

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

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

CHIP Staff:

Patricia M. Allan, Acting Executive Director
 Richard Chesek, Director of Operations Support
 Virginia Perry, Director of Quality Assurance
 David Todorich, Delegate for Marcy Domen, Director of Policy and Planning
 Heather Williams, Call Center Supervisor

The CHIP Advisory Council meeting was held on Wednesday, September 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 11:30 a.m.

Welcome and Introductions:

Patricia Allan, Acting Executive Director of CHIP, opened up the meeting by introduced herself as the new Executive Director and provided a brief background of her previous work experience. Mrs. Allan expressed her gratitude to those who were in attendance and asked that each attendee introduce themselves.

New Member Introductions:

Amanda Glickman, Policy Aide with DHS, introduced Dr. James Mancini, Clinical Director of the Salvation Army Dental Centers and Michelle Figlar, VP of Learning of the Heinz Endowments and provided a brief description of their professional background and new roles on the CHIP Advisory Council. Dr. Mancini then provided a brief description of his current role as Clinical Director.

CHIP by the Numbers:

Richard Chesek, Director of Operations with CHIP, discussed how overall enrollment has continued to rise steadily from September 2016 to August 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 June 2017 to August 2017, Ex Parte renewal and exploring how CHIP can improve certain Ex Parte processes to decrease the number of renewals based on high exception reasons. Mr. Chesek concluded by discussing growth and decline in country enrollment over the last 12 months, provided an overview of application processing times and emphasized the importance on staffing for open enrollment starting in November 2017.

Heather Williams, Call Center Supervisor with CHIP, provided an overview of the call center metrics from April to June 2017, how those metrics were partly impacted by CHIP transitioning to the new phone platform (DHS Connect), what the metrics mean for application processing, and the top reasons customers call CHIP. When CHIP sees a high volume of calls on a particular topic, the FAQs on the CHIP website are updated.

Marketing Update:

Ms. Glickman provided an overview of CHIP's Back to School Campaign, with the main goal of addressing:

1. Kindergarten registration events
2. 7th Grade immunization booster
3. High School Entry

Ms. Glickman concluded by providing a brief overview of CHIP's new marketing ads and took suggestions on how to improve all marketing efforts to capture CHIP's vast target audience and its overall effectiveness.

Quality Assurance Updates:

Virginia Perry, Director of Quality Assurance with CHIP, provided a general overview of Onsite Contract Monitoring; the goals, how it is being received by CHIP contractors, the contractor and provider relationship and CHIP's future onsite efforts to ensure compliance with the contracts they sign.

Ms. Perry concluded by discussing the Mental Health Parity requirement by CMS Final Regulation (457.96) and how CHIP will be working with Mercer to ensure that each Managed Care Organization (MCO) is able to perform this analysis for CHIP. Ms. Perry advised that CHIP will initiate Mental Health Parity trainings and webinars in mid October 2017.

General Updates:

Mrs. Allen advised of the last Advisory Council Meeting date for 2017 calendar year.

Closing and Wrap-Up:

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