

Connecticut  
Medicaid Managed Care Council  
Consumer Access Subcommittee  
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## Meeting Summary: March 12, 2003

Chair: Irene Jay Liu

*(Next meeting: Wednesday April 16, 10 AM)*

### Updates

## **Covering Kids: RWJ/Children's Health Council**

Regina Radikas reported the following:

- The four-year Covering Kids grant continues to December 2005. The CHC now has state funding to June 30, 2003. The RWJ grant is contingent on State financial participation. The CHC will need to look for another "home" in order to have the grant continue beyond 6/30/03 if no further state funding is available to the CHC. The outreach pilots continue for East of the River, Stamford and Bridgeport as well as the Hartford project funded by the Hartford Foundation for Public Giving.
- The Quarterly Covering Kids meeting will be held April 15, 9-12 noon at CHA in Wallingford. The agenda will include DSS representatives on current and proposed HUSKY changes, CT Legal services Perspective on the changes, best practices in helping families understand the changes. Contact Ms Radikas at (860) 548-0661 for information.

### **ACS, Enrollment Broker**

William Diamond stated that there has been a slight increase in the call volume but expects it to increase as:

- HUSKY A adults received letters mailed 3/11 about the HUSKY A adult elimination (100-150%) which is effective April 1. Adults who believe they may remain eligible for HUSKY or other Medicaid coverage should contact their caseworker at the DSS regional office.
- The families of 7000 children received letters, mailed 3/17, related to the elimination of the 12-month continuous eligibility for children, effective 3/31/03. Families should call the

1-877-CTHUSKY for information & to re-apply for HUSKY. Both of these changes were mandated in PA 03-2.

## **DSS Update**

### **HUSKY Address Change (See January meeting for further information)**

Ellen Tracey (DSS) reviewed the issues regarding address changes reported to MCOs by the client & then being entered into the DSS system. While there are no privacy or policy reasons that the MCOs cannot share client address changes reported to the MCO, the loss of regional DSS resources (staff and office closures) limits the capacity of these offices to enter the changes into the database in addition to their other responsibilities. Ellen Tracey will write a proposal for the address change entry to be done in the central office for DSS administrative consideration. Perhaps Public Health graduate students could provide support for this in a practicum placement. The DSS will provide follow-up on this at the next meeting.

### **Impact of Staffing Losses**

- There is starting to be a backlog of pending applications at the regional level because of staffing reductions from lay offs and regional office consolidations.
  - If a renewal is processed within 60 days from when the client lost eligibility, then the enrollment is reinstated back 60 days.
  - Renewal processing delays beyond 60 days may interrupt continuity of care in that if eligibility is reinstated beyond 60 days, enrollment in MC will occur in the ongoing month. While the client has Medicaid eligibility, they would not immediately be enrolled in MC and it is possible their provider may only participate in MC, not straight Medicaid.
- The central DSS Presumptive Eligibility (PE) unit has been disbanded and another unit has taken over processing the PE applications.
- Early retirements will further deplete the DSS human resources beginning in April. For example, the experienced administrative staff in the MIS Division will be retiring. These personnel losses come at a time when major changes in the program will result in large numbers of HUSKY members' eligibility being discontinued and client re-application.

### **Discussion highlights**

- Need to be sure the provider community is aware of the HUSKY changes in PA 03-2 through lobbyists to professional academies.(see memo sent out).
- Clients in the middle of treatment may lose eligibility.
  - MCO role: The Health Net representative suggested the plan could match the disenrollment file from DSS with the MCO's medical file to identify and prioritize

recent prior authorizations for complex elective procedures, targeting these members & their providers first in alerting them to the discontinuance and the importance of contacting their regional DSS caseworker (adults) or 1-877-CTHUSKY line (children).

*Addendum: March 25, 2003:*

- The Department is currently re-evaluating these clients' eligibility and if they are still found ineligible the DSS is referring them to infoline (211) to find a clinic closest to them for services that would have a sliding fee scale for those who are uninsured.
- According Irene Liu, & the Ct Health Policy Notes, SHOUT, Student Health Outreach, now has a toll-free line for HUSKY consumers who are concerned that they may be losing coverage. SHOUT is an independent, student-run organization based in New Haven that helps consumers apply for any public programs, access care once enrolled, and helps the uninsured find resources for care. Consumers with questions can call **1-877-24-SHOUT (1-877-247-4688)** to connect with a worker who will help in identifying resources, accessing care, filing an appeal, applications for free bed funds, linkage with legal resources, advocacy, etc.

The next subcommittee meeting is scheduled for **Wednesday April 16 at 10 AM** rather than April 9<sup>th</sup>, as there is a DSS/MCO meeting on that date.