

Medical Assistance Eligibility Performance Standards Forum

February 27, 2012



- I. Hello and Welcome
 - Introductions
 - Arpeggio Health Overview
 - Goals for the Performance Standards Forum
- II. Affordable Care Act Information
- III. Presentation of Key Informant Interview Topics and Themes
 - Performance Standards
 - Site Barriers to Implementation
 - Promising Practices
- IV. Open Discussion and Idea Sharing
- V. Performance Standards Agreement
 - Potential Agreement Categories
- VI. Agreement Process and Timeline
- VII. Next Steps

- Introductions
- ArpeggioHealth overview
- “What will I get out of today’s forum?”

- Relevance to current project
- To read more about the Affordable Care Act (ACA) please see the article from the Robert Wood Johnson Foundation, “Using Data to Drive State Improvement in Enrollment and Retention Performances” <http://www.maxenroll.org>

- Supports monitoring, assessment and planning
 - Monitoring: Are we improving?
 - Assessment: What did that procedural change accomplish?
 - Planning: What do we expect to result from a future policy or procedural change?
- Addresses future federal (ACA) requirements
 - ACA calls for eventual reporting on performance measures linked to coverage

- Monitoring progress
 - Update continually to form a real-time trend
 - Use historical data to extend trend back
- Identifying major coverage shifts
 - Explore source(s) (e.g., outreach? simplification?)
- Analyzing trends for key subgroups
 - Eligibility groups (e.g., new groups under ACA)
 - Region (e.g., county, local DSS)

- ACA implementation will require careful monitoring
 - Outreach and enrollment
 - Retention
 - Transition
- Ongoing efforts to improve systems will be vital
 - Must *prioritize* measurement (data linkages and coding)
 - Will take time; phase-in measures if necessary

- Performance Standards
 - Many sites already incorporate performance measures (beyond the basic state requirements) into their regular work processes
 - Many sites have some quality assurance processes in place to track the performance measures
 - Most sites reported having a distinct internal tracking system, as they do not rely solely on CBMS for tracking performance; no enterprise-wide solution was reported that incorporates industry best practices
 - Having technology systems that act as checks and balances to site data being collected are important, but few reliable external sources with real time data currently exist
 - Internal operations can serve as checks and balances

- Sites' Barriers to Implementation
 - Other sites can create barriers to timely application processing
 - Sites struggle with internal staffing and processing procedures that have not caught up with demand
 - Redeterminations have distinct issues regarding timely processing
 - Some arrangements meant to improve timeliness have unintended negative consequences
- Promising Practices
 - Targeted staffing arrangements can improve timeliness
 - Business processes that incorporate tracking mechanisms and a proactive approach can improve timeliness

- What are promising practices for application processing timeliness?
- What is working for some sites but not others?
- How can sites collaborate statewide?
- Which standards or practices may be more challenging to implement for smaller sites? Larger sites?
- What are some practices at your sites from which others can learn?

Potential Agreement Categories

1. Meetings
2. Communication
3. Reports/Reporting
4. Training
5. Application Processing & Eligibility Determination (timeliness)
6. Redeterminations and Renewals
7. CHP+ Additional Processing
8. Case Maintenance
9. Appeals, Grievances and Dispute Resolutions
10. Audits
11. Customer Services
12. Quality Improvement and Reporting
13. Quality Assurance Reviews

- Next Steps
 - Review ACA website
 - Send additional comments to HCPF (by 3/9/12)
 - Sites to determine processes for their internal review of the agreement
 - Who must review
 - Signature authority
 - Timelines
 - Agreement Timelines (tentative)
 - HCPF draft period – 3/9 -3/30
 - Clearance to HCPF Contracting Section – 4/1 – 4/30
 - Final document distributed to sites – 5/1
 - Agreement executed 7/1/12

Participants on the phone can join our email distribution list to provide feedback and stay informed about this process by emailing the MEQIP inbox at **MEQIP@hcpf.state.co.us**

Thank You!