



Local Health Department (LHD) Redetermination Plan

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Overview

In Implementing the Affordable Care Act on a local level, LHDs initiated plans to restructure several key areas. These areas include:

- Customer Accessibility
- Case Management
- Funding
- Enhanced Caseworker System Accessibility
- Enhanced Training
- Continue to Prioritize Pregnant Women and Children
- Business Process Changes

Customer Accessibility

LHDs established customer workstations including the following:

- Interview rooms
- Laptop access for applicants
- Enhanced monitoring screens for case managers to view multiple systems
- Expanded hands on assistance for applicants

Case Management

Caseworkers continue to:

- Enter cases into the Maryland Health Connection Worker Portal on behalf of applicants as well as assist them in the Consumer Portal.
- Process verifications - involves working with clients regarding documents they submit and using external systems to verify eligibility if documents are not provided by the client.
- Process overdue redets that still exist in CARES as we transition through redets for 2014.

Funding

Obtained additional funding for FY2016 to assist with increased enrollment and workload. Additional funding supported the following:

- Additional staff
- Overtime
- Administrative costs: office space, furniture, and equipment purchases

Enhanced Caseworker System Accessibility

- Interim Database (IDB)
- Filenet/Enterprise Content Management System (ECMS)
- Expanded available user roles
- Established online escalation for policy clarification requests

Prioritize Pregnant Women and Children

LHDs continue to make pregnant women and children a high priority.

Business Process Changes

The Policy Team is developing new performance measures related to business process changes.

- Each of the LHDs have developed an SOP and defined the workflow for processing applications.
 - "If you've seen one LHD – you seen one LHD."
- Developed great working partnerships with navigators, certified application counselors, and community advocates.
- Revisiting workflows due to a reduction in Connector Entity (CE) funds.