

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

**April 11, 2018**



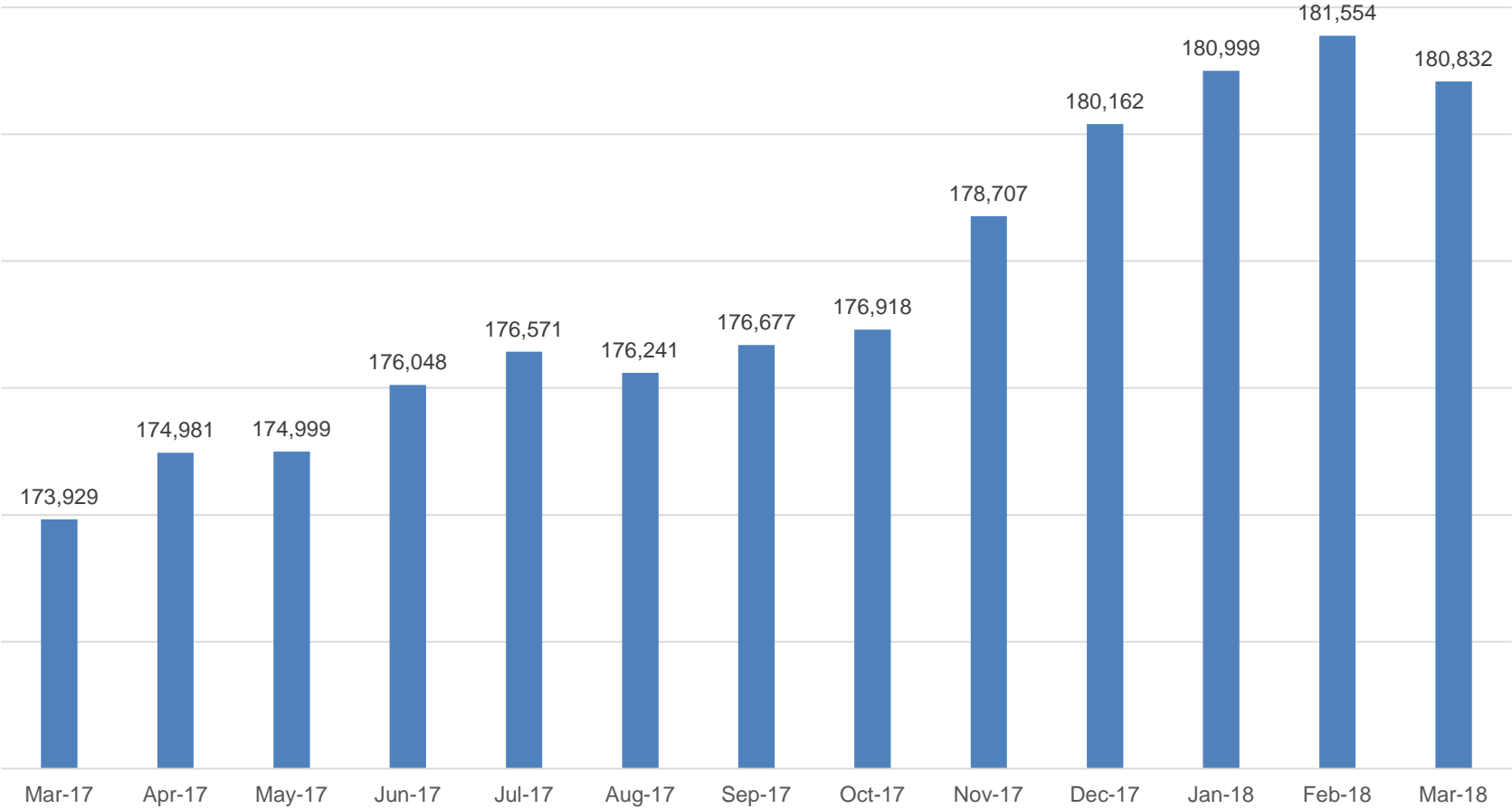
# Agenda

- Welcome and Introductions
- CHIP by the Numbers
- Policy Update
- Marketing Update
- Quality Assurance Updates
- COMPASS Update
- Advisory Board Presentation
- Closing and Wrap-Up

# Welcome and Introductions

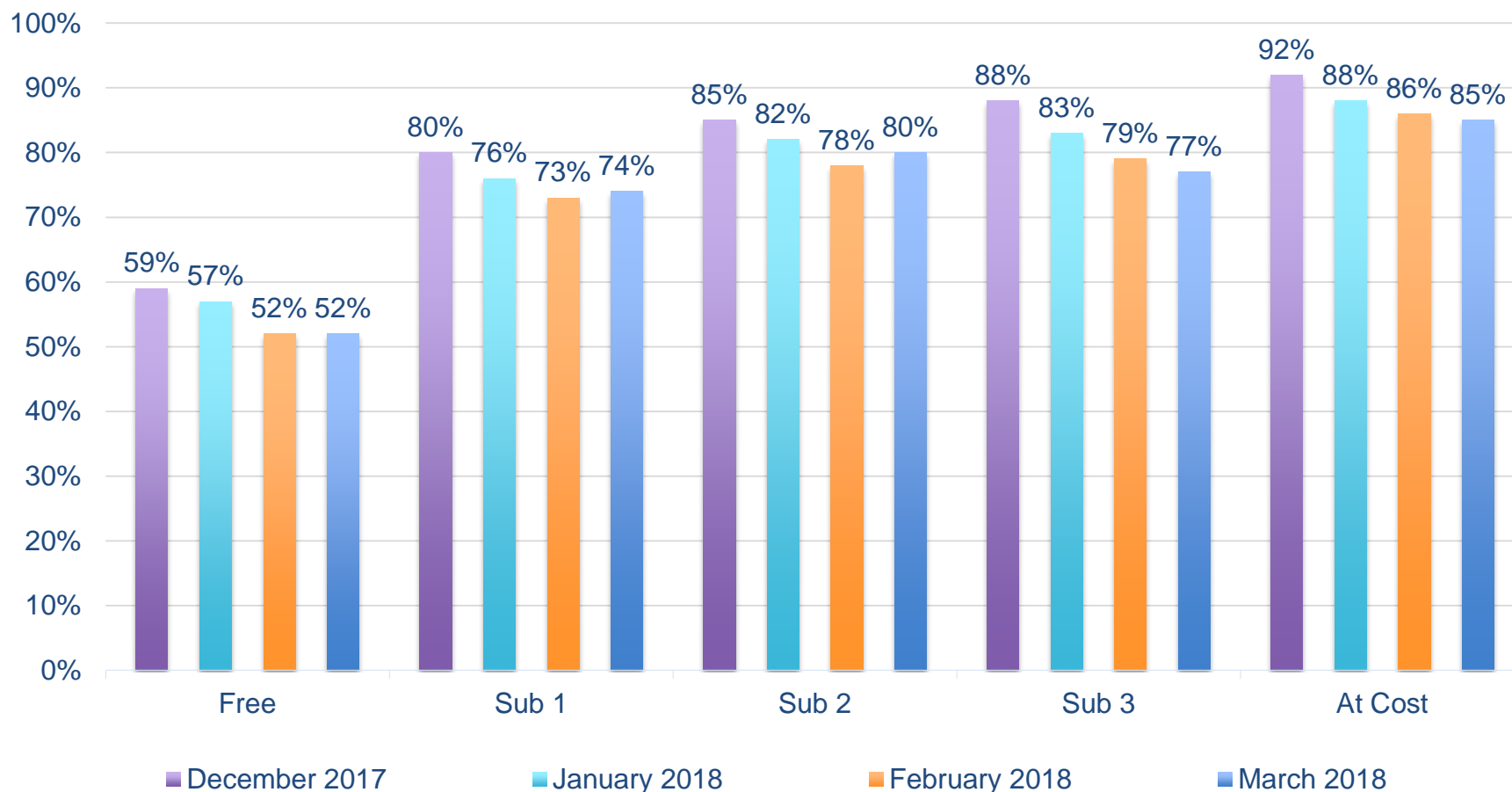
# CHIP Enrollment

CHIP Enrollment



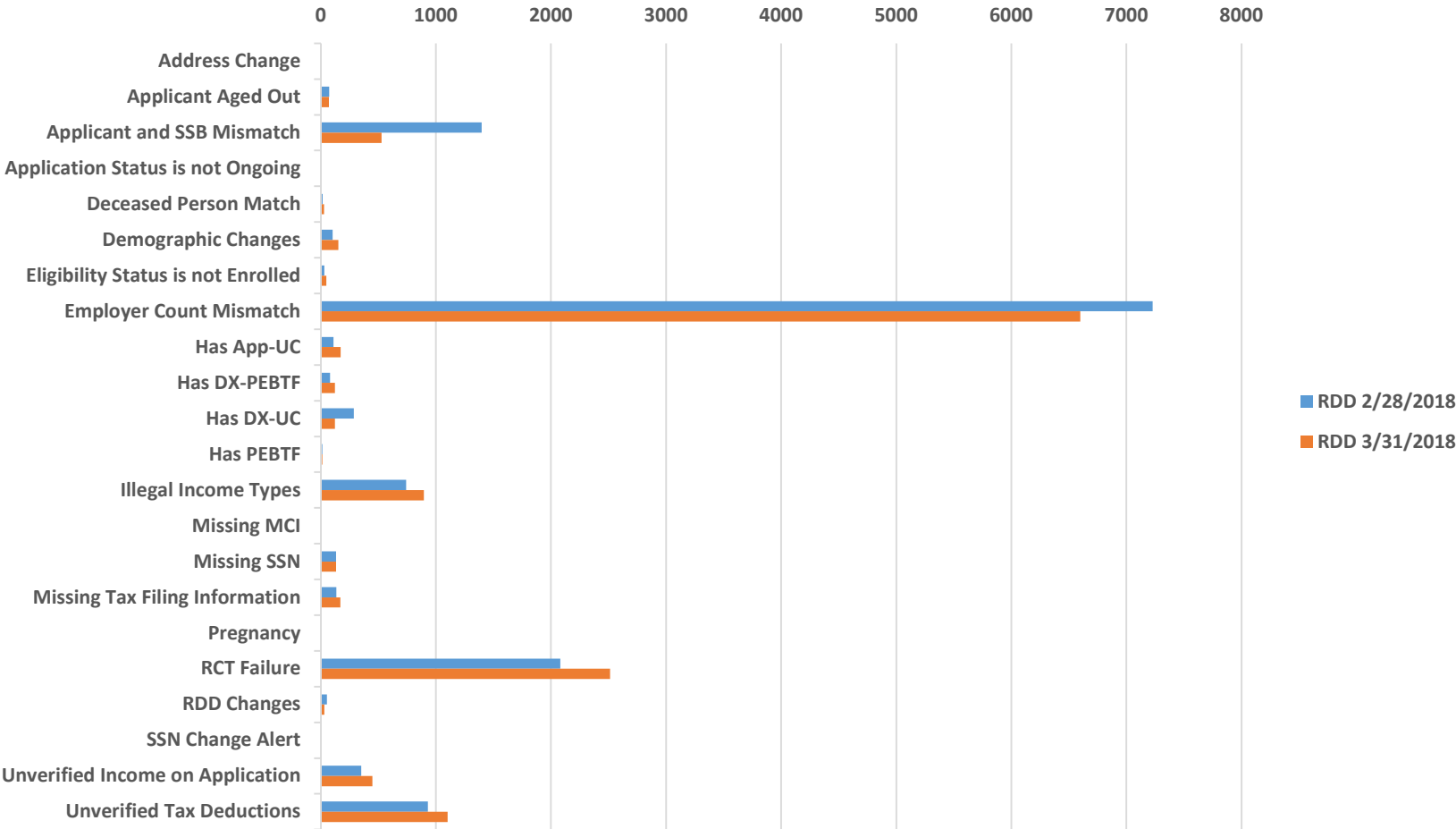
# CHIP Successful Renewals

CHIP Successful Renewals



# Ex Parte

Ex Parte Exception Reasons



# County Enrollments

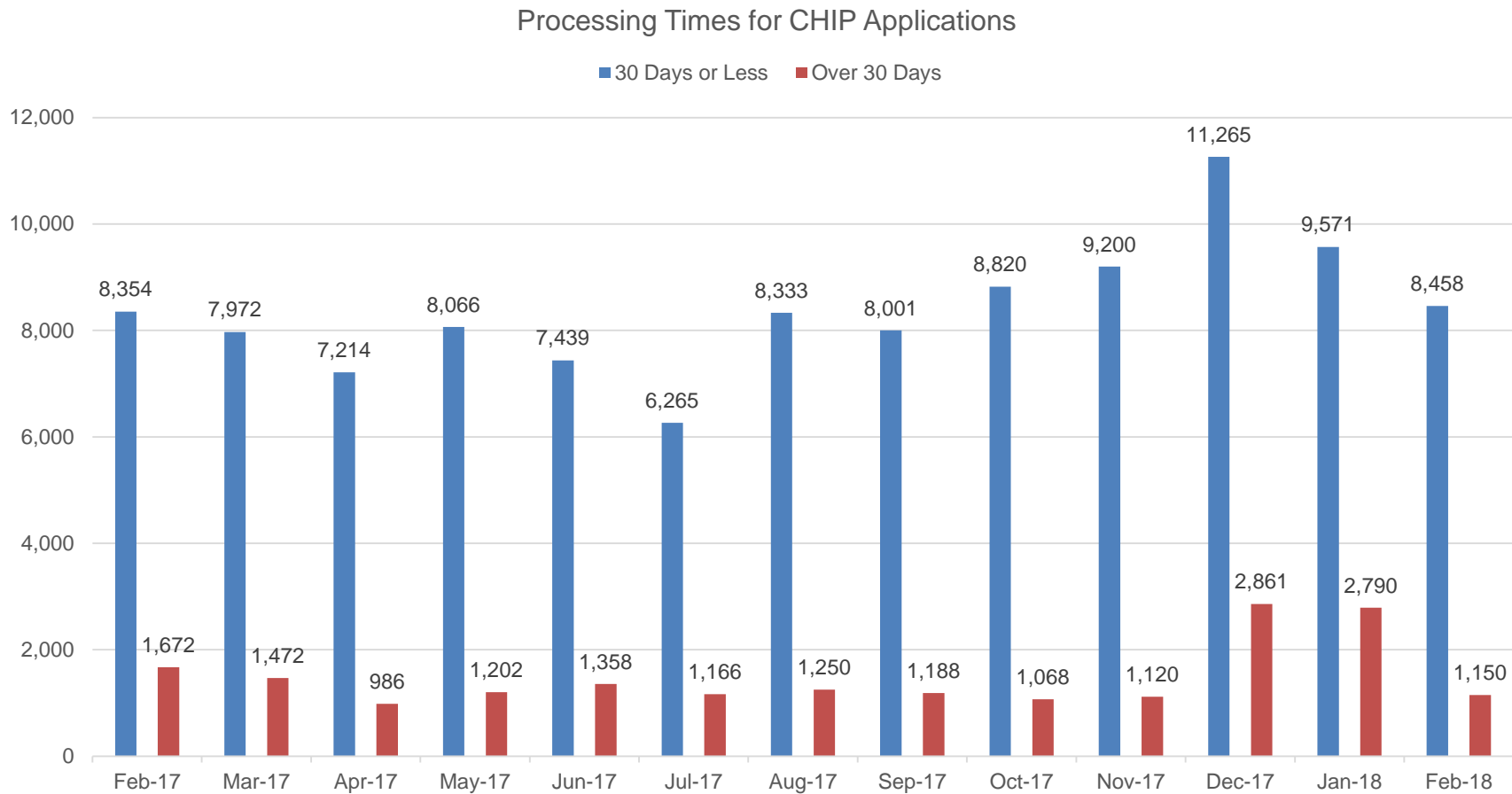
RURAL COUNTIES							
COUNTY	Mar-18	# of Children	Growth Since Mar-17	COUNTY	Mar-18	# of Children	Growth Since Mar-17
Cameron	53	15	39.5%	Butler	2,085	40	2.0%
Montour	165	45	37.5%	Wyoming	380	3	0.8%
Juniata	384	52	15.7%	Potter	177	1	0.6%
Forest	41	5	13.9%	Clearfield	1,099	6	0.5%
Snyder	665	72	12.1%	Monroe	2,469	5	0.2%
Mercer	1,254	106	9.2%	Sullivan	61	0	0.0%
Crawford	1,108	88	8.6%	Cambria	1,766	-1	-0.1%
Union	552	43	8.4%	Perry	729	-1	-0.1%
Washington	2,568	191	8.0%	Centre	1,085	-2	-0.2%
Lawrence	1,107	82	8.0%	Warren	399	-1	-0.3%
Fayette	1,920	125	7.0%	Adams	1,924	-18	-0.9%
Carbon	954	61	6.8%	Susquehanna	630	-9	-1.4%
Clarion	577	34	6.3%	Armstrong	1,018	-19	-1.8%
Huntingdon	653	38	6.2%	Venango	727	-14	-1.9%
Blair	1,953	110	6.0%	Wayne	669	-14	-2.0%
Franklin	3,200	180	6.0%	Somerset	1,127	-28	-2.4%
Fulton	337	18	5.6%	Lycoming	1,420	-56	-3.8%
Greene	413	21	5.4%	Northumberland	1,233	-64	-4.9%
Schuylkill	1,939	60	3.2%	Pike	828	-44	-5.0%
Jefferson	693	21	3.1%	Clinton	475	-26	-5.2%
Columbia	779	20	2.6%	Tioga	509	-28	-5.2%
Bedford	971	24	2.5%	Elk	356	-21	-5.6%
Indiana	981	19	2.0%	McKean	428	-30	-6.6%
Mifflin	714	9	1.3%	Bradford	764	-93	-10.9%

URBAN COUNTIES			
COUNTY	Mar-18	# of Children	Growth Since Mar-17
Cumberland	3,102	358	13.0%
Lebanon	2,587	207	8.7%
Erie	3,451	253	7.9%
Dauphin	4,109	301	7.9%
York	7,366	441	6.4%
Bucks	8,604	503	6.2%
Berks	7,467	432	6.1%
Luzerne	4,401	231	5.5%
Lehigh	7,004	343	5.1%
Montgomery	10,090	498	5.2%
Westmoreland	4,860	226	4.9%
Allegheny	13,871	561	4.2%
Delaware	8,175	293	3.7%
Philadelphia	24,707	873	3.7%
Northampton	4,308	135	3.2%
Chester	5,881	155	2.7%
Beaver	2,136	34	1.6%
Lancaster	9,976	120	1.2%
Lackawanna	2,398	-86	-3.5%

# ▶ Top Five Reasons for Negative Growth

1. Did not complete renewal information (Total: 836).
2. Found to be enrolled in Medical Assistance (Medicaid) through Monthly DPW Cross Match (Total: 471).
3. Reported income was below program income limits (Total:178).
4. Must be uninsured for three months to be eligible (Total: 178).
5. Premium was not paid (Total: 176).

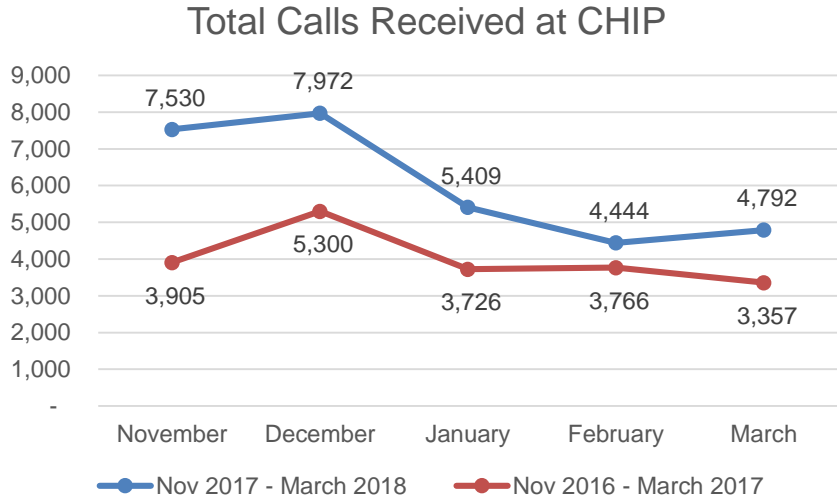
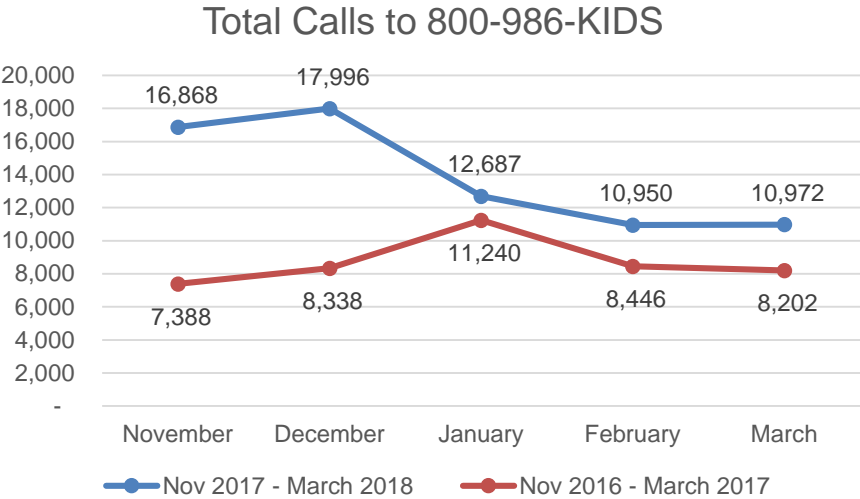
# Processing Times for CHIP Applications





# Customer Calls to the CHIP Call Center

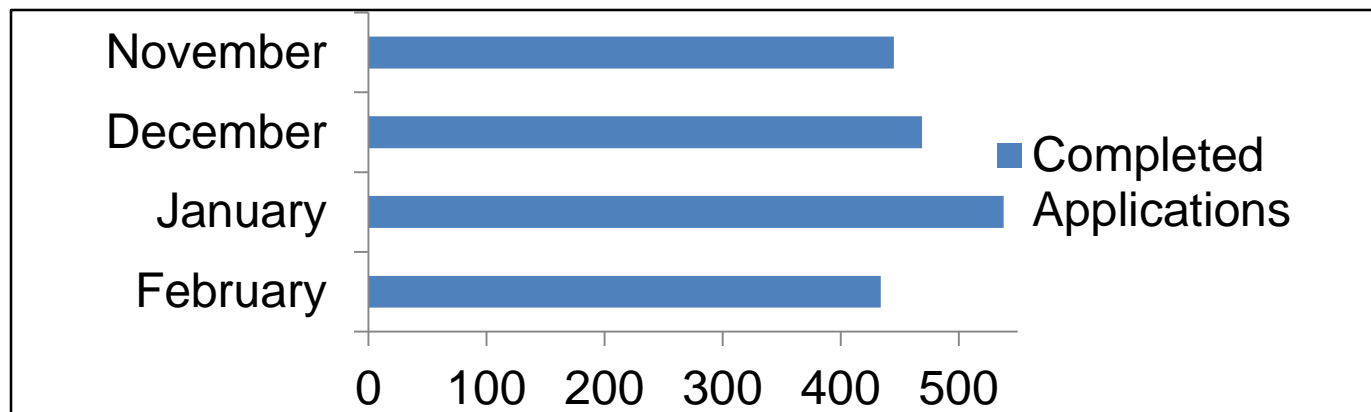
	Total calls to 800-986-KIDS	Total calls received at CHIP
November 2017	16,868	7,530
December 2017	17,996	7,972
January 2018	12,687	5,409
February 2018	10,950	4,444
March 2018	10,972	4,792



# CHIP Call Center Metrics (continued)

## Apply Over the Phone: Completed Applications

November 2017	445
December 2017	469
January 2018	538
February 2018	434



# Policy Updates

- 12/15/17: Act 58 authorized CHIP at the state level through December 31, 2019.
- 1/22/18: Continuing Appropriations Act of 2018 reauthorized CHIP for six years.
- 2/9/18: Bipartisan Budget Act of 2018 added an additional four years.
- CHIP is authorized and funded on the federal level through 9/30/27.

# Marketing Updates

## Statewide Media Campaign April – June

- TV
- Radio
- Transit
- Social & Online



# Quality Assurance Updates

- Provider Enrollment Update
  - Email blasts from Department of State sent to nine Boards on 11/7/2017.
  - CHIP staff presented at the Board of Optometry, the Board of Psychology, the State Board of Medicine, the Board of Social Works, Marriage and Family Therapists and Professional Counselors.
  - The Office of CHIP mailed 63,255 letters to non-enrolled providers.
- HEDIS Metrics for PeopleStat Meeting
- New Staff

# News Article

## Provider Enrollment Reminder



The Pennsylvania Department of Human Services (DHS) implemented the Affordable Care Act (ACA) provision requiring all CHIP network providers to be screened and enrolled with DHS. Thus far provider enrollment has been gradual at best.

Providers may have been reluctant to enroll for several reasons. Some providers have raised questions about the \$560 fee required to apply. In fact, most individual providers are not required to pay this fee. The application fee typically applies to larger facilities such as Inpatient Facilities, Extended Care Facilities and DME/Medical Suppliers. The uncertainty regarding the federal reauthorization of CHIP may have been another concern. We have good news -- CHIP has been reauthorized for the next 10 years!

**The deadline for CHIP providers to enroll with DHS was December 31, 2017. However, there is still time to enroll and continue receiving payment for services to CHIP families.**

Remember: registering as a CHIP-only provider does not mean providers must accept Medical Assistance beneficiaries.

Enrollment information and the ability to enroll electronically are available at the following website: <http://dhs.pa.gov/provider/promise/enrollmentinformation/CHIPProEnrollInfo/index.htm>.

**Providers are encouraged to enroll electronically.**

If you have any questions or issues with the enrollment process, contact the Provider Enrollment Hotline at 1-800-537-8862, select options 3, 1, 1, and finally option 4 to speak to a representative.

# COMPASS Website Enhancements

The Office of Income Maintenance (OIM) seeks to increase the usage of COMPASS desktop and mobile web channels by redesigning the user interface and enhancing the overall user experience. Initially, the focus will be on updating screen layouts, navigation features, branding, and styles through various key components:

- Homepage Redesign (COMPASS Desktop and Mobile Web) – Restructuring the COMPASS desktop and Mobile Web homepage to make it more user-friendly by enhancing the overall user interface.
- Style Updates (COMPASS Desktop Only) – Modifying fonts, styles, colors, and branding for COMPASS desktop to be consistent with the myCOMPASS PA app.
- Content Reduction/Simplification (COMPASS Desktop and Mobile Web system compatibility check) – Improving user experience by updating system compatibility check behavior and presentation of long blocks of Terms and Condition texts.
- Navigation Enhancements (COMPASS Desktop Only) – Refining navigational features for primary, secondary and external links; enhancing visualizations for select workflow progress/status.



# ▶ Advisory Board Presentation

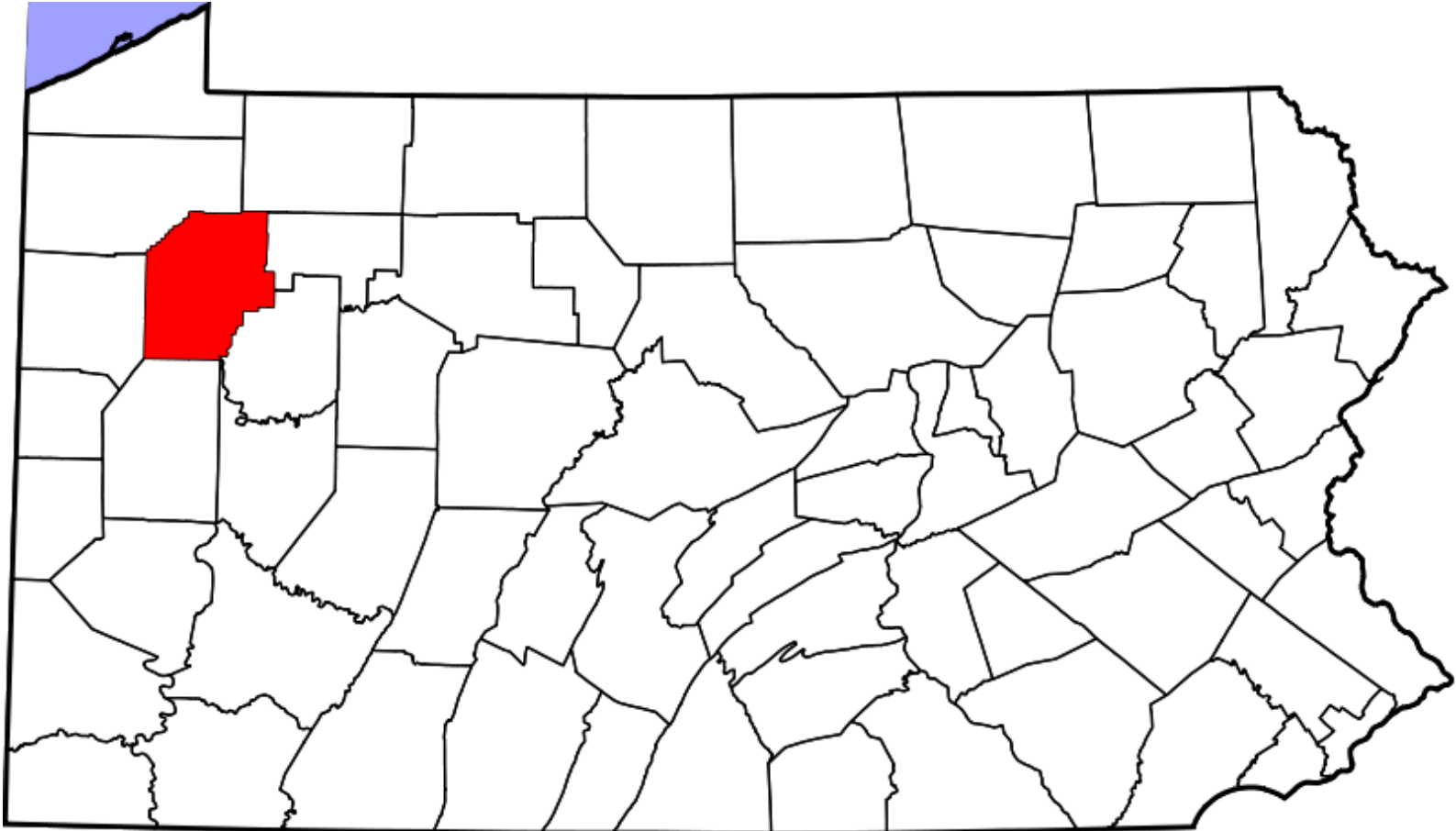




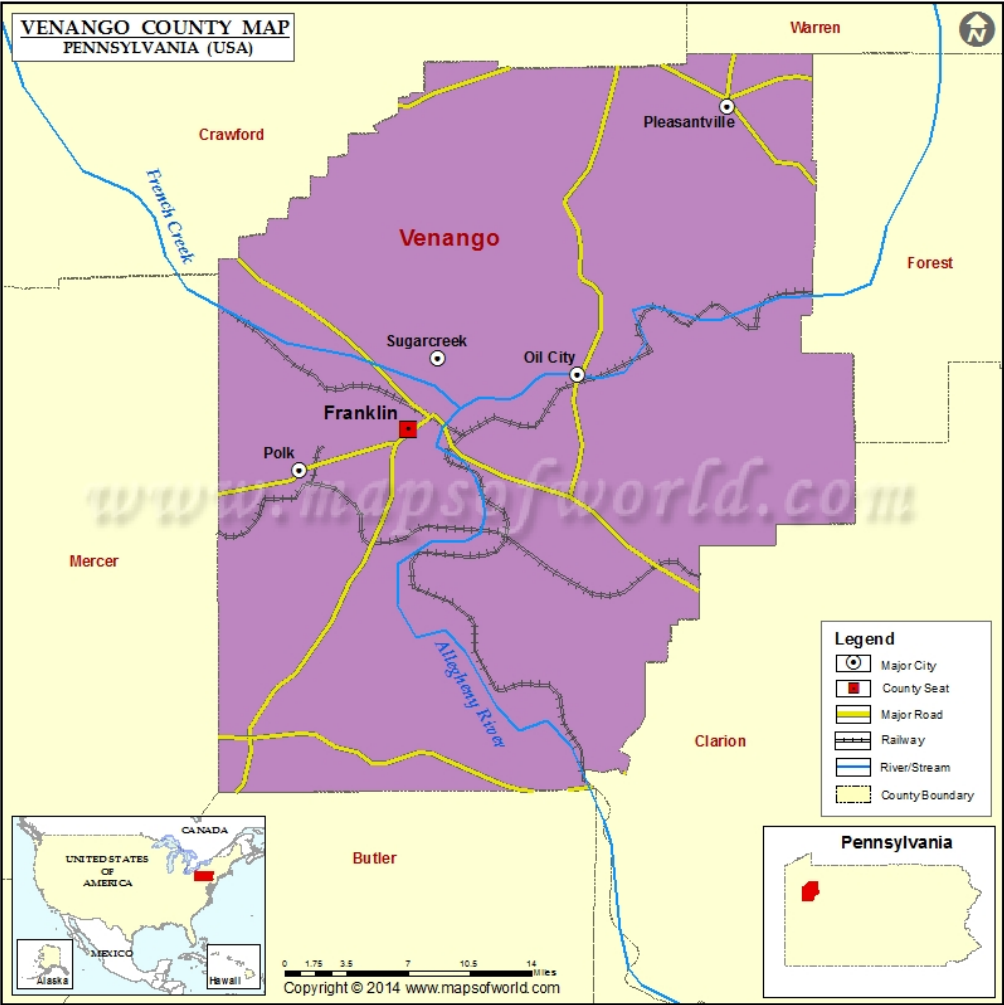
# > The Salvation Army



# Pennsylvania Counties



# Venango County



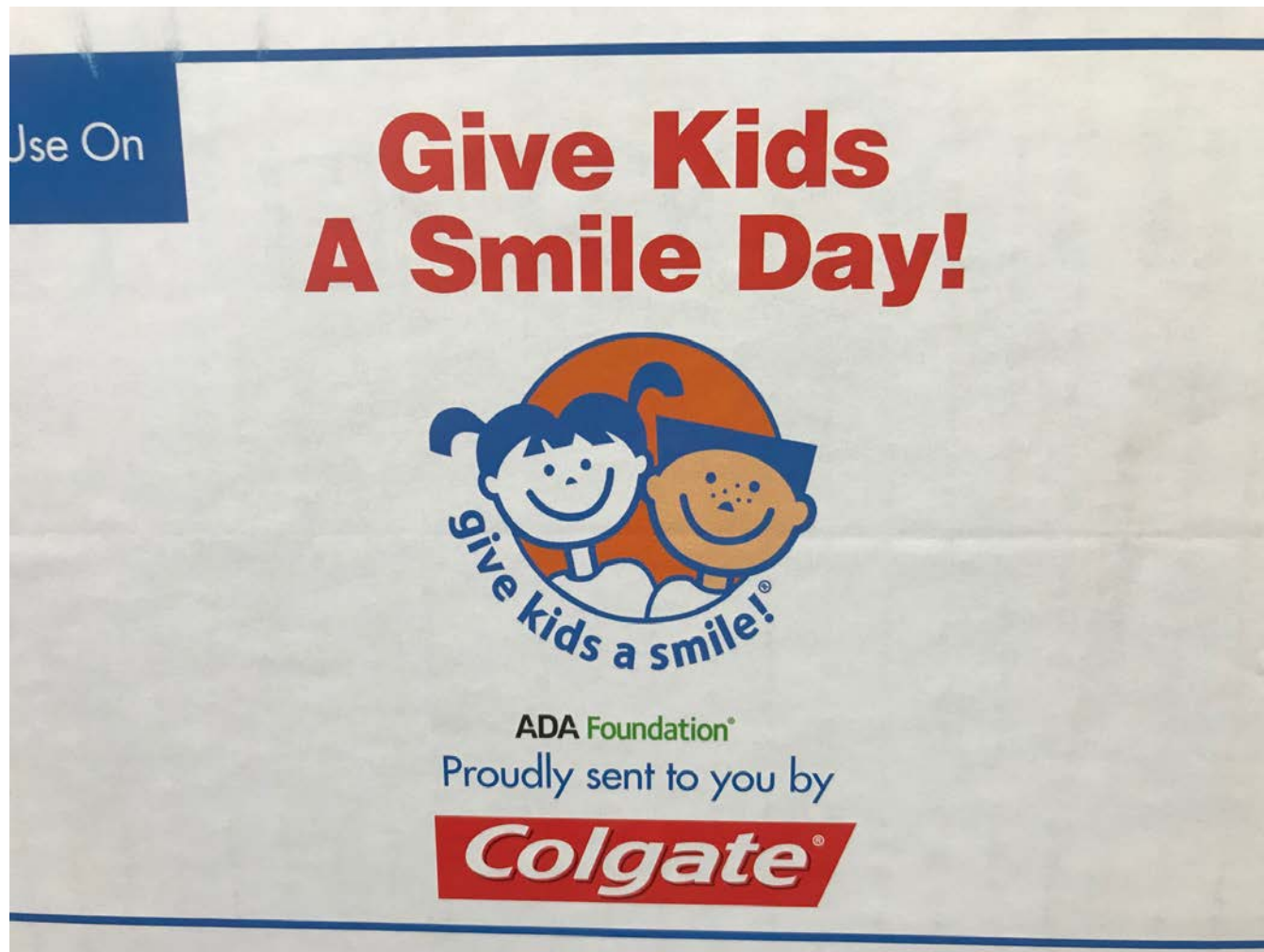
# Children and Dental Issues

- 20 percent of kids between the ages of 2 and 18 have untreated decay.
- More than 51 million school hours are lost each year due to dental problems.
- Tooth decay is five times more prevalent than asthma.
- Dental visits establish good dental habits for both the child and the parent or caregiver.

# Child Development Centers

- Head Start, Early Head Start, PA Pre-K Counts.
- Have over 1,000 children under the age of 6 in Venango County.
- The children must have insurance.
- Between 15 - 20 percent have CHIP insurance.

# ▶ Advisory Board Presentation



## ➤ Closing and Wrap Up

- Topics for discussion
- Next Advisory Council meeting will take place on Wednesday, September 12, 2018 from 10:00 a.m. –12:00 p.m.