



**Income Support Division:
Public Benefits Case Management**

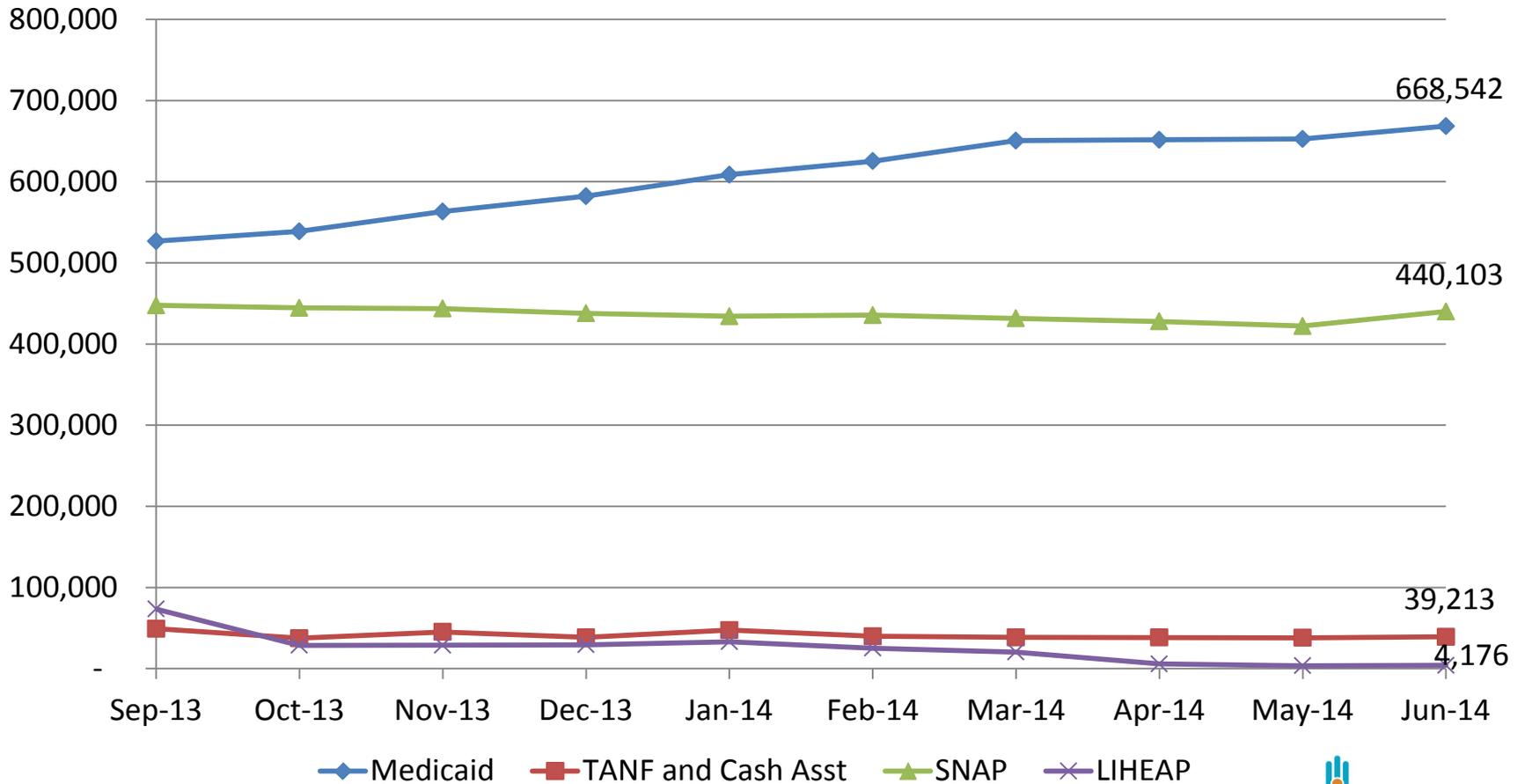
**Presentation to the LHHS
Brent Earnest, Deputy Secretary, HSD
July 18, 2014**



ISD determines eligibility for...

- ✓ **MEDICAID** - A health insurance program with benefits that reflect the unique needs of the populations it serves
- ✓ **Medicare Savings Program (MSP)** – Qualified Medicare Beneficiaries (QMB), Specified low income Medicare Beneficiaries (SLIMB), and Qualified Individuals (Qi1)
- ✓ **SNAP** – Supplemental Nutrition Assistance Program, Transitional Food Stamps (TFS), and State Food Stamp Supplement for the Elderly and Disabled
- ✓ **WORK SUPPORT AND CASH ASSISTANCE** – Temporary Assistance to Needy Families (TANF), General Assistance (GA), Education Works, Adult Residential Supplemental Care Home Program (ARSCH), Refugee Resettlement Program, and Burial Assistance
- ✓ **ENERGY ASSISTANCE** – Low Income Home Energy Assistance Program (LIHEAP)

Status of Enrollment



Applying for Assistance and the ACA

- The Affordable Care Act (ACA) had significant implications for eligibility determination (not just for the provision of health care services)
 - New eligibility rules for how income is counted (MAGI)
 - New eligibility categories (New adults [aka expansion], Parent/Caretakers, Children, Pregnancy)
 - New requirements for applications and how individuals may apply
 - New information technology requirements

Medicaid and other ACA Provisions: Eligibility System Upgrades and New Eligibility Rules

- ▶ New requirements integrated into the replacement of New Mexico's 25 year old IT eligibility system (ISD2)
- ▶ New ACA requirements for eligibility systems integrated into development
- ▶ ASPEN rolled out successfully in waves starting July 2013; last wave in January 2014

New Eligibility Processes and Rules



Single, streamlined application



Verification plan



Modified Adjusted Gross Income (MAGI)



Seamless experience and electronic referral



Federal Data Services Hub (DSH)



Reasonable compatibility standard



Federally managed services



Open enrollment period

New, more convenient ways to access ISD programs and benefits...

- YES-New Mexico, a web-based self-service portal where New Mexicans can:
 - See general program information
 - See what benefits may be available given their circumstances
 - Apply for benefits
 - Check the status of case or application
 - Schedule and change appointments



www.yes.state.nm.us

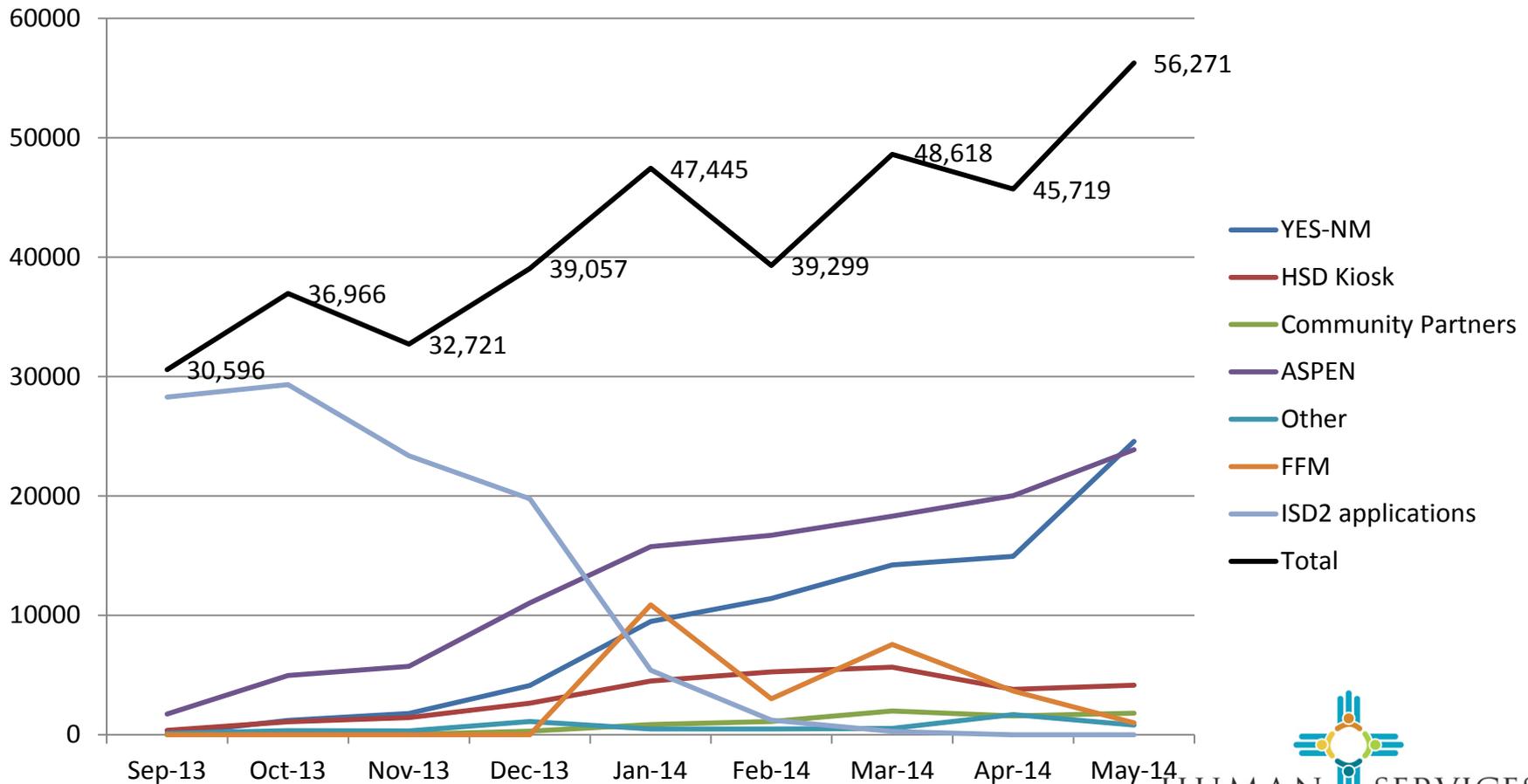
New, more convenient ways to access ISD programs and benefits...

- In addition to the YES-NM portal, there are also:
 - Self-service kiosks available in the lobbies of ISD county offices
 - Telephone call center
 - An IVR (Interactive Voice Response) Customer Service Information Line where recipients can call 24/7
 - Electronic transfers from the federally facilitated marketplace (aka the federal Exchange)



This is changing the way people apply for benefits and programs...

Applications by month, by source



Notes: Applications registered by month

Changing the way ISD does business

Business Process and Staffing Changes

- Established a triage process to reduce lobby wait times and speed recipients through the initial process at the beginning of each day
- 75 new FTE in FY14 (though only funded for $\frac{3}{4}$ of the year)
- Automatic transition of eligibility from SCI and other elapsed Medicaid categories to new expansion categories or the Exchange
- Enhanced communication among other agencies (CYFD, DOH, DWS, ALTSD, DVR) for application and case alerts
- Simplified renewals for Medicaid (also part of ACA)

Changing the way ISD does business (continued)

ASPEN Enhancements

- Runs eligibility to find “best benefit” in Medicaid
- New electronic sources for income verification to reduce paperwork
- Caseworkers can work on any application from any office in the state
- Electronic Document Management – paperwork is scanned into ASPEN where it is available for caseworkers anywhere in the state
- ASPEN integrates six legacy systems into one, reducing the need to maintain multiple systems
- Data is auto-populated
- Built-in policy rules engine to ensure uniform eligibility determination

Successes to date...

- Successfully transitioning all populations from old categories to new
- Performed eligibility determinations using two sets of federal rules simultaneously for a period of six months to comply with government requirements
- Built a data interface for file transfers to and from the federal Exchange
 - ISD has successfully received and sent applicant information with the federal Exchange; HSD transferred more than 80,000 applications to the federal Exchange for health coverage and received almost 30,000
- Developed a new application that allows people to apply for all programs at once, as well as for insurance through the Exchange
- Trained more than 1,000 employees as well as PE/MOSAA personnel at hospitals, clinics, and provider offices. Use a continuous training model.

Recognition from External Partners

- ASPEN recognition:
 - In a letter dated September 12, 2013, Centers for Medicaid and Medicare Services (CMS) said, “...the New Mexico team...focus[ed]on what best serves the New Mexico population while preserving the tax dollars of the citizens, and, “...New Mexico has willingly shared their experiences with CMS while working collaboratively with other states. This “openness” permitted all partners to experience New Mexico’s success while being able to leverage the lessons learned...”
 - New Mexico Legislative Finance Committee recommended the project as a model for state IT projects;
 - Other states adopting our approach and system
- Federal recognition of triage system:
 - The USDA Federal Nutrition Service (FNS) conducted a program access review of HSD’s ISD offices in Farmington (San Juan County) and Gallup (McKinley County), and FNS reviewers were complimentary of the triage process the offices had established.

Challenges

- Federal regulations and guidance regarding Medicaid were extremely late in coming, and some regulations continue to evolve
- Notices -- federal requirements and state consent decree requirements have made these cumbersome and confusing for applicants and recipients
- ISD workers and trainers had to adapt quickly to new, complicated material within a very short time
- Conflicting direction came from federal partners in different agencies
- Transfers from the federal Exchange came erratically, in very large files (in addition to 'flat-files')

Responding to the Challenge...

- Triage system was implemented to address the long lobby lines (January)
- Refresher training for ACA requirements (January)
- Mandatory overtime required of all staff (February – July)
- Hired temporary contract staff to assist with application registration (March and May)
- Hired additional staff for application processing (May and ongoing)
- Created a team from top producers across the state to eliminate the backlog (June)

Results

- As of May 31, there were more than 15,500 overdue applications (more than 30 days for SNAP; 45 days for Medicaid); based on the recent court order, this number will not disappear
- But we have almost eliminated the backlog of overdue applications; as of July 15, our actual number of applications overdue is 2,546 (measured as older than 30 days, all programs)
- We estimate there will be no overdue applications by August 1
- We are working with CLP and the Court to demonstrate this fact

What's Coming Next

- Improving notices
- Eligibility services for the New Mexico Health Insurance Exchange (NMHIX)
- Enhancements to Yes-NM will continue
 - Making it mobile friendly
 - Upgrading application to improve user experience
- Preparing for next open enrollment period for the Exchange
- Enhancing customer support center services