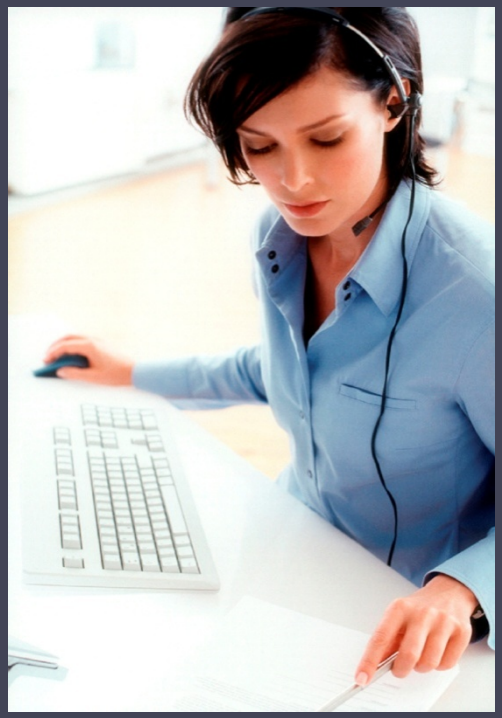
HUSKY Infoline (HIL)
1-877-CT HUSKY



Presentation to Medicaid Managed Care Council
March 2010

2-1-1 United Way

PRESENTATION OVERVIEW

- HUSKY Infoline Services
- Access to Care Report
- HUSKY Retention
- Case Examples
- HIL Funding Reduction Outlook
- Questions and Comments

WHO WE ARE

1-877-CT HUSKY – options 1 and 3

HUSKY Infoline (HIL):

- Is a specialized unit of the United Way of Connecticut/2-1-1 system
- Provides knowledgeable, multilingual staff ready to advocate for access to health care and answer questions on HUSKY
- Has served over 1.2 million Connecticut residents since 1998

WHAT WE DO

- Information and Assistance
- Care Coordination
- Eligibility and Enrollment Issues
- Training
- Reporting

WHAT WE DO
SPECIAL PROJECTS FOR DSS

- Managed Care Transition (40,000 calls)
- Pharmacy and Dental Carve-Outs (1,000)
- CONNECT card and address change request daily report for HUSKY and SAGA members (11,000)
- Traditional Medicaid Member Service Call Center (3,500)
- Citizenship Documentation Outreach (4,000)

HOW DID PEOPLE KNOW TO CALL?

Top five (5) 'How Heard' categories from callers in FY 2009:

1. Used HUSKY Infoline before (19,022)
2. Word of mouth (9,386)
3. Do not recall (6,391)
4. Department of Social Services (5,110)
5. General 2-1-1 (3,886)

Number of Case Issues*:

	FY 08	FY 09	% Change
Information and Assistance	23,356	36,571	+57%
Care Coordination (HUSKY A)	26,053	24,075	-8%
Care Coordination (HUSKY B)	2,302	2,987	+30%
Eligibility and Enrollment	1,389	2,567	+86%
Total	**53,100**	**66,200**	**+25%**

*** Case issues may require more than one call to resolve. In FY '09, HIL handled a total of 105,439 inbound and outbound calls.**

Access to Care

Healthcare Service	Number of Cases		Help finding a provider		Access Problems*	
	2008	**2009**	**2008**	**2009**	**2008**	**2009**
Dental**	1,777	2,502	95%	95%	5%	5%
Pharmacy**	1,621	725	15%	22%	85%	78%
Primary Care Provider	1,130	2,005	97%	95%	3%	5%
Mental Health	367	588	95%	95%	5%	5%
Specialty	786	1,389	94%	93%	6%	7%
Vision	473	974	97%	95%	3%	5%
Total	**6,154**	**8,183**				

* Access problems include service denials, appointment scheduling assistance, help with the appeal process, prior authorization, and incorrect secondary insurance on file.

** Since the carve-outs, access problems in both dental and pharmacy cases have dramatically decreased. In 2007, the access problems for dental were 11% and for pharmacy, they were 89%.

TREND: RETENTION OF HUSKY MEMBERS

Response by HIL to Medicaid Managed Care Council

Connecticut Voices for Children reported at the September 2009 Covering Connecticut's Kids and Families meeting that:

- 32,048 individuals newly enrolled in HUSKY between January and June 2006
- **26%** (8,355) of those enrollees lost coverage within 11 months
- And **18%** (1,537) of those who were discontinued re-enrolled in the program **in less than 6 months**

HUSKY INFOLINE CALLS RELATED TO LOST COVERAGE

	FY 2008	FY 2009
# of families who contacted HIL after their coverage was terminated	593	1206
% change		+103%

Many of the HUSKY terminations are related to failure to complete the annual renewal application

	FY 2008	FY 2009
# of families who contacted HIL after HUSKY was terminated for failure to complete renewal app	189	454
% change		+140%

WHAT IS DRIVING THE RETENTION PROBLEM?

1) Families do not complete the renewal application
   - They do not understand the requirement
   - They do not receive the renewal due to an address change

2) DSS offices are struggling with the increasing volume of work; DSS recently reported an 18 % increase in enrollment for entitlement programs

Where do we go from here?

1) The United Way of CT is exploring the following options with DSS:
   - Finding ways to enhance the process for submitting changes for address and income
   - Assessing the feasibility of making reminder phone calls to HUSKY families who do not complete renewal applications

2) Exploring best practices from other states

Case Examples

- Access to Care example
- Lost Coverage example

HIL Funding Reduction Outlook:

The Governor's recommended budget reduction for FY 2011 suspends funding for HUSKY Infoline as of July 1, 2010 ($671,129). In addition, the March deficit mitigation proposal would cut funding in the remainder of FY 2010 ($176,613). Elimination will result in:

- Decrease in families' ability to access healthcare coverage and services for their children, potentially resulting in less access to preventive care and more Emergency Department utilization
- Decrease in families' ability to receive care coordination services when access to care is a problem
- Longer interruption of medical benefits for families
- Increased burden and call volume for DSS regional staff related to status of applications, renewals and general eligibility questions

HUSKY Infoline

1-877-CT-HUSKY

Questions?

A specialized program of the United Way of Connecticut/2-1-1
Funded by the Department of Social Services