



Children's Health Insurance Program (CHIP) Advisory Council Meeting

October 14, 2020



Agenda

- Welcome and Introductions
- CHIP IT Transition
- CHIP by the Numbers
- Marketing Updates
- Policy Update
- Quality Assurance Updates
- Closing and Wrap-Up



Welcome and Introductions



Children's Health Insurance Program (CHIP) IT Transition

Sally Kozak, Deputy Secretary OMAP



Agenda

- CHIP History
- CHIP and CMS Managed Care Rule Impacts
- CHIP and OMAP
- CHIP Operations At-A-Glance
- Vision for CHIP IT Transition
- Future state
- Timeline
- Wrap Up/Questions

CHIP History

- The Pennsylvania Children's Health Insurance Program (CHIP) was established in 1992 as part of the PA Insurance Department (PID).
- PA CHIP was the model for current federal CHIP.
- CHIP operates under federal regulations at Title XXI of the Social Security Act.
 - This act defines the benchmark health coverage required, that includes comprehensive physical and behavioral health packages targeted for children.
 - Defines the targeted low-income children population.
 - Defines cost sharing requirements.
- PA Act 84 of 2015 transferred CHIP from PID to Department of Human Services.

CHIP and CMS Managed Care Rule

- In 2016, the Centers for Medicaid and CHIP Services (CMS) released the Medicaid and CHIP Managed Care Final Rule.
 - This rule aligned some of the CHIP federal rules with Medicaid federal rules, such as:
 - Mental health parity.
 - Contract management.
 - Provider enrollment.
 - Development and implementation of time and distance standards for providers.
 - Aligns CHIP and Medicaid quality framework including the development of a quality rating system.
 - CHIP and Medicaid managed care plans are required to facilitate transition of services between care settings.

CHIP and OMAP

- In 2019, CHIP became part of the Office of Medical Assistance Programs (OMAP).
- As programs align, many functions can be aligned which will prevent duplication of services.
- Many of the quality measures for both MA and CHIP are collected and compared across programs and the same MCOs in each program.
- As CHIP aligns more with medical assistance, both programs are looking at many of the same measures:
 - Healthcare Effectiveness Data and Information Set (HEDIS) measures such as Well Child Visits and Lead Screening.
 - Social Determinates of Health (SDOH).
 - Health disparities across race/ethnicity/gender.
 - Encounter data.

CHIP and OMAP

- As CHIP and MA align, there is opportunity to streamline system processes:
 - Transformed Medicaid Statistical Information System (TMSIS) data.
 - Data Warehouse duplication.
 - Medicaid Management Information System (MMIS).
 - Encounter data validation.
 - Eligibility systems.
 - Program Integrity.

CHIP Operations At-A-Glance

- Currently, PA CHIP has eight Managed Care Organizations (MCOs) offering CHIP health insurance in PA.
- Under the current contract, CHIP MCOs:
 - Conduct application intake, processing and renewals.
 - Enroll all children and collect all premiums.
 - Process any household changes such as changes in income.
- The CHIP Central Eligibility Unit verifies income and citizenship on those applications where the MCO did not receive these verifications.
- CHIP currently operates a toll-free helpline in house, 1-800-986-KIDS.

Vision for CHIP IT Transition

- By integrating CHIP IT within DHS systems, we have the opportunity to:
 - Strategically align our policies and procedures.
 - Streamline and automate business practices.
- Families will be able to access other resources more directly by having a single point of contact - the County Assistance Offices.
- Transition for families will be seamless.
- Families will have the opportunity to provide feedback on their transition experience and have their concerns addressed by the Department.

Current CHIP Eligibility System

- CHIP MCOs use the CHIP Application Process System (CAPS).
 - This is the system of record for all information to determine eligibility for CHIP enrollees.
- CAPS is a separate system from the system that the County Assistance Offices (CAOs) use for medical assistance eligibility - eCIS.
- CAPS interfaces with federal databases, commonwealth systems and private databases to determine eligibility for CHIP.
- If a child applies to a CHIP MCO and is found ineligible for CHIP due to low income, their application and verifications are electronically sent to a CAO for medical assistance eligibility via HealthCare Handshake.
- Approximately 75% of all CHIP applications begin at the CAO or by COMPASS. CHIP receives these via the HealthCare Handshake.
- When a CHIP enrollee wishes to transfer to a different CHIP MCO, they contact their current MCO to initiate the transfer.

Future State

- The current CHIP Application Process System (CAPS) will sunset and be integrated with eCIS in early 2023.
- Eligibility for medical assistance and CHIP will be run in one system.
- HealthCare Handshake will end since eligibility is determined in one system resulting in more efficient application decisions.
- The CAOs will process all applications, renewals and changes.
- CHIP MCOs will be able to enter paper applications via their Community Partner Portal in COMPASS.
- When a CHIP enrollee wants to transfer to a different CHIP MCO, they will contact the Independent Enrollment Broker (IEB) that will initiate the transfer.

- CHIP MCOs will continue to be the face of CHIP.
- All applications will be processed by a CAO.
 - CHIP families will be able to use the COMPASS portal and the myCOMPASS PA mobile app to scan and upload documents, report changes, etc.
 - This will allow for faster application processing.
 - CHIP families will be able to receive electronic notices via their COMPASS account.
- CHIP MCOs will continue to administer all aspects of the CHIP enrollment and premium collection.
- CHIP MCOs will continue to administer all of the CHIP health insurance benefits as they do today.

Timeline

- Implementation is set for March 2023. This date will align with the next CHIP MCO contract start date. The new contract will:
 - Incorporate IT changes necessary to make this new vision a success.
 - Plan selection will be processed through the same Independent Enrollment Broker used by the Health Choices program.
 - Ensure CHIP MCOs continue to be the face of CHIP by offering the same excellent health insurance coverage and collecting premiums.
 - At the start of the new contract, CAOs will process all CHIP applications, renewals and all changes.
- CAOs will be the single point of contact for all eligibility, renewals and changes.

Wrap Up

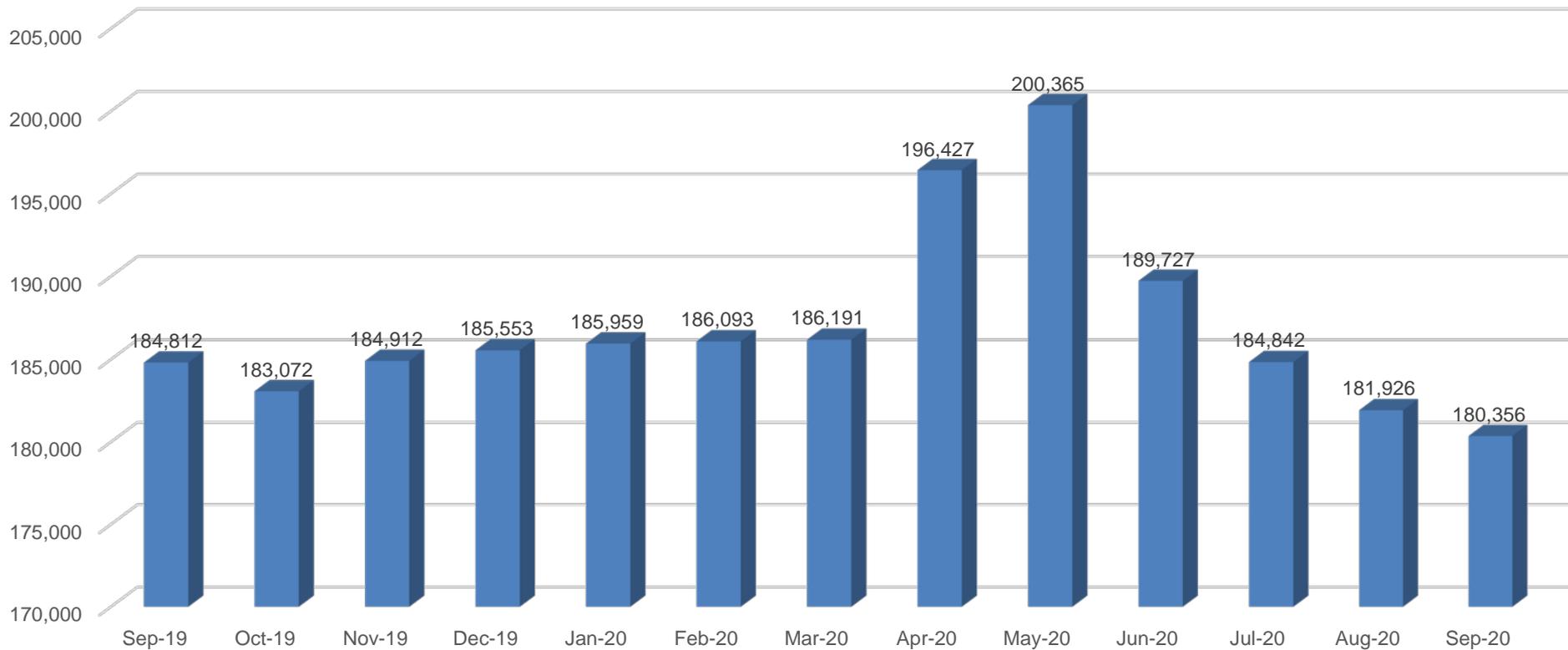
- Questions?



CHIP by the Numbers

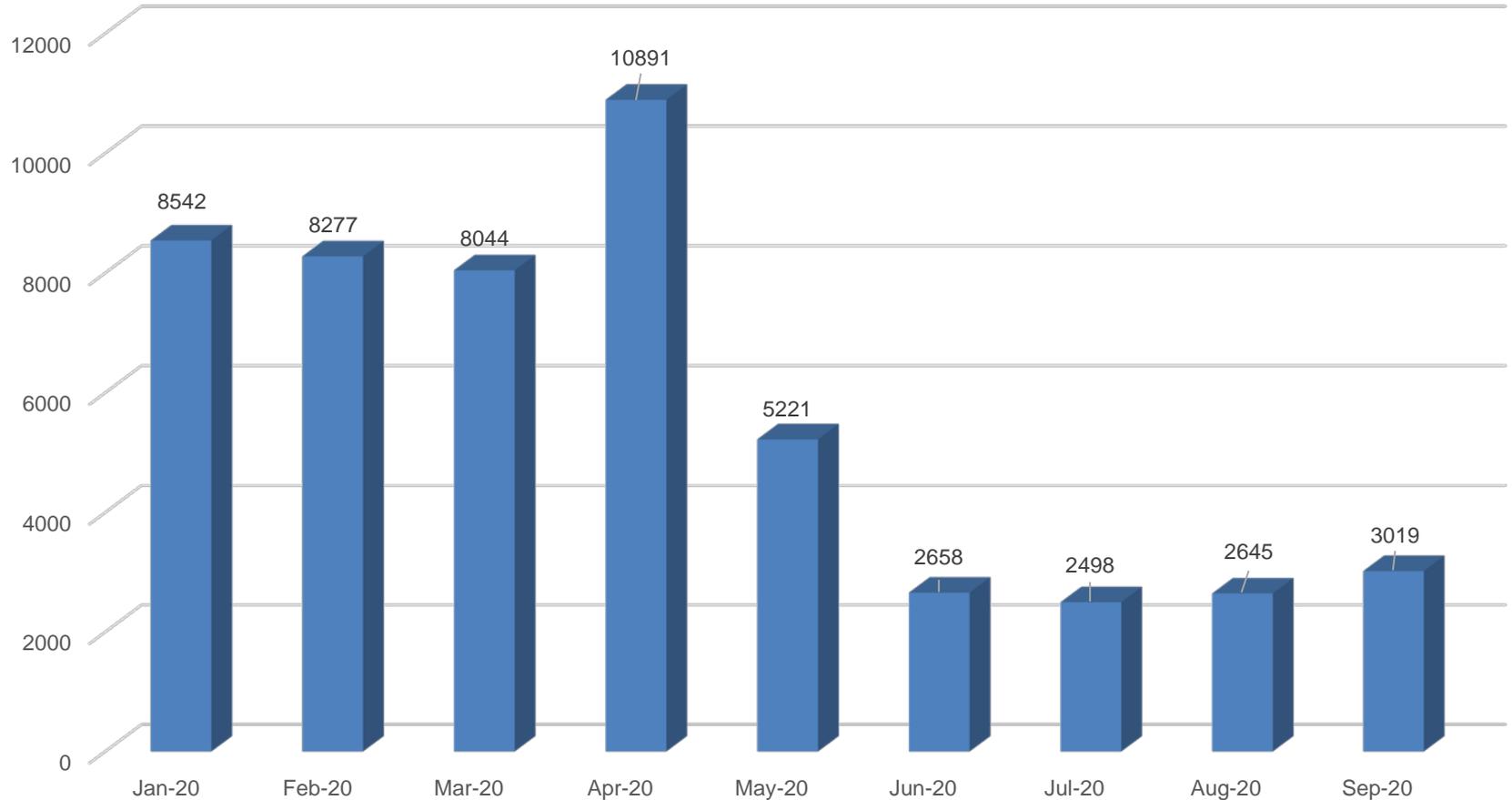
CHIP Enrollment

CHIP Enrollment



New Enrollees

New Enrollees



MG18C Children

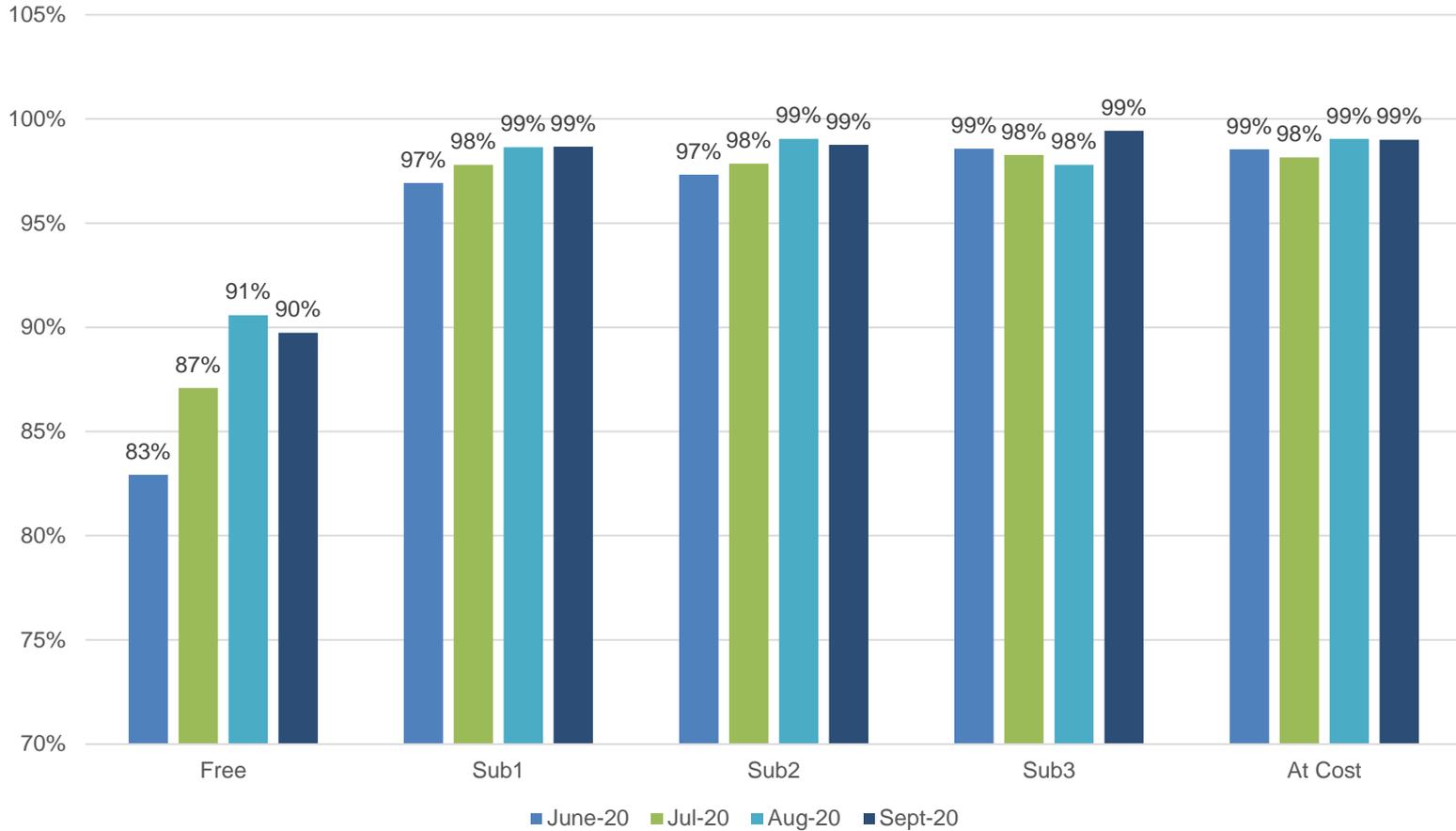
- MG18C refers to MA Children age 0-4 that remain in MA until their renewal date when their family is over the MA income limits.

MG18C Children	TOTAL
January 2020	578
February 2020	619
March 2020	539
April 2020	476
May 2020	1418
June 2020	1720
July 2020	1333
August 2020	1069

CHIP Enrollment Ages 0 to 4	TOTAL
January 2020	34,096
February 2020	33,812
March 2020	33,034
April 2020	32,841
May 2020	32,711
June 2020	31,091
July 2020	28,843
August 2020	27,839

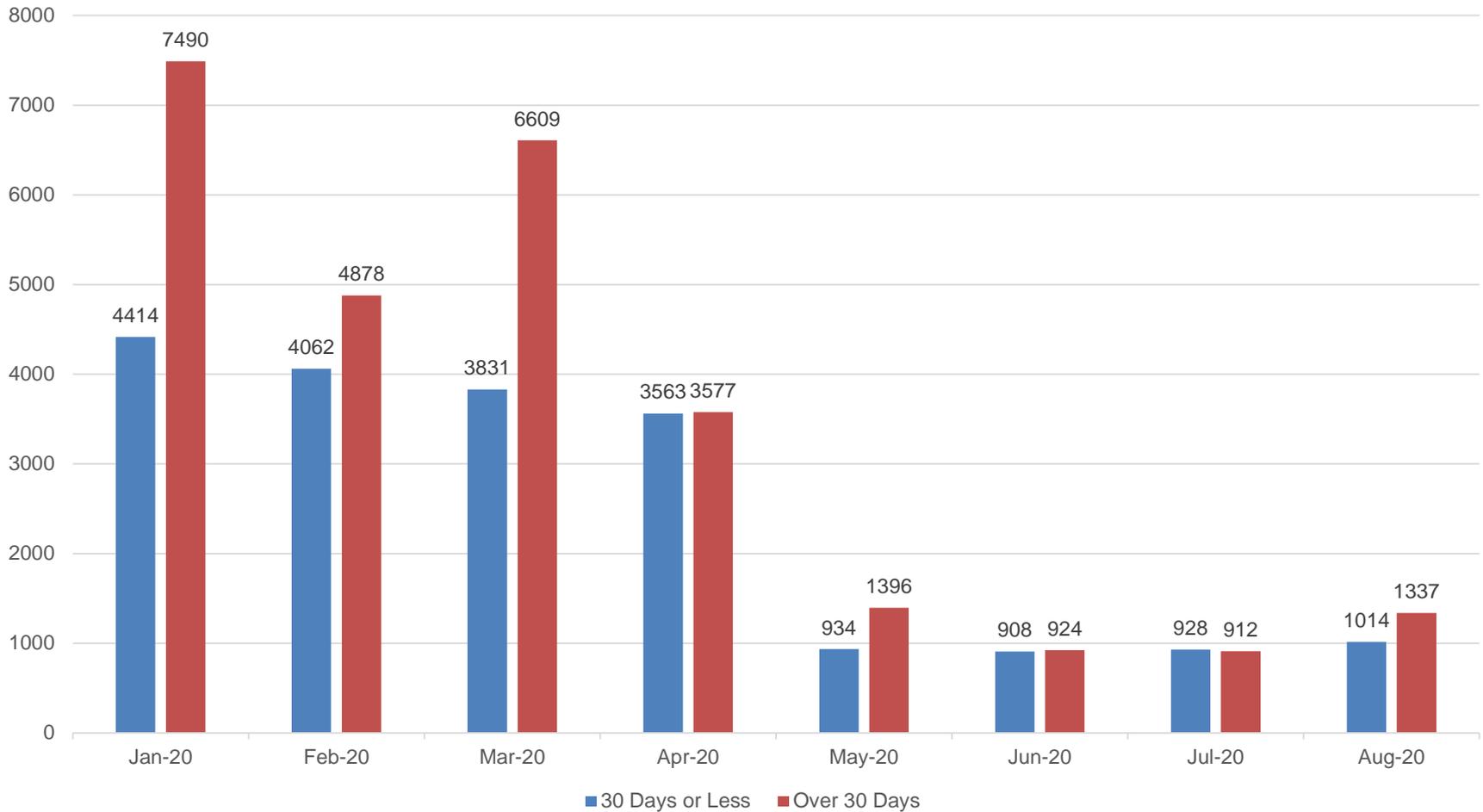
CHIP Successful Renewals

CHIP Successful Renewals



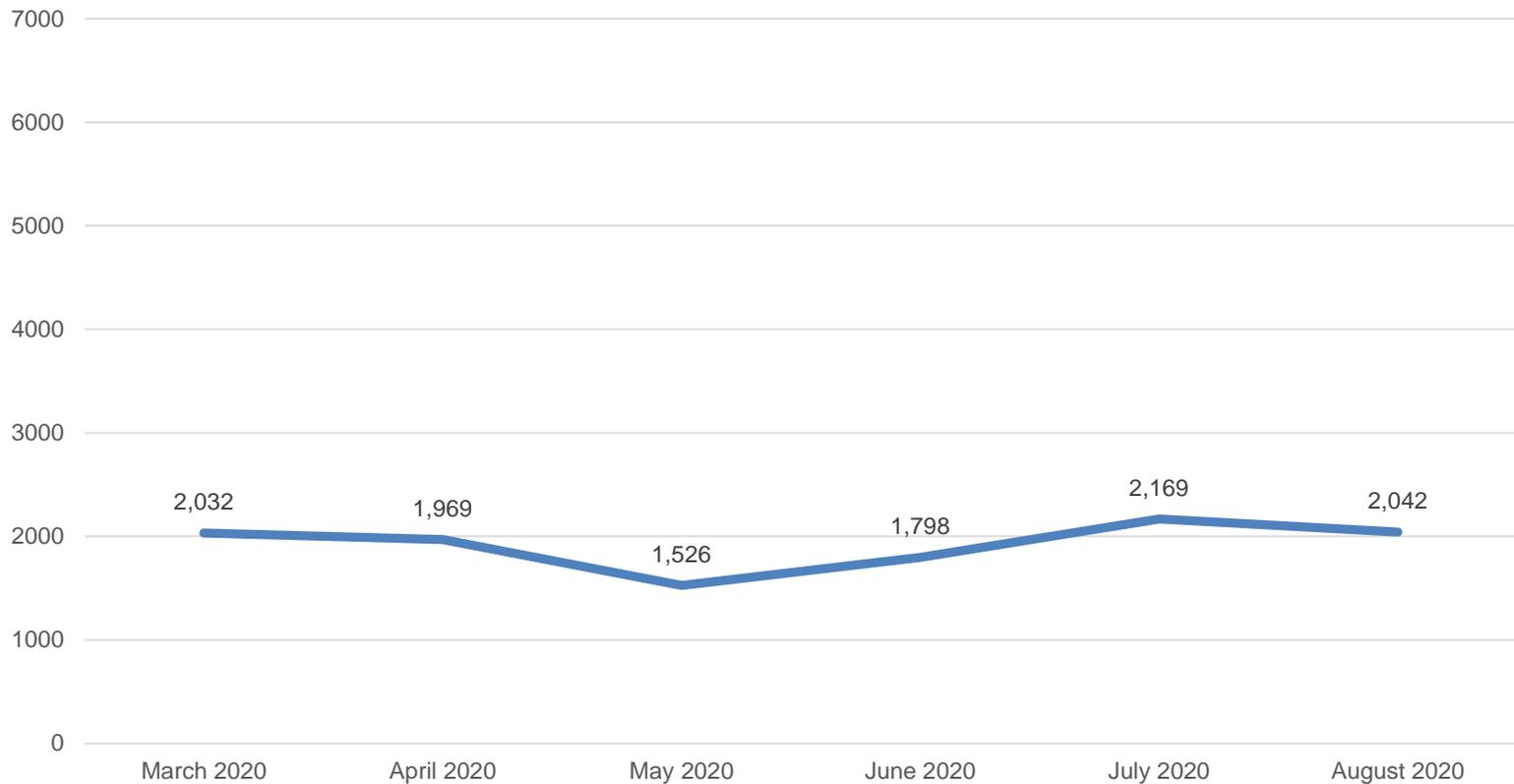
Processing Times for CHIP Applications

Processing Times for CHIP Applications



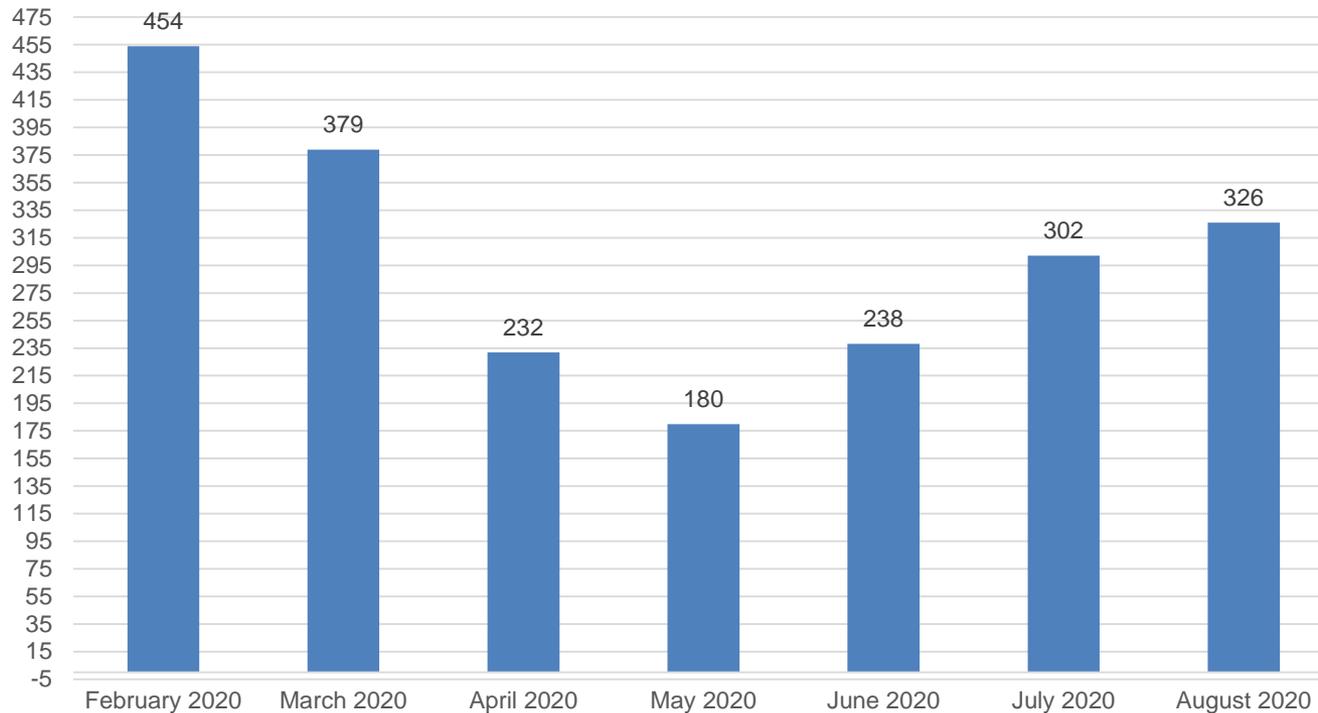
Customer Calls to the CHIP Call Center

1-800-986-KIDS Calls Received



CHIP Call Center Metrics (continued)

Apply Over the Phone: Completed Applications





Policy Updates

Policy Update: Public Health Emergency

- Governor Wolf signed second renewal of disaster declaration related to the public health emergency.
- The renewal of the declaration allows CHIP to continue to exercise its Disaster State Plan Amendment flexibilities.
- Flexibilities include
 - Self-Attestation
 - Enrolling Partial Subsidized and At-cost participants upon eligibility determination
 - Continuous Eligibility
 - Delaying premium payments

Policy Update: Marketing Focus

Focus

- CHIP's marketing campaign raises awareness that CHIP can help all families, regardless of income.
- The 2020 campaign targeted Parents of children who may have lost a job due to COVID-19.
- The campaign continues to provide minority group outreach.



Policy Update: Key Take Aways

- Between June 15 and August 30th of this year, CHIP conducted advertising on social media and digital platforms.
- Google Responsive Display has generated over 60% of campaign impressions and nearly 90% of campaign clicks.
- Facebook continues to be the dominant social media with the CHIP Swimming ad to be the top performing ad.



Policy Update: Key Take Aways

- Since the start of the digital campaign:
 - Nearly 14 million delivered impressions
 - Over 140, 000 clicks
 - Over 3.6 million video views
 - An overall view rate of 26.16%
 - Average cost per click is \$0.73

- Questions?



School Flyer



High-quality health care coverage from CHIP helps keep kids strong

CHIP COVERS

- Routine check-ups
- Prescriptions
- Hospitalization
- Dental
- Eye Care
- Eyeglasses
- Behavioral care
- Specialty care
- More

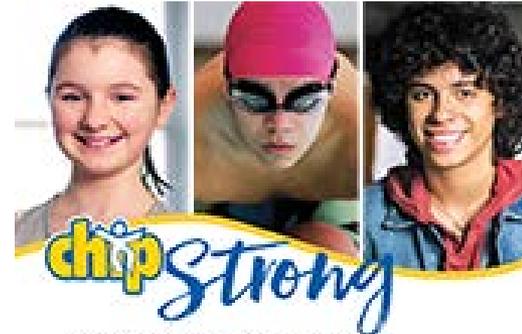
CHIP covers uninsured kids up to age 19 in Pennsylvania. It doesn't matter why your kids don't have health coverage right now; CHIP may be able to help. Most kids receive CHIP for free. Others can get the same benefits at a low cost.

CHIP is brought to you by leading health insurance companies who offer quality, comprehensive coverage.

There is no limit on income. If your income is below CHIP guidelines, your child may be enrolled in Medical Assistance.

APPLY/RENEW

CHIPcoversPAkids.com • 800-986-KIDS



¿Necesita cobertura médica para sus hijos?

CHIP CUBRE

- Chequeos de rutina
- Recetas médicas
- Hospitalización
- Servicios dentales
- Cuidado de la vista
- Anestesia
- Salud del comportamiento
- Atención especializada
- Mucho más

CHIP cubre a niños sin seguro hasta los 19 años en Pennsylvania. No importa cuál sea la razón de que sus hijos no tengan cobertura médica ahora, CHIP puede ayudarlos. La mayoría de niños reciben CHIP gratis. Otros pueden obtener los mismos beneficios a un bajo costo. CHIP es traído a usted por las principales compañías de seguros médicos que ofrecen cobertura de calidad e integral.

Si sus ingresos son menos de los límites establecidos por CHIP, su hijo podría ser elegible en Medical Assistance.

INSCRIBIRSE/RENOVAR

CHIPcoversPAkids.com • 800-986-KIDS





Quality Assurance Updates

Quality Assurance (QA) Updates

- **ISCA Reports**
- **Payment Error Rate Measurement (PERM)**

Questions?



Closing and Wrap Up

- Topics of discussion for next meeting?
- Next Advisory Council meetings:
 - Wednesday, April 14, 2021
 - Wednesday, October 6, 2021