

2013 Program Report Card: Office of the Healthcare Advocate

Quality of Life Result: All Connecticut residents in the DCF Voluntary Services program will utilize their commercial insurance for medically necessary services

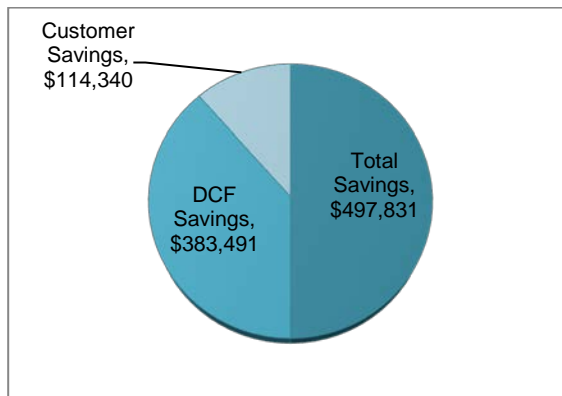
Contribution to the Result: Provide education, counseling, direct intervention through appeals on the proper use of commercial insurance before accessing DCF/HUSKY insurance.

Program Expenditures	State Funding	Federal Funding	Other Funding	Total Funding
Actual FY 12	\$0	\$		\$0
Estimated FY 13	\$ 101,400.00	\$		\$ 101,400.00

Partners: Consumers of Connecticut, DCF, DSS, health care providers, health insurance companies.

How Much Did We Do?

Amount of State and Customer Savings

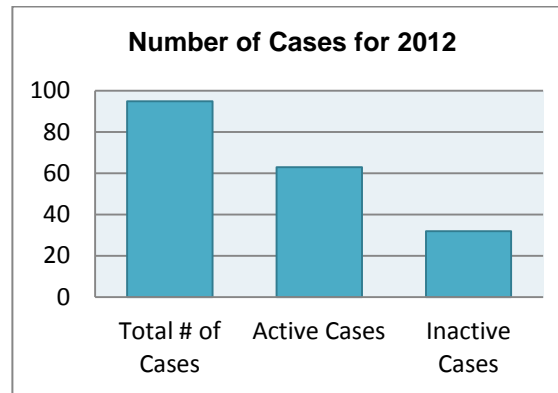


Story behind the baseline: This special project officially began in **September 2012** with one position. The trend for savings to the State as well as consumers is anticipated to increase over the next year. Sixteen of the cases have been submitted for appeal and results are pending.

Trend: ▲

How Well Did We Do It?

Number of cases referred by DCF to OHA

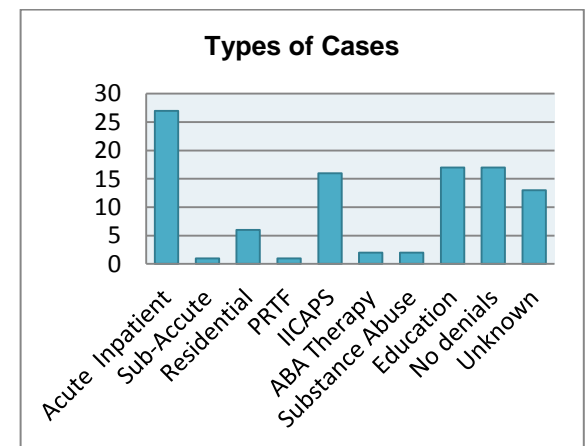


Story behind the baseline: Trend: OHA is receiving DCF Voluntary Services referrals from all DCF regional offices and not all result in appeals of denials. Some cases are education/counseling and are reflected as inactive cases, though OHA has provided those education/counseling services. The trend for the number of all cases is anticipated to increase over the next year and we continue to refine the details of the special project.

Trend: ▲

How Well Did We Do It?

Case denials by type of case



Story behind the baseline: It is anticipated that the types of cases being referred by DCF Voluntary Services will increase and expand in category as this project continues, as OHA and DCF continue to educate customers and denials of coverage in private plans continues. OHA also anticipates an increase in cases once the Health Insurance Exchange plans begin enrolling individuals and offering mental health and substance use services.

Trend: ▲

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Is Anyone Better Off?

Continued education of customers, State agencies, hospitals, providers, etc. on use and coordination of insurance benefits will ensure continuity of care for children in DCF Voluntary Services

OHA and DCF trained all DCF staff of the Voluntary Services units (n=120), approximately, representing over 100 people, about this special project, new policies, rights and responsibilities about insurance. OHA has also trained hospitals and community based and private providers about the project and the need to exhaust private coverage prior to the use of state assistance. OHA will continue to educate other State agencies, hospitals, providers and insurance companies about its efforts with DCF. Through OHA's appeal efforts, several children have received continuity of care and the treatment recommended by their clinicians that would have otherwise not occurred. It is anticipated that the number of consumers, State agencies, insurers, hospitals, etc. will increase as this project continues.

Trend: ▲

Is Anyone Better Off?

The State is better off as OHA's efforts have saved DCF nearly \$400,000 thus far, with sixteen appeals pending that will increase the savings total by a substantial amount. OHA has already recovered the costs of the position nearly four times over.

Trend: ▲

Proposed Actions to Turn the Curve

Action 1: Continue to work with and educate DCF VS units about this project. Continue to appeal denials of coverage to private insurers/employers.

Action 2: Continue to educate insurers, hospitals, providers, consumers about OHA and this project.

Data Development Agenda:

1. OHA will continue to collect data about the number of cases, types of cases, savings to the State and consumers on this project.
2. OHA will use the results of this work to support its advocacy to improve mental health and substance use services access for children and adolescents of the state.