

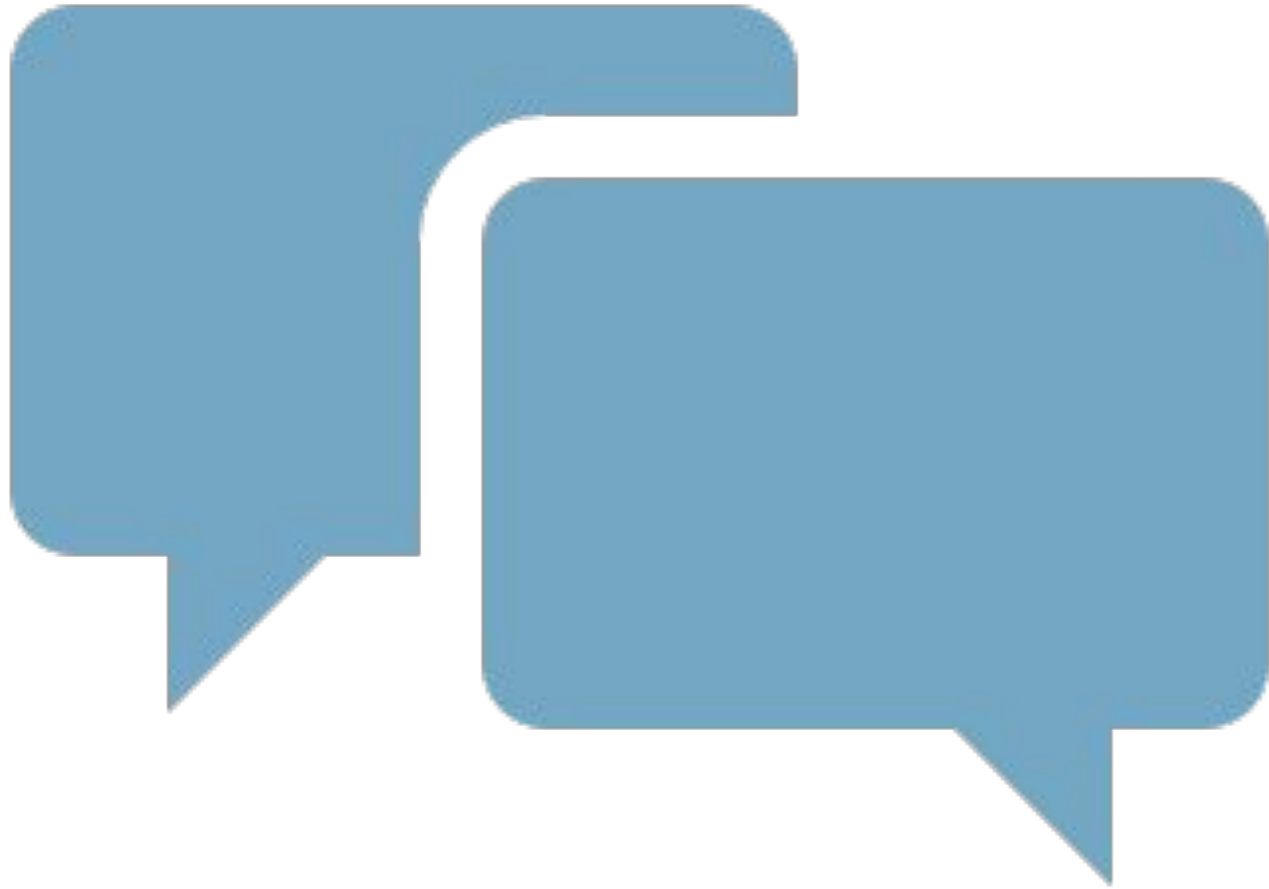
Monthly HCPF/County Director's Call

December 2022

County Relations Team

Today's Agenda

- County Hot Topics
- Provide recent updates on the federal Public Health Emergency (PHE)
- Discuss Action Needed to reduce pending workload
- Provide guidance to meet the Customer Service Incentive
 - Guidance for Tier 1 - Call Centers
 - Guidance for Tier 2 - All Others
- Q & A



County Hot Topics

Update on the PHE

The federal government has not yet given states 60 days notice that the PHE will end in January; thus, the PHE is likely extended to April 2023.

The end date of the Medicaid continuous coverage provisions are tied to the ending of the federal PHE.

Until the PHE ends, members will remain locked into coverage.

As of today, current federal guidance on the PHE remains in effect.

Pending Federal Action

Earlier this week, federal appropriators released an omnibus spending package for the upcoming federal fiscal year.

Included in the omnibus package is a set of Medicaid policies that include the decoupling of the continuous coverage requirement from the PHE.

If Congress passes the omnibus package, then disenrollments could begin as soon as April 2023.

NOTE: Congressional voting is still needed to pass the omnibus package. Current guidance remains in effect until then.

If the package is approved, the Department will need to conduct an analysis of the impacts to our programs once federal guidance is issued. We will share updates as they become available.

What You Need to Do to Prepare

- Update your PHE Staffing Plan: Please be sure the Plan reflects the true need for resources. These are due 12/31/2022 - but let us know if you need more time.
- If you've been holding off on hiring your PHE staff - now's the time to get them hired.
- Reduce your Pending Workload, if possible - and ask us for help!
- Prepare Call Centers & Front Desk staff to receive additional traffic.
- Ensure your staff is prepared to receive escalations and complaints from HCPF.
- Ensure your case changes (including verifications) are processed timely.

Pending Workload

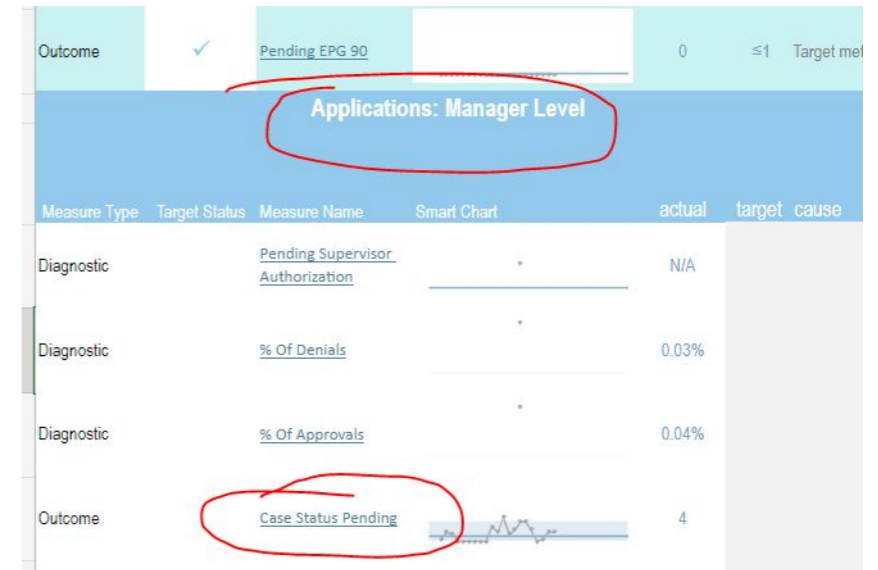
Over the last few months, HCPF has monitored an increase in pending workload at the state-level, specifically in applications

Additional analysis has found that the increase is concentrated in a few counties and is not a statewide issue

If possible, please pull up your MAP Application Dashboard so we can review together

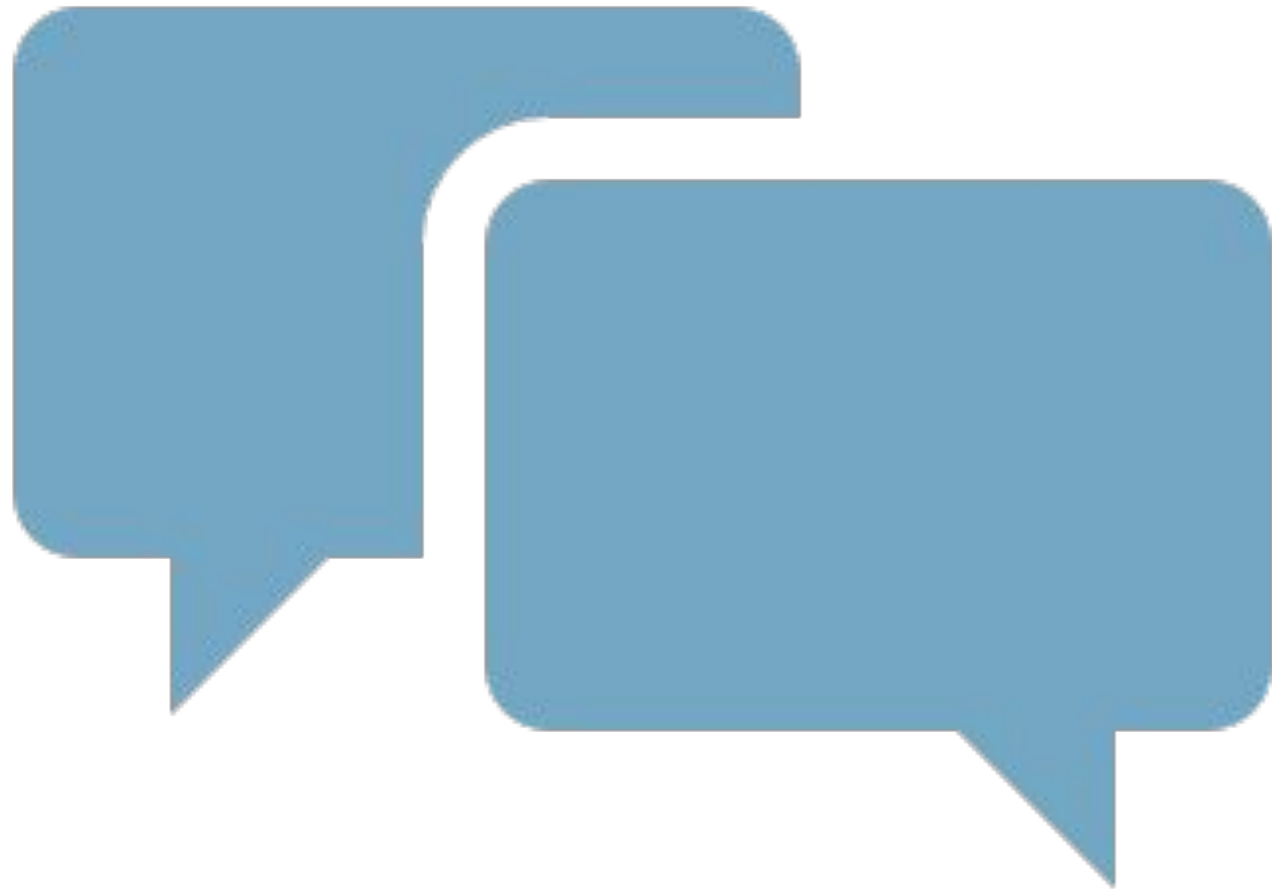
Pending Applications

As your MAP Dashboard is pulled up, please navigate to the Applications Dashboard. Then, go to the performance measure for “Case Status Pending.” (This is under the Manager Level header.)



If your county, based on size, is above the below pending targets, we may schedule a 1:1 with you to discuss what your plan is for reducing these pending numbers prior to April 2023:

- Large Counties - Case Status Pending is above 400
- Medium Counties - Case Status Pending is at or above 50
- Small Counties - Case Status Pending is at or above 10



PHE and Pending Workload Questions & Discussion

Customer Service Incentive

Thank you for submitting your opt-in for which Customer Service Tier you selected for the FY 2022-23 County Incentives Program, Customer Service Incentive.

As a reminder:

- Tier 1 requirements are for the Big 10 + Douglas, who manage call center operations
- Tier 2A requirements are for all counties who opted into the Department-run Customer Service Survey
- Tier 2B requirements are for all other counties who did not opt into Tier 2A, allowing them to create their own Customer Service Improvement Plan
 - Note: a small number of Tier 1 have opted into Tier 2B

Next Steps: Tier 1

To comply with contract requirements, Tier 1 counties will begin, in January 2023, to complete the following:

- Submission of Call Center performance data on the 10th of each month
- Scheduling of a 1:1 technical assistance session with the HCPF Member Contact Center(MCC) Operations team

Data requirements for Call Center performance data are detailed in the HCPF Operational Memo for the Customer Service Incentive.

HCPF will reach out directly to schedule the TA sessions.

Tier 1: ASA Benchmarks

In addition to the monthly submission of Call Center performance data and completion of the TA session with MCC Operations staff, the Department will also schedule a separate 1:1 with Tier 1 counties to:

- Review historical Call Center performance data
- Come up with a customized target for the Average Speed to Answer (ASA) for each Tier 1 county

Remember: FY 2022-23 R8 budget request laid out a goal of achieving a 5 minute ASA.

Next Steps: Tier 2A

To comply with contract requirements, Tier 2A counties will have from January 2023 to June 2023 to document a plan to encourage member participation in the Department's Customer Service Survey for the following contract cycle.

The Survey is administered by the Member Experience Advisory Council (MEAC) and is distributed quarterly to all members who have an active email address on file.

The only action the county is required to take is to document their plan to encourage participation.

Customer Service Survey

The Customer Service Survey will include a set of questions that aims to gather feedback on whether counties are adequately implementing 10 CCR 2505-5 1.020.3.4.viii, which requires internal controls to ensure that “customer service is provided in a timely, respectful and culturally-appropriate manner.”

Although counties in Tier 2A will use the Survey for the Incentives contract requirements, all counties will be included in the Survey ongoing.

Results from the Survey will be shared with counties; non-compliance issues that come out of the Survey will also be addressed separately.

Customer Service Survey Questions

Quantitative

1. What county or eligibility site did you receive services from?
 - a. Drop Down
2. Did you receive services in a timely manner?
 - a. Yes/No
3. Were you treated with respect?
 - a. Yes/No
4. If you needed special accommodations, such as language or translation services, were you offered those services?
 - a. Yes/No
5. How would you rate your overall experience at your county or eligibility site, with 1 being a poor experience and 5 being a great experience?
 - a. 1, 2, 3, 4 and 5

Qualitative

1. Would you like to provide any additional information on your experience at your county or eligibility site?
 - b. Free form text field

Next Steps: Tier 2B

To comply with contract requirements, Tier 2B counties will have from January 2023 to June 2023 to document a Customer Service Improvement Plan (CSIP).

This allows the county to use existing member engagement methodologies, grounded in data collection, to collect member feedback.

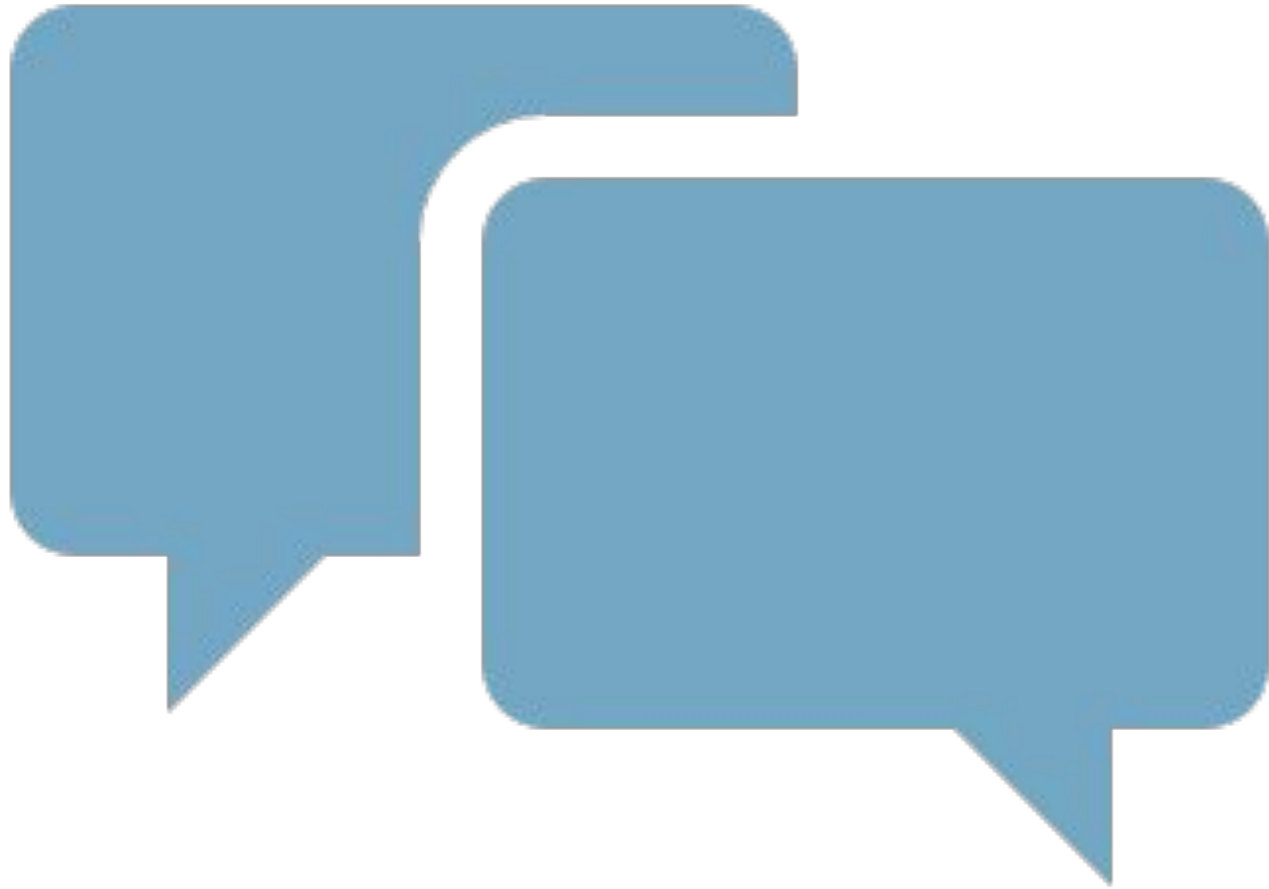
The CSIP must meet the minimum requirements outlined in the HCPF Operational Memo for Customer Service Incentive.

Incentives Contract Signatures

Heads Up! FY 2022-23 County Incentives Program contracts will be out for signature the week of December 19, 2022

Remember, per HCPF OM 20-041, contract signatures are required to be provided through the Department's DocuSign contract signature process

If you have any questions, please submit to our County Relations webform, ticket type "Incentives Program"



Open Q & A

Thank You!