2013 OHCA Board Retreat Eligibility & Enrollment

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Conducted as part of a larger study evaluating Express Lane Eligibility (ELE) and alternative simplifications that might help identify, enroll, and retain children eligible for Medicaid and CHIP coverage.

HEALTH MANAGEMENT ASSOCIATES

URBAN INSTITUTE

Research Design

During a three day on-site visit to Oklahoma in December 2012, MPR & HMA staff:

-- interviewed 28 key informants; and

-- conducted focus groups with parents of SoonerCare enrollees in Oklahoma City and Enid.

Time Line: SoonerCare Online Enrollment Development and Implementation

December 2007	January – April 2008	May 2008 –January 2009
CMS Transformation Grant awarded to OHCA	4-month design and ramp-up period; studied online applications in Pennsylvania and Wisconsin	9-month development of business requirements

February 2009 – January 2010	February – August 2010	September 2010
12-month building phase, implementing all programming	7-month testing and refinement phase, which included testing of home view and agency-view applications	SoonerCare online enrollment goes live

Access to Care

Online Enrollment

Objectives:

- Provide 24/7 access to enrollment and "real time" determination of eligibility
- Facilitate selection of a medical home
- Reduce staff hours required for processing applications

Over 30,000 applications for SoonerCare processed each month

Online enrollment was launched in September 2010

Impact was immediate – paper applications have nearly ended

Access to Care

Enrollment Method – February 2013 Snapshot

Paper, 1,660, 5%

Agency Electronic/ Internet, 13,729, 38%

Member - Internet, 20,199, 57%
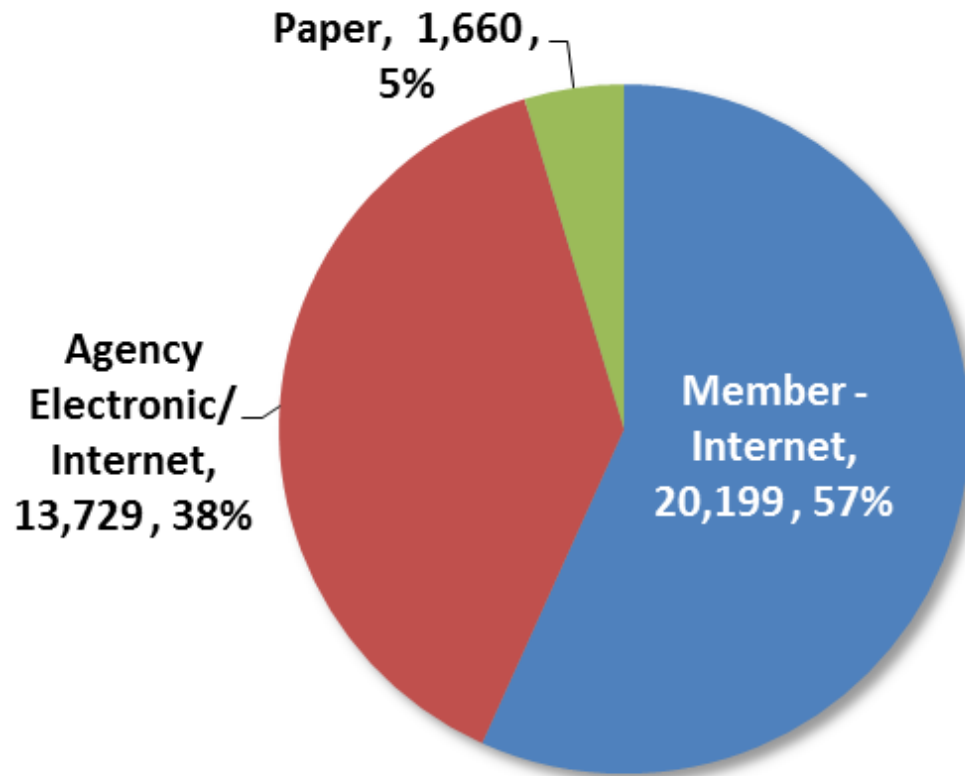
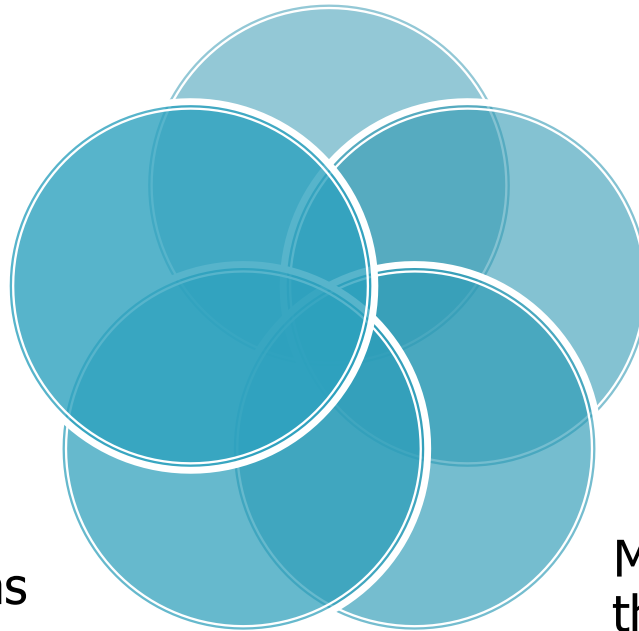Source: OHCA Online Enrollment Fast Facts

Focus Group Findings

Applying and renewing are simpler with the new system

Having SoonerCare brings peace of mind

All had accessed services in the past 12 months

Most said it was easy to use

Most heard about the online system from OKDHS staff

Observed Outcomes

Cost Savings: $1.5 million net savings per year

Faster eligibility decisions: speedier application & renewal

Improved consistency and objectivity: program rules applied uniformly

Improved access to the enrollment process: about 25% of applications submitted at night or weekends; greatest utilization is at 8:00 pm

Completed application and PCP selection: only complete applications can be submitted

Better retention: reduced program churn and allows rolling renewal

Lessons Learned

Program integrity maintained

Culture change has been embraced

Partner buy-in critical

Willingness to delay implementation to ensure success
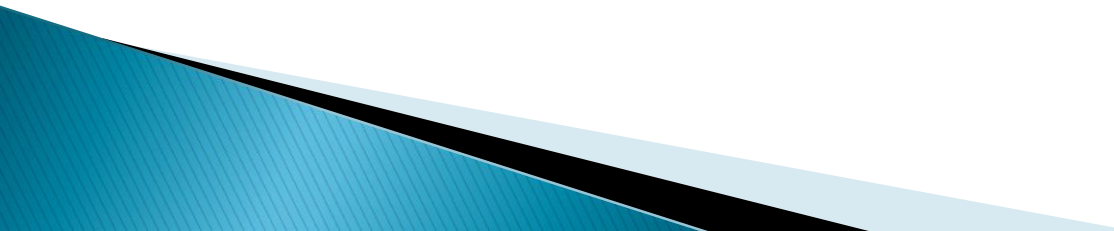
Hi-tech approaches need human support

Major Milestones for Online Enrollment

Data Exchange Processes Continue to Improve

- Discrepancies and exceptions must be minimized to achieve automation
- Must take an action to DECRESS churn and to be on a cutting edge of proactive solutions

  - Social Security Administration

    - Citizenship, Identity, OASDI, SSI

  - Department of Homeland Security

    - Legal presence

  - Oklahoma Employment Security

    - Employment and Unemployment income

  - Oklahoma State Department of Health

    - Vital Records

  - Office of Child Support Services

  - PARIS
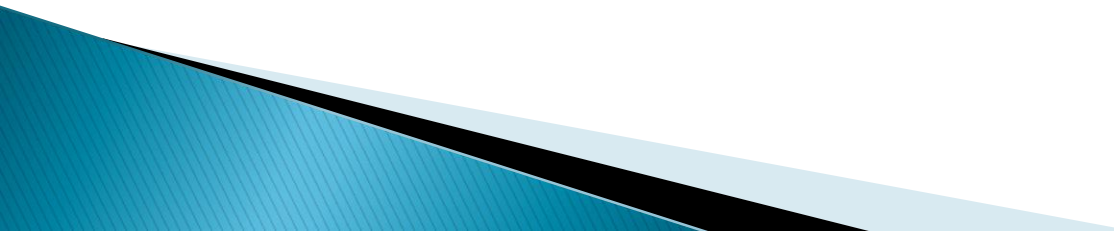
  - Health Providers

    - Pregnancy

Architecture Change of the Eligibility Subsystem

- No longer center on the Application
  - Information is center around each individual in the household
- Brings Oklahoma in line with new CMS requirements under MITA
- Reduces processing overhead to create a more accurate eligibility determination with less duplication of effort

What's ACA have to do with Information Technology?

Eligibility and Enrollment IT Investments

- Implementation of a Enterprise Service Bus (ESB)
- Enterprise Architecture
- Implementation of Business Process Modeling
- Seven Standards and Condition and a Service Oriented framework.

Challenges for October

- Adequate understanding of policy and guidance coming from CMS and other federal partners
- Development approach to our IT builds
- Everybody has a solution but all have to be aligned with Federal Marketplace