Oregon Health Plan
Enrollment and Renewals
Monthly Update

May 5, 2016

Today's agenda

- Introduction
- Oregon Eligibility (ONE) System update
- Oregon Health Plan Operations update
- Questions collected

Introduction

Welcome to the fourth Oregon Health Plan: Enrollment and Renewals *Monthly Update* meeting.

Today's presenters:
Varsha Chauhan, Chief Health Systems Officer
Sarah Miller, Project Director, Oregon Eligibility (ONE)

ONE System Update

The build on April 19 was implemented successfully according to the plan we presented last month.

A build scheduled for week of May 2 will include:
- Fix to allow terminated applicants to reapply through the Applicant Portal
- Fix to turn off a federal interface that Medicaid is not supposed to have access to use

The upcoming build scheduled for end of May has been outlined and is on track.

Applicant Portal – Phase Two

- The Applicant Portal roll-out to more community assisters continues each week, inviting approximately 80 new assisters every Monday.

- There are currently about 280 assisters registered, which is not a significant increase in registrations.

- We are encouraging assisters to please sign up as soon as they receive an invitation.

OHP Operations update

- Performance data
- Current goals
- Concerns we have heard
- Successes we have had
- Questions collected

Member Services Performance Data

- April application processing performance
- April call performance
  - Phone queues
- 45-day application backlog
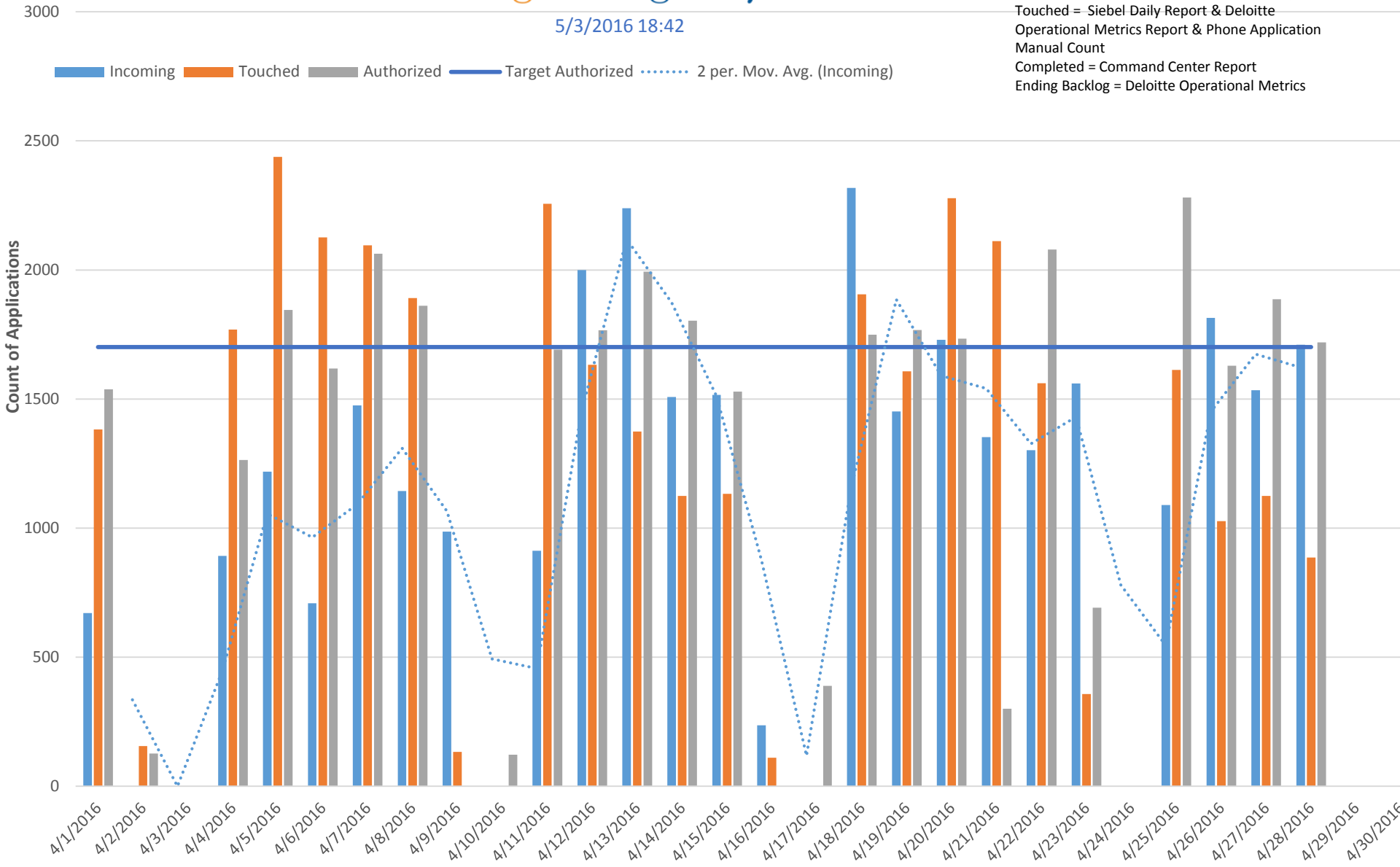- Applicant Portal applications
- Overall Applications received

Member Services Monthly Application Processing Performance

OregONeligibility

5/3/2016 18:42

35,446 applications were completed in April, with an average of 1266 per day
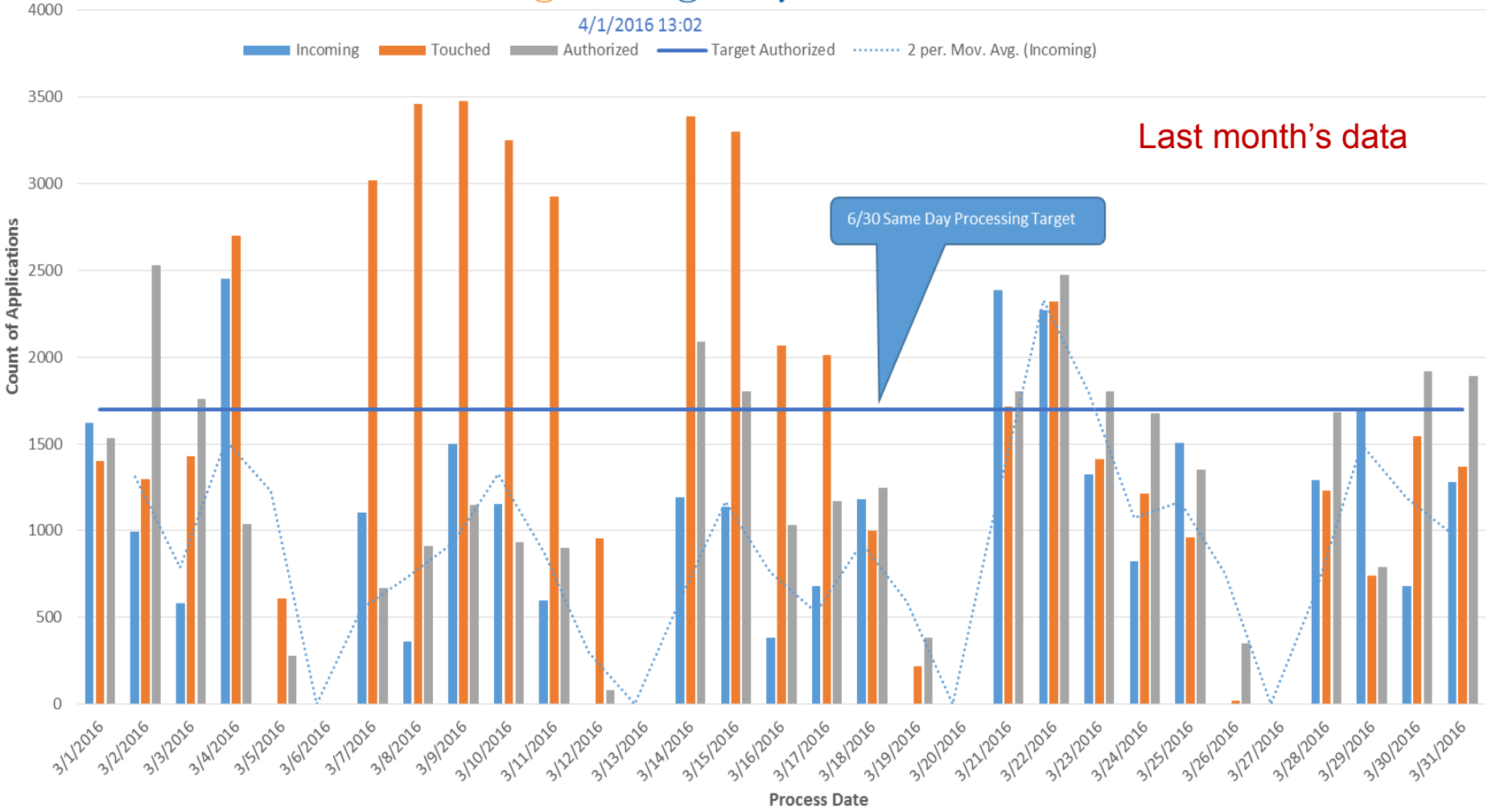
35,034 applications completed in March, with an average of 1,130 per day

Member Services Monthly Call Performance

OregONEligibility

5/3/2016 6:56

A total of 130,978 calls received and 77,630 calls answered, with an average answer rate of 59.2%

Member Services Monthly Call Performance

OregONEligibility

4/1/2016 11:33

Last month's data

160,865 calls received during the month of March, 91,361 were answered with an a 69% average answer rate.

Data Source: Interactive Intelligence housed in OHA OHP/Enrollment SharePoint

Phone queues

- When a member or partner dials OHP Customer Service, there are several menu options that transition into specific phone queues.

- Each phone queue has a dedicated team and its own reported stats, including average wait time.

- When we report our average wait time, it's important to note that it's the average of all queues.

OregONeligibility

Average Monthly Wait Time (per phone queue) – April 2016

Minutes

Queue	Average Wait Time (minutes)
Main queue	28.63
Community Partner	38.59
Client Services	5.6
Closures	32.25
Phone Applications	45.23
Help Desk - Applicant Portal	1.82

■ Average Wait Time (minutes)

Average Monthly Wait Time (per phone queue) – April 2016

OregONEligibility

Minutes

	Main queue	Community Partner	Client Services	Closures	Phone Applications	Help Desk - Applicant Portal
Average Wait Time	28.63	38.59	5.6	32.25	45.23	1.82
Max Wait Time	99.37	193.48	74.53	166.58	250.57	34.58

■ Average Wait Time   ■ Max Wait Time
(in minutes)

Member Services - Applications >45

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Source: Deloitte "Daily Application Tasks" & Account Transfer Transaction Report

Applicant Portal - Applications Created/Authorized

Oreg**ON**eligibility
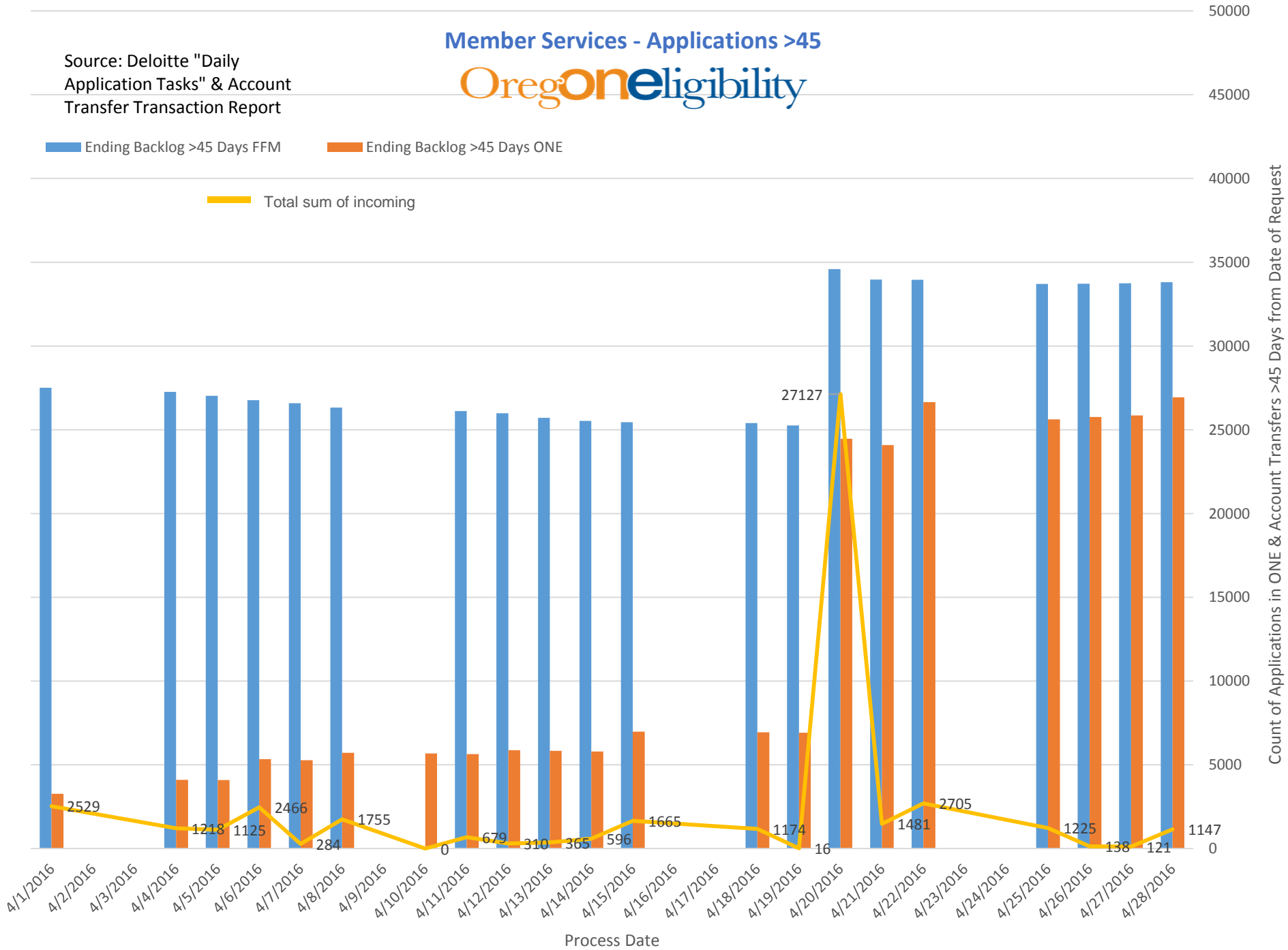
Total Applicant Portal Applications Created To Date: 3,136
Current Applicant Portal Hard Pends: 271
Total Applicant Portal Applications Completed To Date: 2,557

■ Sum of Current Created AP   ■ Sum of Current Auth - AP
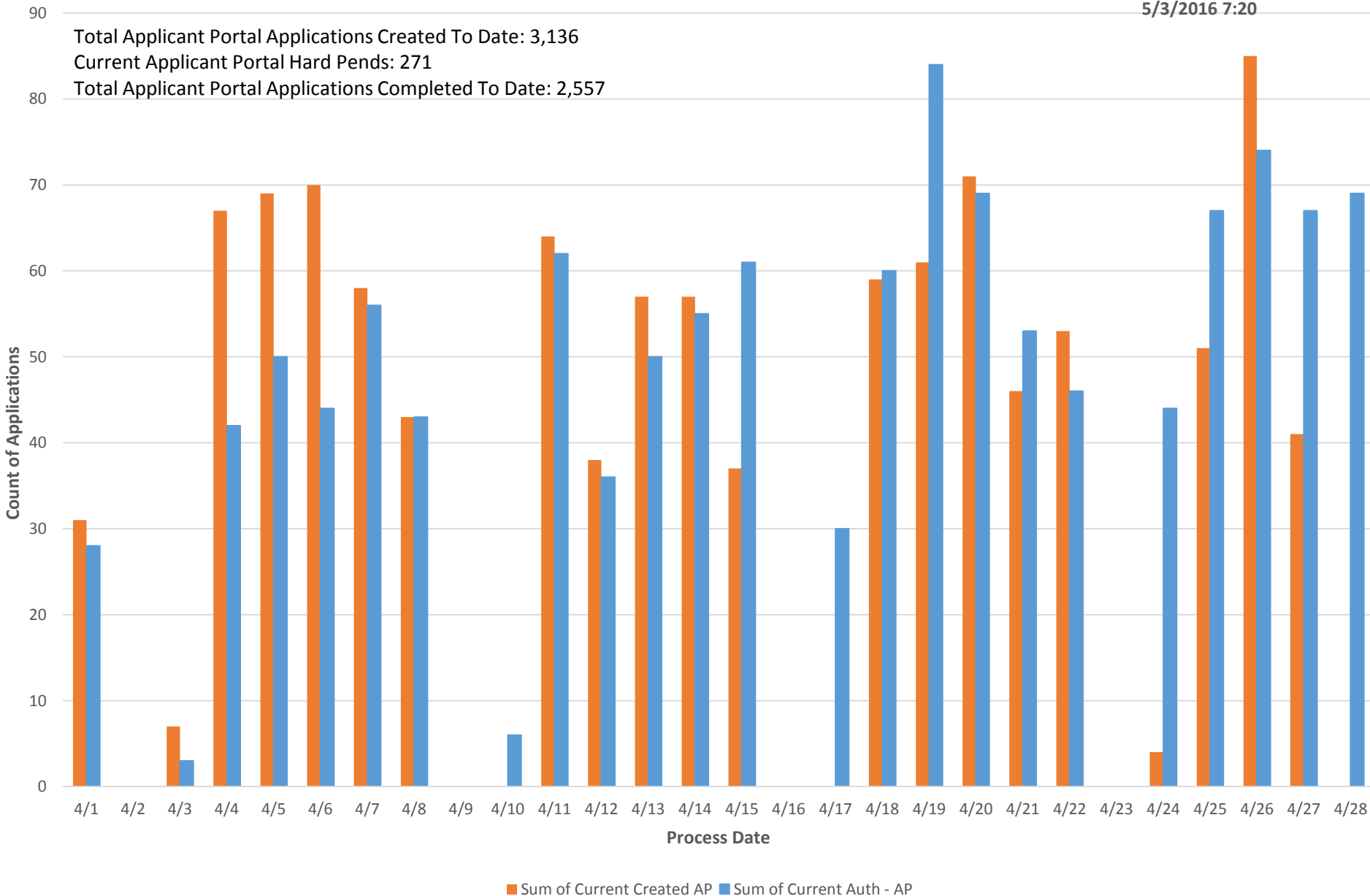
Total applications since ONE launch

Since December 15:

- Total Applications Touched – 104,292
- Total Applications Authorized – 113,933
- Total Incoming Applications – 119,228

Current Goals

- **45-day backlog:** We are currently re-evaluating our 45-day backlog and same-day processing goals to ensure goals align with our staffing levels.

- **Staffing:** We continue to work through staffing and operations plans. Our current staff level does not meet the required processing volumes.

- **Training:** ONE Refresher training for staff started this week and will continue through June.

Concerns we have heard

- High call wait times
- Delayed pregnancy applications
- Delayed urgent requests
- Eligibility gaps affecting CCO enrollment
- More clarity needed on what affects an application
- More clarity needed on what causes an application to pend

What can impact an application?

- It's important to remember that each application is unique.

- If an application has missing information or we need verification documents, the processing timeline greatly varies.

- High volumes or backlog also affect processing timelines.

Lifecycle of an application/case

Receipt and imaging
The application is received by our imaging team via mail or fax. If this team experiences a backlog or delay mail delivery, that, in turn, adds more time to processing.

Data Collection
Additional data needed for eligibility determination is captured

Eligibility Determination
Eligibility Determination is automated and produced using captured application data, verification sources, and current eligibility status

Intake/Application Registration
The application is initiated by staff via imaging or phone, or through Applicant Portal or FFM Account Transfer *May experience a hard pend if application is incomplete

Renewals
Renewals are usually conducted annually to validate case information and provide a new eligibility determination

Closures & Reinstatements
Benefits are closed as a result of non-response to RFI or member no longer meets eligibility requirements, but can be reinstated when appropriate
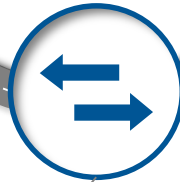
Changes
Reported changes are applied to a case and a new eligibility determination provided based on the change

Case Pends / Requests For Information (RFI)
Cases are pended for additional information or verification
- RFI Hard Pended Case – Client has 30 days to respond
- RFI Soft Pended Case – Client given conditional approval and has 90 – 95 days to respond

Note: The lifecycle of a case includes many other supporting processes such as case reviews and quality reviews.

Oregon Health Authority

Pends & Requests For Information (RFI)

There are two types of pends: hard pends and soft pends.

- **Hard pend:** An application is pended and there is no eligibility determination
- **Soft pend:** An application is approved, benefits remain open for 90 or 95 days while we wait for a member to provide documentation

Description	Soft/Hard Pending	Due Days
Self Employment Expense	Hard	30 Days/Pend
Incarceration status verification	Hard	30 Days/Pend
Income Verification	Hard	30 Days/Pend
Income Expenses (Deductions)	Hard	30 Days/Pend
Explanation for No Income	Hard	30 Days/Pend
Age	Soft	90 Days/Approve
Residency	Soft	90 Days/Approve
Relationship Verification	Soft	90 Days/Approve
Social Security Number	Soft	90 Days/Approve
Individual has not provided immigration document details	Soft	95 Days/Approve
US Citizenship	Soft	95 Days/Approve
Verification of Immigration status	Soft	95 Days/Approve
Verification of lawful presence	Soft	95 Days/Approve
Immigration Entry Date Verification	Soft	95 Days/Approve
Proof of not receiving Medicare benefits	Soft	Dependent on current or potential program eligibility

Successes we have had

- Member Services director hired, start date May 2
  - Please help us welcome Jason Kragerud!

- Creation of dedicated pregnancy requests inbox for application follow-up
  - OHP.PregnancyRequests@state.or.us

- Approximately 25 leads selected this week

- Successful renewal and closure cycle

Renewals and closures - April

March 1: Renewal letters mail to 51,237 households (82,474 individuals)
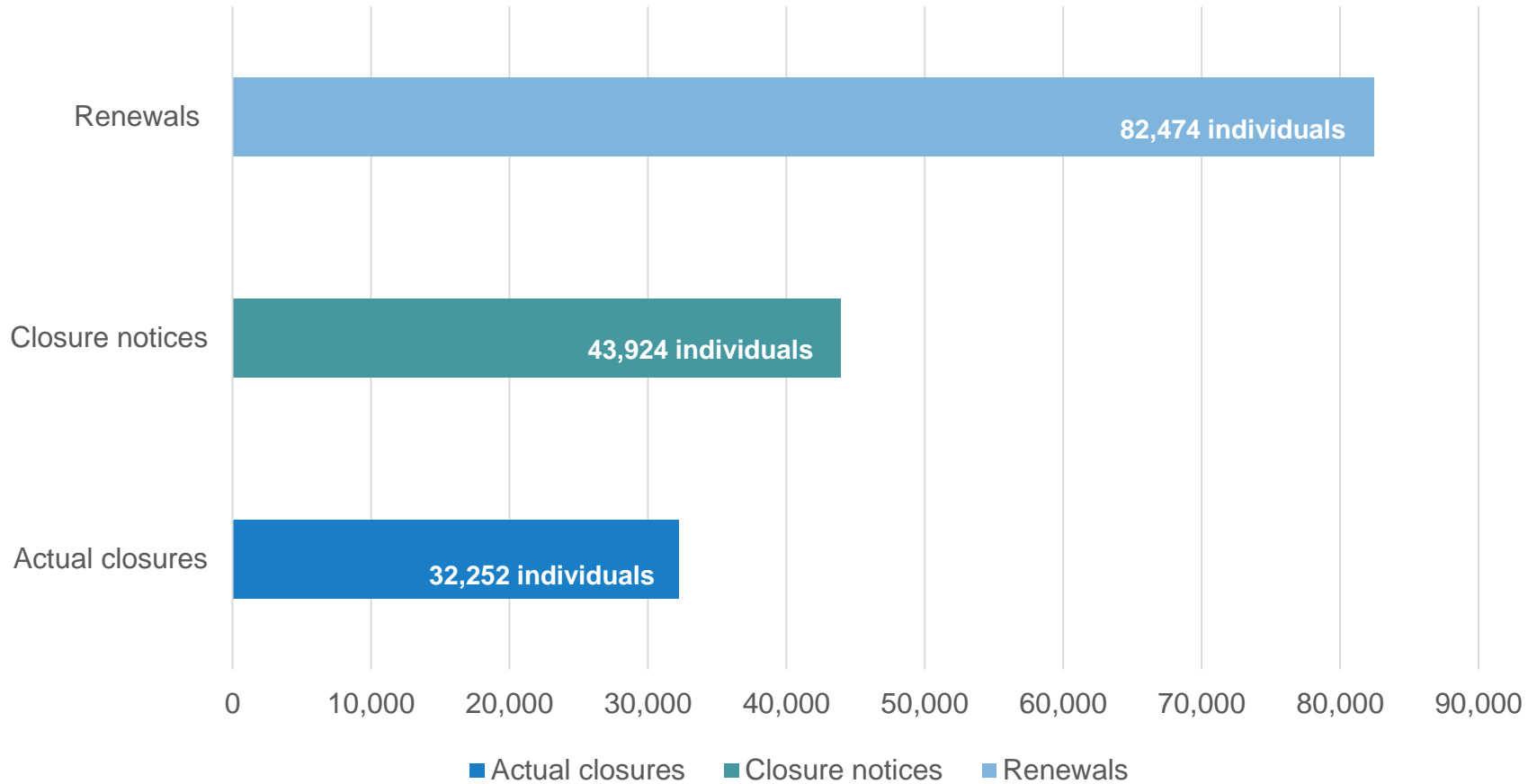
April 20: Closure notices mail to 43,924 individuals

April 30: 32,252 individuals actually closed

50,222 individuals out of 82,474 total individuals renewed in April, resulting in a renewal rate of approximately 60.9%

Renewals and closures - April

Renewals	**82,474 individuals**
Closure notices	**43,924 individuals**
Actual closures	**32,252 individuals**

0   10,000   20,000   30,000   40,000   50,000   60,000   70,000   80,000   90,000

■ Actual closures   ■ Closure notices   ■ Renewals

What else would you like to hear?

Your feedback is important to us.

Please let us know what additional information we should present at our monthly meetings.

Questions

Via webinar: Please use the chat function to submit your questions.

Via email:
Please email ohp.customerservice@state.or.us.

FAQ and other materials can be found at:
www.oregon.gov/oha/healthplan/pages/ohp-update.aspx