



Integrated Eligibility and Enrollment

Transition Legislative Oversight Committee

12/20/2004

Presentation Overview

- Background
- Call Center Cost Effectiveness Analysis
- Integrated Eligibility and Enrollment Overview
- TIERS Background

Background

- **House Bill 2292, 78th Legislature, Regular Session, 2003, was enacted to “achieve the cost savings and revenue necessary to finance certain health and human services.”**
- **HB 2292, in part:**
 - Moves eligibility determination functions to HHSC
 - Requires changes in health and human services policy and structure
 - Calls for the Commission to establish Call Center(s) if cost effective in two ways:
 - Cost effective to operate State call center
 - Cost effective to operate through vendor(s)
- **Rider 50, Medicaid Eligibility Determinations for Children:**
 - “It is the intent of the Legislature that the initial Medicaid certification be determined without a face to face interview...”
- **SB 43, 77th Legislature Regular Session, 2001:**
 - “The department shall permit a recertification review of the eligibility and need for medical assistance of a child under 19 years of age to be conducted by telephone or mail instead of through a personal appearance at a department office”

Background

Current Health and Human Services programs and services delivered through a call centers:

- **CHIP Eligibility**
- **Children's Medicaid Eligibility**
- **Medicaid Enrollment Broker**
- **Lone Star Card customer assistance**
- **“Change Centers”**

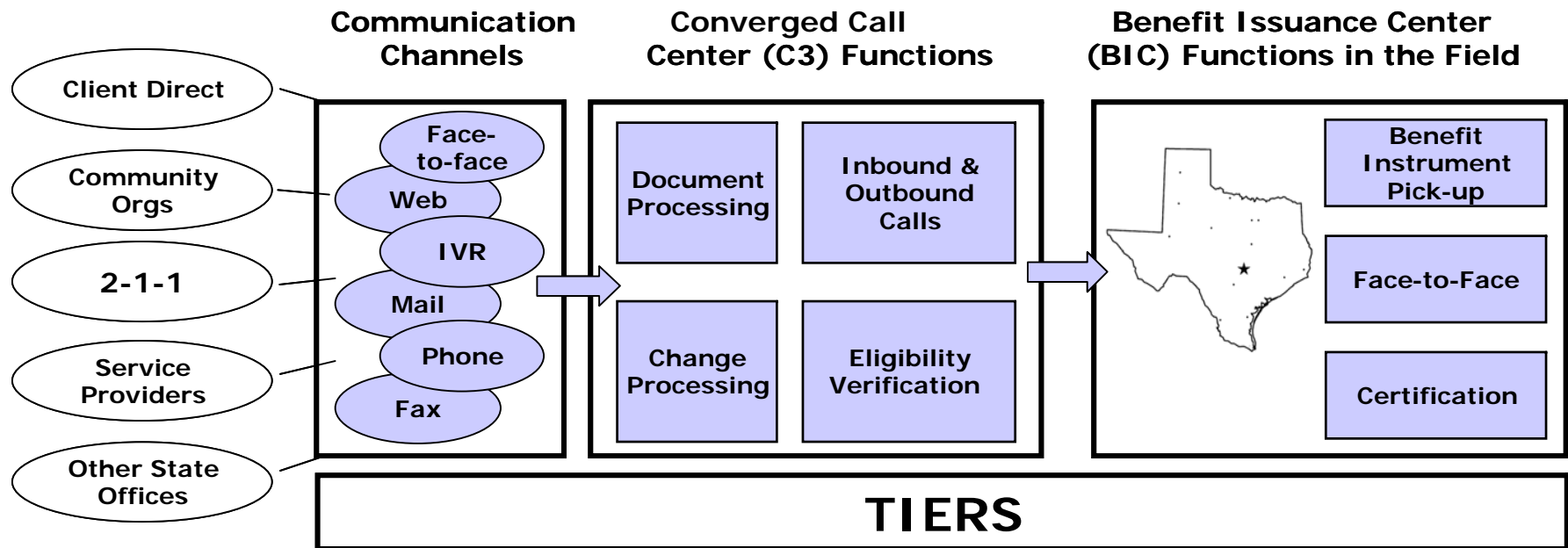
Call Center Cost Effectiveness Analysis

Integrated Eligibility Business Case Analysis

- **Conducted a review of current eligibility determination processes**
- **Identified challenges and inefficiencies in business processes surrounding current service delivery model**
 - **Applicants/clients experience multiple interactions for the same transaction**
 - **Clients forced through narrow access points with limited traditional “after hours” alternatives**
 - **Processes are paper-based and labor-intensive**
 - **Variations exist in service delivery across regions**
 - Local office procedures dictate service delivery

Proposed Model

Proposed Model for Integrated Eligibility Determination



Benefits of Proposed Model

- **Creating a Simplified Eligibility Process for the 21st Century**
 - **Current processes were developed in the 1960s and were automated in the 1970s**
 - **The new system will:**
 - **Focus on improving access and accurately determining eligibility**
 - **Utilize new technologies which focus on the consumer preferences of the 21st Century**
 - **Expand services to new populations, such as Medicare Part D beneficiaries**
 - Texas may be required to determine eligibility for over 1 million Medicare Part D beneficiaries

Benefits of Proposed Model

- **Improved client access**
 - Model allows for multiple channels of access: face-to-face, web, IVR, mail, phone, and fax
 - Mobile units in rural areas
- **Improved customer service**
 - Consistency in processes
 - Clients no longer have to accompany their case information – case processing is centralized at C3 and wait times are reduced or eliminated
- **Improved stewardship of taxpayer money, both State and Federal**

Benefits of Proposed Model

- **Client Benefits**
 - Increases convenience and decreases bureaucracy
 - Improves access and efficiency
 - Offers alternative access channels
- **Improves Worker Productivity**
 - Streamlines processes
 - Allows focus to be on value-added services
 - Increases efficiency and as a result reduces client complaints

Cost Benefits of Proposed Model

Potential net savings of the proposed model are:
FY04 – FY08: General Revenue savings = \$178,612,829
FY04 – FY08: Federal savings = \$210,236,075

PROJECTED ANNUAL SAVINGS	2004	2005	2006	2007	2008	%
General Revenue	77,162	14,471,184	50,591,837	52,241,121	61,231,525	46%
Federal (Total)	78,476	16,905,312	58,951,746	61,214,077	73,086,464	54%
Annual TOTAL Savings	155,637	31,376,496	109,543,583	113,455,198	134,317,989	
Federal TANF (Subset of Federal)	756	2,633,957	8,760,997	9,432,000	12,488,340	9%
Cumulative GR	77,162	14,548,345	65,140,182	117,381,304	178,612,829	46%
Cumulative Federal (Total)	78,476	16,983,788	75,935,534	137,149,611	210,236,075	54%
Cumulative TOTAL	155,637	31,532,134	141,075,717	254,530,915	388,848,904	
Cumulative Federal TANF	756	2,634,712	11,395,709	20,827,709	33,316,048	9%

Savings under the proposed model in FY 2005 and 2006 could be reallocated to pay for the necessary investment.

Integrated Eligibility and Enrollment RFP Overview

IEE Components

Integrated Eligibility

- Call Center Operations
- Document Processing Center
- Self-Services

Enrollment Broker

- Call Center Operations
 - CHIP Enrollment
 - System Solution



TIERS

- Eligibility Determination (including CHIP)
 - End User Support
 - TIERS Training
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Procurement Schedule

- RFP issued July 22
- Vendor Conference held August 5
- Responses submitted September 30
- Evaluation of written materials began October 6 and was completed on October 27

Procurement Schedule

- Orals Presentations held November 3 – 5
- Negotiation issues identification process began November 15
- Notification of further discussions sent to vendors December 10

TIERS Background

Mission

*The Texas Integrated Eligibility Redesign System project was established in 1999 by the 76th Legislature to **improve client access to benefits and services** and better coordinate service delivery. TIERS is a **browser-based eligibility determination system** for over 50 programs within the Health and Human Services Commission.*

*TIERS will **replace multiple old systems** with a single integrated system. Those systems to be replaced include the 25-year-old SAVERR system, Generic Worksheet, Long Term Care Worksheet, and other systems supporting eligibility determination.*

*A primary goal of TIERS is to provide eligibility workers with a **single, integrated system** to deliver food, cash assistance, medical and community care services to Texans in need.*

Benefits - Business

TIERS Benefits from a Business Perspective:

Improves Customer Service:

- Looks at the client more holistically, considers the needs of the entire family; integrates data across programs; implements “best worker” accuracy; monitors program compliance; and self-screens for multiple programs.

Integrates Business Environment:

- Provides integrated eligibility determination; guided application interview; and automated administrative tasks.

Increases Worker Efficiency:

- Streamlines application process; improves information sharing; and facilitates easier maintenance for policy changes.

Benefits - Technology

TIERS Benefits from a Technology Perspective:

Provides a Flexible Architecture to Replace SAVERR:

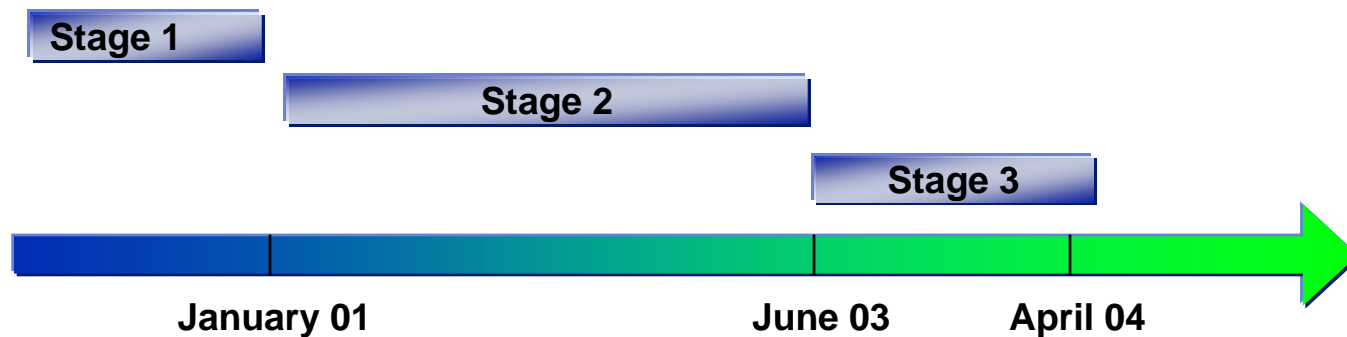
- Provides reusable and scalable components; maximizes availability and performance; and keeps solutions simple.

Enhances the User's Experience:

- Is business-event driven (well-defined driver flows to allow user to quickly navigate for specific actions); includes an intuitive user interface, has look and feel similar to other internet applications; and has extensive system help features.

Built In Stages

TIERS was developed incrementally in three stages:



Stage 1: STARS Self-service, Office Scheduler and Requirements for subsequent Stages

Stage 2: End-to-end processes for Texas Works Programs (TANF, Family Medicaid, FS)

Stage 3: Add Long-Term Care (including Community Care) programs

Milestones Achieved

1. Stage 1 – State of Texas Assistance and Referral System (STARS) self-screener

- ✓ Launched on the Internet July 2001 and by 2003, one million users had accessed the site.

2. Stage 2 – Texas Works (TW)

- ✓ June 2003 – Began using TIERS to determine eligibility and issue TANF, Food Stamp, and Medicaid for Families and Children benefits for 5 pilot offices in Austin and San Marcos.

3. Stage 3 – Long Term Care (LTC)

- ✓ April 2004 – Integrated functionality implemented for Texas Works and LTC
- ✓ June 2004 – Began using TIERS to determine eligibility and issue LTC benefits for the 5 pilot offices in Austin and San Marcos.

TIERS PILOT

TIERS rolled out in five pilot test sites in Austin and San Marcos in June 2003

- Pilot provided opportunity to identify issues with processing of benefits and TIERS reports
- New builds of TIERS have been designed and deployed to resolve technical issues identified in pilot

As of December 2004:

- More than \$112 million in Food Stamp benefits and over \$10 million TANF benefits have been provided to clients
- For November 2004, benefits were determined for 25,087 Food Stamp households, 2,826 TANF cash assistance households and 64,451 Medicaid clients

TIERS & Integrated Eligibility

- Continue to stabilize application – address defects, incorporate changes.
- Make application ready to support Integrated Eligibility (IE) Model.
 - ✓ Ensure system flexibility to accommodate future agencies, programs, policies and processes.
- Modifying previous rollout strategy to deploy IE business model.