

Connecticut
Medicaid Managed Care Council
Consumer Access Subcommittee
Legislative Office Building Room 3000, Hartford CT 06106
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www.cga.state.ct.us/ph/medicaid

Meeting Summary: September 22, 2004

Co-Chairs: Irene J. Liu Christine Bianchi

(Next meeting November 17, 10:30 AM in LOB RM 3800)

On-Line Application Meeting Update

The Commissioner of Social Services, DSS staff, Sen. Harp, Co-Chairs of the CA SC met August 5, 2004 to discuss the possibilities of using on-line applications in Ct. The DSS will review other states' initiatives and meet again Thursday November 4.

Address Change Pilots

- The DSS central staff met with CHNCT September 30 to review their procedures for reminding their members to submit their address changes to their DSS case worker. Startup date anticipated in October.
- Irene Liu communicated with Ronald Roberts of the NH Regional office; he indicated interest in taking the lead in dedicating a staff person in the office to enter the address changes. The process will provide the office with needed information about TANF/FS.
- Waterbury, Middletown offices will also address this issue; expect to share CHNCT procedures with the 3 regional offices.
- CTHUSKY infoline noted that 184 address changes were reported to them between April-June 2004.
- ACS can make changes in the HUSKY B system only; HUSKY A address changes are sent to the regional offices.
- Future calls to Infoline and ACS will provide a measure of impact of these initiatives.

Program Review Hearing

The legislative Program Review & Investigation Committee will be holding hearings throughout the state on Medicaid eligibility determination process beginning Sept 15-September 29, 2004. The September 23 Briefing Report can be found on line.
at <http://cgalites/pri/year2004studies.htm>

Transportation Information

The health plans were asked to describe their available "medically necessary" livery services and process for procuring these services. Each MCO noted that the primary care office should call the transportation vendor for the member's health plan to request non-public transportation,

based on the medical circumstances of the patient.

The MCOs were requested to provide information on how they inform members of the procedures for transportation requests, identify the procedures for this. This information will be added to the transportation matrix, put on the Council web site, emailed to representatives of providers.

Other

Irene Liu stated there are reports of new HUSKY members' difficulties in securing medical appointments, especially specialty services. The MCOs noted:

- The managed care organization does assist members in obtaining medical appointments through their consumer Services.
- The MCOs monitor timeliness of appointments through quality assurance practice site reviews. The subcommittee/Medicaid Council can pose questions about the adequacy of specialty services through DSS.