

How to Implement a Highly Compliant, Centralized Eligibility System

Presented by Carmen Batista and Rose Conner



Disclosures

Presenter(s) has no financial interest to disclose.

Learning Objectives

1. Review and identify at least one centralized eligibility intervention that could be implemented in the local jurisdiction
2. Discuss political strategies for implementing streamlined eligibility systems in multi-jurisdiction areas
3. Gain a high-level understanding of technology resources that support higher eligibility compliance rates and decreased RSR reporting burden

Obtaining CME/CE Credit

If you would like to receive continuing education credit for this activity, please visit:

<http://ryanwhite.cds.pesgce.com>

Presenting: Rose and Carmen

CE



Definitions

- Eligibility: refers to process of verifying a client's ability to receive services which can be reimbursed by Ryan White Programs
- Central Eligibility: utilization of a central database, standardized forms and a central reviewer/approver of all eligibility
- Ryan White: Ryan White Care Services, often Part A, unless noted otherwise.
- *Applicable to RWPB Services

Quiz: Technology Test

▪ My favorite type of cake is:

- German Chocolate
- Carrot
- Vanilla with sprinkles
- Box Cake
- Free
- Other

Why Eligibility Matters to Us

- Focused ACA enrollment at 97%
 - ~14 million in rebates
- Labs collected drive ½ of Clinical Quality Improvement projects
- Health disparity analysis
 - See the Data Deep Dive presentation for more!
- Planning Resource Service Allocation

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RSR (Ryan White Service Reports)

- How many records did your program have to ‘clean up’ for the 2015 RSR Report?
 - 1000+
 - 500 to 999
 - 0 to 499
 - Don’t know

Why Eligibility Matters to

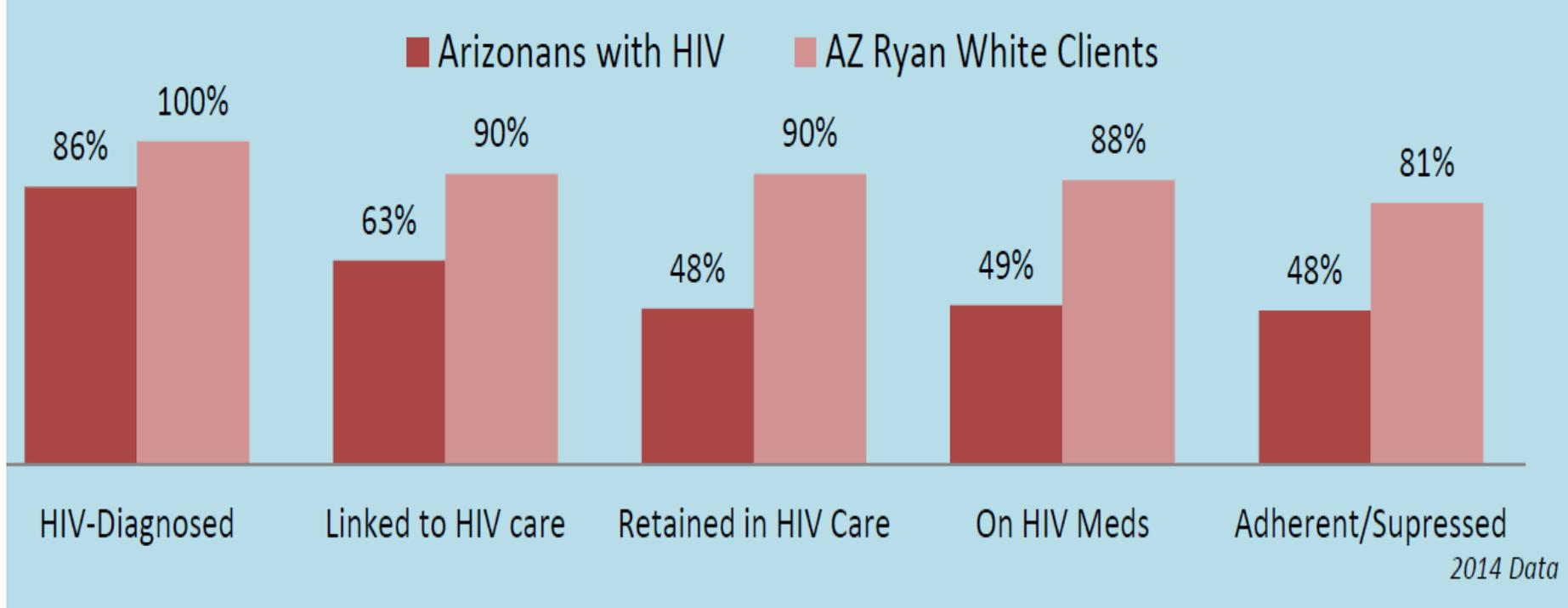
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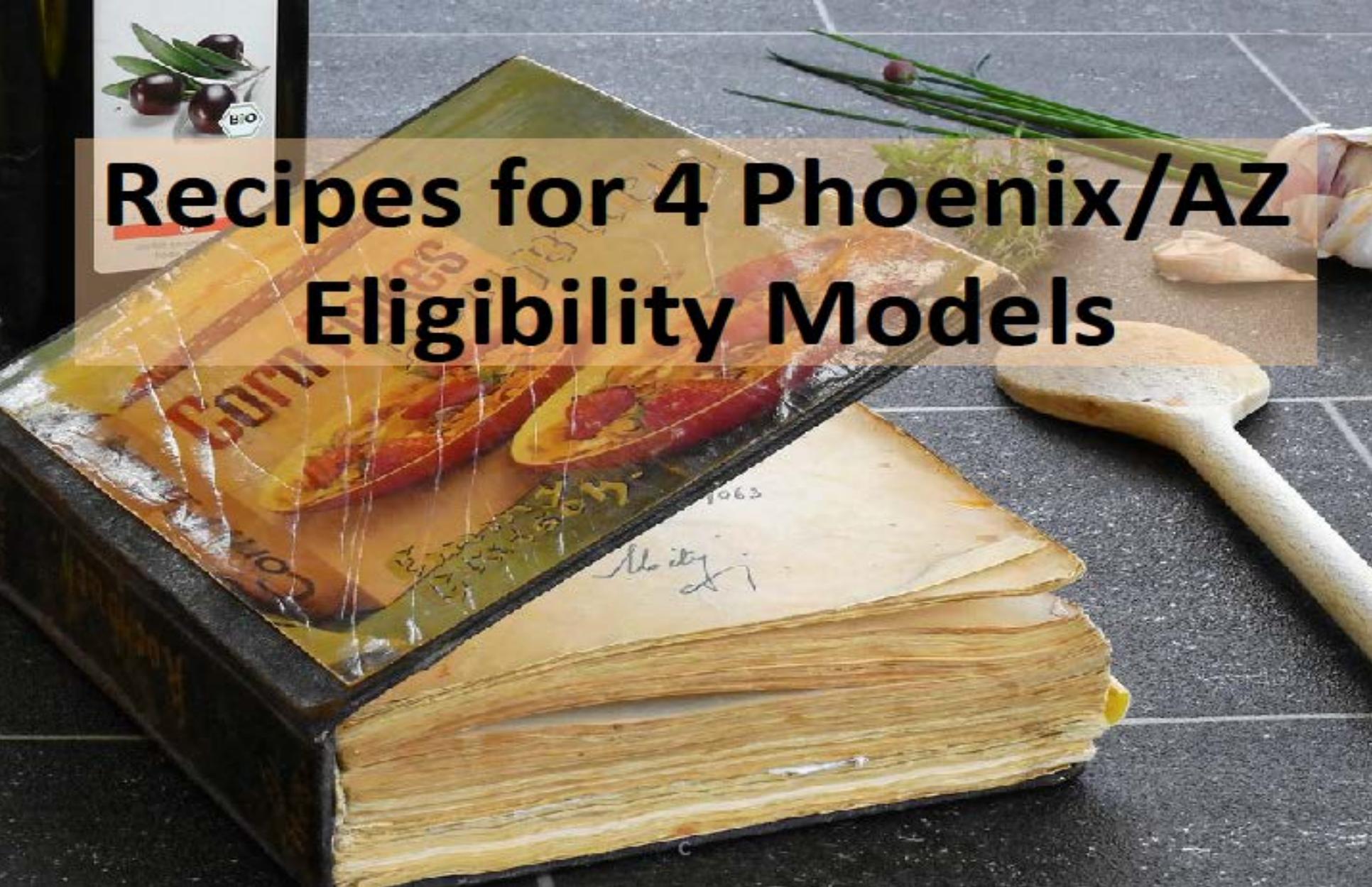
Why Eligibility Matters to Our Providers/Sub-Recipients

- Providers are only reimbursed for eligible clients
- Trust and equality among case management agencies/services
- Eligibility data is provided back to the agencies

Clinical eligibility data demonstrates impact of Part A and B Sub-recipients

Ryan White Clients have better health outcomes.

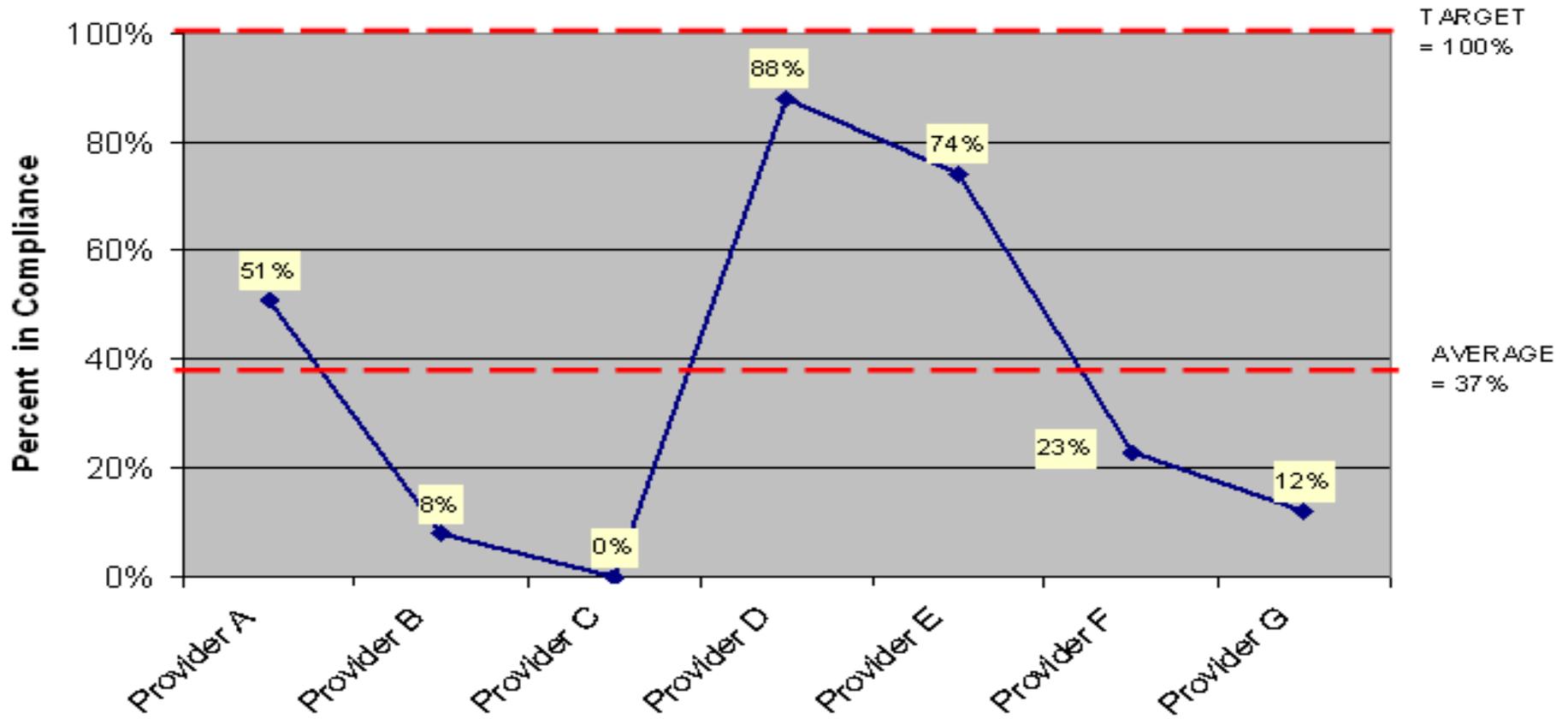




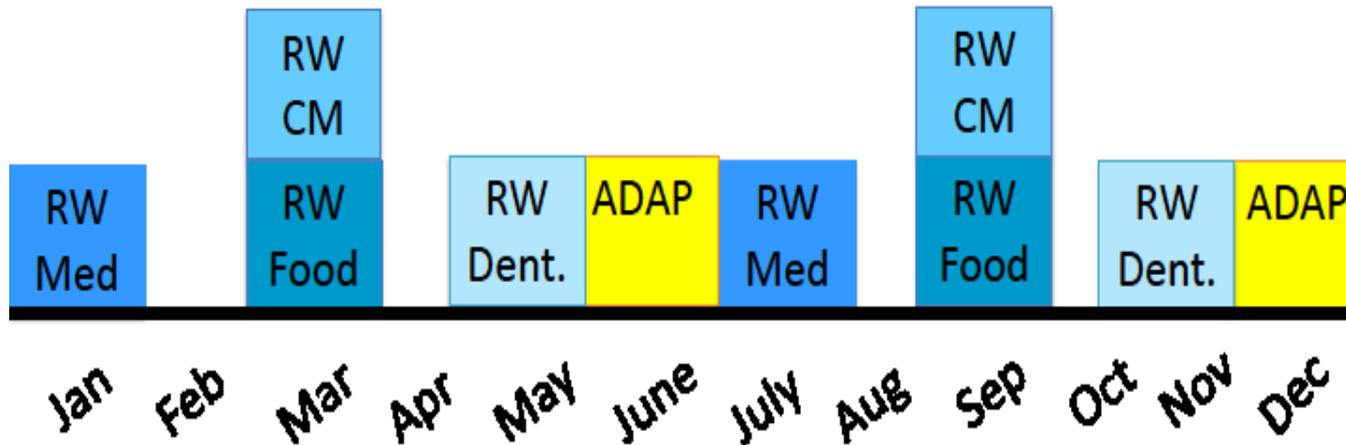
Recipes for 4 Phoenix/AZ Eligibility Models

2006 Eligibility Findings

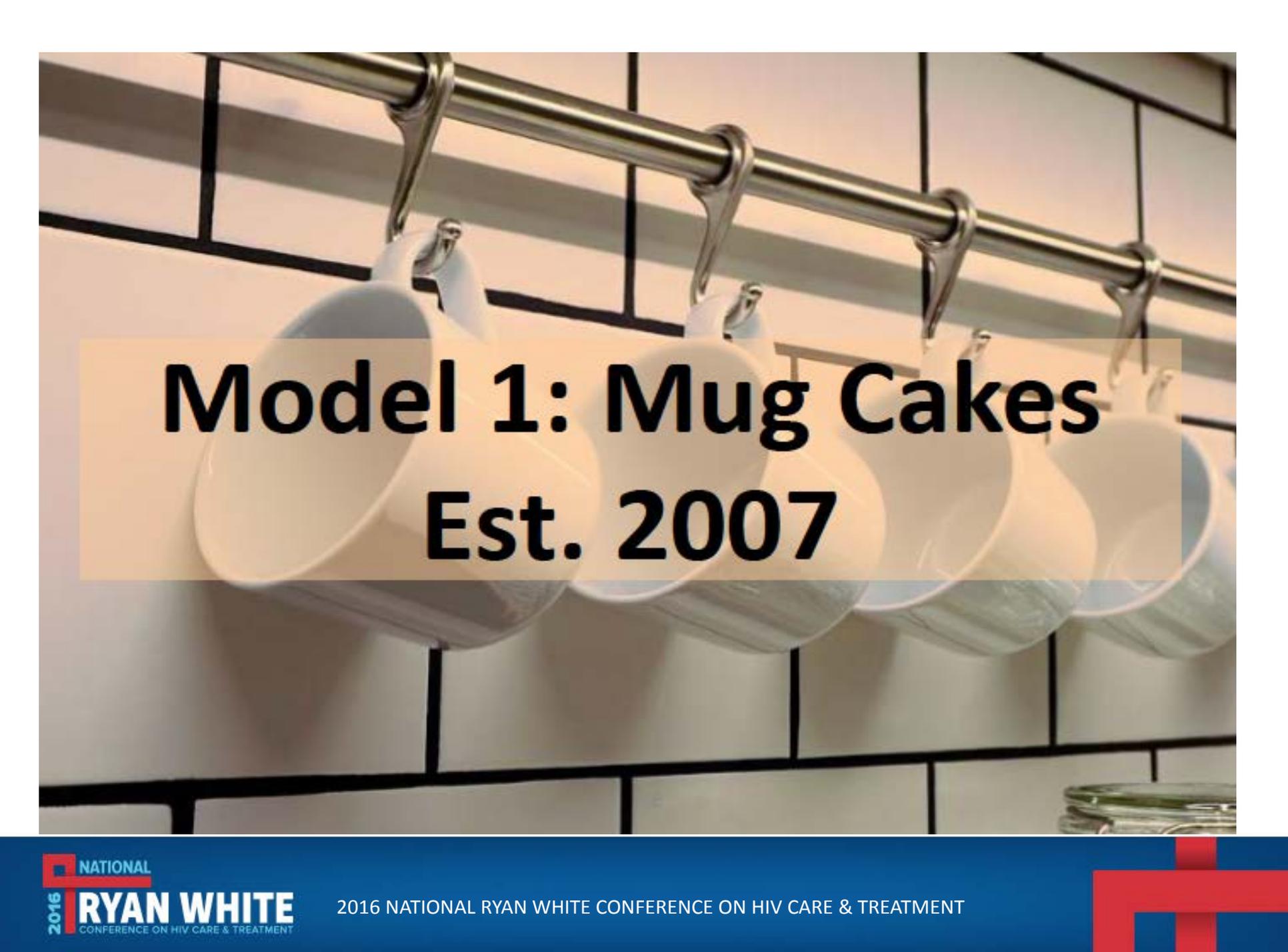
PERCENTAGE OF ELIGIBILITY CHARTS IN COMPLIANCE
ACROSS 7 AGENCIES



Pre-Centralized Eligibility:



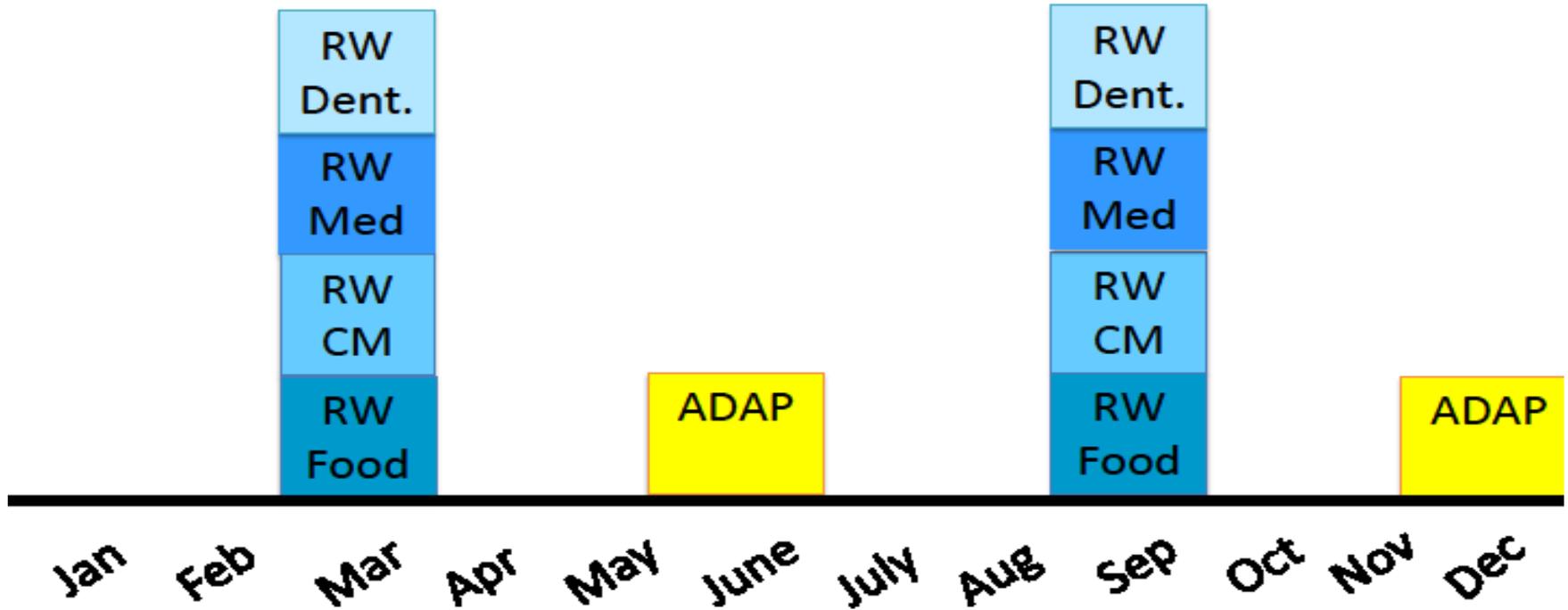
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Model 1: Mug Cakes

Est. 2007

Model 1: Mug Cake



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Model 1: Description and Cost

Model 1: Description and Cost

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It's About Time

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- **Description:**
 - Any single agency can submit eligibility documents to the Administrative Agent.
 - Docs are reviewed and eligibility is approved or returned.
 - Eligibility status is posted to shared CAREWare system.
- **Cost:**
 - 1 FTE ~\$50,000
 - CAREWare Programming Costs

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Model 1: Mug Cake Staffing

- **Staffing Requirements:**

- Sub-Recipient Staff

- 1 FTE located at the RWPA Office for ~2500 clients

- CAREWare Consultant

- Shared CAREWare System

- **Training:**

- High level training

- Followed by detailed training

Model 1 Data System Requirements

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- Shared Data System
- Dot net programming that drives the eligibility processing
 - Triggered by service entry and attachments
 - Accounts for data quality on specific elements
- All files kept on site

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Model 1: Mug Cake Pro's and Cons

Pros

- **Drastic reduction in client work to complete eligibility**
- **All eligibility documentation is reviewed by single entity**
- **No RFP required**

Cons

- **Certain agencies continue to require high levels of technical assistance**
- **Need strong documentation—single point of failure**



Model 2: Cupcakes! Centralized Eligibility Est. 2012

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Model 2: Cupcakes – The formally centralized models

Model 2: Cupcakes -
The formally centralized models.



Model 2: Description

- **Description:**
 - A single agency is contracted to provide RWPA eligibility
 - In person Acuity Assessment for all new clients
 - Renewals can be done via mail
 - Mandatory referral for case management
 - Service referrals in CAREWare
 - Option for in-home CE activities

Model 2: Cupcake Prices

Approximately:

\$170,000 salaries plus benefits
+\$53,000 in set up/admin costs

\$223,000 for first year

3,500 clients at average
cost of \$64 per client

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Model 2: Picking the Right Baker – RFP for Central Eligibility

- Copy of the Contract and Scope of Work located on “Free Cake” website
- Highlight of Requirements
 - Initial meeting face to face for all new clients
 - Timelines for eligibility completion from receipt of valid and complete applications (7 business days)
 - Process and procedure for contacting clients
 - Referrals to medical care and medical case management

Model 2: Picking the Right Baker – cont.

- **Customer service requirements**
 - **Courteous and bilingual**
 - **Toll-free customer service line**
- **Coverage of customer service line**
- **Access to telecommunication for deaf or hard of hearing**
- **Utilization of secure e-mail system**
- **Logos to use**
- **Complaint process CE**

Quiz

- **Presenters will provide quiz questions for participants to respond to via text.**

Model 2: Picking the Right Baker – cont.

- Table of Performance Metrics
 - Timely disposition of applications and renewals
 - Accuracy of eligibility determination
 - Accuracy of customer service response
- Quality Management
 - Monthly reports on performance metrics
 - Ongoing customer satisfaction survey
 - Inclusion in QM Plan

Model 2: Picking the Right Baker – cont.

- Training Program
 - Internal staff training – HIPAA, Cultural Competency, Eligibility, Medicaid enrollment
 - Ad hoc eligibility training to RW Sub-recipients
- Desktop Procedure Manual
 - Monthly reports on performance metrics
 - Ongoing customer satisfaction survey
 - Inclusion in QM Plan
- Business Continuity and Recovery Plan

Quiz

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3 Pathways for CE Completion

- Standard CE Pathway
- Case Manager/EIS/Outreach Informal Assistance Pathway
- Case Manager Formal Representation Pathway

Standard CE Pathway



- The standard model works for 90% of client population.

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Case Manager Informal Assistance Pathway



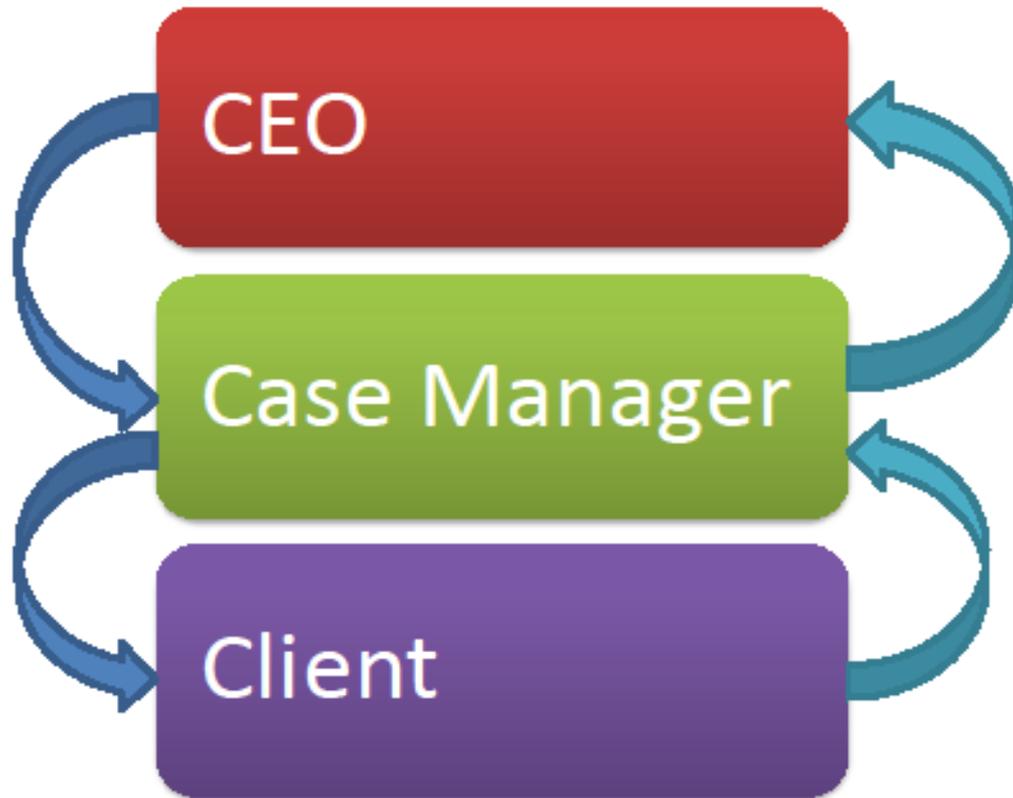
- Some clients need additional, limited assistance.
- Case managers/ EIS/Outreach staff can help informally. Answer questions, help with faxing. However, client is still responsible for communication with CE office.

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CE for New Clients: Provider Responsibilities

- Informal Assistance Responsibilities:
 - May join client for CE processing and intake
 - Recommend review of uploaded client referral choices in the Central Eligibility tab of CAREWare
- CEO Responsibilities:
 - All standard practices outlined in the policies
 - Required to meet in person
 - Completion of documents
 - Uploading of documents

Case Manager Formal Representative Pathway



- Clean communication
- Only utilized when case manager is designated on the first page of the application
- If no case manager designated, follow standard CE pathway

New Clients: CE Referrals

- Mandated offering of medical case management referral for new clients
- Initial HIV Case Management Acuity/Risk Assessment may identify other emergency referrals
- Utilizing the brochure with verbiage solicited from each agency.

CE for Renewing Clients: Referrals

- CEO will make referrals, but will not be required to ensure referrals are completed
 - Mandated offering of medical case management referral for clients out of care 6+ months
 - Utilize the brochure with verbiage solicited from each agency
 - Often done via mail, fax, email soon to include online application

Policies

- See [LINK](#) for copies of the RWPA Eligibility Policies

Model 2 Data System Requirements

- Shared Data System
- Dot net programming that drives the eligibility processing
 - Triggered by service entry and attachments
 - Accounts for data quality on specific elements
- VPN tunneling between parallel CAREWare systems at State (Part B) and County (Part A)
- Applications saved in CAREWare
 - Paper - Business Continuity Plan

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Model 2: Cupcake

Pro's and Cons

Pros

- Conducting in person and mail assessments
- Notable improvement in quality of documentation from single provider
- Strong vision related through RFP

Cons

- Providers concerned about “stealing clients.”
- Couldn't pull Acuity Assessment data
- Costs more than previous model

Quiz

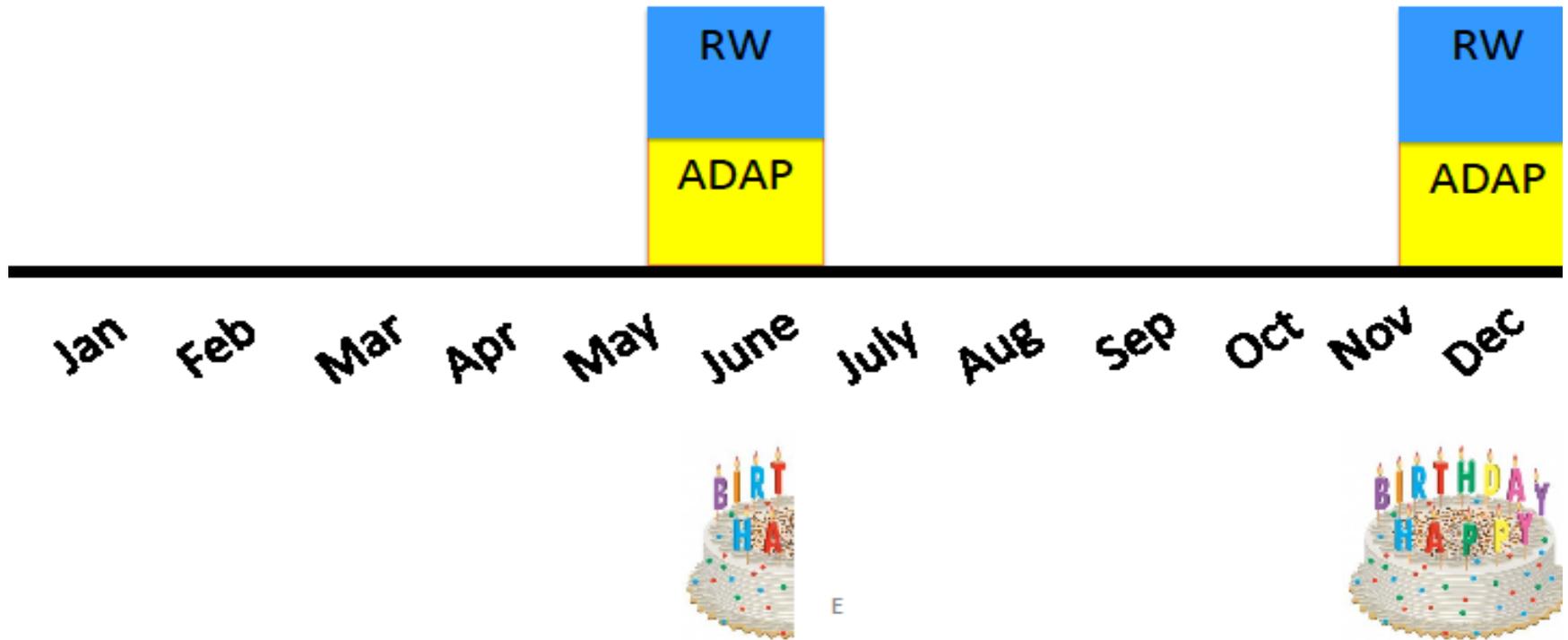
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Model 3: Gluten-free Birthday Cake
Faux- integrated eligibility
Est. 2014



Model 3: Faux integration (Gluten-free Birthday Cake)





Model 3: Description

- Description:
 - Implemented birthday and ½ birthday enrollments
 - ADAP and RWPA using the same applications with the similar document requirements
 - Both programs are reviewing and independently processing eligibility
 - Still using different income calculation methodologies
 - CE agency takes lead roll in planning and enrolling clients into ACA

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Model 3: Birthday Cake Staffing

- Staffing Requirements:
 - 7.1 FTE
 - 6.35 Eligibility Staff
 - Masters level individual completing intakes
 - 0.75 Supervisors
 - CAREWare consultant
 - Data exchange between Part A and ADAP

Model 3: Birthday Cake Prices

In 2015, roughly \$406,500 spent

- 4,423 clients at average cost of \$92 per client which includes:
 - ACA enrollment and follow up,
 - Medicaid screening,
 - regular notifications
 - Full application and ½ birthday attestation

Revising Application

- Workgroup with RWPA, ADAP and CE staff
- Conducted pilots of new application throughout Arizona

Transitioning to Birthdays and ½ Birthdays

- Initial implementation
 - Any clients within 3 months of their birthday month were renewed. May have 3 renewals in this transition year.

Timelines for New Clients

- New clients complete full applications.
- If the application is completed within 30 days for their birthday month, it may count as their 'birthday application'
 - If more than 30 days prior, client will have to submit another application on their full or half birthday

Timelines for Enrolling New Clients

| Months till clients birthday? | How long is clients' initial eligibility period? (months) |
|-------------------------------|---|
| <1 | Up to 6.99999999 |
| 2 | 2 |
| 3 | 3 |
| 4 | 4 |
| 5 | 5 |

Model 3: Birthday Cake

Pro's and Cons

Pros

- Actual ADAP eligibility dates vs. self report
- Easy for ADAP to confirm client's case manager
- Added lab data to RWPA eligibility requirements

Cons

- Little confusing to our clients
- Can be a grind to come to agreement

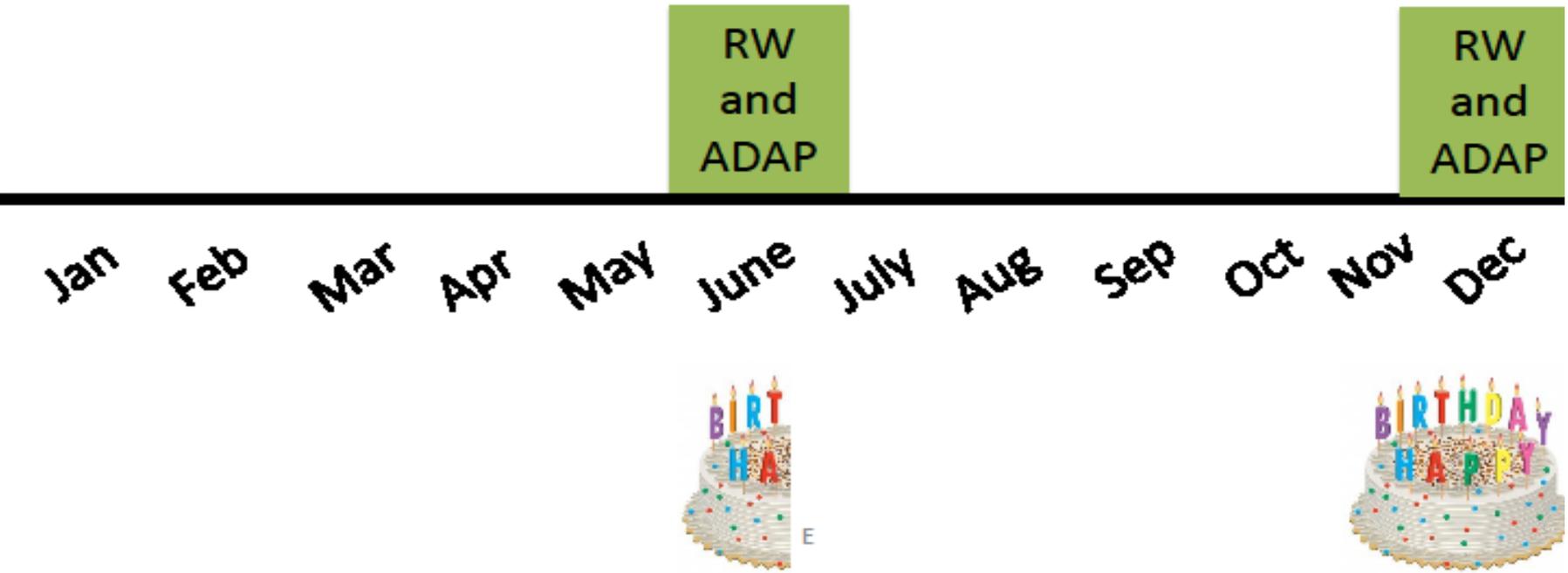
Quiz

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**Model 4: Wedding Cakes
Statewide Integrated Eligibility
Est. 2017**

Model 4: Wedding cakes that taste good.



Model 1: Description and Cost

- **Description:**

- 3 Month pilot w/ new application started July 2016
- All ADAP and RWPA eligibility from Maricopa County processed by CE Office
- All ADAP and RWPB eligibility from outside Phoenix EMA, processed by CE Office
- Same policies
- Status' will post and be transferred nightly
- Las Vegas in AZ jurisdiction, has agreed to accept AZ eligibility

- **Cost:**

- Unknown

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Model 4: Staffing

- Staffing Requirements:
 - Using staff savings from RWPA processing, to dedicate ADAP resources to RWPB clients
 - Transition scheduled for November 2016
 - Web based tools will also allow for transfer of eligibility cases between Part A and ADAP
 - Consolidated eligibility training for Part A, RWPB and ADAP

Up and Coming: Online Application

- RWPB working with state IT programs to develop client centric online application
 - Like ‘turbo taxes’ for Ryan White. Inclusion of questions that limit client stigmatization
 - Heavy investment in community input
 - Approved data will push into CAREWare
- In Phase 1 of 3. Clients get access in phase 3.

Model 4 Data System Requirements

- Working towards shared CAREWare data system
- Dot net programming that drives the eligibility processing
 - Triggered by service entry and attachments
 - Accounts for data quality on specific elements
- Business Continuity - All files backed up electronically – using a separate server from CAREWare server

Pro's and Cons

Pros

- Remove the duplication of effort between Part A and ADAP
- Strengthened partnerships between ADAP and RWPA CE Office
- Did not need a new RFP
- Solid eligibility data

Cons

- Lack of Data Sharing agreements hinders consolidation
- Requires strong documentation and communication to facilitate shared processes

WRAPPING THIS UP!



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Cupcakes to Wedding Cakes

- Small Changes:
 - Move to birthday and half birthday
 - Post eligibility status to shared data system
 - Designated staff review all applications
- Large Changes:
 - Data Sharing
 - BAA
 - Authorized review of applications
 - Dedicated funding
 - CAREWare Programming

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Grantee Support

- Aligned policies
- RWPA consolidation of eligibility
- RWPA/RWPB and ADAP eligibility
- Coordination
 - Surveillance Systems
 - Insurance Enrollment

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A team makes the best cakes

- Decision makers for policies
- Front line for logistics input
- Provider input on concerns, potential pitfalls
- Clients for feedback on forms, etc.
- Contract writer
- Technical expert to assist with posting and sharing eligibility status
- Excellent Note Taker
- Know your team

E

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E

Why are these cakes so compliant?

Answer: The people

- Right leadership: systems oriented, detail driven.
- Strong staff training procedures and review period
- Use two sets of eyes:
 - 1 reviewer
 - 1 data entry person

What makes these compliant cakes so delicious?

- 99% compliant at annual RWPA site visit
- Built in logic resists human error
- All reported data is collected in application and entered
 - 15 of 3500 records missing data for RSR
- Documents are consolidated, posted and 12 months backed up with paper
- Duplicate clients are quickly identified and merged

Free Cake!

www.maricopa.gov/rwpa/cake

- Sample:
 - RFP Scope of work for Centralized Eligibility
 - Job Descriptions
 - Project plan for implementing centralized eligibility
 - Screenshots
- Copies of:
 - Arizona RWPA, B and ADAP Application in English and Spanish
 - Eligibility policies
 - Site Visit Eligibility auditing questions
 - Slides from previous trainings

CE

Quiz

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Questions?

