

MEDES UPDATE

Medicaid Oversight Committee

July 31, 2014

Alyson Campbell, FSD Director

System Implementation

- ▶ **Base System Functionality & MAGI Medicaid Programs**
 - Contract for MEDES Implementation began one year ago
 - EngagePoint systems integrator; Curam software (IBM)
 - Citizen portal implemented October 2013 (federal deadline)
 - MAGI processing rules implemented January 2014 (federal, state deadline)
 - Parents, Pregnant Women, children (including CHIP)

- ▶ **Non-MAGI Medicaid Programs**
 - Implementation planned in phases through next summer
 - Elders, Disabled
 - Long-term care (Nursing Home)
 - Spend Down

- ▶ **Food Stamps, TANF, Child Care, LIHEAP**
 - Implementation by fall of 2015

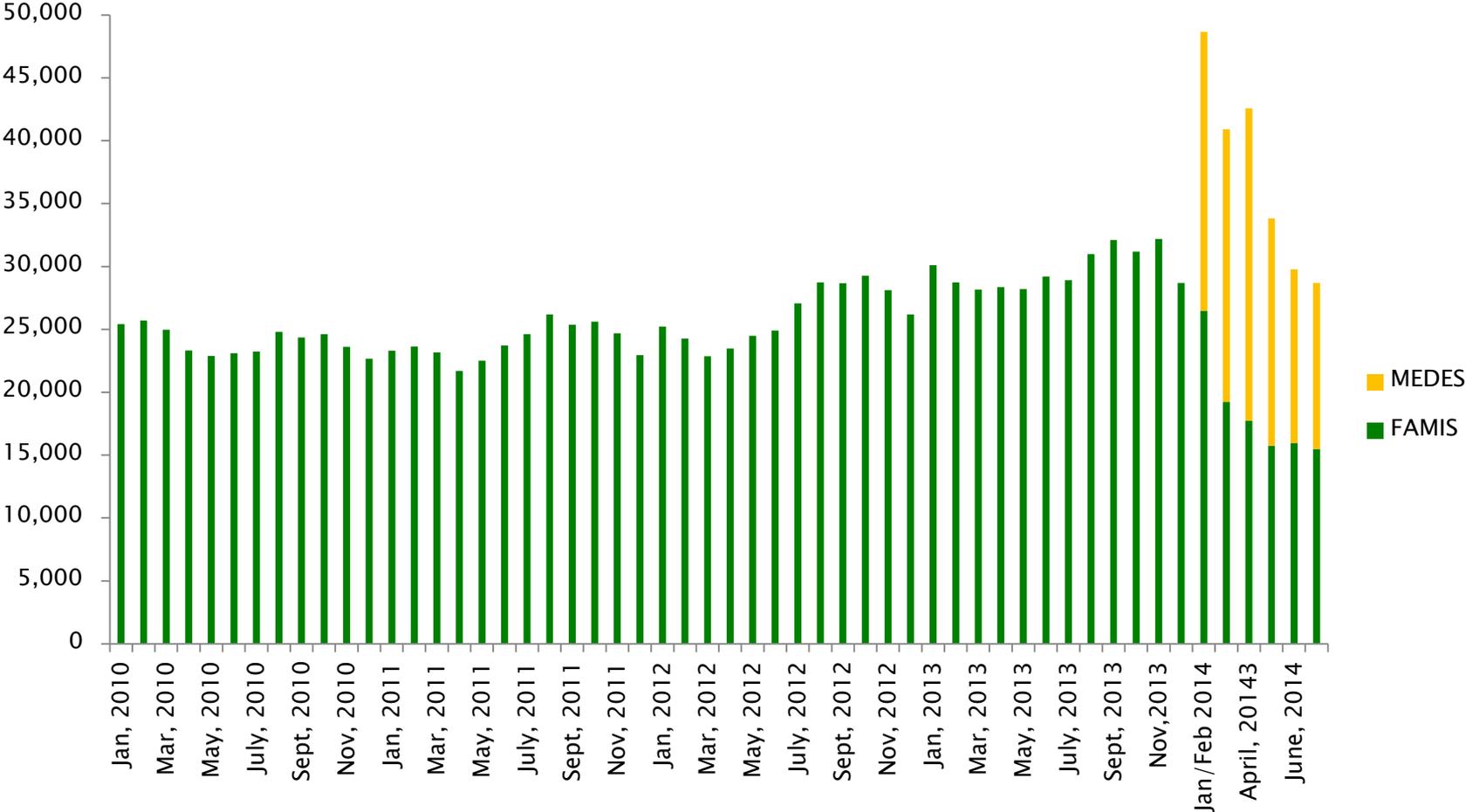
Operating Statistics

DSS APPLICATIONS and RECIPIENT INFORMATION	7/30/14
Applications received into MEDES <ul style="list-style-type: none">• Filed online through mydss.mo.gov = 36,500	128,000
Applications pending processing <ul style="list-style-type: none">• Historical chart on next page	13,200
Medicaid Recipients active in MEDES	160,000
Applicants screened and directed to federal exchange	66,800

FFM ACCOUNT TRANSFERS and ELIGIBILITY INFORMATION	7/30/14
Account Transfers received from FFM	52,470
Account Transfers pending processing	10,200
Account Transfers approved as eligible	4,017

Pended Medicaid Applications

End of Month (July, 2014 estimated)



Transitional Issues

▶ **MAGI Implementation**

- Compressed implementation – mandatory start dates
 - Project start July 17, 2013
- New law and policy = newest software platform
- Largest population

▶ **Account Transfers**

- Duplications, incomplete applications
- High rejection rate
- Automated file transfer to FFM will be done Aug 30

▶ **Reorganization**

- New processes, new roles
 - Technologies to increase efficiencies in case processing

▶ **Document Management**

- SharePoint
 - Interim step
 - Integrated document management coming this fall
 - Successful experience with Child Support

Mitigation

- ▶ **Strategic Partnerships and Escalation Processes**
 - Hospitals, FQHCs, public health agencies, Legal Services organizations, Public Administrators
 - Streamlined communications and work queues for large volume provider groups
- ▶ **Special Processes to handle High Risk Populations**
 - Temp coverage
 - Newborns
- ▶ **Management Review Team**
 - Identifying and resolving customer service concerns (call center handoffs, office workflows, etc.)
- ▶ **Out-stationed Workers (Resource Centers)**
 - Increased FSD locations from 125 to 155 over the past few years