

Georgia's Express Lane Eligibility



Presentation to: Connecting Kids to Coverage
2nd National Children's Health Insurance Summit

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Mission

The Georgia Department of Community Health

To provide access to affordable, quality health care to Georgians through effective planning, purchasing and oversight.

We are dedicated to A Healthy Georgia.

Agencies Involved

- **Department of Community Health (DCH)**
 - PeachCare for Kids[®] (State CHIP Program)
- **Department of Public Health (DPH)**
- **Department of Human Services (DHS)**
 - Division of Family & Children Services (DFCS)
 - Right from the Start Medicaid Outreach Project (RSM)
- **Policy Studies Inc. (PSI)**
 - Contractor for PeachCare for Kids eligibility

Eligibility Structure

- **Medicaid Eligibility**
 - Contracted out to the Department of Human Services, which also administers the Child Care, SNAP, TANF and Child Welfare programs
- **PeachCare for Kids[®]**
 - A separate state program administered by a private vendor
- **WIC**
 - Administered by the Department of Public Health

Goal for ELE

- To identify and simplify enrollment for children
 - Potentially eligible for PeachCare for Kids[®] (Georgia's CHIP Program), or
 - Potentially eligible for Medicaid who apply for the WIC program

Developing ELE

- **Originally wanted SNAP and TANF programs**
 - States with consolidated systems did not qualify at the time
- **Reviewed potential partners -- selected WIC**
 - WIC has a good working relationship with outreach staff and DFCS offices
 - WIC income verification procedures in Georgia mirror the Medicaid program
- **Selected the following to use as ELE elements**
 - Income -Age
 - Identity -Residency

Getting Approvals

- **Public Health was a division of the Department of Community Health (DCH)**
 - Medicaid is also a division of DCH
- **Gained buy-in and support**
 - Program staff, contractors and management
 - Commissioner
- **Held TA conference calls**
 - With CMS prior to SPA submission
- **Made modifications re: income documentation**
 - Not allowed to ask whose income was reported; WIC doesn't record/reporting system
 - Documented income "unearned" in system; no add'l disregards

How Does It Work?

- **WIC application**
 - Taken by WIC staff at local Health Department (DPH)
 - DPH staff keys basic info into its reporting system (not an eligibility system)
- **DPH uses a “yes/no” data field on application**
 - Records applicant’s referral choice to Medicaid or PeachCare for Kids®
- **“Yes” referrals collected daily by the state office**
 - Sent to PSI with required data elements to initiate application
- **ALL referrals sent to PSI**
 - Uses screen and enroll technology
 - Sorts out Medicaid vs. PeachCare for Kids children

Additional Information Needed

- **Household size, Social Security numbers**
 - WIC collects household size information differently from Medicaid and PeachCare for Kids®
 - WIC does not collect Social Security numbers
- **Requesting additional information**
 - Letter sent to family for completion of application
 - WIC-provided information included for confirmation
 - Additional eligibility data requested, except proof of income or identity
- **PeachCare for Kids Eligibles**
 - Kept by PSI for enrollment
- **Medicaid Eligibles**
 - Sent to the RSM Outreach Project for completion

ELE Medicaid Referrals

- **RSM Outreach Project**
 - Completes electronic screening with Department of Labor, The Work Number, SSA, etc.
- **1,069 children approved**
- **Some cases not approved as ELE**
 - Due to findings in electronic background checks
 - 32% did not respond to the request to clarify the income discrepancy
 - 44% found to have additional income making them eligible for PeachCare for Kids®
 - These applications returned to PSI for processing
- **35% already known to DFCS as enrolled in TANF and SNAP**

ELE PeachCare for Kids[®] Referrals

- 925 children approved from April - September 2011
- Top reasons for denial
 - Approved for Medicaid
 - Has other insurance
 - Already on Medicaid
- Some eligibles do not pay their premiums to begin coverage

ELE Conclusions

- **ELE Current Process**
 - Simplifies application by providing customer information to one agency
 - Average time for completion in September was 9 days!
- **ELE Process Improvement**
 - Could be further improved if all agencies had access to same screening information. For example:
 - Master Client Index
 - Income and other background checks

Customer Testimonials

- “I am very happy with PeachCare process to enroll is not hard at all”
- Grateful for referral..made applying very easy...happy with service
- Pretty cool transition..service is good...very happy with PeachCare
- Parent stated that transaction was good... no complaints
- Everything is going great...getting information into PeachCare was a very easy process
- Sending info and signing up for PeachCare was easy...appreciates the service
- Very happy with the service, process to apply was very easy
- Easy to apply and very fast, very happy with the the coverage my children receive

Contact Information

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