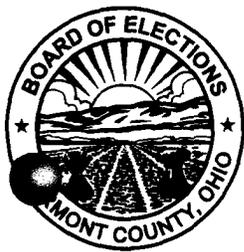


BCC INFORMAL REGULAR SESSION

DATE: Monday, February 24, 2014

<u>NAME</u>	<u>TITLE</u>	<u>AFFILIATION</u>	<u>PHONE/EMAIL ADDRESS</u>
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Clermont County Board of Elections

File,
BC

76 South Riverside Drive
Batavia, Ohio 45103-2769
513-732-7275
513-732-7330 Fax

Judy Miller
Director

Mike Keeley
Deputy Director

Tim Rudd
Chairman of Board

Paul L. Campbell
Board Member

Rick W. Combs
Board Member

Dave Lane
Board Member

February 18, 2013

Clermont County Board of Commissioners
County Administration Building - 3rd Fl.
101 E. Main St.
Batavia, Ohio 45103

BO. OF COUNTY
COMMISSIONERS
CLERMONT COUNTY, OH

2013 FEB 18 P 5:05

Dear Commissioners Uible, Humphries and Proud:

Two of our Board Members, David A. Lane and Rick W. Combs, have been reappointed by the Ohio Secretary of State to serve a renewed 3 year term on the Clermont County Board of Elections effective March 1, 2014 until March 1, 2017. Both members are currently covered under the County Group Hospitalization Plan.

The Board of Elections is requesting approval of the Clermont County Board of Commissioners for permission to procure and pay the cost of Hospitalization, Surgical, Major Medical and Prescription Drug insurance coverage as is presently afforded them.

This request is in an effort to comply with Ohio Revised Code 3501.141(B).

Thank you for approving continued coverage for these Board Members.

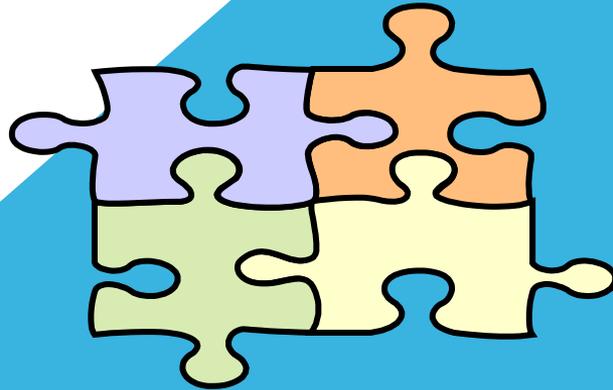
Very truly yours,

Timothy R. Rudd, Chairman
Clermont County Board of Elections

TRR/jam

AFFORDABLE CARE ACT (ACA), OHIO INTEGRATED ELIGIBILITY SYSTEM, AND MEDICAID CHANGES

PUTTING THE PIECES TOGETHER



Note: This presentation contains slides from multiple presentations.

AFFORDABLE CARE ACT (ACA)

- Requires most U.S. Citizens & legal residents to have health insurance
- Created a health benefit exchange (self-portal) through which individuals can purchase health insurance (a.k.a Federally Facilitated Marketplace)
- Premium and cost-sharing credits available to households with incomes between 133% - 400% FPL
- **ACA intended to expand Medicaid coverage to adults with income \leq to 138% FPL

MEDICAID EXPANSION

- The Supreme Court decision stated Medicaid Expansion is an individual State option.
- Ohio opted to expand Medicaid.



HOW IS MEDICAID ELIGIBILITY CHANGING?

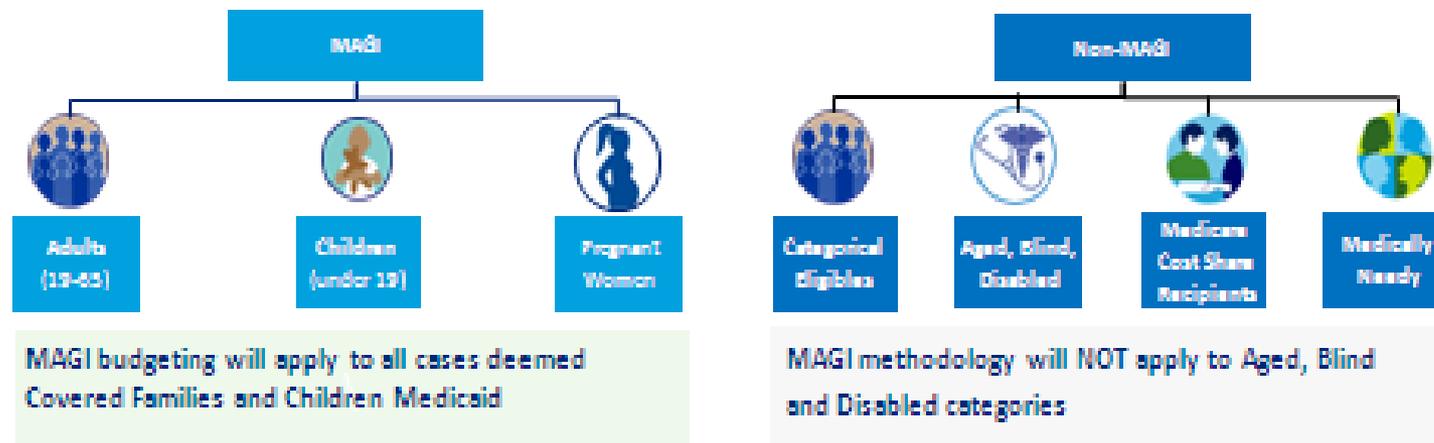
The Affordable Care Act (ACA) significantly changed state Medicaid programs:

- Requires online, real-time, web-based application, verifications, and determinations
- Delinks Medicaid from other federal entitlement programs
- Uses new “Modified Addjusted Gross Income (MAGI)” methodology to determine income, household composition and family size
- Requires states to align systems and determinations with the new Federally-Facilitated Marketplace (FFM)

MANDATED “GO-LIVE” DATES

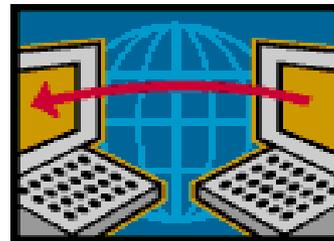
- **Process applications for health coverage beginning October 1, 2013**
- **With effective dates of coverage beginning January 1, 2014**

The Affordable Care Act (ACA) streamlines and standardizes the eligibility standard for Medicaid and subsidized insurance by using a household's Modified Adjusted Gross Income (MAGI). The new MAGI eligibility rules are defined across the country and Ohio has worked to apply this model by incorporate the following categories:



HOW DOES ONLINE, REAL TIME WEB BASED VERIFICATION WORK?

Enter identifying information and data 'pings' off the Federal Hub (INS, Social Security & IRS) for instant verification.



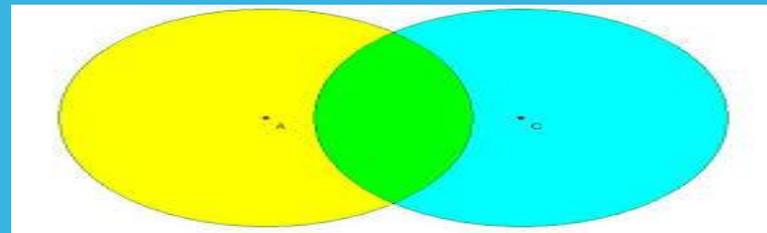
MEDICAID CHANGES

- Effective 10.1.2013, ODJFS rolled out a new eligibility system – OIES (Ohio Integrated Eligibility System) which will replace the current CRISE (Client Registry Information Systems Enhanced) system.
 - ❑ OIES will be phased in over the next 18 – 24 months
 - ❑ MAGI Medicaid (Modified Adjusted Gross Income) is phase 1 effective 1.1.2014. Applications accepted online at Benefits.Ohio.org.
 - ❑ MAGI income is based on most recent tax return.
 - ❑ Enter identifying information and data ‘pings’ off the Federal Hub (INS, Social Security & IRS) for instant verification.



THE AUTOMATED CONNECTION BETWEEN ACA AND MEDICAID

- Both systems utilize the Federal Hub for automated, real-time, online verification of certain information.
- The ACA allows households with income between 133% - 400% FPL to get premium and cost-sharing credits.
- Medicaid covers children and pregnant women with household income = 200% FPL



BENEFITS.OHIO.GOV (OHIO BENEFITS LANDING PAGE)

Benefits.Ohio.gov will help direct residents to the correct application for health care. The residents will be directed to either one of the following:

1. Federally-Facilitated Health Insurance Marketplace: Residents with income above the 210% Federal Poverty Limit
2. Ohio Benefits Self-Service Portal: residents who could potentially be eligible for Medicaid under the new MAGI rules, for coverage starting on January 1, 2014
3. eGateway Benefit Application: Residents who could potentially be eligible for Medicaid under existing Medicaid rules, including nursing home and waiver, and ABD applications

Benefits.Ohio.gov will ask simple user friendly questions to direct each resident to the correct application for health insurance.

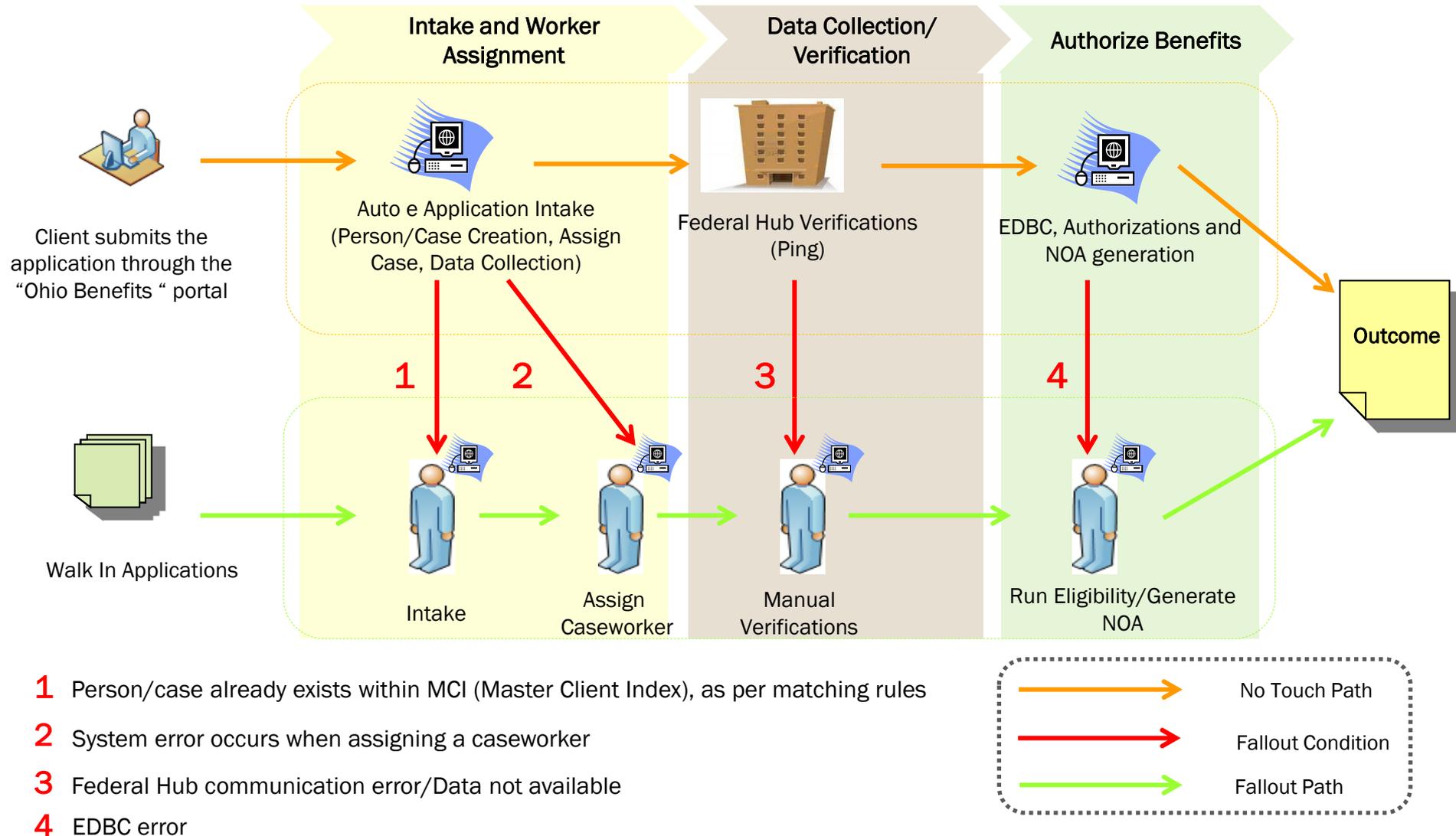


EXPECTATIONS ON 10.01.13

- Individuals may begin the process of applying for health insurance through the Federal Marketplace (FFM) and have eligibility established starting 01.01.2014.
 - Individuals may begin the process of applying for MAGI Medicaid through the self-portal at Benefits.Ohio.gov and have eligibility established starting 01.01.2014.
 - 10.01.13 through 12.31.13 = eligibility under previous rules
- 

Project Update – No-Touch Process Flow

The Ohio Integrated Eligibility system is a “No Touch” application. However, if there is an error in the eligibility determination process, cases will “fall out” and require manual processing



INITIAL CUSTOMER SERVICE ISSUES

1. All JFS agencies had limited access to OIES on 10.01.13 (the 'go-live' date).
 - Only a handful of case workers had access to the OIES system until late January
 - Training is the responsibility of the local DJFS agency
 2. OIES was not a fully functional program on 10.1.2013
 3. Unable to access applications submitted through the Federal Marketplace
 4. DJFS is using 2 systems (CRIS-E and OIES) without interface
 5. Paper applications must be manually entered and are time consuming
 6. Limited employee access creates poor customer service in our call center
- 

CURRENT CUSTOMER SERVICE ISSUES

1. Backlog of applications to be processed
 2. Unable to locate online applications
 3. Medicaid cards issued with incorrect billing numbers
 4. MITS - system of record for health care dates may have incorrect health care begin dates and missing health care spans
 5. Retroactive health care functionality is not currently working
 6. Unable to access applications submitted through the Federal Marketplace
 7. Complaint calls from Marketplace customers inquiring about Medicaid denials
 8. DJFS is using 2 systems (CRIS-E and OIES) without interface
 9. Paper applications must be manually entered and are time consuming
- 

APPLICATION BACKLOG

Clermont County has approximately **2800** applications on hand to process through 02.20.14.

We have approved approximately **375** applications and denied **150** to date.

We have **2056** applications filed with the Federal Marketplace that are not available to the counties.



WE NEED WORKFLOWS FOR SHARING INFORMATION WITH OTHER PROGRAMS

Child Support

Child Care

Child Protection Unit

Adult Protective Services

Workforce Development



OUR PLAN OF ACTION

Open communication with our community partners

Family Services Planning Committee

Public Assistance staff training will be completed by the end of February

Training clerical staff to:

- Call customers and follow-up with information collection
- Initiate application process through clearance

Intake applications processed through both systems

Overtime in March





Department of
Job and Family Services



February 20, 2014

Dear County JFS Directors and Staff:

In each of Ohio's 88 counties, our local departments of Job and Family Services have long served as the critical bridge that connects our residents with the assistance that is often required in times of need. That statement has certainly proven true in the early months of 2014. The commitment and service displayed by each of you is having an immediate impact on our neighbors' ability to get back on their feet and live more stable lives.

Thank you. Your efforts have been recognized across our state and your expertise is helping Ohio to push forward into the future.

As you are all aware, October 1 marked the launch of a new benefits system that – by the end of 2015 – will streamline eligibility determination for Ohio families seeking Medicaid, Supplemental Nutrition Assistance, and Temporary Assistance for Needy Families. December 9 was the important day when the system became open to children and families – as well as low-income adults who are newly eligible for Medicaid.

With all large-scale endeavors comes a transition period. Managing two eligibility systems and handling an unforeseen volume of questions related to ongoing issues with Healthcare.gov has certainly proven challenging at times. However, your hard work has already made life better for tens of thousands of Ohioans. Here are some recent highlights of your work:

- since December 9, 2013, **more than 100,000 residents** have applied through the new integrated eligibility system;
- we have **succeeded in processing 66%** of those applications, with thousands more being processed each day; and
- in January, **more than 23,000** newly eligible, uninsured Ohioans were connected to coverage through Medicaid

Each day, you are making a difference and improving the lives of those in our communities.

Feedback from county staff is helping us to improve the new system and open additional avenues for residents to acquire assistance. Your ability to quickly address any issues that may arise during the application process has helped to advance Ohio's renewed commitment to innovation and reform.

As we continue to modernize our state's Medicaid system and foster an environment of economic advancement, please keep in mind that you are playing a critical role.

On behalf of the State of Ohio, we wish to thank you for your continued hard work and contribution to this new and promising path that is already making a positive mark on our state.

Sincerely,

Cynthia Callender Dungey, Director
Ohio Department of Job and Family Services

John B. McCarthy, Director
Ohio Department of Medicaid