

Medicaid Outreach and Enrollment Overview

March 31st 2016

- HRSA O&E grant to fund enrollment activities
- Hired O&E Specialists
- Outreach and In-reach Activities
- Medicaid Expansion Enrollments
- Organizational/Patient Awareness Campaign

O&E Team PP

Introduction

Medicaid Expansion

Medicaid is a government insurance program for persons of all ages whose income and resources is insufficient to pay for health care. Medicaid is managed at the state level, but receives some gover



Law requires almost all US Citizens to obtain health insurance. Those without coverage are subject to a tax penalty, though most CCH clients will be exempt from paying any fines or penalties due to lack of coverage. Due to this regulation, the law proposed Medicaid expansion to the states so that more people could be covered. Colorado was one of the states to accept increased federal funding/Medicaid Expansion to help pay for the newly enrolled individuals and families.



O&E Team PP

Introduction

The Outreach and Enrollment team was created to:

- ✓ Locate and assist clients in enrolling in Medical Assistance Programs
- ✓ Keep clients enrolled in programs with follow up case management and maintenance
- ✓ Develop outreach strategies and techniques to inform and encourage enrollment
- ✓ Assist clients with selecting a Primary Care Provider
- ✓ Assist clients who are ineligible for Medicaid with finding affordable alternatives through Connect for Health Colorado or by enrolling in Colorado Indigent Care Program
- ✓ Provide support to CCH staff and community partners in issues related to Medicaid

O&E Team PP

Introduction

Locations—Stout Street Health Center

O&E Members are predominantly located at Stout Street Health Center though occasionally go out to other locations to assist with enrollment.

This is the main enrollment office for the clinic, and where most of the patients who are seeing medical providers learn about Medicaid and receive help with applying.



O&E Team PP

Introduction

Locations—West End Health Clinic



(Koti shows Nikki, a Behavioral Health Provider, the benefits of using PEAK)

CCH's West End Health Center has O&E members available to assist their patients with applying for Medicaid. This is either done in an empty exam room or at the front desk.



O&E Team PP

Introduction

Dental Clinic and Health Outreach Van (HOP)

The O&E team usually has an O&E Counselor at our Stout Street Dental Clinic.



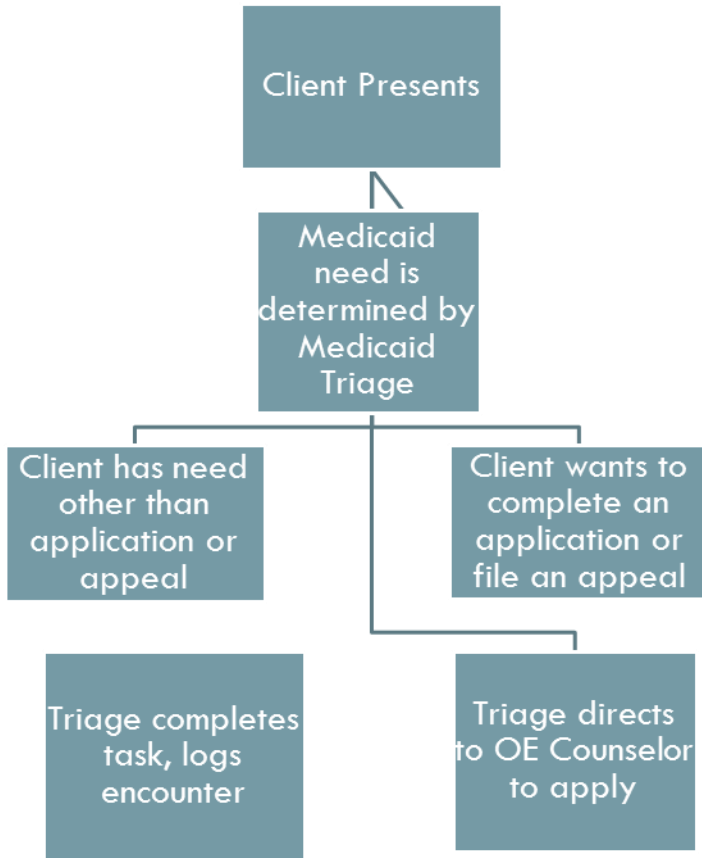
Additionally, an O&E Counselor occasionally helps enroll patients of the Health Outreach Program, CCH's mobile health clinic.



O&E Team PP

Application

Step 1: Medicaid Triage



Medicaid Triage is a position that was created so that work was equally distributed among O&E Counselors, and to free up prime office space so that applications could be done in private. Simpler requests could be processed right at the front desk, quickly and easily when the client first walks in the door.

The Triage Counselor is conveniently located at the front desk, so that HOAs may direct clients to Triage if they discover the client is not Medicaid insured during registration. Clients can also easily see the Triage desk upon entering the clinic.

O&E Team PP

Applications

Triage, continued

Types of client requests completed by Medicaid Triage:

- * Requests for replacement Medicaid cards
- * Application status checks
- * Update personal information
- * Create a PEAK account
- * Questions regarding mail received
- * Fax verified supporting documents
(ID, birth certificates, employment verification, LPR cards)
- * General questions about benefits, coverage, processes



O&E Team PP

Paper applications



EN-002-01

Application for Health Coverage & Help Paying Costs

THINGS TO KNOW



Apply faster online

Apply faster online at Colorado.gov/PEAK or ConnectforHealthCO.com.

It may provide a faster determination.



Use this application to see what coverage you may qualify for

- Free or low-cost insurance from Medicaid or the Child Health Plan Plus (CHP+) Program administered by the Department of Health Care Policy and Financing(I).
- Affordable private health insurance plans that offer comprehensive coverage to help you stay well available through Connect for Health Colorado(I).
- A new tax credit that can immediately help lower your premiums for health coverage and is accessed through Connect for Health Colorado.
- You may qualify for a free or low-cost program even if you earn as much as \$46,000 a year for an unmarried individual or \$94,000 a year for a family of 4.

Note: The Department of Health Care Policy and Financing and Connect for Health Colorado are partnering together to provide access to affordable health coverage. Also, filling out this application does not mean you have to buy health coverage.



Who can use this application?

- Anyone who is interested in health coverage.
- Applying will not affect your immigration status or chances of becoming a permanent resident or citizen.



What you may need to apply

- Social Security Numbers (or document numbers for any legal immigrants) for those who need insurance.
- Employer and income information for everyone in your family.
- Policy numbers for any current health insurance.
- Information about any job-related health insurance available to your family.



Why do we ask for this information?

We ask about income and other information to let you know what coverage you qualify for and if you can get any help paying for it. **We will keep all the information you provide private and secure, as required by law.**



What happens next?

- Send your completed, signed application to one of the addresses in Step 6. If you do not have all the information we ask for, sign and submit your application anyway. We will follow-up with you.
- You will get instructions on the next steps to complete your health coverage application.
- If you do not hear from us, please contact the agency you sent this application to (see Step 6).



Get help with this application free of charge

Colorado Medicaid and CHP+

Connect for Health Colorado

- If someone is helping you fill out this application, you may need to complete **Worksheet C**.
- **Appendix A** has a glossary; terms marked with an (I) in the application can be found in the glossary.



O&E Team PP Application PCP selection

The O&E team can help clients select a Primary Care Provider to get them into the health care plan that works best for them while submitting an application, or at the client's request.

Clients simply sit with an O&E Counselor and fill out an electronic or paper form that allows them to choose their PCP.



The screenshot shows a web browser window displaying the HealthColorado website. The page title is "CHOOSE YOUR HEALTH CARE PLAN". The header features the HealthColorado logo and the tagline "Your Medicaid Choice". Below the header, there is a navigation menu with links for "Quick Links", "Welcome", "Accountable Care Collaborative", "Managed Care Plans", "Regular Medicaid", "Choose a health plan", "Change health plans", "Problems and complaints", "For children & teens", "FAQ (Frequently Asked Questions)", and "Print information". The main content area contains instructions for choosing a health care plan and a form with the following fields:

- *Client Name:
- *Client Medicaid ID#:
- *Date of Birth:
- *Last 4 of SSN:
- *Address:
- *Phone Number:
- (where you can be reached if there are questions)
- *My Health Plan Choice is:

On the right side of the page, there is a sidebar with links for "Site map", "Small print", "Medium Print", "Large print", and "Printer Friendly". The bottom of the page shows a Windows taskbar with the date and time: 11:31 AM 6/4/2014.

O&E Team PP

Case Follow-Up

Mail can be a barrier to enrolling in Medicaid in the case of clients who are homeless. The O&E team uses different methods to track and follow cases to insure clients are informed of any changes or updates to their cases, as much as possible.



O&E Team PP

Case Follow-Up

Incorrect Denials

Often times, applicants are denied Medicaid for erroneous reasons.

The O&E team can investigate the reason for the denial and assist the client in processing a formal appeal to get a correct determination.



Common errors for incorrect determinations:

“Client is not a resident of Colorado”
(Clients are allowed to self-attest state residency)

“Client is over-income” (Valid in many cases, but some clients’ income is being reported incorrectly by the Department of Labor and Employment)

O&E Team PP

Case Follow-Up

Clients may be required to submit supporting documents during the application process

How the O&E Team can help:

Stout Street Health Center is a Certified Application Assistance Site (CAAS). This means the O&E team can verify original documents, such as birth certificates, IDs, LPR cards, which may be requested to proceed with the application. Without the signature from an O&E Counselor, copies of the documents are not considered valid.



Birth Certificate
It is certified that _____

Child Description
Sex: Male/Female Weight: _____
Height: _____

Date of Birth: _____
Place of Birth: Area, City, State

Mother
Given Name: _____
Family Name: _____
Father Name: _____

Doctor Signature _____ MS Signature _____

O&E Team PP Data Management Grant Master

Grant Statistics:

2013 Total Applications taken		2013 Approvals	Cumulative Quarterly totals:		Apps taken	Apps Approved	2015 Applications Taken		2015 Approvals	Cumulative Total Approvals:
861		737	Quarter 1 (July 1 - Sept 30, 2013)		139	121	387		349	2628
Pending	46		Quarter 2 (Oct 1-Dec 31, 2013)		722	616	Pending	11		
Rejected	31		Quarter 3 (Jan 1-March 31, 2014)		645	533	Rejected	0		
Denied	36	2013 Outstanding	Quarter 4 (April 1, -June 30 2014)		509	473	Denied	27		
Ineligible	9	122	Total		2015	1743	Ineligible	0		
2014 Total Applications taken		2014 Approvals	Cumulative Quarterly totals:		Apps taken	Apps Approved	2015 Outstanding			
1771		1540	Quarter 1 (July 1 - Sept 30, 2014)		307	268	38			
Pending	65		Quarter 2 (Oct 1-Dec 31, 2014)		311	268				
Rejected	35		Quarter 3 (Jan 1-March 31, 2015)		387	349				
Denied	97	2014 Outstanding	Quarter 4 (April 1-June 30, 2015)		376	342				
Ineligible	3	200	Total		1381	1227				

App. Intake Date	Head of Household	(Full Name)	DOB	SSN or Please V if Undocumented	PEAK Tracking #	Medical Record #	Reg. Vote Y/N	Program (Medicaid, CHP+, Marketplace)	Approved (A) Denied (D) Partial (P) Rejected (R)	Case ID #	State ID #	Date Checked	Notes	ACC Status
4/21/2011								Medicaid	A			5/7/2014	Current Coverage Began:4/1/14	None Selected
1/23/2013								Medicaid	A			4/23/2014	ACC Updated:4/22/14, Effective:4/1/14	CCH
6/25/2013								Medicaid	A			4/23/2014	ACC Updated:4/22/14, Effective:4/1/14	Valley-Wide Health Systems
7/1/2013								Medicaid	A			4/23/2014	Current Coverage Began: 8/1/2013, Continuous	None Selected
7/2/2013								Medicaid	A			4/23/2014	ACC Updated:2/25/14, Effective:1/1/14	Colorado Access
7/5/2013								Medicaid	A			4/23/2014	Current Coverage Began:9/1/13, Continuous	None Selected
7/15/2013								Medicaid	A			4/23/2014	Current Coverage Began: 3/1/14	None Selected

The O&E team keeps track of every application submitted in a spreadsheet called “O&E Grant Master”. They continually update and use it to track case notes and maintain updated information about client eligibility status.

The spreadsheet is also used to report to funding agencies on the team’s progress and has been used for numerous special projects within several departments.



Agency deliverables for O & E Supplemental Funding

	1st year	1st year 7/13-6/14	2nd year 7/14-6/15	3rd year 7/15-2/16	Cumulative
	Projected Impact	Actual Impact	Actual Impact	Actual Impact	
NEW FTE Impact					
Projected Number of additional funded O/E assistance FTEs.	3.15	5	3.5	3.5	
TRAINING Impact					
Projected number of health center O/E assistance workers who will complete all required and applicable federal and/or state consumer assistance training.	6	8	7	8	
ASSISTANCE Impact					
Projected number of individuals to be assisted by all health center O/E assistance workers.	6590	6222	6004	5761	17,987
ENROLLMENT Impact					
Projected number of individuals to be enrolled with the assistance of all health center O/E assistance workers.	3300	2009	1227	1147	4,383

Challenges

- significant number of community partners in Denver County enrolling clients in Medicaid other than CCH
- unforeseen glitches in state's electronic and paper application processes
- our own Health Record system did not accurately reflect our population's Medicaid status
- resource commitment to case manage every pending, denied and incomplete application

Successful Strategies

Open Access/No Wrong Door

- Everyone has open access to our Certified Application Counselors during health center hours of operation. Clients needing to enroll or those that have questions are provided face to face assistance almost immediately and without needing an appointment. These application counselors are also readily available to Coalition staff and providers with Medicaid/Medicare questions.

CAC Team Longevity

- We have maintained a seasoned application counselor team that has extensive experience in our previous outreach and enrollment activities. The core team is highly trained in Medicaid, CHIP and Accountable Care Collaborative enrollment activities

Our CCH population

- We focus our enrollment activities on homeless and at-risk families, children, and individuals

UDS Pre & Post Medicaid Expansion Healthcare for the Homeless

2012 UDS Table 4

None/Uninsured	8,692
Regular Medicaid	2,567
CHIP Medicaid	15
<u>Medicare</u>	<u>525</u>
	11,799

73% uninsured

2015 UDS Table 4

None/Uninsured	2,620
Regular Medicaid	7,671
CHIP Medicaid	6
Dually eligible	881
<u>Medicare</u>	<u>1,024</u>
	12,202

21% uninsured