



Home and Community Based Waivers Independent Enrollment Broker

Corrective Action and Next Steps

Agenda

- Why did DHS Transition to an Independent Enrollment Broker (IEB)?
- Where does the IEB fit into the Enrollment Process?
- Where did the Implementation Falter?
- What Did DHS Do to Begin Fixing the Problem?
- What is Current Status of the IEB?
- What More Work Has to Be Done?

Why Transition to an IEB?

- This change was made ensure consistency, avoid a conflict of interest and address actual and potential funding deferrals from federal partner, Center for Medicare and Medicaid Services (CMS)
 - In State Fiscal Year (SFY) 2015-16, federal participation is \$472 million of the total \$907 million used to fund the Aging Waiver program
 - Since September 2010, CMS has raised questions about potential conflicts-of-interest in the Aging Waiver enrollment process
 - In May 2015, DHS was assessed a \$650,000 Aging Waiver enrollment deferral because of these potential conflicts of interest
- DHS began moving Aging Waiver Enrollment to the IEB on April 1, 2016

What is the Enrollment Process?

Prior to Application

IEB receives call or referral from applicant or their agent

IEB checks to determine current Medicaid eligibility

If not enrolled in MA, IEB sends applicant enrollment packet that includes MA financial eligibility form

Applicant has 30 days to complete and return a signed and completed MA Financial eligibility form or IEB closes case

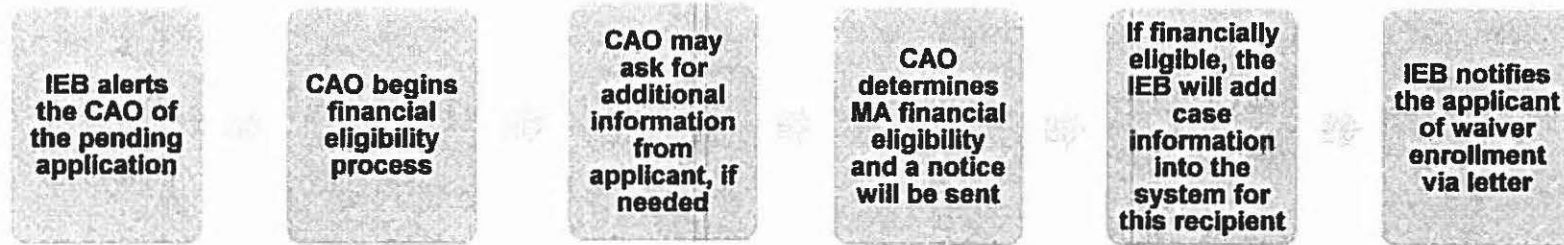
Application starts and remaining steps must be completed within 60 days

What is the Enrollment Process?

Clinical Eligibility



Financial Eligibility



Where the Implementation Faltered

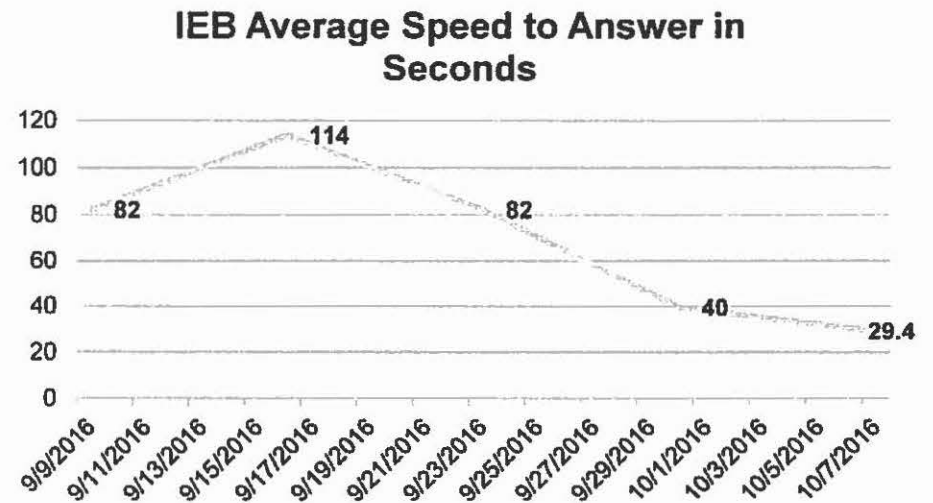
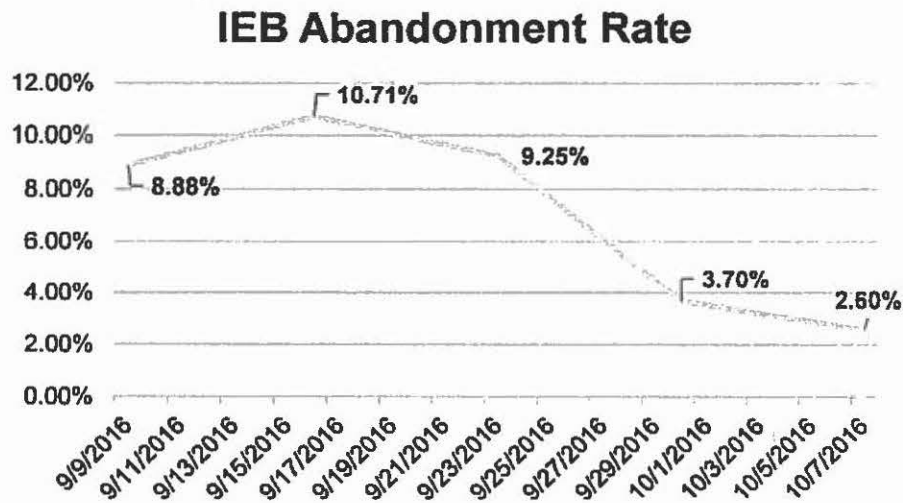
- DHS and PDA received reports of problems soon after the April 1, 2016 transition of Aging Waiver enrollment to the IEB:
 - DHS underestimated the amount of work per application.
 - New referral process was complicated and challenging for all parties to implement

What DHS Did to Begin Fixing the Problem

- DHS moved quickly to put the following measures in place:
 - Required the IEB call center to increase staffing levels and improve call center technology
 - Implementation of an Overflow Call Center during busy times
 - Worked with PDA, AAAs, NHT Agencies, and CILs for improved training, referral and communications
 - Worked with community stakeholders to support the enrollment process

Current Status

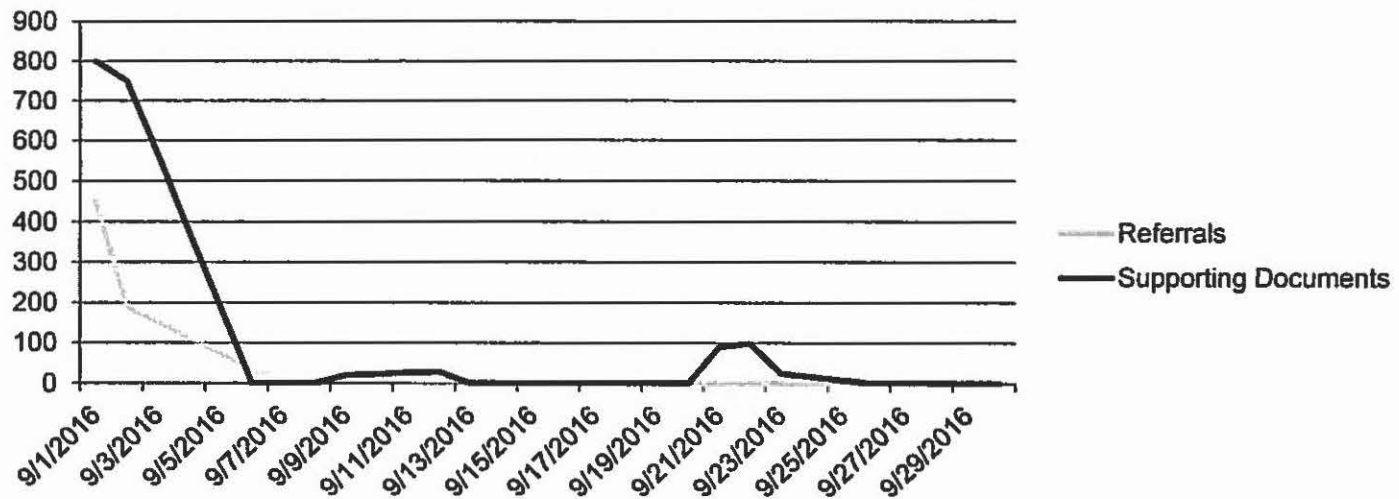
- Contractor Performance:
 - Technical Changes and additional staffing have resulted in improved call center performance in late September and Early October.



Current Status

- Processing levels for Applicant Referrals and other supporting documents are now current from an early September backlog

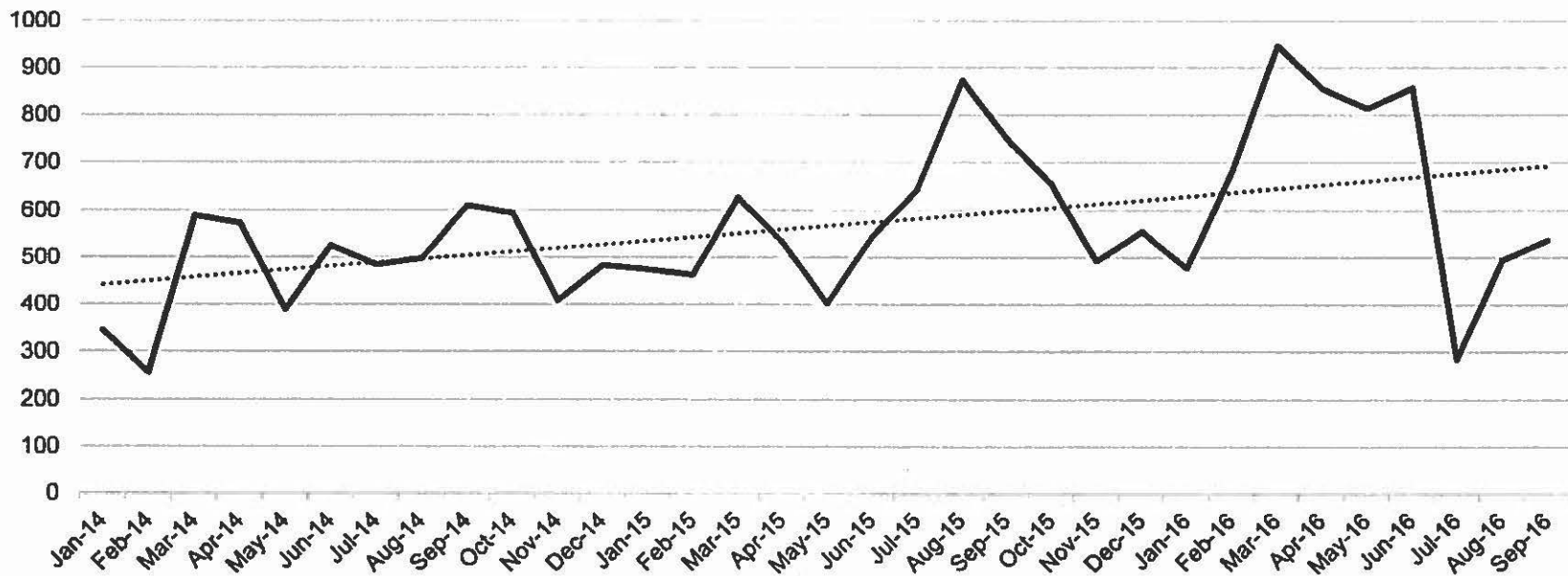
Document Processing, Volume over Two Days



Current Status

- Enrollments have stabilized:
 - They exceed the 2014 average of 480 and are close to the 2015 average of 584

Aging Waiver Enrollments, 2014-Present



Work Still to be Done

- Implementation of AAA and Agency Liaisons for Philadelphia, Delaware, Allegheny, Lebanon, Erie and other Counties
- Creation of Research and Support Unit for Complex Cases
- Continuation of Webinars and Ongoing Training
- Implementation of application assistance for completion of MA Financial eligibility form
- Utilization of a referral tracking system created by PDA to track referrals at the AAA level and follow up with IEB to ensure referrals are not lost