

Meeting Summary
Tuesday December 3, 2002
Chair: Irene Jay Liu

Mission Statement

Irene Jay Liu reviewed the subcommittee mission statement, which is:

The Consumer Access Subcommittee will work to improve consumer access to health care. The Subcommittee will elicit consumer input and gather information, identify barriers to care, consider remedies and make recommendations to the Medicaid Managed Care Council.

HUSKY Renewal Process

- Regina Radikas (CHC) described the automated tracking system being used in the 3 pilot Covering Kids sites in which outreach to families 1-2 months before the end of the HUSKY A enrollment period is done. The process is costly and labor intensive. Some families do not re-enroll because of income changes or cannot be reached because of address change. Ms. Radikas will provide information on the percentage of HUSKY members re-enrolled in these 3 sites at the January meeting. **The quarterly RWJ Covering Kids meeting is scheduled for January 30, 2003 at CHA from 8:45-12. The focus of the meeting will be on HUSKY and Immigration.**
- William Diamond (ACS) noted that HUSKY net enrollment increased by 11% from 1998-2001; enrollment increased by 11.6% in FY02. Both HUSKY A & B now use the pre-printed renewal application that includes information from the previous application, requesting the member to update the information and sign for the HUSKY health insurance renewal.
- David Dearborn (DSS) suggested that Rose Ciarcia (DSS) could be invited to a future meeting to provide an update on the RWJ grant "Supporting Families after Welfare".

Irene Liu discussed the confusion, on the local level, regarding HUSKY renewal:

- Member's reported income changes to regional DSS offices may lead to the loss of HUSKY A during the children's 12 month continuous eligibility, adult 6 month guaranteed eligibility period.
- Renewal requirements: some families are still being asked for pay stubs, information about assets, or evidence of legal divorce.

A managed care plan noted that they are more apt to know a member's address change but cannot inform DSS or ACS of this change; the member must do this. At the renewal time, the renewal notice may not reach the HUSKY A member because DSS does know of the address change.

David Dearborn suggested a HUSKY renewal Q&A information piece that incorporates State program policy be developed by a regional work group in New Haven and piloted in that area, as part of an effort to ensure the uniformity of information available to HUSKY members.

Retrospective HUSKY Reimbursement Process

Newly enrolled HUSKY A members are eligible for 3-month retroactive health care coverage through Medicaid fee-for-service (FFS). The HUSKY application includes a question about outstanding medical bills, but it is unclear what happens with that information. Ms. Liu stated that the New Haven DSS office is very good about following up on FFS payments when they know about this; however the local outreach group, SHOUT, has found that a small percentage of HUSKY members may be billed for these services, and actually taken to court by the institution for payment of bills that are, by policy, paid through FFS.

The health plan noted that the health facility might bill their member for health services while enrolled in HUSKY if the member did not present evidence of membership in the HUSKY plan. If the member informs the MCO, the MCO then must notify the institution that the member is in good standing with the MCO and the bill must be sent to the MCO for payment. (*Health practitioners can verify HUSKY A eligibility through the 24/7DSS AVES system, which would avoid wrongful billing to the HUSKY member and delayed service payment to the practitioner*).

The subcommittee chair will send a memo to David Dearborn, as the DSS contact person, requesting clarification of the issues raised today that include:

- Clarification of the State program policy on sharing HUSKY member address changes in order to facilitate communication with the HUSKY member: who can share address changes & with whom.
- Clarify program policy regarding the HUSKY renewal process, defining what the member must do to renew their HUSKY A or B coverage and what documentation is required.
- What happens with the application information regarding outstanding medical bills? What should the HUSKY A member do when they receive a bill from an institution. How is the institution informed when a member is eligible for 3-month retroactive Medicaid FFS coverage; what is their responsibility in obtaining payment from the State?

Other

Irene Liu suggested future administrative cost effective enrollment processes that include: web-based enrollment process with the enrollee “signature” used by certified community-based entities and a MCO pilot of a payroll deduction or pay-by-phone process for HUSKY B premiums, which would reduce the 3-month plan lock-out for members that do not pay the premiums on time. The DSS will connect Ms. Liu with the department’s MIS system staff to look at these options that would reduce administrative costs for DSS and the MCOs and keep members insured.

Budgetary constraints will continue to impact the HUSKY program as enrollment continues to grow. The subcommittee chair is interested in local-level problem solving with resource assistance from DSS to ensure children receive and/or maintain health coverage. The Chair

recognizes that State agency staff may need to abstain from approving some subcommittee recommendations; however the more local problem resolution approach will be the primary focus of the subcommittee.

Subcommittee participation needs to include consumers, providers and practitioners as well as State agency staff: Suggestions for expanding the SC email list are welcomed (contact staff at mariette.mccourt@po.state.ct.us). Suggestions for Subcommittee agenda items should be sent to Irene Jay Liu at Irene@studenthealthoutreach.org.

The subcommittee will meet in January, on Wednesday January 15, 2003, at 10 AM in the LOB. Consideration of meeting sites outside the LOB during the legislative session will be discussed in January.