

Connecticut
Medicaid Managed Care Council
Consumer Access Subcommittee
Legislative Office Building Room 3000, Hartford CT 06106
(860) 240-0321 Info Line (860) 240-8329 FAX (860) 240-0023
www.cga.ct.gov/ph/medicaid

Meeting Summary: June 22, 2005

Co-Chairs: Irene Liu & Christine Bianchi

(Next meeting: Wednesday July 13, 10:30 Am at LOB RM 3800 – note change in meeting site)

CHNCT/DSS Address Change Pilot

The address change pilot with CHNCT & DSS has been underway since the beginning of June. Summary of the pilot:

- CHNCT member calls the MCO with their address change and CHNCT will identify the member's regional caseworker and email the member's new address to that worker,
- CHNCT will review their monthly EMS files, which DSS sends to each plan, identify those addresses changes (sent to regional offices over the prior 3 weeks) that are not in the EMS, and refer these to Mr. Loveland's office for review, follow-up with regional offices and identification of local barriers to adding the changes into the system.

The pilot outcomes, essentially the percentage of address changes that get into the system through the RA email process, will be evaluated in several months. Irene Liu, Co-Chair, requested to participate in the evaluation process.

HUSKY Online Applications

Online application funding was not included in the biennial budget. Non-agency SC participants identified this as a top priority Subcommittee issue.

Action Steps:

- Subcommittee co-chairs will prepare a letter to the to MMCC Chair, appropriate legislative committee co-chairs and DSS, outlining the utility of funding a "consultant" to evaluate the steps CT needs to undertake to begin an online application process and cost estimates.
- Convene an agency/MMCC chair meeting to review state/external foundation funding for the consultant position and timelines for a product.

HUSKY Changes

Given the legislative changes in the HUSKY programs, two issues were discussed, with action steps:

- Consensus by non-agency SC participants that a 2nd key SC priority is the completion of the revision of the applications. This process was begun 2 years ago under the RWJ grant.

Action step: CA SC will follow-up with DSS on revitalizing this initiative.

- Lisa Sementilli, Christine Bianchi and S. McGuire (CCPA) will identify key HUSKY provider/member communication issues related to the program changes.

Telephone Survey: reasons for HUSKY A plan changes (*click on draft survey questions*)

below)

DSS & ACS (HUSKY enrollment broker) will start a voluntary telephone survey of members that call to change HUSKY A health plans. The purpose of the survey is to obtain more details of plan change reasons, which will inform the agency on the impact of HUSKY A plan lock-in and member exceptions to the plan lock-in.

Subcommittee participants were asked to respond with comments on the survey questions to Patricia O'Hagan (DSS) by 5 PM Friday June 24th (draft was emailed to SC list on 6/23). Comments could be incorporated into the field test of the survey during the last week of June.

The Consumer Access Subcommittee will meet Wednesday July 13 at 10:30 AM. The meeting site has been changed from ACS to LOB RM 3800.