Presentation to the House Select Health Care Reform Committee

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Access and Eligibility Services

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Who is Eligible for Medicaid?

**Federal law**

- Requires coverage of certain populations and services
- Gives flexibility for states to cover additional populations and services

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**Financial Criteria**

How the applicant’s income compares to the definition of the federal poverty level (FPL) for annual household incomes

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**Non-Financial Criteria**

- Age
- Residency
- Citizenship or alien status

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**Eligible Population Categories**

- Children and Youth
- Parents and Caretaker Relatives
- Women
- People Age 65 and Older
- Children and Adults with Disabilities

*Varies by program*
Texas Insured and Uninsured Population Estimates, FY 2020

Insured: 23,710,114 (83%)
Uninsured: 5,008,907 (17%)

Medicaid & CHIP Enrolled: 5,217,850 (22% of Insured)

Uninsured Breakdown:
- Medicaid Eligible But Unenrolled: 510,173 (10%)
- Other: 3,879,252 (77%)
- Undocumented: 619,483 (12%)

Notes:
- Uninsured categories include estimated Legal Permanent Residents except Undocumented (identified separately).
- Undocumented figure based on assumption that half of census estimated non-citizens are Undocumented residents and half are Legal Permanent Residents.
- Medicaid & CHIP enrolled is full benefit only and unduplicated for the year.

Source: U.S. Census Bureau, 2020 American Community Survey
HHSC Forecasting, August 2022
Common Impacts to Enrollment

Stakeholder Concerns

• Navigating the eligibility process

• Administrative procedural requirements

• 2-1-1 Option 2 call wait times

• Stigma associated with receiving public assistance
Enrollment Support Initiatives

Properties New Administrative Processes
- Gained access to the federal Centers for Medicare and Medicaid Services data hub to obtain additional employment and income information (The Work Number) for Medicaid eligibility
- Reduced Periodic Income Checks (PICs) for Children’s Medicaid from four to one in the 6th month of the 12-month certification period

Improved 2-1-1 Call Capacity and Responsiveness
- Increased the number of call agents taking calls by 98 percent
  - March 2022 to September 2022
- Implemented a “Virtual Lobby” using specially trained clerical staff to assist with password resets during peak call times
- Implemented a courtesy call back feature during peak volume times
Enrollment Support Initiatives

Increased Eligibility Production Capacity

Implemented on-the-spot hiring in 73 eligibility offices across the state

Conducting targeted job fairs in communities where the starting wage is competitive

Offering part-time employment

Reduced the time from hire to start of training by 50 percent for critical eligibility staff
Enrollment Support Initiatives

Increased Eligibility Production Capacity

- Increased the starting salaries of critical hard-to-fill eligibility staff by 25 percent effective August 1, 2022
- Realized a net gain of 800 eligibility staff from April to August 2022
- Reduced the vacancy rate from more than 20 percent in February 2022 to 11 percent as of September 2022
- Seeking additional funding to address critical workforce levels
Funding to Address Critical Workforce Levels

- HHSC is experiencing challenges with high turnover and high vacancy rates, partially due to limitations to offering higher starting salaries and providing salary increases for high performing employees
- COVID-19 pandemic exacerbated the problem
- HHSC is requesting Exceptional Item funding to increase in employee salaries and address salary disparities
- Targeted to critical and hard-to-fill positions, including those in Access and Eligibility Services

### Access and Eligibility Services Amounts Only

<table>
<thead>
<tr>
<th>$ in Millions</th>
<th>FY24</th>
<th>FY25</th>
<th>Biennium</th>
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</thead>
<tbody>
<tr>
<td>General Revenue</td>
<td>$22.8</td>
<td>$22.8</td>
<td>$45.7</td>
</tr>
<tr>
<td>All Funds</td>
<td>$67.8</td>
<td>$67.8</td>
<td>$135.7</td>
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</table>
Education/Outreach Initiatives

Community Partner Program

The Community Partner Program (CPP) is a statewide network of faith- and community-based organizations who help Texans apply for, renew and manage their food, cash and health care benefits online.

CPP strengthens local communities by building relationships between HHSC, community organizations, and those needing services.

There are 604 community partner organizations and 1,674 partner sites.

HHSC trains and certifies Community Partners:

- To provide application assistance and case management services using YourTexasBenefits.com;
- To educate clients to manage their benefits in YourTexasBenefits.com, leading to increased self-sufficiency and reducing calls to 2-1-1, Option 2, or visits to local benefits offices;
- Provide computer access, online support, and application assistance at trusted local locations clients visit regularly.
## CPP Assistance Data

<table>
<thead>
<tr>
<th>Measure</th>
<th>FY 2019</th>
<th>FY 2020</th>
<th>FY 2021</th>
<th>FY 2022</th>
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<tbody>
<tr>
<td># of Applications</td>
<td>64,316</td>
<td>44,458</td>
<td>41,167</td>
<td>61,809</td>
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<tr>
<td># of Redeterminations</td>
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<td>14,875</td>
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<td># of Change Reports</td>
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<td>1,538</td>
<td>1,196</td>
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<td># of Documents Submitted</td>
<td>90,026</td>
<td>58,416</td>
<td>52,223</td>
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<tr>
<td># of Accounts Created</td>
<td>13,885</td>
<td>11,966</td>
<td>10,877</td>
<td>15,012</td>
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</table>
**Case Assistance Affiliate (CAA) Program**

- Managed Care Organizations (MCOs) and Dental Contractors (DCs) are required by their contracts to provide eligibility renewal assistance for Medicaid and the Children’s Health Insurance Program (CHIP) to members whose eligibility is about to expire.

- HHSC leveraged the CPP infrastructure to allow MCO and DC staff to assist with the completion of health benefit renewals.

- They can also help with password resets when a person is locked out of their [YourTexasBenefits.com](https://YourTexasBenefits.com) account.
Education/Outreach Initiatives

Out-Stationed Eligibility Staff

• Required to have eligibility staff in locations other than state benefit offices to provide an opportunity for low-income pregnant women, infants, and children under age 19 to apply and receive assistances with the application process.

• Eligibility staff are housed in federally-qualified health centers (FQHC), disproportionate share hospitals, revenue generating hospitals, clinics, and nursing facilities:
  • 1,024 out-stationed facilities
  • 429 staff located in the facilities
  • Over 129K applications and renewals in CY21
Education/Outreach Initiatives

Outreach Partnerships

• Section 3004(a) of the Helping Ensure Access for Little Ones, Toddlers and Hopeful Youth by Keeping Insurance Delivery Stable Act (referred to as the HEALTHY KIDS Act and included in Pub. L. 115-120)

• Federal outreach grant that fund initiatives geared at reducing the number of children who are eligible for, but not enrolled in Medicaid and CHIP

• Data sharing Memorandum of Understanding to share data
  • MHP Salud
  • Exploring ways to support additional local community outreach efforts
Additional Considerations/Initiatives
CPP Expansion

Fiscal Year 2023 CPP Expansion

- Utilizing an evidence-based recruitment plan, HHSC is working to increase the number of community partner sites in counties with high ratios of people in poverty
- Compared the estimated number of people in poverty by county to the number of community partner sites located within the same county
- Set as a measurable standard for people in poverty per partner site
  - 2,200 people to 1 partner site
Administrative Policies and Processes

Enhance Password Reset Functionality

• Automate password reset/recover
  • Multi-factor authentication (MFA)
  • Standard industry functionality
• Sends a unique PIN code via email or text
  • Current functionality requires responses to security questions answered at initial set up of account
• Removes the need for individuals to call for assistance to reset/recover password
Customer Service Initiatives

System Initiatives

• “Pizza Tracker”
  • Provides easy-to-follow status of application

• Market Place Account Transfers
  • Automates the processing of referrals received from HealthCare.gov

• E-Signature
  • Online forms repository in Your Texas Benefits for review, completion, and submission
  • Start with most used forms

• Interactive Voice Response (IVR) Improvements
  • Reduce the time for callers to get where they need to go
  • Increase the IVR containment rate (callers that self serve without talking to a physical agent)
  • Reduce the average time to talk to an agent

• Proactive Instructions During Application Process
  • Encourages applicants to respond to questions on application – reduces questions not answered reducing the need to request additional information
  • Prompts applicants to upload verification during the application process versus at submission – increase verification received and reduce the need to request