

Children's Health Insurance (CHIP) Advisory Council Wednesday, April 17, 2019 Meeting Minutes

COUNCIL MEMBERS PRESENT:	<p>Pennsylvania Department of Human Services – Secretary Teresa Miller Pennsylvania Insurance Department – Delegate for Commissioner Jessica Altman, Seth Mendelsohn Salvation Army Dental Centers – James Mancini, DDS Abington Health – Dr. Steven A. Shapiro Children's Hospital of Philadelphia – Steven G. Docimo, MD Capital BlueCross – Jennifer Foerster</p>
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CHIP Staff:

Patricia M. Allan, Executive Director
 J. Diane Brannon-Nordtomme, Director of Policy and Planning
 Richard Chesek, Director of Operations Support
 Virginia Perry, Director of Quality Assurance
 Raechelle Traynham, Medical Services Analyst
 Angel Elwell, Human Services Program Specialist
 Breanna Wilkerson, Human Services Program Specialist
 Nicole Harris, Human Services Program Specialist
 Heather Williams, Call Center Operations Supervisor
 Hilary Holmes, Business Analyst

The Children's Health Insurance Program (CHIP) Advisory Council meeting was held on Wednesday, April 17, 2019 in the Clothes Tree Conference Room (12-48), Commonwealth Towers, 303 Walnut Street, Harrisburg, PA 17120. The above-named Council members and CHIP staff were in attendance or participated over the phone via Webinar. The meeting began at 10:04 a.m. and ended at 11:57 a.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.

DHS Resource and Referral Tool

Secretary Teresa Miller notified the Council of a statewide, online resource and referral tool which is currently in development stages. The purpose of this tool is to help individuals and families find services that they need as well as allow providers to better collaborate and communicate with each other which will allow DHS and providers to better serve the needs of individuals and families within Pennsylvania.

Customer Service Improvements

Ms. Allan notified the Council of two initiatives that the CHIP is currently working on: Improved Communication and COMPASS improvements. The goal of these initiatives is to improve customer services from CHIP to members as well as from CHIP Managed Care Organizations (MCOs) to members.

CHIP by the Numbers:

Richard Chesek, Director of Operations with CHIP, discussed CHIP enrollment statistics, MG18C initiative statistics, and successful enrollment renewals. He explained the CHIP enrollment had been growing over the previous 12 months, even with children ages 0-4 staying in Medical Assistance due to the MG18C initiative.

Heather Williams, Call Center Supervisor with CHIP, discussed application processing times as well as CHIP Call Center statistics. She also described the top reasons that families call the CHIP Call Center which include application status and to be transferred to a new MCO.

Marketing Updates:

Angel Elwell and Nicole Harris, both of whom serve as Human Services Program Specialists with CHIP, provided a brief Marketing and Outreach overview. They reviewed the findings from the Market Research done by FieldGoals, Inc. as well as summarized the Event Speaker and Focus Efforts projects being worked on by the Mendoza Group.

Policy Updates:

J. Diane Brannon-Nordtomme, Director of CHIP Policy and Planning Division, provided an update on key CHIP Policy projects including the RFA, the CHIP Eligibility and Benefits Handbook Revision, and the Procedures Handbook Transmittal.

Quality Assurance Updates:

Virginia Perry, Director of Quality Assurance with CHIP, introduced two new Quality Assurance employees, Breanna Wilkerson and Raechelle Traynham, and explained that they would be working closely with the MCOs. Ms. Perry also introduced a new online portal titled the CHIP



Program Oversight Portal (CPOP) which is designed to help CHIP staff with conducting oversight of their eight MCO's.

Closing and Wrap-Up:

Ms. Allan closed the meeting by thanking everyone for participating. The next meeting is scheduled to be held Wednesday, October 2, 2019.