

Children's Health Insurance (CHIP) Advisory Council Meeting Wednesday, September 12, 2018 Meeting Summary

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

CHIP Staff:

Patricia M. Allan, Executive Director
 J. Dianne Brannon-Nordtomme, Director of Policy and Planning
 Richard Chesek, Director of Operations Support
 Virginia Perry, Director of Quality Assurance
 Angel Elwell, Human Services Program Specialist
 Nicole Harris, Human Services Program Specialist
 David Hetrick, Human Services Program Specialist
 Lisa Lickers, Member Services Manager
 Heather Williams, Call Center Operations Supervisor

The Children's Health Insurance Program (CHIP) Advisory Council meeting was held on Wednesday, September 12, 2018, 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 12:00 p.m.

Welcome and Introductions:

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

CHIP goes LEAN:

Ms. Allan gave a quick overview of LEAN, which is a customer service initiative lead by the Governor's Office. CHIP has embraced LEAN to continue to improve the CHIP program. The initiative is designed to increase efficiency, address backlogs, improve workflow, increase quality and empower our employees to better meet the needs of our CHIP families. The Governor's Office of Performance through Excellence (OPE) is helping CHIP to apply LEAN principles to our program.

CHIP by the Numbers:

Richard Chesek, Director of Operations with CHIP, discussed how enrollment has slightly decreased in the month of March 2018 due to families being concerned about the revalidation of the CHIP program. Enrollment also drastically decreased from April 2018-May 2018 due to a new category of Medical Assistance, MG18C. MG18C provides continuous eligibility for children 0-4 for the remainder of their 12-month eligibility period. Mr. Chesek concluded with an overview of renewal percentages for all CHIP categories.

Lisa Lickers, Member Services Manager with CHIP, discussed application processing times. The average time for MCOs and the Central Eligibility Unit (CEU) to process an application is five to seven days. Ms. Lickers also gave an overview of the CHIP Call Center. The top six reasons families call the CHIP Call Center are for application status, general CHIP information, Medical Assistance coverage issues and questions, Medical Assistance referrals to CHIP, transfer to another MCO and premium payment inquires. Ms. Lickers concluded with the amount of applications that are completed over the phone with InspiriTec.

Marketing Update:

Angel Elwell and Nicole Harris, both of whom serve as Human Services Program Specialists with CHIP, provided a brief Marketing and Outreach overview. The MCOs are using flyers, postcards, push media adds and newsletters to educate their members on fluoride treatments, flu shots and lead testing. The Director of CHIP, Patricia Allan has created three Marketing Proposals including Market Research, Event Speaker and Focus Effort. The purpose is to reach

special populations and different geographical areas. Ms. Harris touched on the Marketing Objectives which include but are not limited to increasing public awareness about CHIP and developing outreach strategies for hard to reach populations. Ms. Harris also gave an overview of Marketing Deliverables; research plan, research report and market strategy.

Policy Updates:

David Hetrick, Human Services Program Specialist with CHIP, advised an update on the Procedures Manual more specifically the Managed Care Final Rule. One of the major changes has been aligning CHIPs complaint and grievance process to the Medical Assistance complaint and grievance process.

Quality Assurance Updates:

Virginia Perry, Director of Quality Assurance with CHIP, thanked the MCOs for their participation in Mental Health Parity, which was successfully submitted before the deadline. Ms. Perry advised that QA Reports such as the External Quality Review Technical Report, Performance Measure Report, CHIP Report Card, CHIP HEDIS Comprehensive Report, Annual Report to CMS, and the Annual Report to General Assembly will be posted on the CHIP website.

Social Determinants of Health

Michelle Robison, Director of Division of Quality of Special Needs Coordination and Bureau of Managed Care Operations, provided an overview of the Social Determinants of Health. MA MCOs have been assessing Social Determinants of Health by completing health risk assessments on new members as well as existing members through case management. Social Determinants of Health include, but are not limited to, housing, food and security, health literacy, access to transportation, education and employment.

Overview of Asthma in Pennsylvania:

Mary Burns, Principal Investigator for the Asthma Control Program, gave an overview of Asthma in Pennsylvania. Ms. Burns reviewed what Asthma is, the two main types of Asthma and what an Asthma attack is. She also covered the focus areas of the Asthma Control Program and Asthma Disparities.

Closing and Wrap-Up:

Ms. Allan closed the meeting by thanking everyone for participating. The next meeting is scheduled to be held Wednesday, April 17, 2019.