

Managed Risk Medical Insurance Board (MRMIB)

State Agency that oversees

- ◆ **Healthy Families Program (HFP)**
- ◆ **Access for Infants and Mothers (AIM)**
- ◆ **Major Risk Medical Insurance Program (MRMIP)**
- ◆ **Pre-Existing Conditions Insurance Plan (PCIP)**
- ◆ **County Children's Health Initiative Program
(CCHIP)**



Enrollment/Eligibility Efficiencies

- Use Private Vendor for program administration
- Paperless environment, multi channel access including interface with Health-e-app public portal to program data systems
- Vendor paid for enrollment, not processing applications, to provide incentive for retention
- Contractually established performance requirements with financial penalties that are publicly reported monthly
 - Processing timeframes and Accuracy
 - CMS Validated PERM Excellence
- Extensive customer service
 - Call center staff available in 11 languages
 - Websites in English and Spanish
 - On-line training for certified application assistants
 - Electronic online application available to public
 - Frequent reminders for families on enrollment and billing



Accountability Efficiencies

Contract Quality Standards

- MRMIB contractual program quality standards with liquidated damages are the highest in the nation for CHIP and Medicaid
- Eight quality performance standards set at 98% or above

CMS Validated Vendor Performance

- Healthy Families Payment Error Rate Measurement (PERM) determined by an independent auditor is lowest in the nation at 0.04%

Over 20 Call Center Performance Standards

- All standards met or exceeded
- Average of 272,000 inbound calls per month answered in 13 different languages
- Average of 231,000 outbound calls each month

Audits and Certifications

- ISO 9001:2008 Certification
- SAS 70 Audit annually
- Quarterly internal audits
- Agreed-Upon procedure audits



Single Point of Entry (SPE)



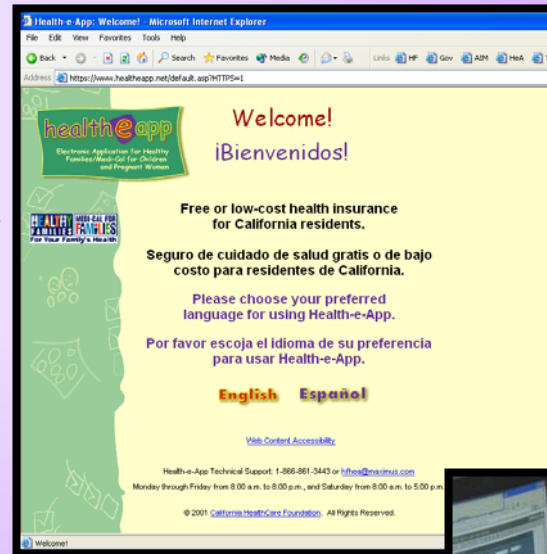
Background

- Screening for children's % programs, pregnancy Medi-Cal, retro-active Medi-Cal & other non-Healthy Families Program (HFP) applying persons who may be interested in disability Medi-Cal (i.e.; Parents, Caretaker relatives)
- Business rules by DHCS and MRMIB
- Screened within 4 business days to either CWD or HFP



No Wrong Door for Applications

- Mail-In
- Phone Assisted
- Child Health and Disability Prevention (CHDP) Gateway PE
- Health-e-App (HeApp) Online Application
- CAA Assistance
- CWD Referrals (Medi-Cal annual redeterminations, Medi-Cal apps determined to have a Share of Cost)
- National School Lunch Program (NSLP)



SPE Process – Paperless Environment

The Mailroom receives

- Approximately 107,903 pieces of mail monthly, which averages over 5,324 pieces per day



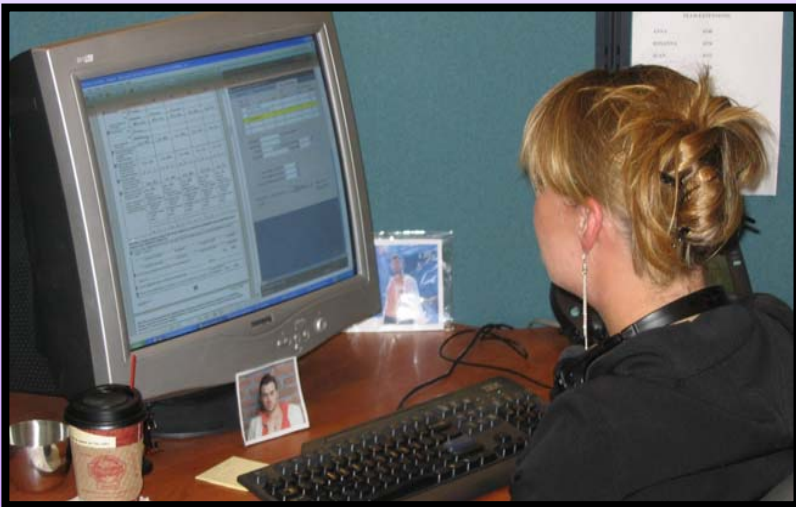
SPE Process- Paperless Environment

- Applications are identified, sorted, and prepared for scanning
- Applications and documents are imaged using high speed high quality scanners
- This is the last time paper is touched in the process



SPE Process – Application Screening

- Initial screening is based on stated income and family size; then
- Screened to County Welfare Department or Healthy Families Program/AIM Program



*Applications
screened to MC
receive AE, if
eligible*



SPE Process – Missing Information Calls

- Five telephone call attempts and a letter is mailed to contact the applicant if information is missing



SPE MI

- *Name of Child*
- *Date of Birth*
- *Gender*
- *Income*
- *Family size*
- *Family relationships*

SPE/HFP Statistics (April 2011)

- 296,153 applications processed at SPE in the last 12 months.
- 208,328 screened to HFP (70%)
- 70,031 screened to MC (24%)
- 17,794 screened to both HFP & Medi-Cal (6%)
- 40.6 % of all Applications were submitted online through HeApp since 12/2010



Coordination between HFP and CWD:

Bridging (Medi-Cal to HFP)

- Medi-Cal applications determined share-of-cost at Annual Re-determination are referred to the HFP for an eligibility determination but volume is low
- The bridging process was implemented on December 1, 1998
- County Bridging performance standards were implemented on January 1, 2007



Coordination between HFP and CWD (continued)

- Presumptive Eligibility (PE) (HFP to Medi-Cal)
 - This process began September 1, 2007
 - Most applications determined income too low for HFP during AER are automatically forwarded to the appropriate CWD



Telephone Numbers:

1-888-747-1222

- Request HFP/MC Mail-In Application
- HFP/MC Phone-in Application
- Telephone assisted applications (pre-printed and customized) available in 12 languages:
 - English, Spanish, Vietnamese, Khmer (Cambodian), Hmong, Armenian, Chinese, Korean, Russian, Arabic, Tagalog and Farsi.



Telephone Numbers (continued)

➤ **1-800-880-5305 For questions about MC/HFP (SPE)**

➤ Enrollment assistance

➤ **1-866-848-9166 For Healthy Families**

Program Members Only

➤ Billing questions, address change, check status of an AER or appeal



MRMIB Information

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QUESTIONS?

