

Children's Health Insurance (CHIP) Advisory Council Meeting Wednesday, December 13, 2017 Meeting Summary

COUNCIL MEMBERS PRESENT:	<p>Abington Health – Dr. Stephen A. Shapiro Capital BlueCross – Jennifer Foerster Children's Hospital of Pittsburgh – Dr. Steven G. Domico Department of Human Services, - Delegate for Secretary Teresa Miller, Leesa Allen Department of Health – Delegate for Acting Secretary Dr. Rachel Levine, Loren Robinson PA State Representative – Marquerite Quinn PA State Senator – Delegate for Arthur L. Haywood III, Liana Walters Pennsylvania Insurance Department – Delegate for Commissioner Teresa Miller, Seth Mendelsohn Salvation Army Dental Centers – James Mancini</p>
COUNCIL MEMBERS ABSENT:	<p>PA State Representative – Vanessa L. Brown PA State Senator – Robert B. Mensch Parent Representative – Cathy Cortijo The Heinz Endowments – Michelle Figlar</p>

CHIP Staff:

Patricia M. Allan, Acting Executive Director
 Marcy Domen, Director of Policy and Planning
 Richard Chesek, Director of Operations Support
 Virginia Perry, Director of Quality Assurance
 Patrick Harmon, Human Services Program Specialist
 Amrit Hans, Human Services Program Specialist

The Children's Health Insurance Program (CHIP) Advisory Council meeting was held on Wednesday, December 13, 2017, in the Clothes Tree Conference Room (12-48), Commonwealth Towers, 303 Walnut Street, Harrisburg, PA 17101. The above-named Council members and CHIP staff were in attendance or participated over the phone via Webinar. The meeting began at 10:00 a.m. and ended at 11:35 a.m.

Welcome and Introductions:

Patricia Allan, Acting Executive Director of CHIP, opened up the meeting by introducing herself as the Acting Executive Director, expressed her gratitude to those who were in attendance and asked each attendee to introduce themselves.

Mrs. Allan informed those in attendance that CHIP turned 25-years-old December 2, 2017, and the Department of Human Services (DHS) and Acting Secretary Teresa Miller, honored the program at the Penn State Children's Hospital in Hershey, PA and the Children's Hospital of Pittsburgh (CHOP).

CHIP by the Numbers:

Richard Chesek, Director of Operations with CHIP, discussed how overall enrollment has continued to rise steadily from November 2016 to November 2017 and the slight decrease in August months are historically lowest due to children going back to school. Mr. Chesek gave a brief overview of CHIP's successful renewal percentages from August 2017 to November 2017, provided an overview of Ex Parte renewal high exception reasons and attempts to make the renewal process more seamless. Mr. Chesek concluded by discussing growth and decline in county enrollment over the last 12 months, provided an overview of application processing times and emphasized the importance on marketing to rural counties.

Marcy Domen, Director of Policy and Planning with CHIP, discussed open enrollment for 2017 in comparison to 2015 and 2016 open enrollment periods and described CHIP's Central Eligibility Unit's (CEU) ability to process the large volume of applications received. Mrs. Domen provided an overview of the call center metrics from August to October 2017, advised that November metrics will be significantly higher than normal due to Provider Enrollment Initiative and Reauthorization calls and discussed how transitioning to the new phone platform (DHS Connect) will allow for other call center data to be measured in the future.

Marketing Update:

Mrs. Domen provided a brief overview of the Back-to-School marketing campaign which ran from September through November 2017, and was focused on 16 counties with 4,000 or more uninsured children. Mrs. Domen advised that the efforts of this campaign would be evaluated to determine the overall successfulness of targeted marketing and assist with future efforts. Mrs. Domen concluded by opening the discussion up for suggested marketing ideas for the upcoming calendar year.

Quality Assurance Updates:

Virginia Perry, Director of Quality Assurance with CHIP, provided a general overview of Onsite Contract Monitoring with primary efforts aimed at allowing CHIP to determine the quality of products and services each contractor offers its enrollees and making sure contractors are in compliance with CHIP requirements. Mrs. Perry advised that CHIP is still monitoring lead and developmental screening as identified in its Performance Improvement Projects (PIPs). Mrs. Perry provided an update on the number of providers currently enrolled in PROMISe and discussed efforts to increase the number enrolled by the deadline of December 31, 2017. Mrs. Perry concluded by introducing two new staff members to the Quality Assurance Division.

General Updates:

Mrs. Allan provided a brief update on CHIP Reauthorization; advising the PA General Assembly passed a bill to reauthorize PA State funding and is awaiting approval from Governor Tom Wolf, however, federal funding expired September 30, 2017 and Reauthorization proceedings are still in motion. Mrs. Allan advised that President Trump passed a Continuing Resolution, which would provide states who's funding would expire in December 2017, with flexibility through redistribution funds to access money set aside to the Centers for Medicare and Medicaid Services (CMS) and continue operating their states Children's Health Insurance Programs. Mrs. Allan informed those in attendance that the PA CHIP Office has funding to continue running its program through the first quarter of 2018. Mrs. Allan advised that CHIP is working on developing a contingency plan to twilight (shut down) the program as a preliminary precaution if state and federal funding are not received.

Mrs. Allan discussed how other states who have yet to be reauthorized are proceeding to shut down their programs in an effort to learn their best practices. Mrs. Allan answered questions surrounding the challenges CHIP may face if the program does not receive funding and the efforts being made to inform families, MCO's, stakeholders and the general public if such events would occur. Mrs. Allan proposed to have two Advisory Council Meetings for the upcoming calendar year as stated in Act 68 of 1998, and as all were in agreeance, provided the upcoming Advisory Council Meeting dates.

Closing and Wrap-Up:

Mrs. Allan closed the meeting by thanking everyone for participating.