



South Carolina's Experience Implementing Express Lane Redeterminations

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November 1, 2011

Overview

- Express Lane Opportunity
- Decision Making
- Outcomes

Express Lane Opportunity

- South Carolina had already achieved Four CHIPRA Bonus Criteria
- Seeking Ways to Reduce “Hassle” Factor
- Developing Process Improvement Culture
 - Lean Six Sigma Program
 - Standardize, Simplify & Automate
 - Continuous Improvement

Challenge

- Analyze the Data
 - What Do We Know?
 - Expected Fiscal & Operational Impacts
- Determine a Technical Approach
- Draft & Submit State Plan Amendment
- Develop Eligibility Staff Training
- Commit & Act before April 1, 2011

What We Discovered...

- Nearly 140,000 South Carolina Kids became Ineligible for at least 1 day
- Nearly 90,000 of those Kids returned to Medicaid within the calendar year
- Nearly 60,000 of those Kids returned to Medicaid within the first month
- Average Time to Return was 1.4 months

The Analysis

- Faulty Redetermination Processes
 - Paper processing were not working
 - Administrative burden for children and families, providers, and staff
 - Administrative cost for processing
 - Retro-eligibility for 90 days
 - 82% returned to Medicaid in that period
- Express Lane Offered an Alternative

The Burden

- Administrative Time & Cost
 - Average Redetermination Demanded 20 minutes of Staff Time
 - After 30 days, Redeterminations are Handled as a New Applications
- Direct Time Savings – 50,000 hrs per year
- Direct Cost Savings – \$1M per year
- Provider and Beneficiary Time & Cost

The Decision & Approach

- Implement Express Lane Redeterminations
- Leverage Existing Data Exchange
 - Department of Social Services
 - TANF/SNAP Financial Data
- Update Eligibility Determination System
- Automate Monthly Processes

Outcomes

- Successfully Completing Redeterminations
 - Some Manual Effort in April & May
- Fully Automated Monthly Process
- Over 65,000 Kids Redetermined (April–Oct)
 - Averaging 9,200 per month
 - Aligns with Expectation of 90,000 per year
- Flexibility in Staff/Resource Management

Improvements

- Better Data for Decision Making
 - Time and Cost Studies
- More Effective Communication
 - Beneficiaries and Supporting Organizations
 - Frontline Eligibility Staff
- Increased Flexibility in Eligibility System

Summary & Next Steps

- Engage in Data-Driven Decision Making
 - Collect the Right Data & Build a Model
- Express Lane Eligibility
 - SFY 2013 Budget Request
 - Preparation for Medicaid Expansion
 - Exploring Additional Data Match
 - Department of Education & NSLP