One System: Medicaid, CHIP & the Exchanges

Medicaid/CHIP Eligibility and Enrollment Conference
Baltimore, MD

September 7-8, 2011

Julie Boughn
Deputy Director, CMCS
September 8, 2011

Seamless, Streamlined Eligibility and Enrollment

Submit single, streamlined application

- Online
- Phone
- Mail
- In Person

Verify and determine eligibility

- Supported by the Federally-managed data services hub
- Eligibility for:
  - Qualified health plans (QHPs)
  - QHPs with tax credits and cost-sharing reductions
  - Medicaid and CHIP

Enroll in affordable coverage

- Enrollment in a QHP or Medicaid/CHIP
- Online plan comparison tool available to inform QHP selection
- Advance payment of the premium tax credit is transferred to the QHP

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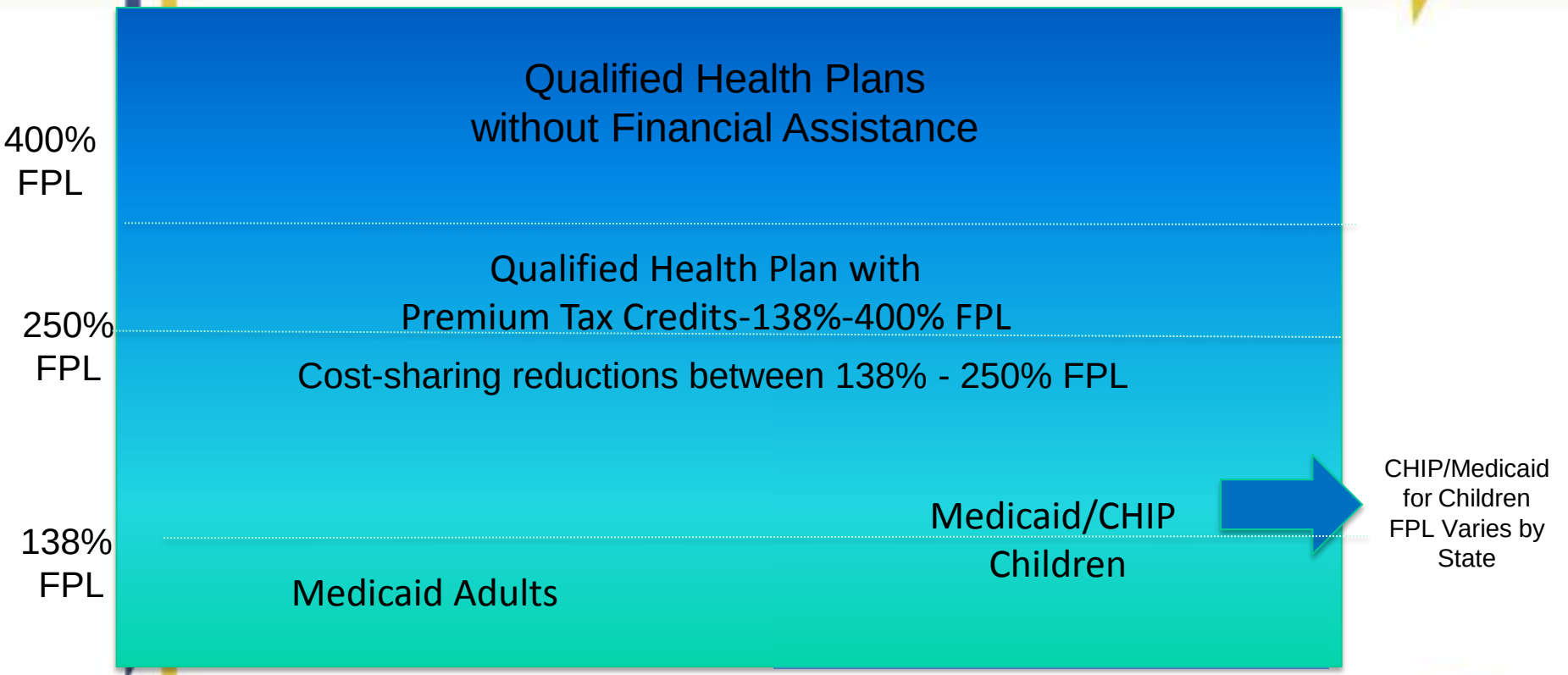
Shared Eligibility Service - Who Is It For?

- Individual seeking health coverage in 2014 should be able to access information and assistance, and apply for health coverage, through multiple channels.
- All channels will be connected through a standardized web-based system to evaluate an individual's eligibility for affordable health insurance options.

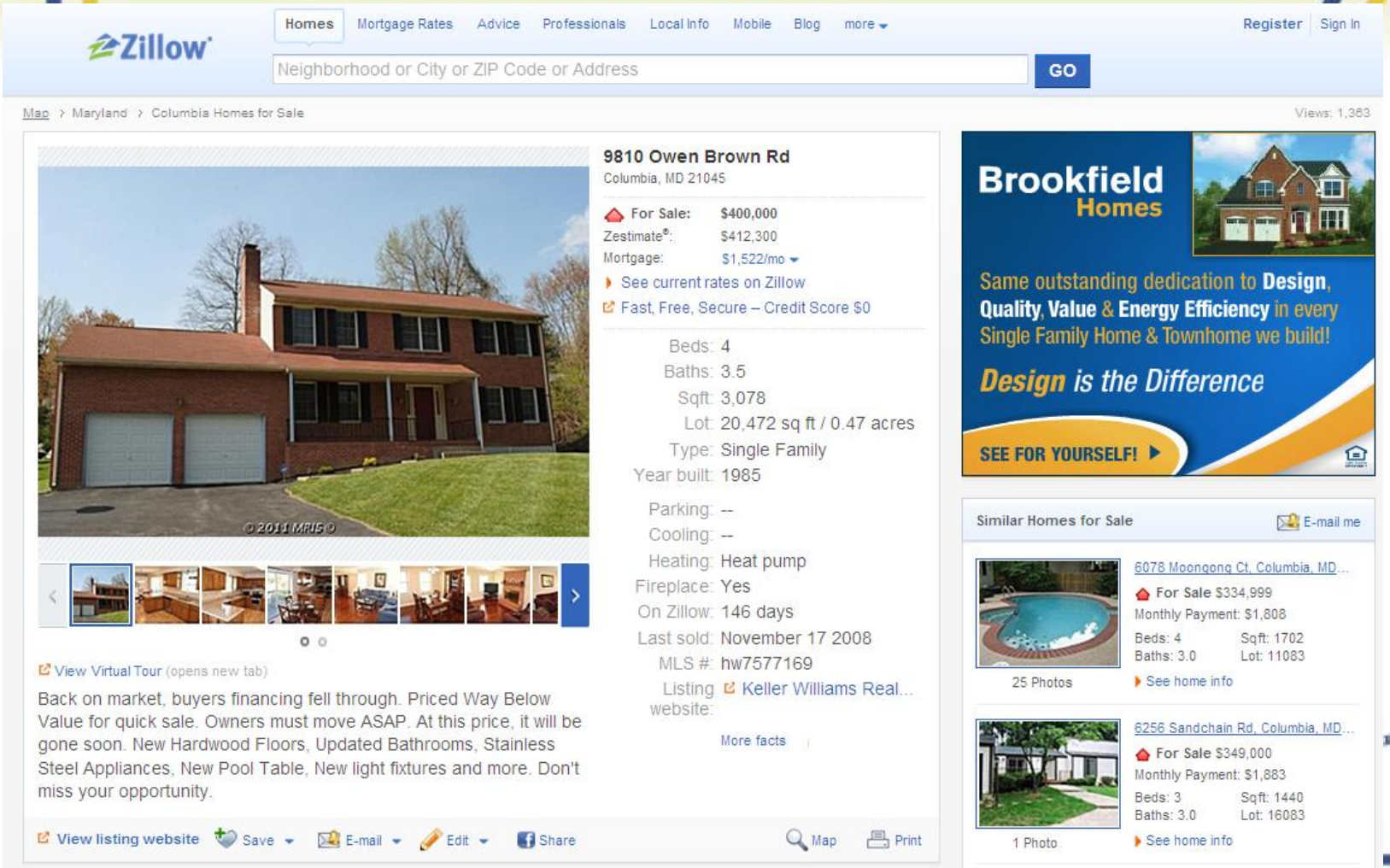
3 Basic Requirements

- Correct MAGI Determination
- Modern, Seamless Customer Service Experience
- Don’t pay for the same thing twice

Correct MAGI



Seamless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For Sale: $400,000
Zestimate®: $412,300
Mortgage: $1,522/mo
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Fast, Free, Secure – Credit Score $0
Beds: 4
Baths: 3.5
Sqft: 3,078
Lot: 20,472 sq ft / 0.47 acres
Type: Single Family
Year built: 1985
Parking: --
Cooling: --
Heating: Heat pump
Fireplace: Yes
On Zillow: 146 days
Last sold: November 17 2008
MLS #: hw7577169
Listing website: Keller Williams Real...
More facts
View Virtual Tour (opens new tab)
Back on market, buyers financing fell through. Priced Way Below Value for quick sale. Owners must move ASAP. At this price, it will be gone soon. New Hardwood Floors, Updated Bathrooms, Stainless Steel Appliances, New Pool Table, New light fixtures and more. Don't miss your opportunity.
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Same outstanding dedication to Design, Quality, Value & Energy Efficiency in every Single Family Home & Townhome we build!
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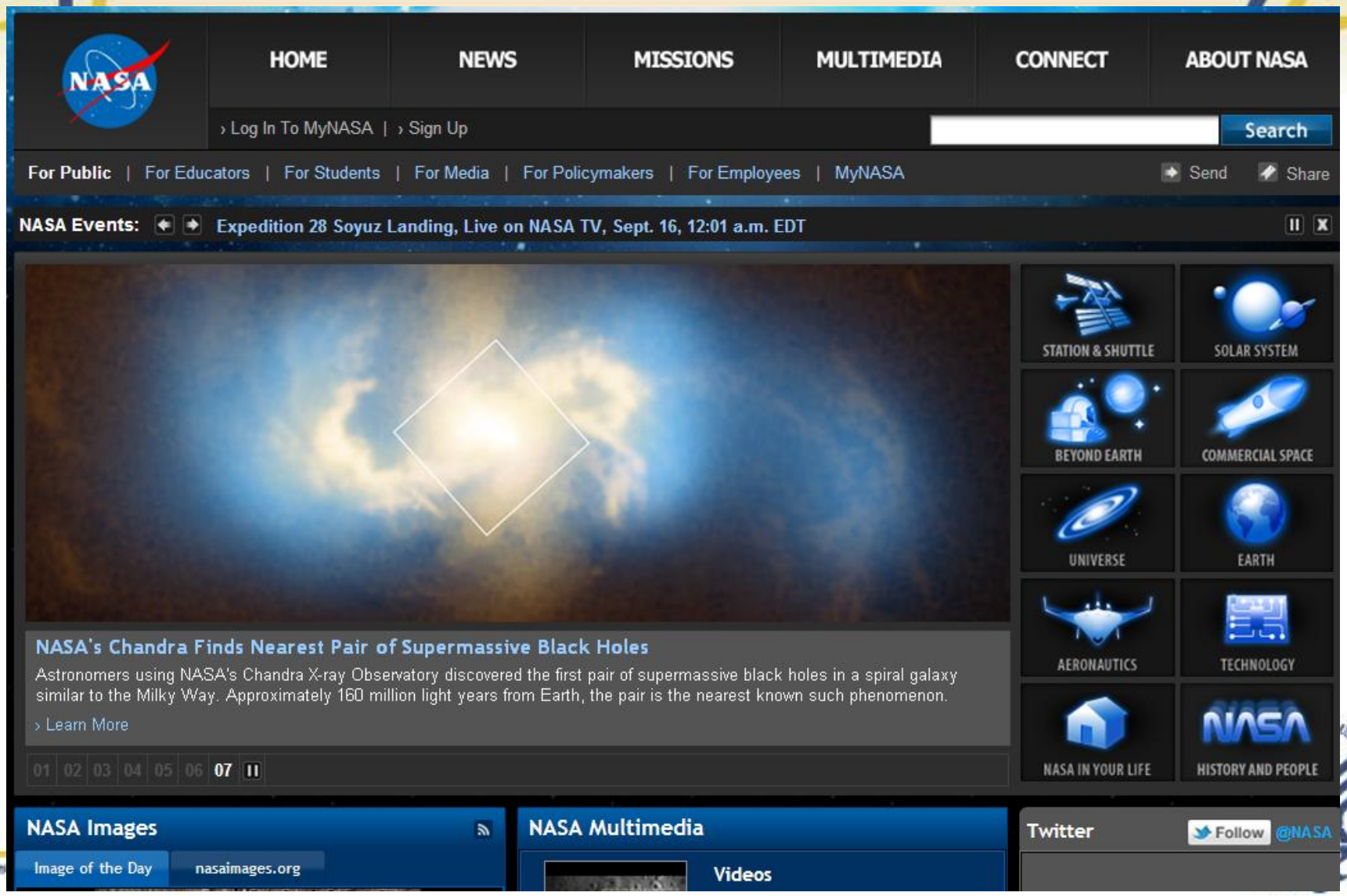
Beds: 4
Baths: 3.0
Sqft: 1702
Lot: 11083
25 Photos
See home info
6256 Sandchain Rd, Columbia, MD...
For Sale $349,000
Monthly Payment: $1,883
Beds: 3
Baths: 3.0
Sqft: 1440
Lot: 16083
1 Photo
See home info

Seamless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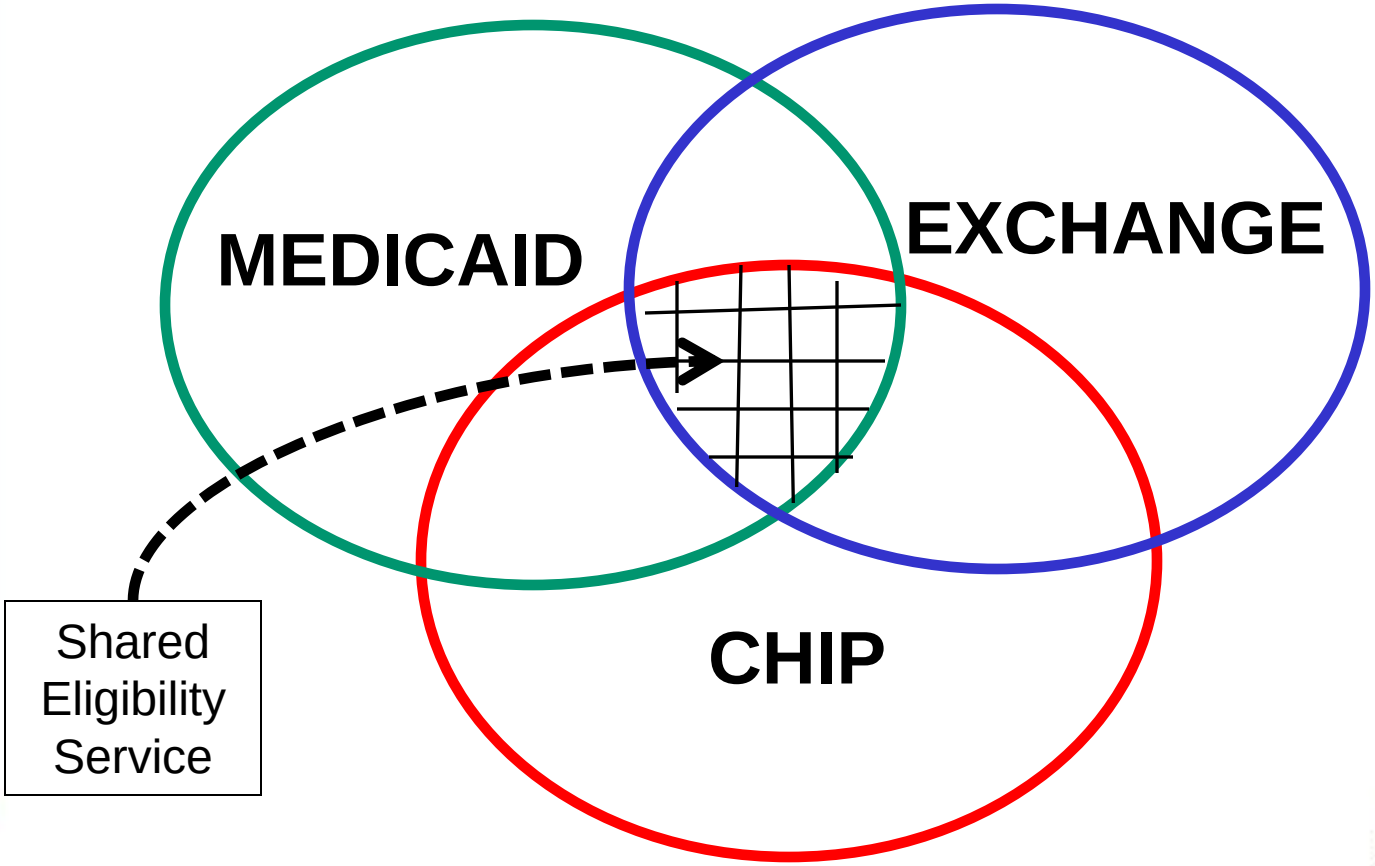
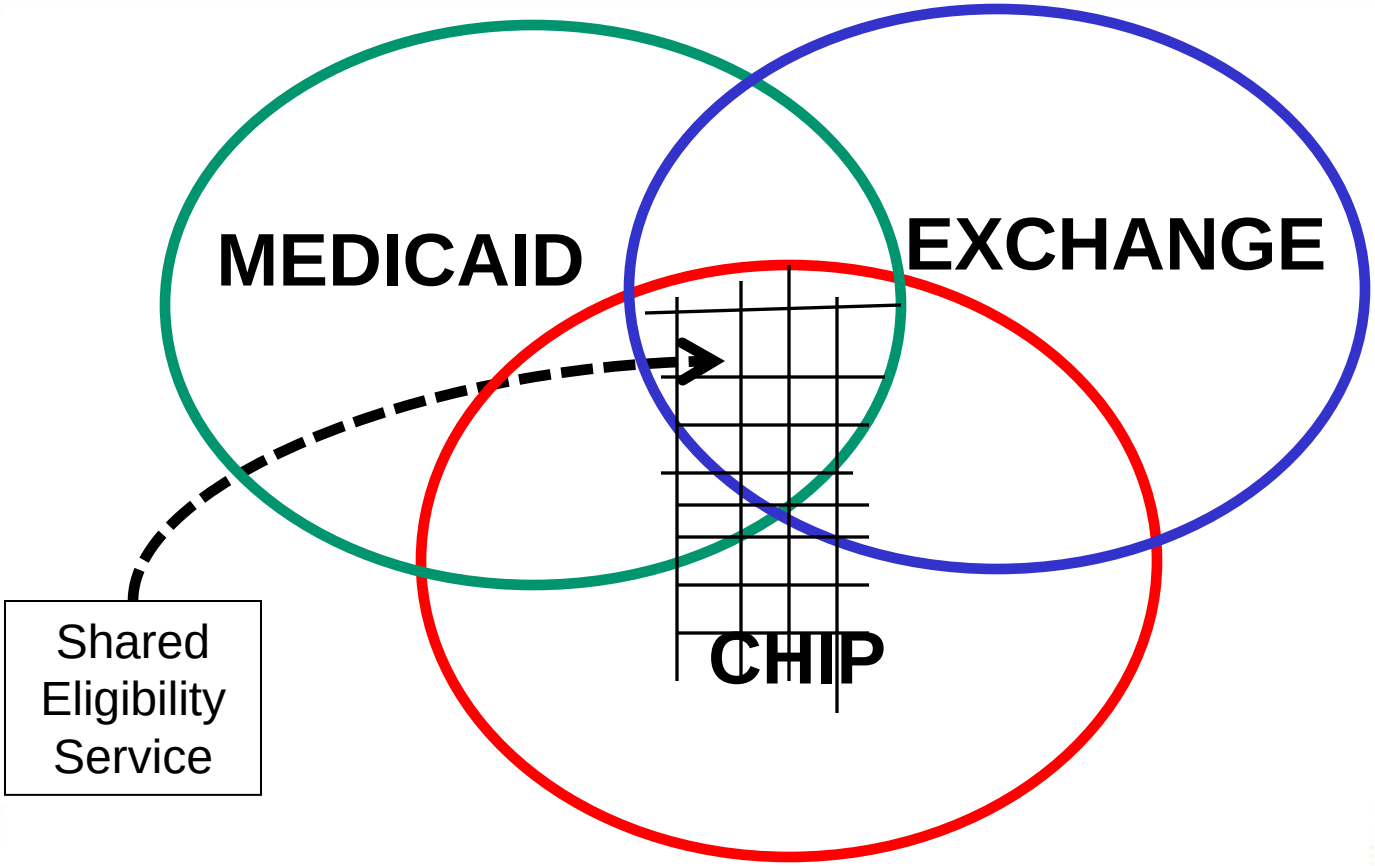
Shared Eligibility Service



Shared Eligibility Service



Shared Eligibility Service - What Services Should Be Cost-Allocated?

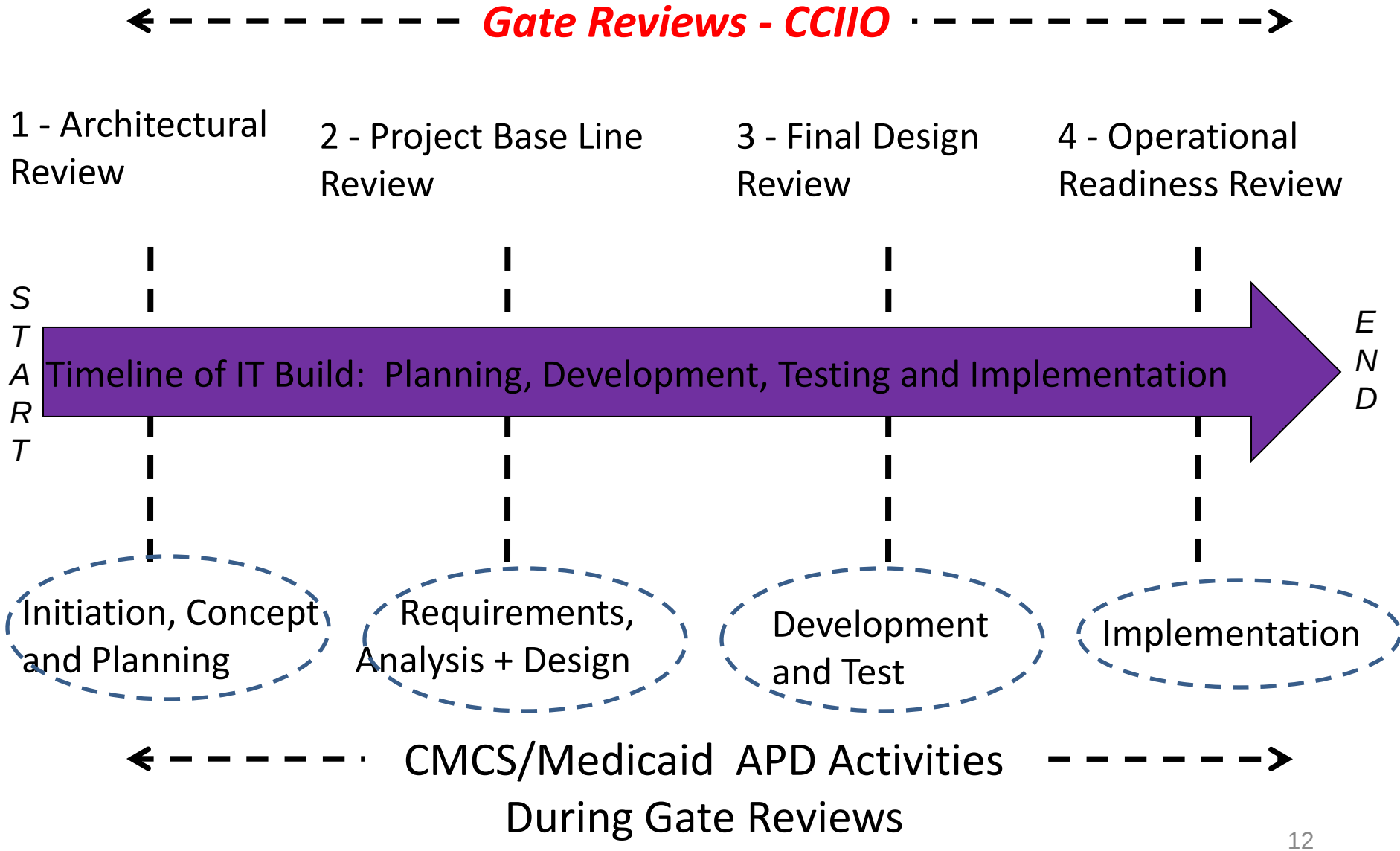
- Health Care Coverage Portal
- Business Rules Management and Operations System
- Interfaces to Federal Data Services Hub
- Interfaces to Other Verification Sources
- Account Creation and Case Notes
- Notices (re results of determination and, if applicable, notice of referral to Medicaid or CHIP for applicants who may be eligible on a basis other than MAGI)
- Customer Service Technology Support
- Interfaces to community assisters and outreach organizations
- Enabling services – identity mgmt, security/privacy controls

CMS 90/10 Seven Conditions & Standards

- ✓ Modular
- ✓ MITA-Aligned
- ✓ Industry Standards
- ✓ Share, Leverage, Reuse
- ✓ Results Focused
- ✓ Program Evaluation
- ✓ Interoperable

These Must Be Met to Qualify for 90/10 FFP for Eligibility and Enrollment System Higher Federal Match

The SDLC/APD Review Process



Contacts

IT Guidance 2.0

http://www.cms.gov/Medicaid-Information-Technology-MIT/Downloads/exchangemedicaiditguidance.pdf

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Shared Eligibility Service – What Will It Look Like?

- Streamlined, secure, highly interactive experience that maximizes automation and real-time adjudication
- Individual answers a defined/limited set of questions to begin the process, supported by navigation tools and windows that open to provide or seek additional information based on individual answers or preferences
- Application allows individual to accept or decline screening for financial assistance, and tailor the rest of the eligibility and enrollment process accordingly

Shared Eligibility Service – How Will It Work?

- Required verifications to validate accuracy of applicant's information will be managed in a standardized fashion, supported by a common, federally managed data services hub that will supply information re:
  - Citizenship
  - Immigration status
  - Federal tax information
- Business rules will allow for resolution of most discrepancies through automation, including:
  - Explanations of discrepancies for the consumer
  - Opportunities to correct info/explain discrepancies
  - Hierarchies to resolve conflicts

Shared Eligibility Service - What Needs to Happen?

Performance Goals:

- Serve a high proportion of individuals through an automated process
- Most individuals should be able to complete their online application and receive a program placement quickly (for example, within 15-20 minutes)

To achieve this, we are dependent upon:

- Policy streamlining
- Simplification and clarity of business rules and business processes
- Technology innovation
- Emphasis on the user experience
- Data availability