

# **Medicaider: An Integrated Enrollment/Eligibility Tool**

*Buncombe County in Partnership with  
SafetyNet and Local Service Providers*

# HealthNet

of Buncombe County

Buncombe County's  
Community Collaboration  
for Managing Care of Our Uninsured

vision



values



models



tools



concepts



community



## 18 Community Partners

- ABCCM (Asheville Buncombe Community Christian Ministry)
- Access II Care of WNC (CCNC network)
- Buncombe County DSS
- Buncombe County Health Center
- Buncombe County Medical Society (Project Access)
- Eblen Foundation
- Emma Family Medical Clinic
- HealthPartners
- Hot Springs Health Program (Madison Co.)
- MAHEC
- Mission Hospital
- Pisgah Legal Services
- Sisters of Mercy Urgent Care
- Three Streams Family Health Center
- Western Highlands
- WNC Community Health Services (WNCCHS)

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- **Shared IT system and Patient Data**
- **Standardized Eligibility & Enrollment**
- **Case Management Services**
- **Shared Claims Data**

## Basics

## Utilization

## Benefits

Integrated, One-Stop System that allows for:

- Eligibility for all programs
- 3-5 minute interviews
- 97% accuracy rate
- User-defined information fields
- Auto-populated forms
- Utilizes web-based software
- Collection and storing of verification documents
- Referrals to outside agencies
- Tracking of applications, referrals, appointments

## Basics

## Utilization

## Benefits

- Guided application assembly process
  - Documents received/needed
  - Due dates
  - Auto-populated requests for verifications
- User-defined security levels to all parts of the software
- Detailed reporting, analysis, and filtering of data
  - Know exactly how many residents received what type of services
  - Know what type of services are in high/low demand across all demographics
  - Analyze referrals, services, and more by each caseworker, by location, or by date range
  - Custom filter any or all data elements and then 1-click the results into demographic, program, service, or eligibility analyses



- Instructions
- Notes
- Tools
- Session Information

| Medicaider™ Interview  |   |
|--|---|
| <p>Do you want this interview to be anonymous?<br/><input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Do you want to test eligibility for assistance on a past date?<br/><input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>What kind of assistance program does the applicant need?<br/>Healthcare</p> <p>What is the applicant's gender?<br/><input checked="" type="radio"/> Female <input type="radio"/> Male</p> <p>Where does the applicant live now?<br/>Texas in Travis County</p> | <p>Answer No to allow follow-up or answer Yes to keep the identity of the Patient confidential. <a href="#">i</a></p> <p>Choose Yes to test the <a href="#">applicant's</a> past eligibility for a program that covers prior services. <a href="#">i</a></p> <p>Please choose the kind of assistance program you want to test for. You can test for other kinds at the end of this interview.</p> <p>Choose the place where the applicant resides permanently or for an indefinite period, and where she intends to return to after any temporary absences. <a href="#">i</a><br/><a href="#">Check Mapquest.com</a> if needed.</p> |

Next >

V9.0

## Tools

- Calculate monthly income with the [Income Calculator](#)
- Check address and phone information with [Any Who: Internet Directory Assistance](#) from AT&T®
- Locate home address with [Mapquest.com](#)
- Calculate vehicle assets with [Kelley Blue Book](#)® from MSN Autos®
- Check Medicaid enrollment with [TMHP](#) (account required)
- Check applicant information with [ChoicePoint FAIR](#) (account required)

**Basics**

**Benefits**

**Utilization**

MEDICAIDER/CHASSIS

Medicaider allows for:

- Guided application process
- Comprehensive needs assessments
- Integrated service planning
- Eligibility testing for all available programs at once
- Paperless certification and case management
- Detailed utilization and patient usage tracking data
- Coordination of services among Safety Net Providers



- Eligibility Status
- Applicant Forms
- Interviewer Instructions
- Service Information
- Applicant Instructions
- Instrucciones para Solicitante
- Interview Details
- Session Information

InterviewID=1776 (IID=1825986724) updated by agordon. CustomerID=.

**Thank you for completing this interview.**  
Based on the answers, [smithe, John](#) (MR# M660268831) appears eligible for [Medicaid for Caregivers \(TP55\)](#)

Note: Program administrators must make the official determination after the Applicant applies.

What do you want to do next?

- Interview another person in the applicant's family
- Start a new interview
- Interview this applicant again
- Continue to interview this applicant for untested programs
- Assemble application documentation for this program
- Interview another person in the applicant's family
- Check Installment Payment Program eligibility

ast interview for another person in the family (  female or  male).



Document Record: SurveyID=38 Edited on 2/17/2007 1:06:19 PM by jwise.

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Document Control Number

## Documentation Checklist for TP55

**This Checklist is not complete. It must be filed by 3/9/2007.**

|  | <a href="#">Mann, Marla</a> <small>(Add)</small>        | <input type="checkbox"/> <a href="#">Thomas, Ellen</a> |
|--|---|--|
| <b>Application</b>                             |   | N/A  |
| <a href="#">TX Medicaid Application</a>        | <input checked="" type="checkbox"/> <a href="#">Add</a> |  |
| <b>Citizenship</b>                             |   | N/A  |
| <a href="#">Birth Certificate</a>              | <input checked="" type="checkbox"/> <a href="#">Add</a> |  |
| <a href="#">Certificate of Citizenship</a>     | <input type="checkbox"/>                                |  |
| <a href="#">Hospital/birth records</a>         | <input type="checkbox"/>                                |  |
| <a href="#">Indian census records</a>          | <input type="checkbox"/>                                |  |
| <a href="#">Naturalization papers</a>          | <input type="checkbox"/>                                |  |
| <a href="#">U.S. passport</a>                  | <input type="checkbox"/>                                |  |
| <b>Deductions</b>                              |   | N/A  |
| <a href="#">Child Care Expenses</a>            | <input type="checkbox"/>                                |  |
| <a href="#">Child Support Expense</a>          | <input type="checkbox"/>                                |  |
| <a href="#">Self declaration no deductions</a> | <input type="checkbox"/>                                |  |
| <b>Earned Income</b>                           |   | N/A  |
| <a href="#">H1028</a>                          | <input type="checkbox"/>                                |  |
| <a href="#">Pay Stubs/Statements</a>           | <input type="checkbox"/>                                |  |
| <a href="#">Self declaration no earnings</a>   | <input type="checkbox"/>                                |  |
| <b>Identity</b>                                |   | N/A  |
| <a href="#">Adoption records</a>               | <input type="checkbox"/>                                |  |

## Basics

## Benefits

## Utilization

1. Client can be easily screened and enrolled in any program at any point-of-entry (ex, Food Stamp client can enter at WNCCHS)
2. The system allows for enrollment and tracking of the uninsured among safety net providers.
3. Results tell you:
  - what programs they're eligible for
  - why they weren't eligible for other programs
  - what information is still needed to complete an application
4. Any Authorized caseworker can gather documents for app. completion
5. Information is stored electronically and shared across providers
6. Reports can be generated that show (for example):
  - what types of services are high demand/low demand
  - referrals, services, and more by each caseworker, by location, or by date range

**Basics**

**Benefits**

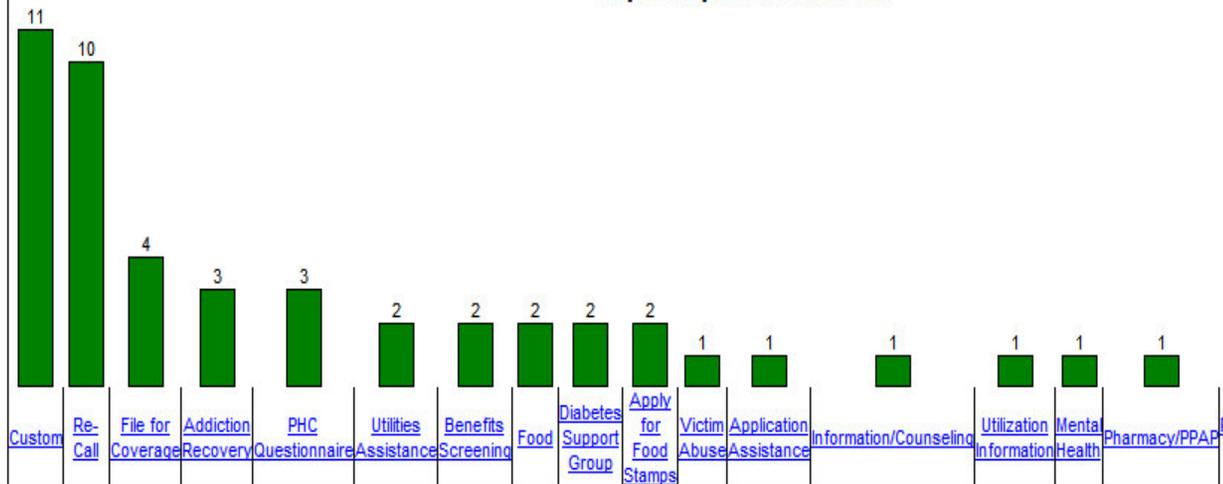
**Utilization**

MEDICAIDER/CHASSIS

## Timeline for Implementation (FY09)

- Phase 1: SafetyNet providers
  - Mission/St.Joe's
  - ABCCM Clinic/Crisis Ministry
  - Emma Family Resource Center
  - WNCCHS
  - Western Highlands
  - Buncombe County Health Center
- Phase 2: DSS Food and Nutrition Services and WIC units
- Phase 3: All other DSS Economic Services units

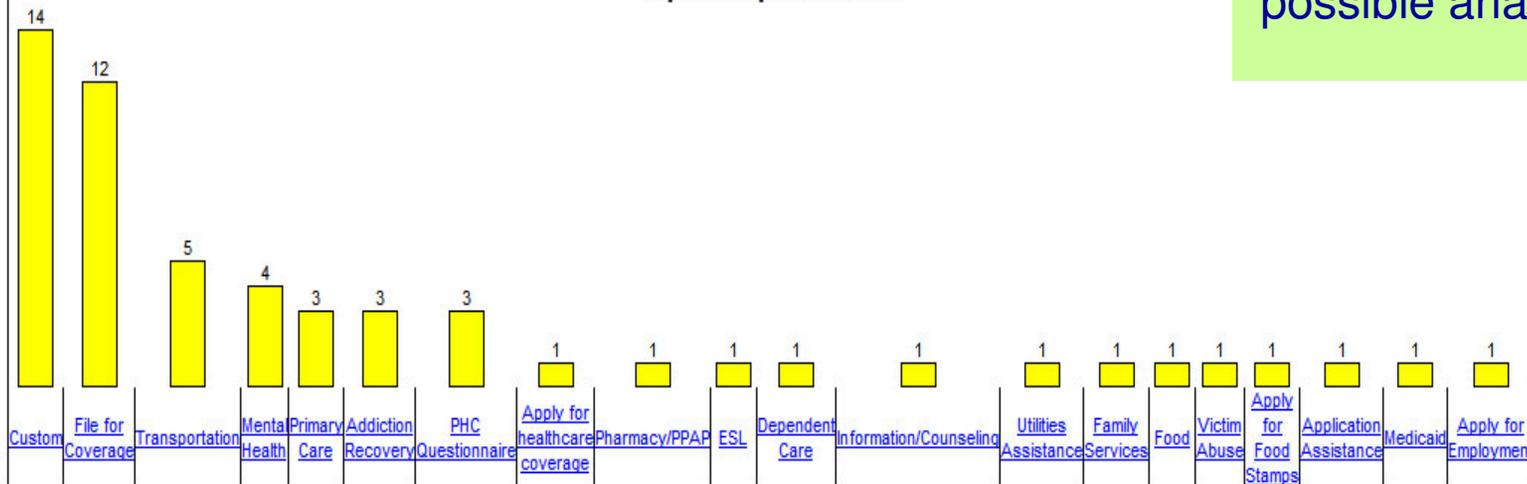
### Top Completed Outcomes



All referrals, services provided, outcomes, needs met, needs unmet, and other data elements can be analyzed and broken down numerous ways. Here is an example of two of hundreds of possible analytical graphs

### Top Incomplete Actions:

### Top Incomplete Actions





## Interviews Analysis:

**Overview:**

- Total Number of Interviews: 1760
    - Children: 286 (16%)
    - Pregnant Women: 41 (2%)
    - Adults: 1433 (81%)
  - Total Number Eligible: 1505 (86%)
    - Total eligible by program type:
      - Medicaid: 798 (45.3%)
      - State: 114 (6.5%)
      - SCHIP: 85 (4.8%)
      - City: 143 (8.1%)
      - County: 86 (4.9%)
      - County Indigent: 40 (2.3%)
      - Federal: 24 (1.4%)
      - Installment: 24 (1.4%)
      - Food: 8 (0.5%)
      - Charity: 96 (5.5%)
      - Medicare: 37 (2.1%)
      - Title XX: 15 (0.9%)
      - Lien: 3 (0.2%)
      - Tax: 8 (0.5%)
      - Utility: 10 (0.6%)
      - Title V: 3 (0.2%)
      - Title X: 10 (0.6%)
  - Total Number Ineligible: 234 (13%)
  - Total Number Pended: 21 (1%)
  - Total Identified Applicants (Non-anonymous): 384 (22%)
  - Total Number of Applications Filed: 313
  - Total Case Closures: 23 (1%) (with 19 enrolled)
- These interviews were conducted by 50 users at 31 sites from 23 organizations.

**Analyses:**

- [Number of Interviews by Month](#)
- [Number of Applications Filed by Month](#)
- [Top Interviewers](#)
- [Top Organizations](#)
- [Top Interview Sites](#)
- [Top Interview Departments](#)
- [Top Programs](#)
- [Number of Applicants by Age](#)
- [Number of Applicants by Citizenship](#)
- [Interview Duration Times](#)
- [Win/Loss \(Funnel Pipe\)](#)