



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

September 12, 2018



Agenda

- Welcome and Introductions
- CHIP goes LEAN
- CHIP by the Numbers
- Marketing Update
- Policy Update
- Quality Assurance Updates
- Social Determinants of Health
- DOH Asthma Report
- Closing and Wrap-Up



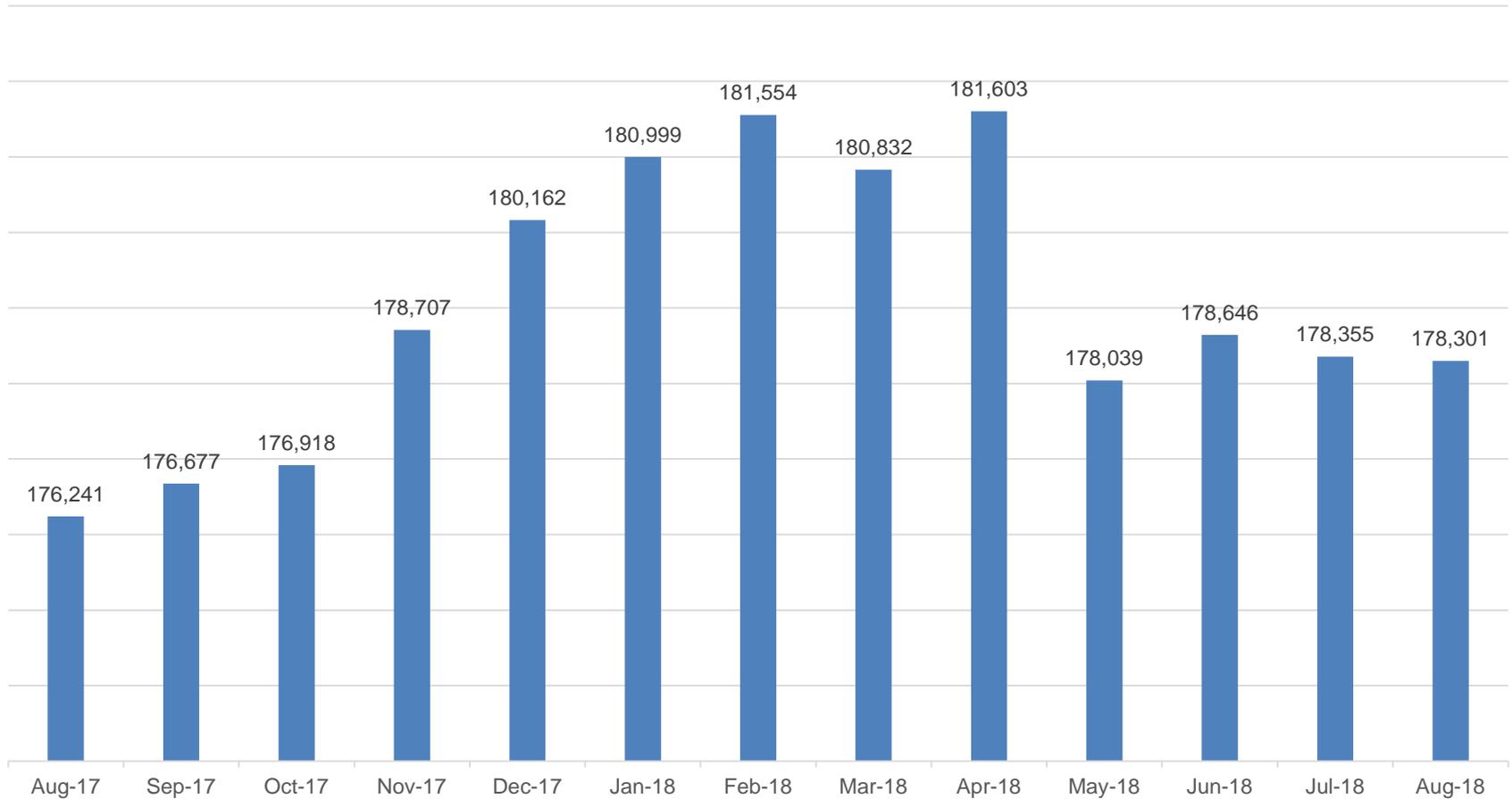
Welcome and Introductions

CHIP Goes LEAN

- What is LEAN?
- CHIP LEAN Projects
 - Member Inquiry Tracking
 - Application Tracking
 - Application Referrals with Negative Income
- Success Stories
 - PA Employee Benefit Trust Fund (PEBTF) Crossmatch

CHIP Enrollment

CHIP Enrollment



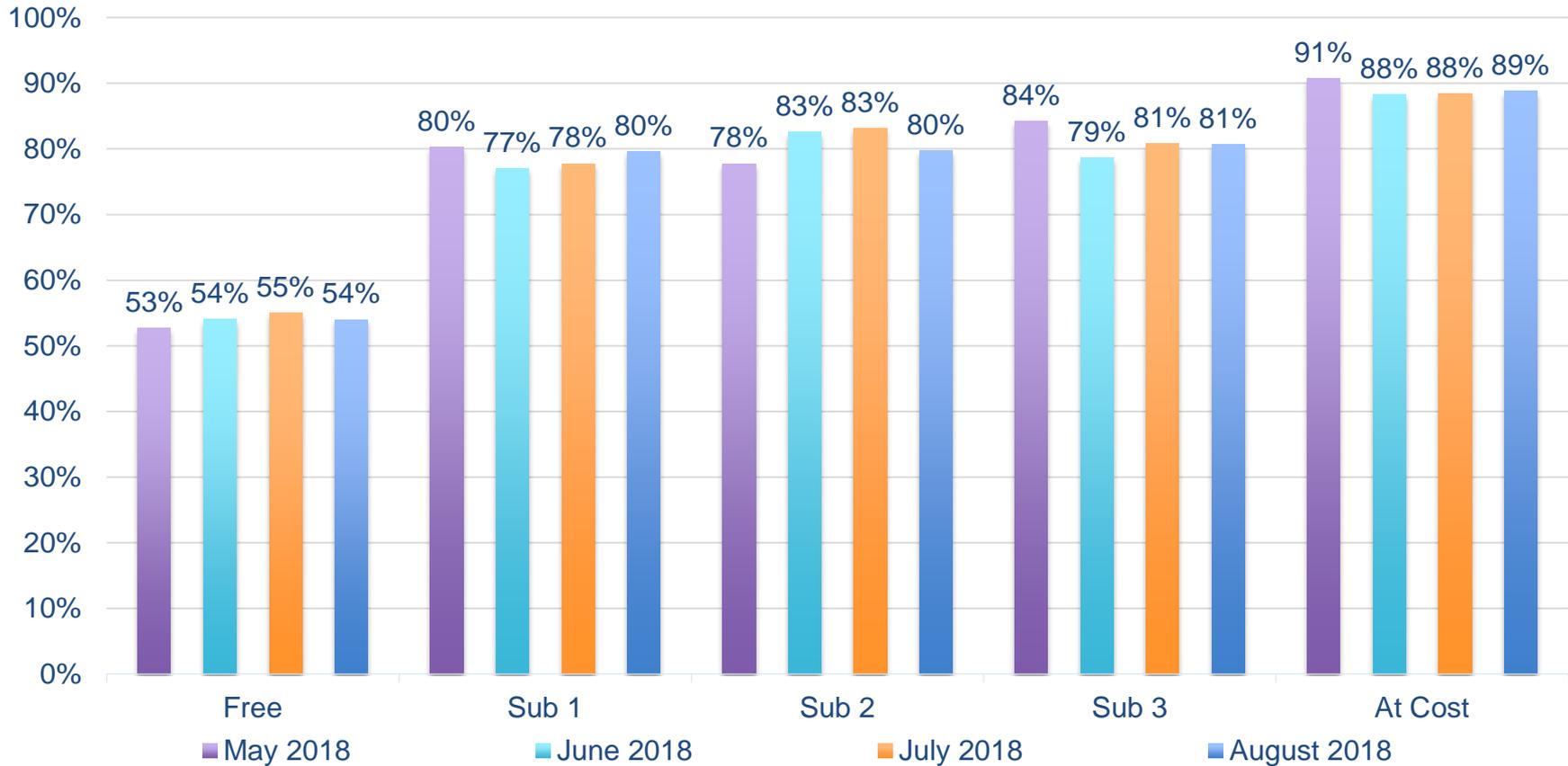
MG18C Children

MG18C Children	TOTAL
January 2018	
February 2018	
March 2018	
April 2018	721
May 2018	1,044
June 2018	1,487
July 2018	1,630
August 2018	2,110

CHIP Enrollment Ages 0 to 4	TOTAL
January 2018	31,453
February 2018	31,492
March 2018	31,349
April 2018	31,569
May 2018	30,756
June 2018	30,478
July 2018	29,787
August 2018	29,313

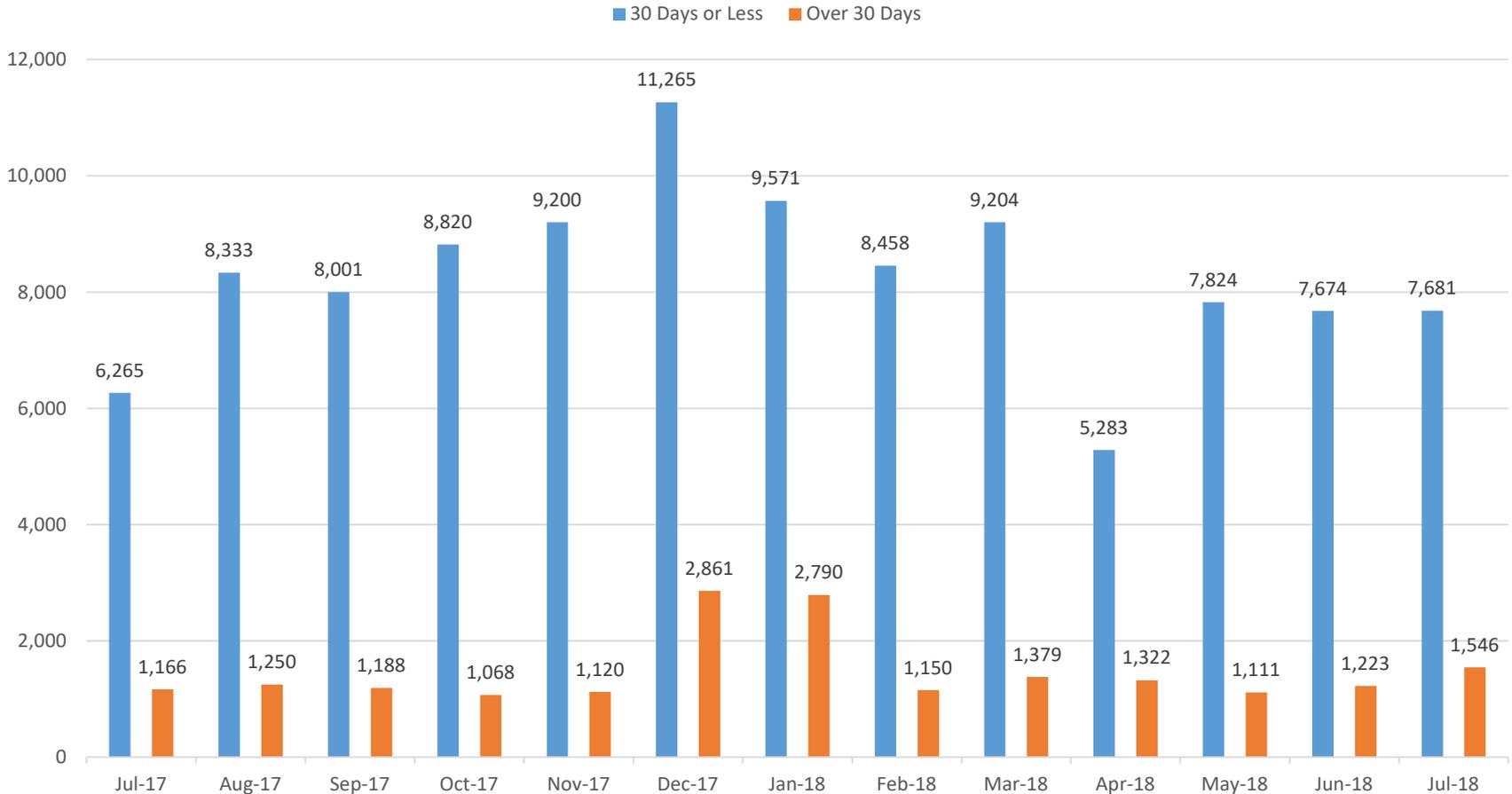
CHIP Successful Renewals

CHIP Successful Renewals



Processing Times for CHIP Applications

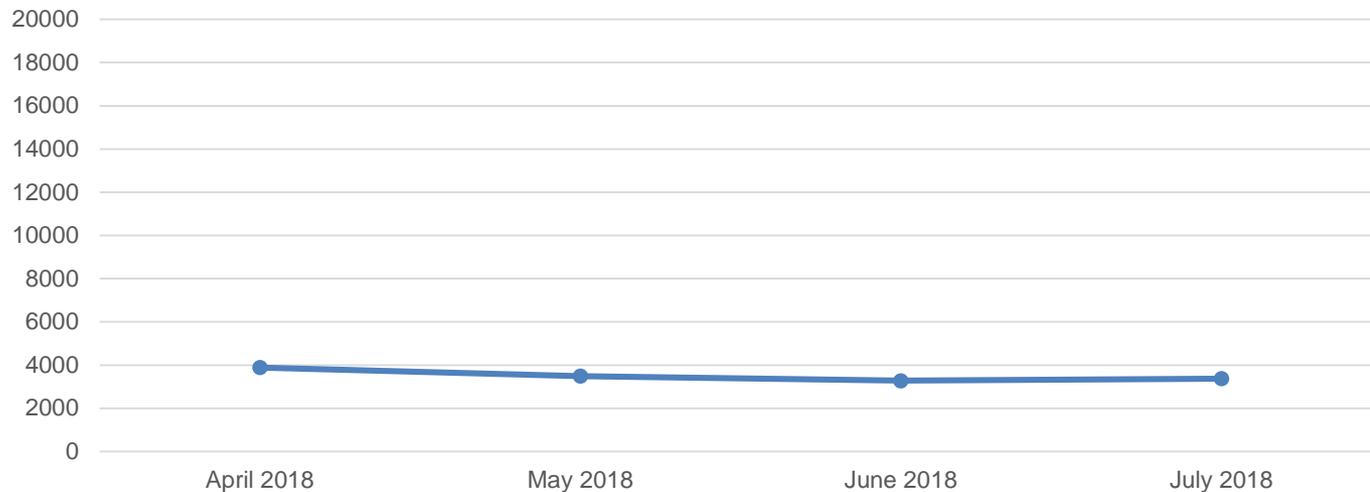
Processing Times for CHIP Applications



Customer Calls to the CHIP Call Center

Total Calls Received at CHIP	
April 2018	3,884
May 2018	3,492
June 2018	3,277
July 2018	3,371

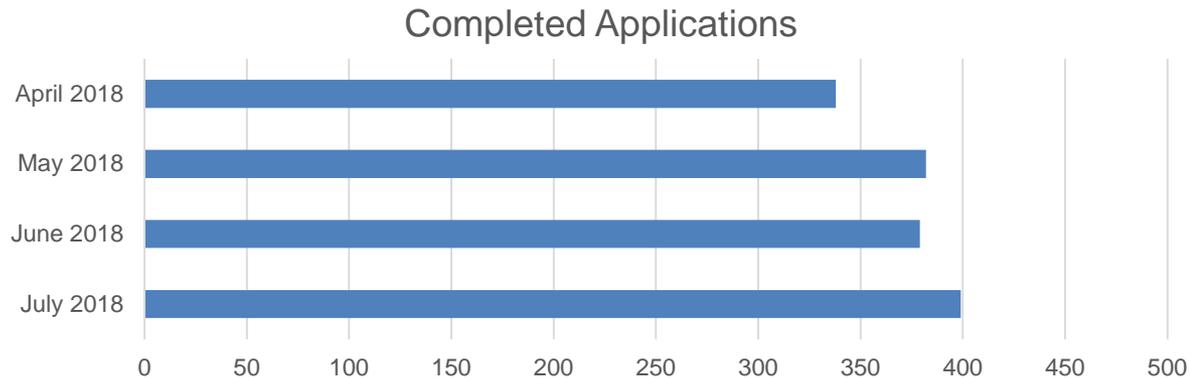
Total Calls Received at CHIP



CHIP Call Center Metrics (continued)

Apply Over the Phone: Completed Applications

April 2018	338
May 2018	382
June 2018	379
July 2018	399



Staff Updates

- Staff Updates
 - David Hetrick
 - Nicole Harris
 - Diane Brannon-Nordtomme

Marketing Overview

- Introduction
- Current outreach efforts
 - MCO's
- Proposals: Market Research, Event Speaker, CHIP Focus Efforts
 - Background
 - Project requirements



Marketing Objectives

- Increase public awareness about CHIP
- Develop outreach strategies for hard to reach populations
- Address barriers in targeted areas that hinder enrollment/renewal
- Review current outreach materials and www.chipcoverspakids.com effectiveness
- Track and analyze data on the effectiveness of CHIP campaign

Marketing Deliverables

- Market Research
 - Research Plan
 - Research Report
 - Market Strategy
- Focus Effort/Event Speaker
 - Outreach Plan
 - Milestone
 - Final Report



Policy Updates

- Procedures Manual Update
- Managed Care Final Rule
 - Complaints and Grievances
 - Two level internal appeal to a one level internal appeal
 - CHIP Review
 - Templated notices
 - Mental Health Parity

Quality Assurance (QA) Updates

- Mental Health Parity SPA – Successfully submitted!
- SPA update to CMS by deadline of June 29, 2018
- July 27, 2018 - CMS provided their comments to the SPA

QA Reports on CHIP Website

- External Quality Review Technical Reports
- State Managed Care Quality Strategies
- CHIPcoversPAkids.com > Resources > Reports > Annual Reports

QA Reports on CHIP Website (cont.)

- Accreditation Status of Managed Care Plans
- [CHIPcoversPAkids.com](#) > Resources > Accreditation Status



Social Determinants of Health

Laurie Rock

Michelle Robison

Office of Medical Assistance Program



Overview of Asthma in Pennsylvania

Mary M. Burns
Principal Investigator
Asthma Control Program

September 12, 2018

What is Asthma

- Chronic inflammatory disease of small airways of the lung
- Causes and cure unknown; genetic and environmental factors
- Asthma vs. Asthma Attack - Asthmatic always “has asthma”, *triggers* cause attacks:
 - Second- and third-hand tobacco smoke
 - Dust mites & other pests
 - Mold
 - Outdoor air pollution
- Two Main Types of Asthma:
 - *Allergic*: most common in children/adolescents; attack occurs when contacting something to which he/she develops allergy
 - *Nonallergic*: most common in middle-aged adults; attacks occur in response to triggers, e.g. exercise, cold air, respiratory infections

▶ What is an Asthma Attack?

- As air moves through airways in the lungs, sides of the airways swell and the airways shrink - less air gets in and out of lungs.
- Mucus often forms and can clog up the airways even more.
- Air passages can stay inflamed indefinitely, leaving asthma to flare up at any time.
- Depending on the individual, asthma causes repeated episodes of wheezing, breathlessness, chest tightness, nighttime and/or early morning coughing.

Asthma Control Program

Focus Areas

- Reduce asthma disparities
- Improve asthma care & management
 - Community Asthma Prevention Program
 - Quality Improvement Initiative
 - Integrated Pest Management
- Maintain and expand partnerships
 - Pennsylvania Asthma Partnership

Asthma Disparities

- *Gender:* women are more likely to have asthma than men; while boys are more likely to have asthma than girls.
- *Age:* 18 to 24 more likely than older adults.
- *Race/ethnicity:* multi-race/black adults more likely than white; black children twice as likely as white.
- *Education level:* adults not finishing high school more likely than adults finishing high school or college.
- *Income level:* adults with annual income \leq \$15,000 more likely than adults with higher incomes.

2018 Asthma Disparities Report

Highlights:

- Child Prevalence (BRFSS)
- Prevalence - Medicaid Recipients (DHS)
- Hospitalizations (PHC4)
- Hospitalizations – Medicaid Recipients (DHS)
- Hospitalizations – CHIP-enrolled Children
- Emergency Room Visits – CHIP-enrolled Children
- Incidence – CHIP-enrolled Children
- Any others?

Questions/Comments

If you have any questions or need additional information,
please contact:

Mary Burns, ACP Administrator

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Phone: 717-346-8119

Closing and Wrap Up

- Topics of discussion for next meeting?
- 2019 Advisory Council meetings:
 - Wednesday, April 17, 2019
 - Wednesday, October 2, 2019