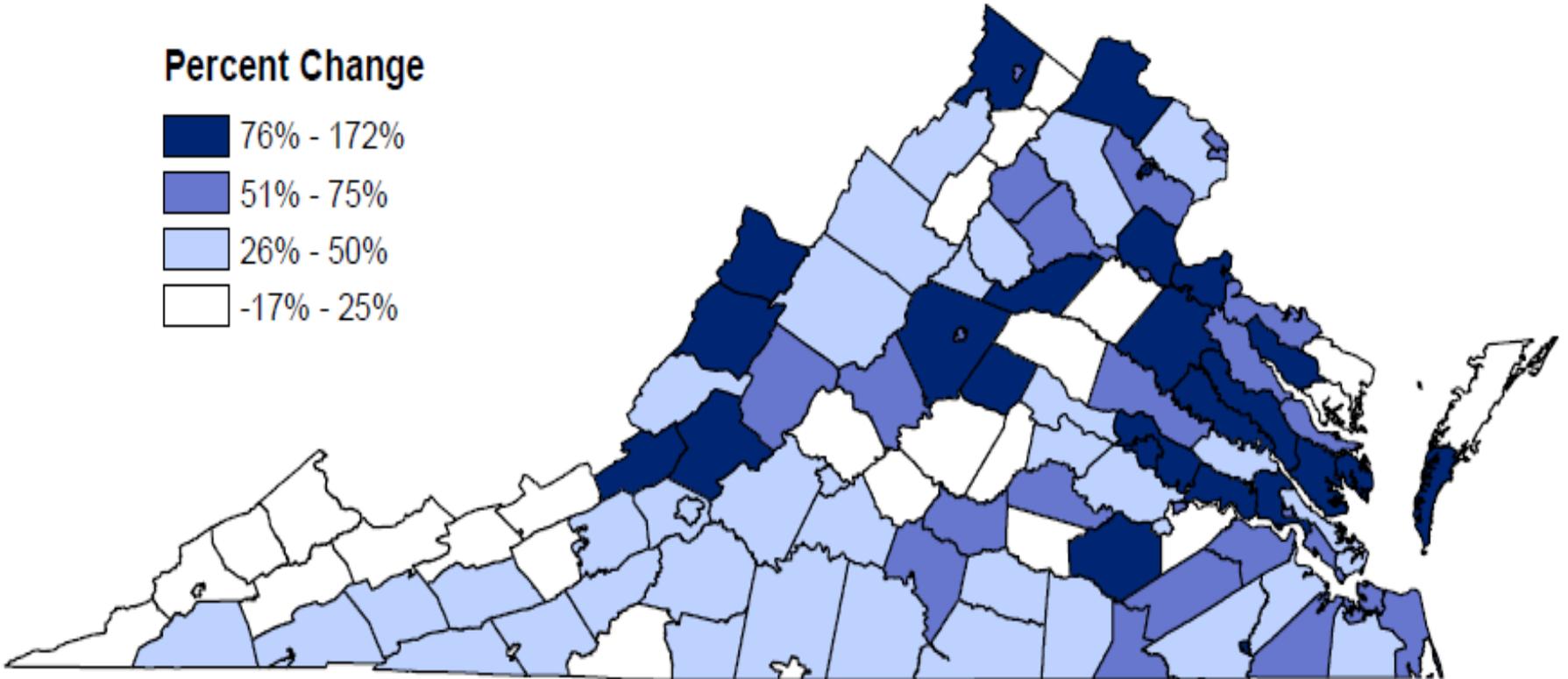
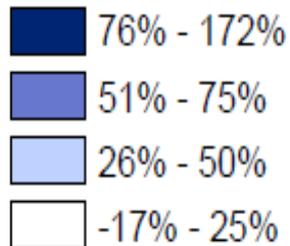


Data from VaCMS only (excl. MedPend and FFM account transfer backlog)

# Eligibility Modernization

## Medicaid Application Intake\*

### Percent Change

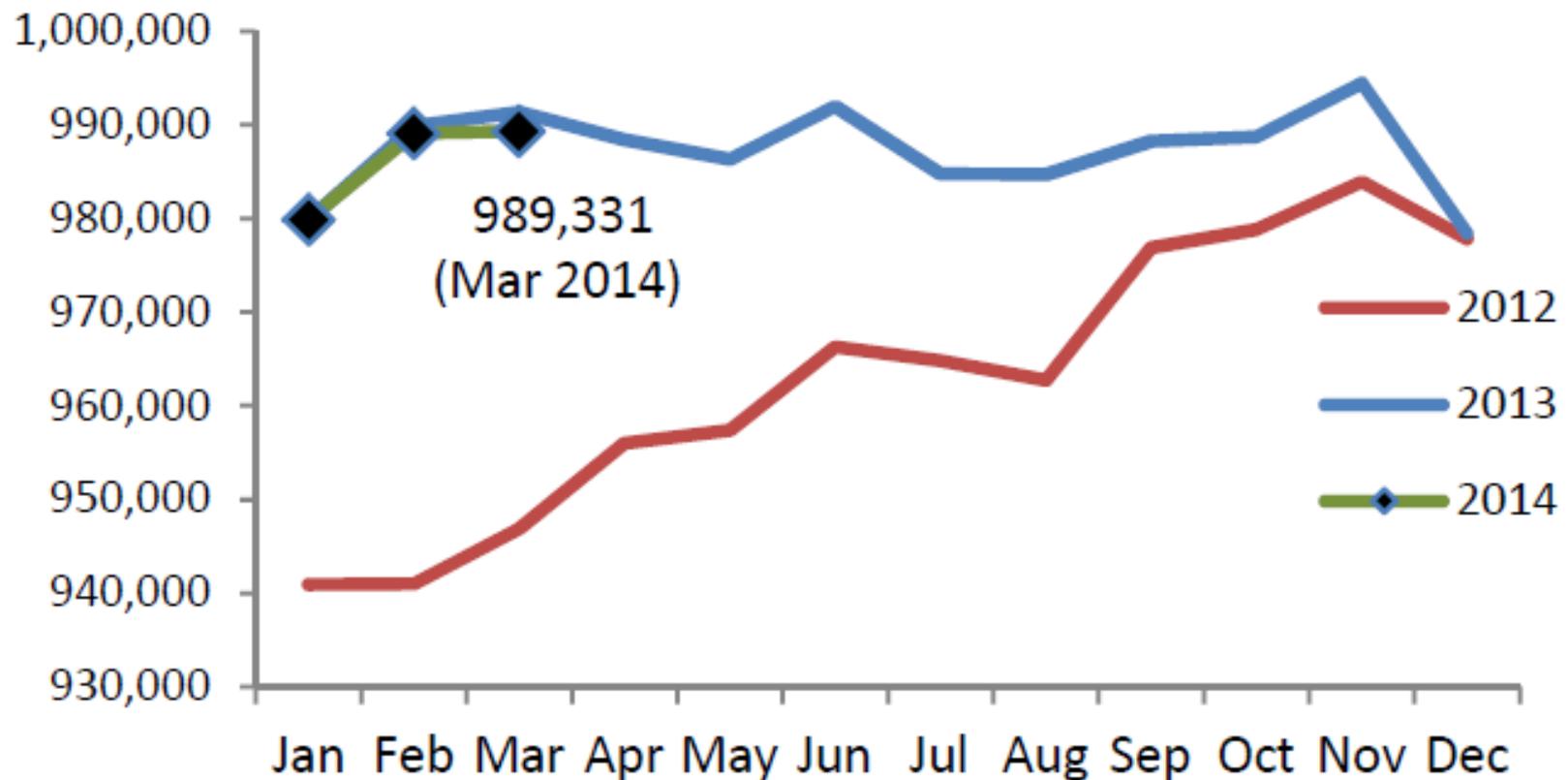


- Dec 2013 to Feb 2014 vs. same timeframe previous year
- Does not include FFM account transfer backlog

# Eligibility Modernization

Medicaid Enrollment so far in 2014

## Number of Medicaid & FAMIS Enrollees



# Eligibility Modernization

## Medicaid Application Summary

- Across the Commonwealth, submitted Medicaid application volume is up 51% since 10/1/13
- Northern VA is especially busy. Likely message confusion from DC and MD Expansion efforts
  - Fairfax is up 2423 applications in the last 3 months

# Working with the Federal Marketplace (FFM/HIM)



# Working with the FFM/HIM

## Transfers to the FFM

- Started sending applications to the FFM the first week of October
- 40,293 applications have been sent to the FFM to date
- Once an application goes into the FFM, VA Medicaid no longer has access
- HHR has raised this “customer service” concern to HHS Secretary Sebelius

# Working with the FFM/HIM

## Transfers from the FFM

- CMS continued development of the FFM outbound transfer through Q4 2013
- First transfer from the FFM was available Feb 18
- Problems with the Federal website rippled into data quality issues with outbound applications
- October/November/December data from the FFM is poor; VA is not the only state challenged

# Working with the FFM/HIM

## Strategy to address transfers

- Central resources @ VDSS are correcting incoming FFM application data; many times calling the citizen to fix issues
- Once the FFM application is ready, it will be sent to the appropriate Local Agency so eligibility can be determined (starting April 24<sup>th</sup>)
- 43,773 applications are pending on the FFM
- ~70% of the FFM applications processed to date have been denied; many (~30%) are already existing in Medicaid

# Medicaid Expansion / Closing the Gap



# Medicaid Expansion / Closing the Gap

- Subject of special legislative session
- Continue enhancements as planned to VaCMS, MMIS, CommonHelp portal and the Cover Virginia Call Center to make Medicaid applications easier to process
- Contingencies (in case expansion approved)
  - Developing an integrated, cross-agency work plan for working on existing applications and potential “closing the gap” applications
    - Will involve delaying some projects
  - Evaluate and define potential processes for streamlined enrollment (Express Lane)

# Questions?

