



## **Integrated Eligibility and Enrollment Contract**

---

Albert Hawkins, Executive Commissioner  
April 4, 2007

**1999:**

76<sup>th</sup> Legislature authorizes and funds the development of TIERS

**June 2003:**

TIERS pilot begins in Travis and Hays counties.

HB2292 signed into law. Directs HHSC to “contract with at least one but not more than four private entities for the operation of call centers required by this section unless the commission determines that contracting would not be cost-effective.”

78<sup>th</sup> Legislature reduces Eligibility Services appropriations by \$42.5M GR and 901 FTEs.

**March 2004:**

HHSC releases business case showing that call centers would be cost effective.

# IEE History continued

---

## **June 2004:**

HHSC submits updated Advance Planning Document (APD) to federal partners to reflect expansion of TIERS to accommodate Integrated Eligibility.

## **July 2004:**

HHSC issues RFP with necessary federal approval and conducts competitive selection.

## **June 2005:**

79<sup>th</sup> Legislature reduces Eligibility Services appropriations by \$45.6M GR and 3,980 FTEs.

HHSC enters into 5-year contract with Texas Access Alliance. TIERS APD is updated.

## **November 2005:**

FNS grants approval of TIERS/IE APD and contract conditioned upon submission of as needed APD update.

# IEE History continued

---

**November/December 2005:**

Children's Health Insurance, Enrollment Broker (EB) and TIERS contracts are transferred to TAA.

**January 2006:**

Pilot for integrated eligibility begins in Travis and Hays counties.

**April 2006:**

HHSC delays IE rollout pending improvements.

**May 2006:**

IE pilot suspended.

LBB and Governor grant interim budget authority to sustain staff and avoid a Reduction in Force (RIF).

# IEE History continued

---

**November 2006:**

Williamson County cases converted to TIERS.

**December 2006:**

HHSC, TAA agree to rebalance contract, begin work on contract amendment.

HHSC seeks and receives approval to increase FTE cap to 7,200.

**February 2007:**

Foster care cases converted to TIERS.

**March 2007:**

HHSC and TAA agree to end contract after failing to agree on costs, service levels to implement December agreement.

# IEE Contract Transition

---

On March 13, 2007 the Health and Human Services Commission (HHSC) announced it would begin winding down its contract with Texas Access Alliance (TAA).

Responsibilities in the contract are:

- Children’s Health Insurance Eligibility Processing
- Medicaid and CHIP enrollment into a health plan (managed care enrollment broker services)
- Maintenance of the new automation system -- Texas Integrated Eligibility Redesign System (TIERS)
- Integrated eligibility services for Medicaid, Food Stamps, and TANF

# IEE Contract Transition

---

HHSC will be responsible for direct management of some parts of the project and will enter into short-term contracts to ensure services continue without disruption.

Timelines for transition will be different for each component.

In the short term, work will continue to be performed by existing subcontractors. HHSC will evaluate whether to hire state staff or use different contractors for those tasks.

- State staff will assume direct management of Maximus' CHIP contract.
  - In the short term, Maximus will continue to process applications.
- Maintenance of TIERS will transition to state staff and contracted staff.
- Maximus will continue to enroll Medicaid and CHIP clients into managed care plans.
- State staff will assume direct management of Maximus' call center/processing support contract.

## IEE Contract Transition

---

- HHSC will execute 3 short-term (60-day) contracts for:
  - Children's Health Insurance processing,
  - Call centers, and
  - Enrollment Broker.
- The short-term contracts will ensure that there is no disruption to client services and access to benefits.
- During this 60-day period HHSC will:
  - complete a plan defining procurement strategies, goals and services to be procured; and
  - issue a Request for Information (RFI).



## IEE Contract Transition

---

- After defining tasks that will be contracted, HHSC will:
  - develop an RFP,
  - evaluate proposals and
  - select appropriate vendors.
- HHSC will employ interim contracts to sustain client services during the procurement and transition period.

# Impact to Clients

---

- Transition should be transparent for clients.
- Existing channels for clients to access benefits remain open.
  - HHSC remains committed to expanding ways Texans can apply for services.
  - Call centers provide the infrastructure to take applications by phone, fax, mail and Internet.

# Impact to State Employees

---

- The state workforce remains an essential part of the eligibility system.
- The statewide network of field offices will be maintained and staffed with state employees.
- HHSC continues to look for effective ways to manage the increasing workloads at local offices.
  - The most effective workload management is to continue to modernize technology and to allow consumers to choose how to apply for services.



# Impact to TIERS Conversion

HHSC will continue to modernize and upgrade technology by converting to TIERS over the next 18 months. Pending federal approval, the current schedule is:

- April – Bastrop, Burnet, Caldwell, Comal, Guadalupe, Lampasas and Llano counties
- May – Bell County
- June – Brazos, Burleson, Fayette, Grimes, Milam and Washington counties
- July – McLennan County
- August – Bosque, Coryell, Falls, Freestone, Hamilton, Hill, Lee, Leon, Limestone, Madison, Mills, Robertson and San Saba counties



# Functional Components of the TAA Contract

---

## **Enrollment Broker:**

- Enrollment into managed care plans for STAR, STAR+PLUS, NorthSTAR, and CHIP programs
- Education and Outreach Services to Managed Care Beneficiaries
- Texas Health Steps Outreach, Informing and Support Services
- Federal requirements stipulate that managed care enrollment must not be performed by an HMO

## **TIERS Maintenance:**

- System Maintenance and Modification
- System Testing
- Conversion of data from SAVERR to TIERS
- Help Desk for support for eligibility staff using TIERS



# Functional Components of the TAA Contract

---

## **Children's Health Insurance (CHIP and Children's Medicaid):**

- Eligibility determination for CHIP
- Call center intake, operations and processing
- Document imaging and processing
- Data collection and case maintenance

## **IE Call Center Intake & Operations (TANF, Food Stamps, Adult and LTC Medicaid):**

- Call center intake and operations
- Document imaging and basic data collection
- Basic inquiries about eligibility process

## **IE Eligibility Processing (TANF, Food Stamps, Adult and LTC Medicaid):**

- IEE Pilot Activities
  - Application processing
  - Case maintenance
  - Screening, application and general case update activities



# Texas Access Alliance Contract Expenditures

<b>COMPONENTS</b>	<b>Original TAA Contract Amount June 30, 2005</b>	<b>Total Contract Expenditures March 28, 2007</b>
<b>Contracted Services prior to TAA Contract:</b>		
<b>Enrollment Broker Services</b>	\$ 128,874,750	\$ 41,103,729
<b>TIERS Maintenance</b>	\$ 187,035,165	\$ 66,274,430
<b>Children's Health Insurance</b>	\$ 126,557,645	\$ 19,004,680
<b>SUBTOTAL</b>	<b>\$ 442,467,559</b>	<b>\$ 126,382,839</b>
<b>Newly Contracted Services within TAA Contract:</b>		
<b>IE Call Center Intake &amp; Operations</b>	\$ 338,738,076	\$ 42,636,031
<b>IE Eligibility Processing</b>	\$ 117,734,240	\$ 16,855,191
<b>SUBTOTAL</b>	<b>\$ 456,472,316</b>	<b>\$ 59,491,223</b>
<b>TOTALS</b>	<b>\$ 898,939,876</b>	<b>\$ 185,874,062</b>