

## Children's Health Insurance (CHIP) Advisory Council Meeting Wednesday, April 11, 2018 Meeting Summary

<b>COUNCIL MEMBERS PRESENT:</b>	<p>Department of Human Services – Delegate for Secretary Teresa Miller, Kendra Snuffer</p> <p>Pennsylvania Insurance Department – Delegate for Commissioner Jessica Altman, Seth Mendelsohn</p> <p>Capital BlueCross – Jennifer Foerster</p> <p>Salvation Army Dental Centers – James Mancini</p>
<b>COUNCIL MEMBERS ABSENT:</b>	<p>Abington Health – Dr. Stephen A. Shapiro</p> <p>Children's Hospital of Pittsburgh – Dr. Steven G. Docimo</p> <p>Department of Health – Secretary Dr. Rachel Levine</p> <p>PA State Representative – Vanessa L. Brown</p> <p>PA State Representative – Marguerite Quinn</p> <p>PA State Senator – Arthur L. Haywood III</p> <p>PA State Senator – Robert B. Mensch</p> <p>Parent Representative – Cathy Cortijo</p> <p>The Heinz Endowments – Michelle Figlar</p>

### CHIP Staff:

Patricia M. Allan, Executive Director  
 Marcy Domen, Director of Policy and Planning  
 Richard Chesek, Director of Operations Support  
 Virginia Perry, Director of Quality Assurance  
 Marybeth Matlock, Quality Assurance  
 Judith DeChamplain, Quality Assurance  
 Angel Elwell, Quality Assurance

The Children's Health Insurance Program (CHIP) Advisory Council meeting was held on Wednesday, April 11, 2018, in the Clothes Tree Conference Room (12-48), Commonwealth Towers, 303 Walnut Street, Harrisburg, PA 17101. The above-named Council members and CHIP staff were in attendance or participated over the phone via Webinar. The meeting began at 10:00 a.m. and ended at 12:00 p.m.

#### Welcome and Introductions:

Patricia Allan, Executive Director of CHIP, opened the meeting by introducing herself as the Executive Director, expressed her gratitude to those who were in attendance.

Mrs. Allan informed those in attendance that CHIP has been reauthorized for ten years. CHIP is working on implementing a few important federal mandates including the managed care rule, provider enrollment, mental health parity and appeals and grievances. CHIP has a new marketing campaign that will be released later this month.

#### CHIP by the Numbers:

Richard Chesek, Director of Operations with CHIP, discussed how overall enrollment has continued to rise steadily from March 2017 to April 2018 and the slight decrease in March 2018 could potentially be from the uncertainty surrounding the Reauthorization of CHIP. Mr. Chesek gave a brief overview of CHIP's drop-in renewal percentages from December 2017 to March 2018 which could also be associated with CHIP's Reauthorization. Mr. Chesek also discussed Ex Parte which has a 15% success rate each month. CHIP does not anticipate this rate increasing due to the inability to verify certain information electronically. He concluded with the growth and decline in county enrollment over the last 12 months and listed the top five reasons for negative renewal growth.

Marcy Domen, Director of Policy and Planning with CHIP, discussed processing times for CHIP applications. Processing times increased over open enrollment. Managed Care Organizations (MCOs) and CHIP's internal Central Eligibility Unit (CEU) are back to processing applications in under five days. Mrs. Domen provided an overview of the call center metrics from last year to this year and advised that CHIP call center numbers were higher this year due to the open enrollment being shortened to six weeks. Call volume and open enrollment both increased due to Reauthorization and Provider Enrollment. CHIP launched a new phone platform, Genesis, and now can work on using the enhancements such as offering a post-call customer service survey. Call volume will begin to decrease moving into the summer months but will see an increase when we get closer to back to school. CHIP has finally had approval to hire full-time employees in the call center.

#### Policy Update:

Mrs. Domen provided a brief overview of CHIP Reauthorization. CHIP is authorized and funded on the federal level through 9/30/27.

#### Marketing Update:

Mrs. Domen discussed the Statewide Media Campaign which is to run April 2018 – June 2018. The goals of the new campaign are to raise awareness, increase enrollment and renewal rates, and to reach parents, friends and influencers. CHIP will be using TV, Radio, Hot Radio, Display Advertising which includes websites, apps and banners and Transit Advertising.

#### Quality Assurance Updates:

Virginia Perry, Director of Quality Assurance with CHIP, introduced a new staff member to the Quality Assurance Division. Mrs. Perry provided an update on the efforts made by CHIP and the MCOs to increase the enrollment number. Email blasts were sent to nine Boards on 11/7/2017, CHIP staff presented at 5 Boards thus far, and the Office of CHIP mailed 63,255 letters to non-enrolled providers. Mrs. Perry advised that CHIP is working on HEDIS Metrics which takes a deeper look at the customer service and quality of care CHIP enrollees are receiving from the MCOs.

#### COMPASS Update:

Joe Kopp from the Office of Income Maintenance gave a brief overview of the facelift that the 25-year-old COMPASS website went through. The update was done to make the website easier to navigate and more user friendly. The COMPASS website and the myCOMPASS PA App now look similar from layout to colors to fonts for continuity of use.

#### Advisory Board Presentation:

James Mancini DMD, a CHIP Advisory Council Board Member gave a short presentation about the Salvation Army and the services they provide. Less than 15% of all dentists in Pennsylvania work on patients with Medical Assistance or no insurance at all. The Salvation Army's Dental Centers help assist residents in Cambria County, Venango County and surrounding areas in their two locations; one in Oil City and one in Johnstown. Dr. Mancini noted that 15 – 20 percent of Salvation Army Patients have CHIP insurance. He closed his presentation with an overview of "Give Kids A Smile Day!"

#### Closing and Wrap-Up:

Mrs. Allan closed the meeting by thanking everyone for participating. The next meeting is scheduled for Wednesday, September 12, 2018.