Children's Health Insurance Program (CHIP) Advisory Council Meeting

October 2, 2019

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Agenda

- Welcome and Introductions
- New Council Member Introduction
- Provider Enrollment
- CHIP by the Numbers
- Marketing Updates
- Policy Update
- Quality Assurance Updates
- Closing and Wrap-Up

Welcome and Introductions

New Council Member Introduction:

Representative Sara Innamorato

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Provider Enrollment

- Federal regulations require that all providers for CHIP are enrolled with the commonwealth.
- CHIP MCOs have been focused on ensuring PCPs are enrolled with the commonwealth.
- For the total PCP network across all MCOs, there are about 6.7% that are not enrolled, as of August.
- MCOs have been working with families to ensure that PCPs that children see are enrolled.
- MCOs are now focusing on non-PCPs and ensuring that all service locations for all providers are enrolled.

CHIP by the Numbers

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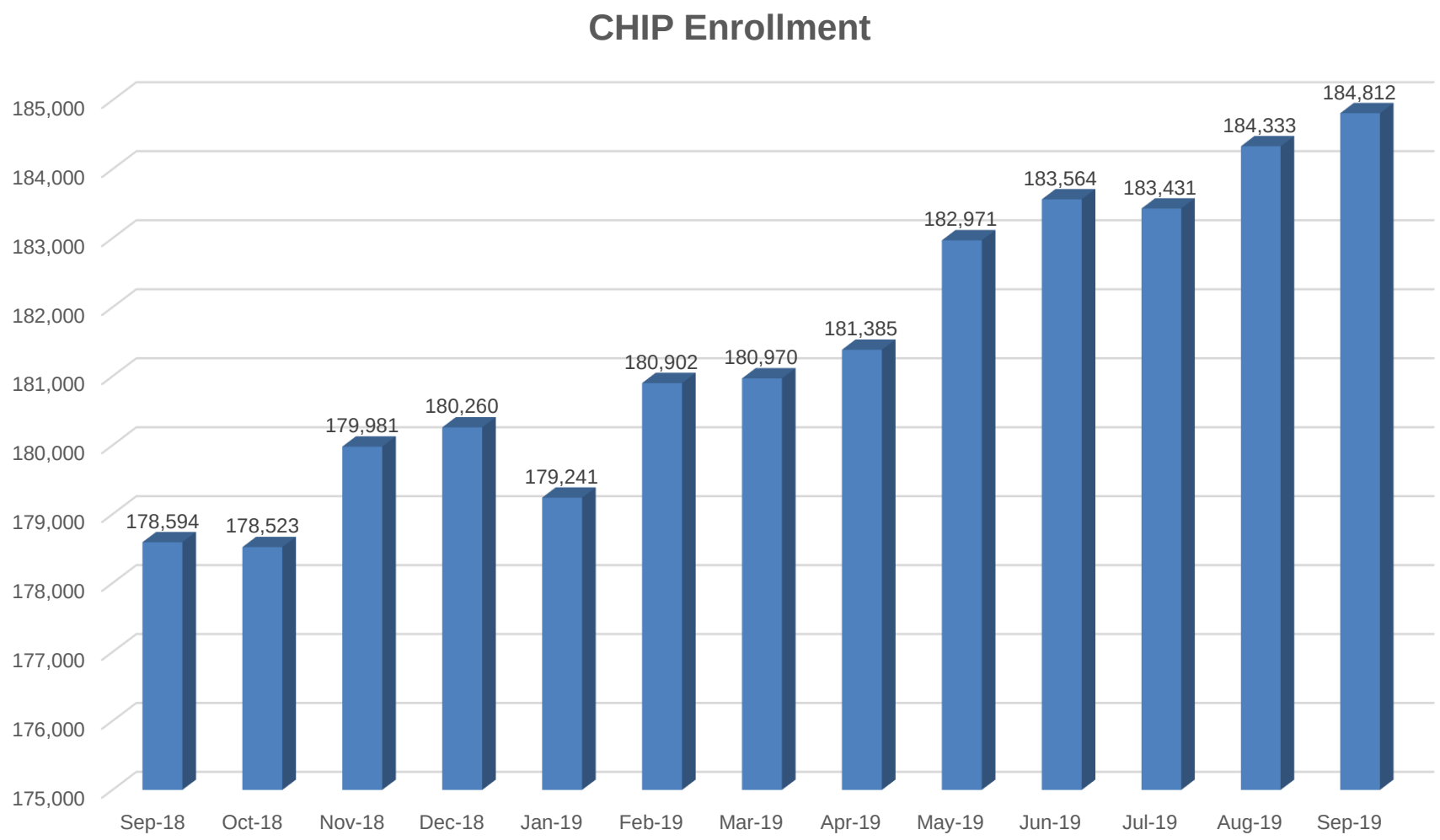
CHIP Enrollment



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MG18C Children

- MG18C refers to MA Children age 0-4 that remain in MA until their renewal date when their family is over the MA income limits.

MG18C Children	TOTAL
January 2019	1,171
February 2019	1,077
March 2019	1,142
April 2019	487
May 2019	1,095
June 2019	1,279
July 2019	1,430
August 2019	1,558

CHIP Enrollment Ages 0 to 4	TOTAL
January 2019	27,547
February 2019	27,682
March 2019	27,683
April 2019	27,755
May 2019	27,977
June 2019	28,016
July 2019	27,957
August 2019	28,121

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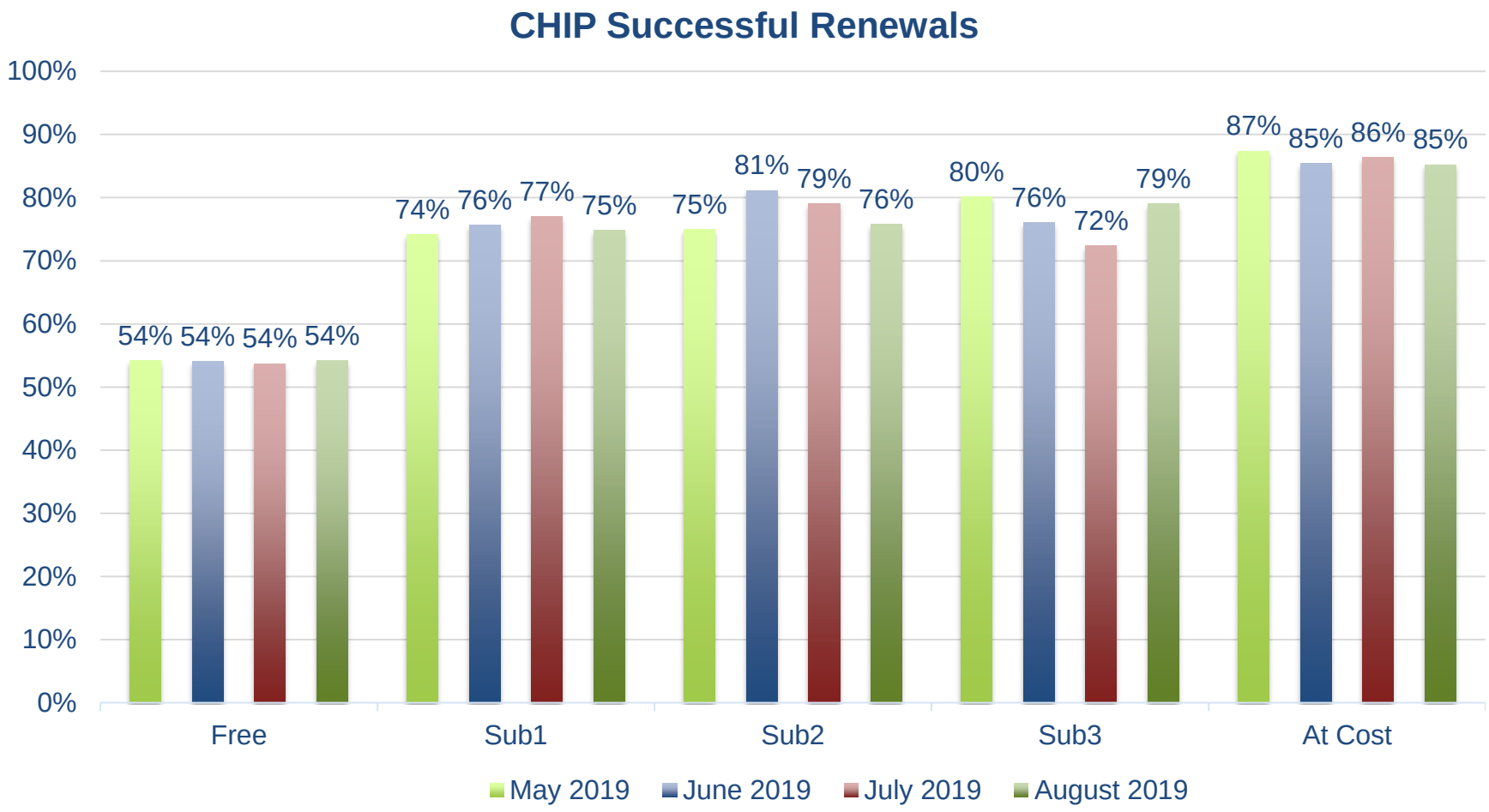
CHIP Successful Renewals



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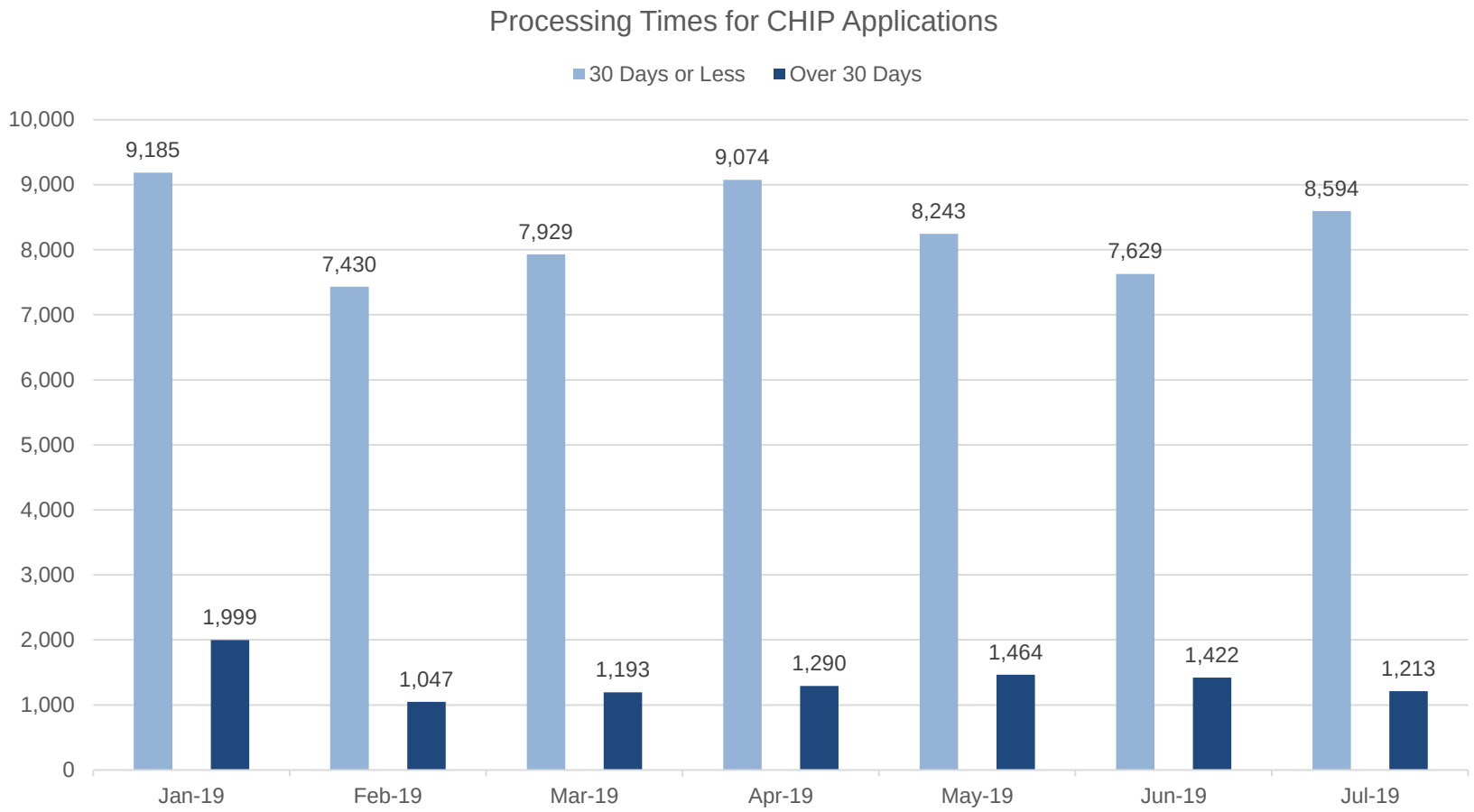
Processing Times for CHIP Applications



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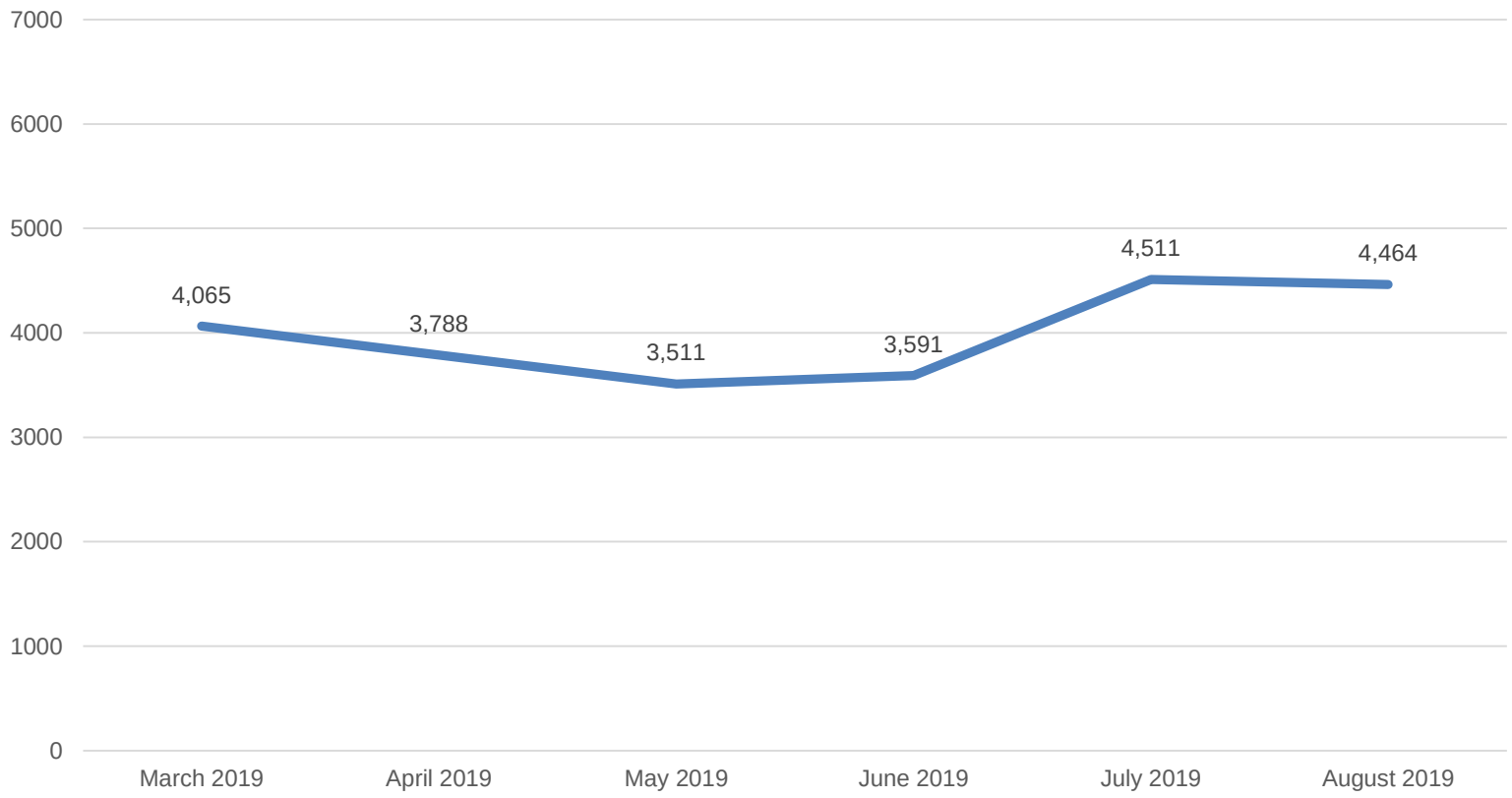
Customer Calls to the CHIP Call Center

1-800-986-KIDS Calls Received



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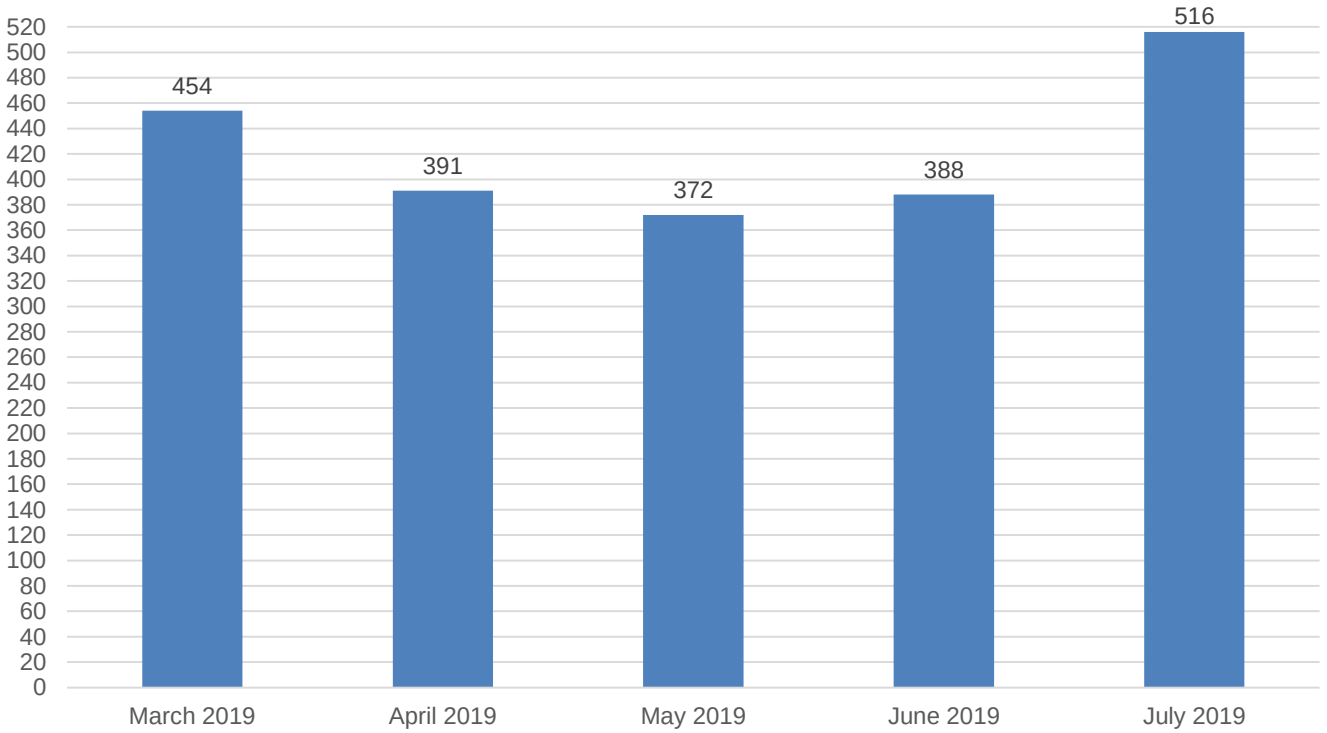
CHIP Call Center Metrics (continued)

Apply Over the Phone: Completed Applications



Marketing Updates

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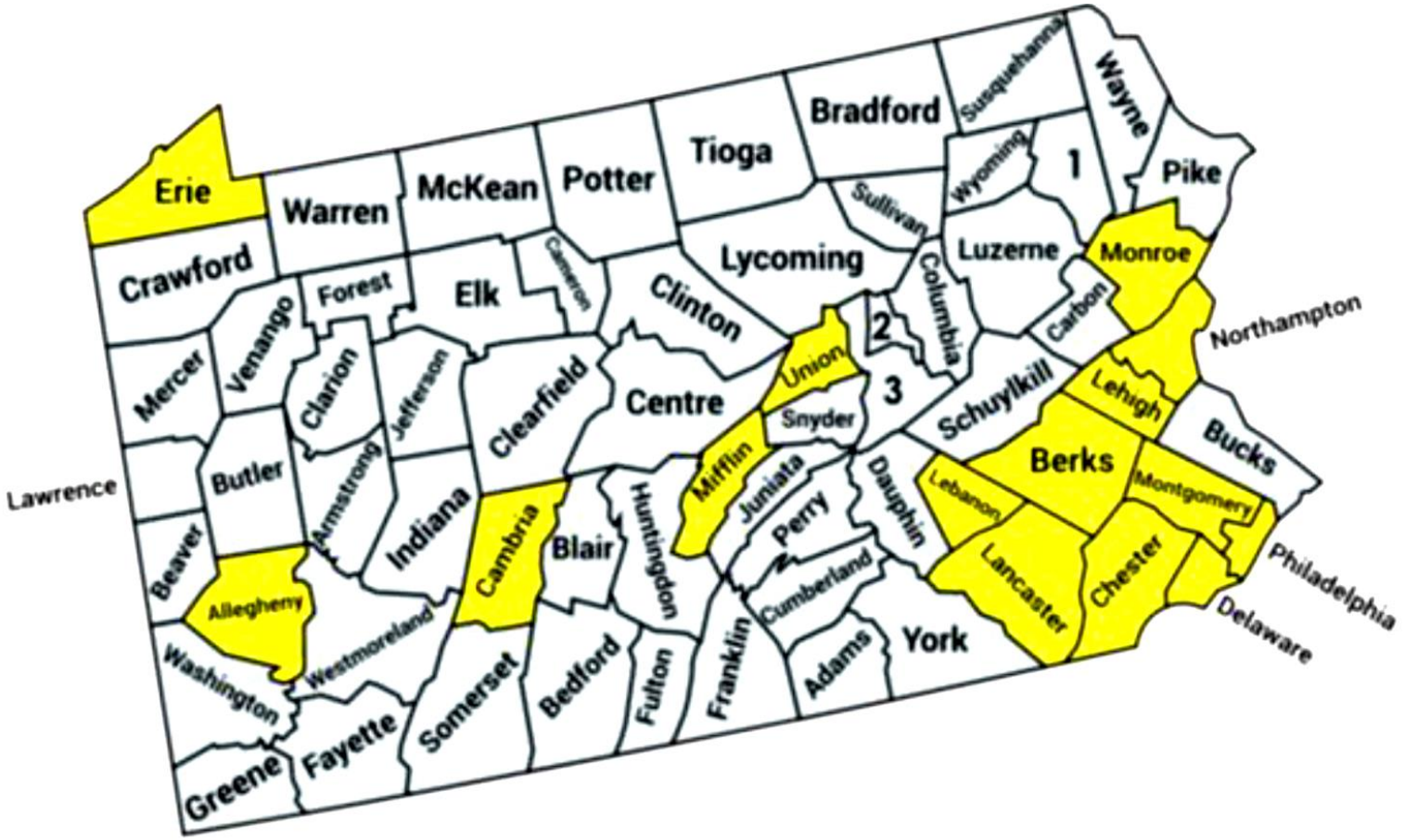
Mendoza Group, Inc.

Focus Effort

Event Speaker

Focus Effort – Target Areas



Outreach

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Enrollment/ Renewal Events

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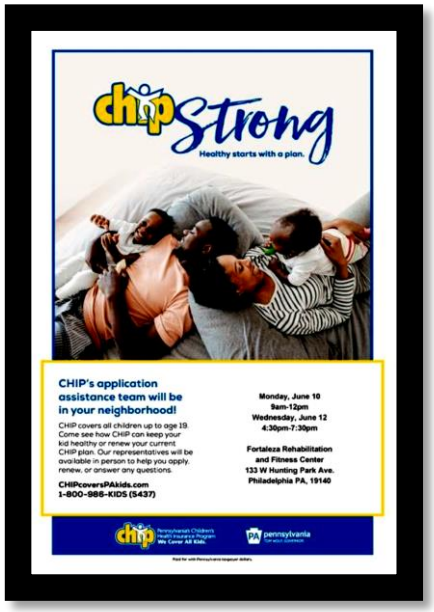
Creatives


chip Strong
Healthy starts with a plan.
CHIP's application assistance team will be in your neighborhood!
CHIP covers all children up to age 19. Come see how CHIP can keep your kid healthy or renew your current CHIP plan. Our representatives will be available in person to help you apply, renew, or answer any questions.
CHIPcoversPAkids.com
1-800-986-KIDS (5437)
Monday, June 10
9am-12pm
Wednesday, June 12
4:30pm-7:30pm
Fortaleza Rehabilitation and Fitness Center
133 W Hunting Park Ave.
Philadelphia PA, 19140
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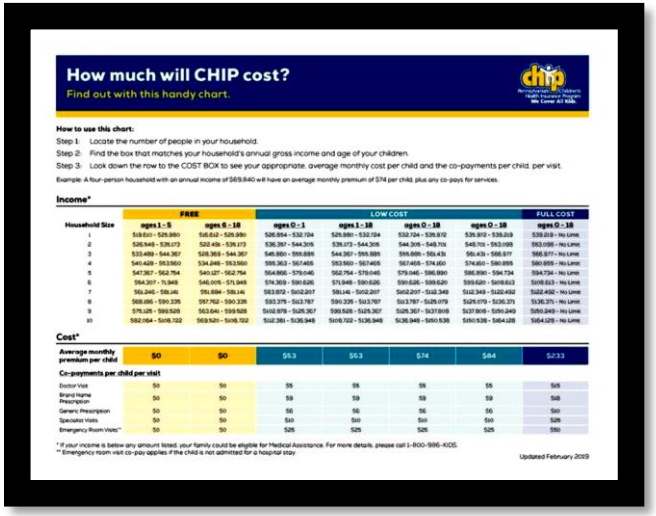
How much will CHIP cost?
Find out with this handy chart.
How to use this chart:
Step 1: Locate the number of people in your household.
Step 2: Find the box that matches your household's annual gross income and age of your children.
Step 3: Look down the row to the COST BOX to see your appropriate, average monthly cost per child and the co-payments per child, per visit.
Example: A four-person household with an annual income of $69,840 will have an average monthly premium of $74 per child, plus any co-pays for services.
Income*
FREE
LOW COST
FULL COST
Household Size
ages 1 - 5
ages 6 - 18
ages 0 - 1
ages 1 - 18
ages 0 - 18
ages 0 - 18
ages 0 - 18
1 $19,610 - $25,980 $16,612 - $25,980 $26,854 - $32,724 $25,980 - $32,724 $32,724 - $35,972 $35,972 - $39,219 $39,219 - No Limit
2 $26,549 - $35,173 $22,491 - $35,173 $36,357 - $44,305 $35,173 - $44,305 $44,305 - $48,701 $48,701 - $53,098 $53,098 - No Limit
3 $33,489 - $44,367 $28,369 - $44,367 $45,860 - $55,885 $44,367 - $55,885 $55,885 - $61,431 $61,431 - $66,977 $66,977 - No Limit
4 $40,428 - $53,560 $34,248 - $53,560 $55,363 - $67,465 $53,560 - $67,465 $67,465 - $74,160 $74,160 - $80,855 $80,855 - No Limit
5 $47,367 - $62,754 $40,127 - $62,754 $64,866 - $79,046 $62,754 - $79,046 $79,046 - $86,890 $86,890 - $94,734 $94,734 - No Limit
6 $54,307 - 71,948 $46,005 - $71,948 $74,369 - $90,626 $71,948 - $90,626 $90,626 - $99,620 $99,620 - $108,613 $108,613 - No Limit
7 $61,246 - $81,141 $51,884 - $81,141 $83,872 - $102,207 $81,141 - $102,207 $102,207 - $112,349 $112,349 - $122,492 $122,492 - No Limit
8 $68,186 - $90,335 $57,762 - $90,335 $93,375 - $113,787 $90,335 - $113,787 $113,787 - $125,079 $125,079 - $136,371 $136,371 - No Limit
9 $75,125 - $99,528 $63,641 - $99,528 $102,878 - $125,367 $99,528 - $125,367 $125,367 - $137,808 $137,808 - $150,249 $150,249 - No Limit
10 $82,064 - $108,722 $69,520 - $108,722 $112,381 - $136,948 $108,722 - $136,948 $136,948 - $150,538 $150,538 - $164,128 $164,128 - No Limit
Cost*
Average monthly premium per child $0 $0 $53 $53 $74 $84 $233
Co-payments per child per visit
Doctor Visit $0 $0 $5 $5 $5 $5 $15
Brand Name Prescription $0 $0 $9 $9 $9 $9 $18
Generic Prescription $0 $0 $6 $6 $6 $6 $10
Specialist Visits $0 $0 $10 $10 $10 $10 $25
Emergency Room Visits** $0 $0 $25 $25 $25 $25 $50
* If your income is below any amount listed, your family could be eligible for Medical Assistance. For more details, please call 1-800-986-KIDS.
** Emergency room visit co-pay applies if the child is not admitted for a hospital stay.
Updated February 2019

Eat your carrots!
Carrots are high in Vitamin A – a nutrient that helps protect eye health. Max out the benefits with a variety of fruits and veggies from the stone or your own garden!
Play in Healthy Vision Month
Some eye diseases don't have warning signs. And most kids can't tell if they need glasses on their own. That's why it's important for them to have regular eye exams. Make an appointment for your children today!
CHIP covers many health care services – including vision benefits – for uninsured kids and teens up to age 19 who aren't eligible for Medical Assistance.
Learn more at CHIPcoversPAkids.com or 1-800-986-KIDS.
CARROT
chip Pennsylvania's Children's Health Insurance Program We Cover All Kids.
Healthy starts with a plan.
CHIP covers many health care services – including vision benefits – for uninsured kids and teens up to age 19 who aren't eligible for Medical Assistance.
1-800-986-KIDS CHIPcoversPAkids.com

chip Strong
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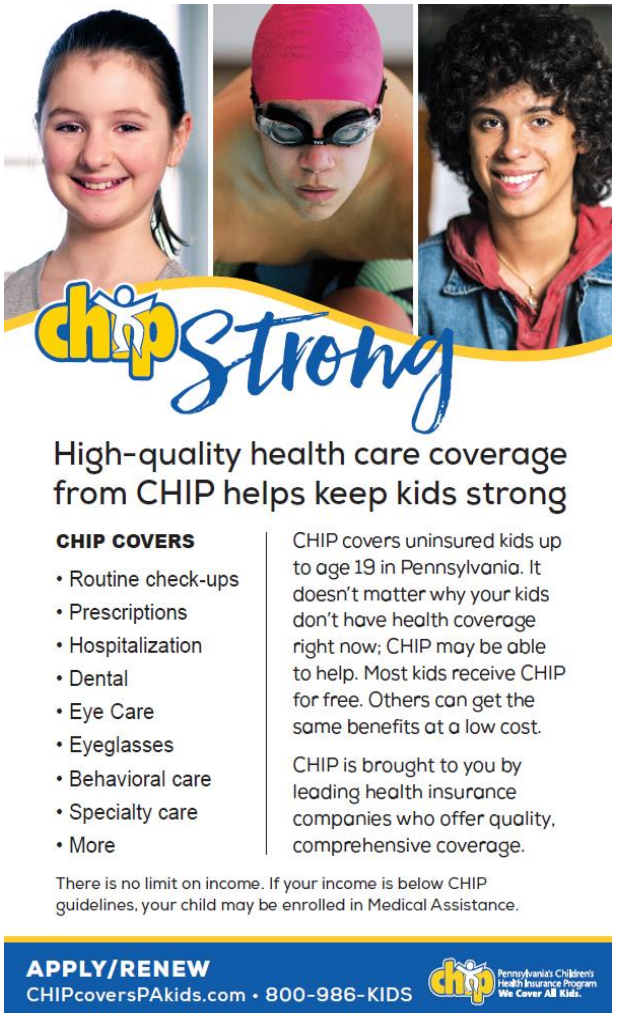
CHIPcoversPAkids.com
1-800-986-KIDS

Event Speaker

School Flyer

- PA Act 84 of 2015 requires that DHS, in conjunction with PDE, provide notice of the existence of CHIP to public and nonpublic schools annually.
- Must be provided electronically each year by August 15th.
- In addition to working with PDE, CHIP also works with the PA Association of Intermediate Units to ensure all schools are informed.



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Policy Updates

Policy Updates

New Employee Role

- Congratulations to Heather Williams, Member Services Supervisor.

CHIP Procedures Handbook and MCO Review

- On August 14th, CHIP held a one-day workshop to review the current CHIP Procedures Handbook
- CHIP received over 200 comments on the Handbook.
- Comments included sustentative and format issues.
- CHIP focused on the top 31 topics during the workshop.
- CHIP also conducted an email survey in early September to learn more about program initiatives within the MCOs.

Policy Updates

CHIP Procedures Handbook and MCO Review

- During this afternoon's MCO meeting, DHS staff will provide a presentation on potential program initiatives including Pay For Performance and Value Based Purchasing.

- CHIP is currently working with executive leadership on appropriate revisions to the CHIP Procedures Handbook and release timing.

Policy Updates

Public Charge Rule: INA Section 212(a)(4); 8 U.S.C. § 1601.

- On August 14, 2019, The Department of Homeland Security published a new rule which interprets a provision of the Immigration and Nationality Act (INA) stating that a person is inadmissible to the United States as a immigrant if the person is likely to become a public charge. INA Section 212(a)(4).
- The new rule, which goes into effect October 15, 2019, will consider the use of publicly funded health care, nutrition and housing programs as negative factors in determining if a person is likely to be or is a public charge.
- The Children's Health Insurance Program is exempt from the new rule.

Quality Assurance Updates

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Quality Assurance (QA) Updates

- **New Staff Assignments**
- **CPOP SMART Tool Demonstration**
- **Onsite Monitoring Visits**
  - Combined with Quarterly Quality Review Meetings
- **External Quality Review Reports**

New Staff

Tracey Cox

- Aetna Better Health
- Geisinger Health Plan
- Overall compliance

David Hetrick

- Capital Blue Cross
- United Health Care
- Programmatic Change Requests
- Overall compliance

CHIP Program Oversight Portal (CPOP)

What is the CHIP Program Oversight Portal (CPOP)?

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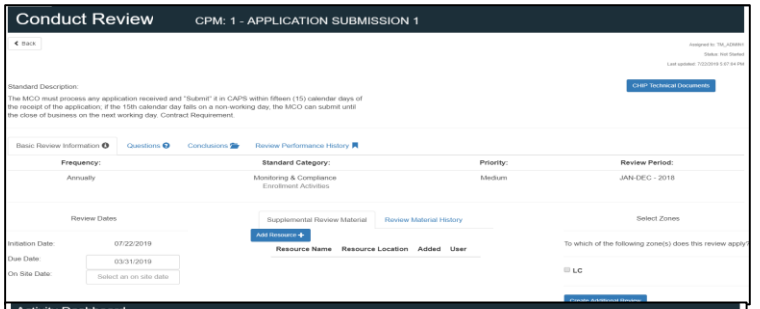
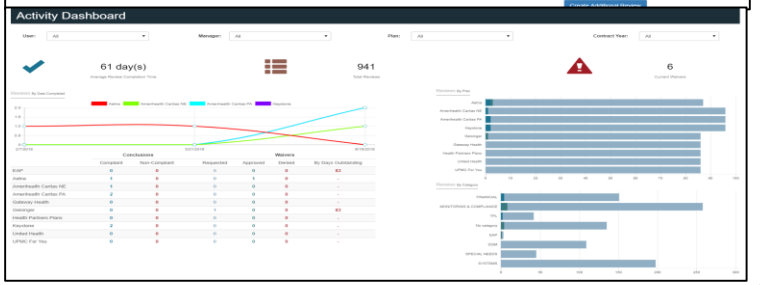
CHIP Program Oversight Portal (CPOP)

Systematic Monitoring Access Retrieval Technology (SMART)

CHIP SMART Screen Examples





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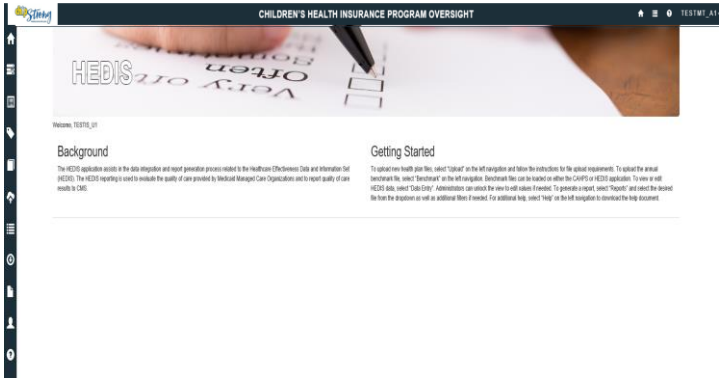
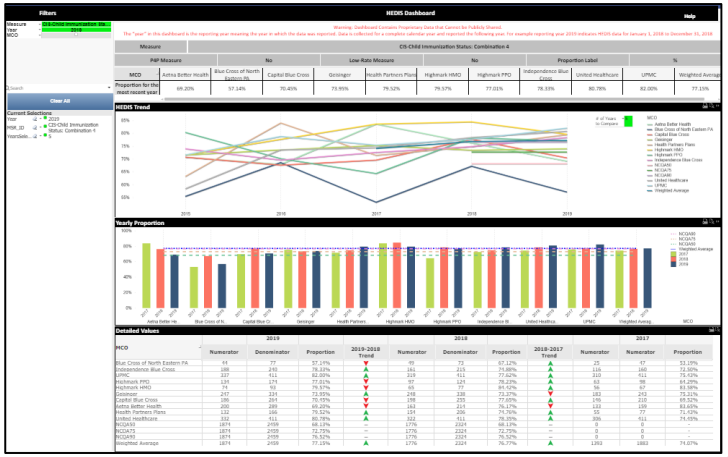
CHIP Program Oversight Portal (CPOP)

Healthcare Effectiveness Data and Information Set (HEDIS)

CHIP HEDIS Data Repository and Dashboard





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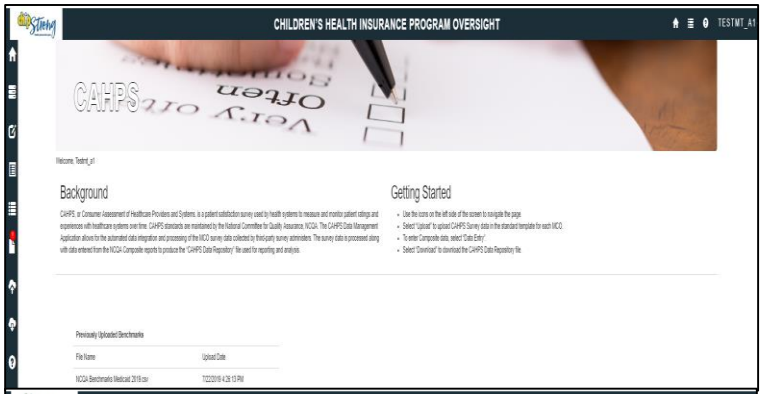
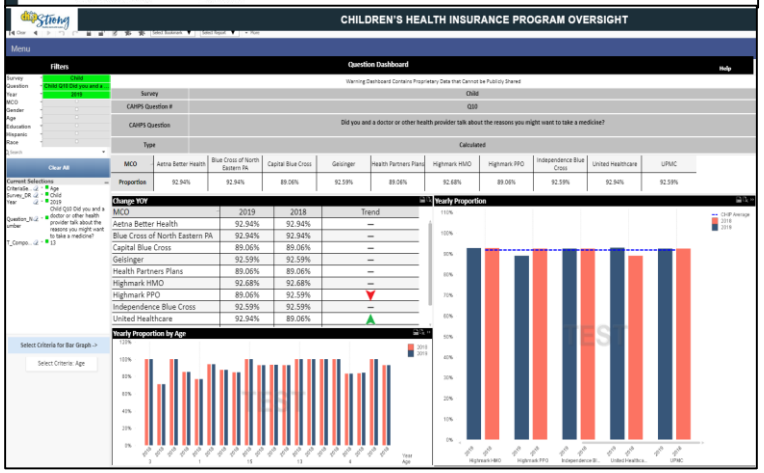
CHIP Program Oversight Portal (CPOP)

Consumer Assessment of Healthcare Providers and Systems (CAHPS)

CHIP CAHPS Data Repository and Dashboard





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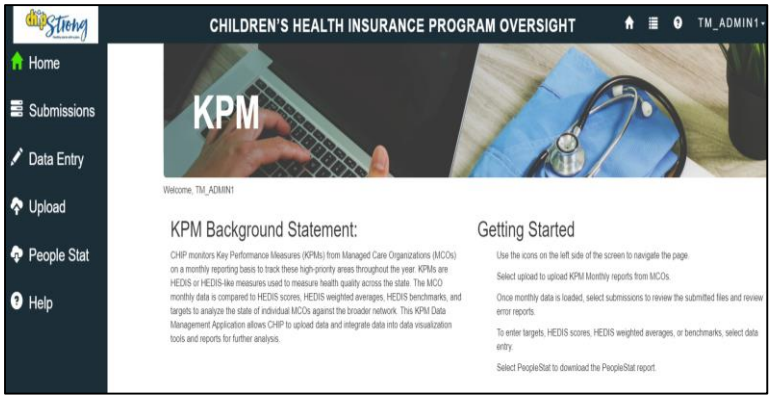
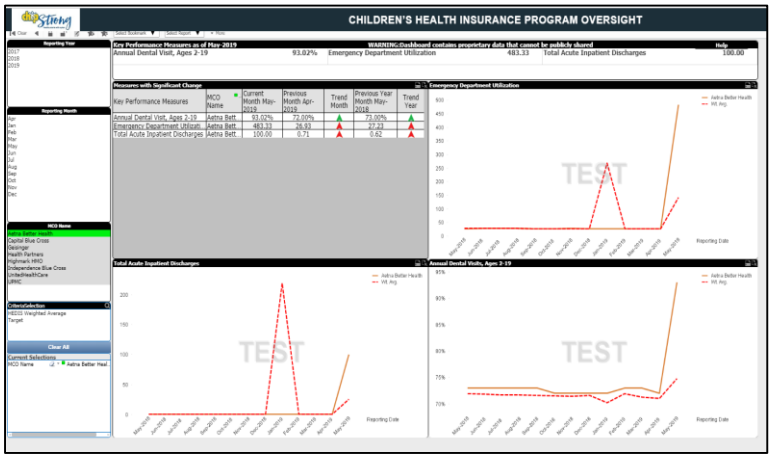
CHIP Program Oversight Portal (CPOP)

Key Performance Measures (KPMs)

KPM Data Repository and Dashboard





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Onsite Monitoring Visits

- **Determination of Compliance/requirement to meet federal mandate**
- **Serves as a means to populate the External Quality Review Reports**
- **Conducted Annually**

External Quality Review Report

- **Purpose and Background**
- **Eight documents posted annually to the CHIP Website**
- **Contains aggregated information on quality, timeliness and access to health care services**

Closing and Wrap Up

- Topics of discussion for next meeting?

- Proposed 2020 Advisory Council meetings:
  - Wednesday, April 15, 2020
  - Wednesday, October 14, 2020