Secretary's Call
November 2018

INDIANA FAMILY & SOCIAL SERVICES ADMINISTRATION
FSSA
Food
Housing
Clinical
Transportation
Activity
Environment
Employment
Education

Objectives:

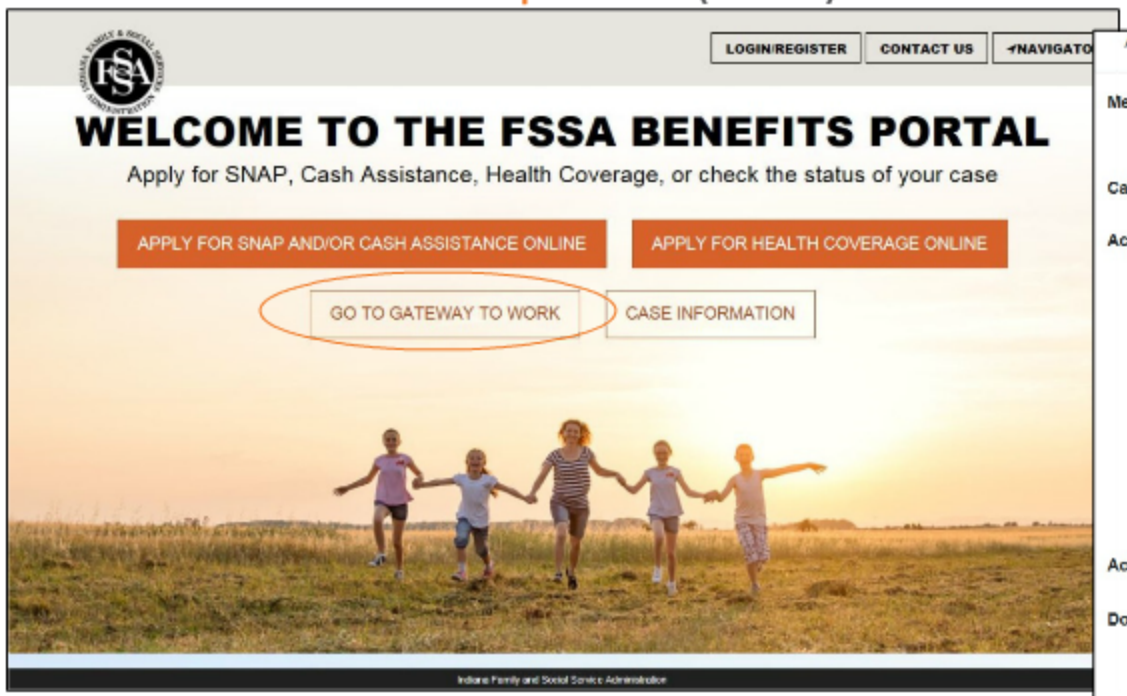
- New faces
- Hot topics
- Agency updates
- Next call

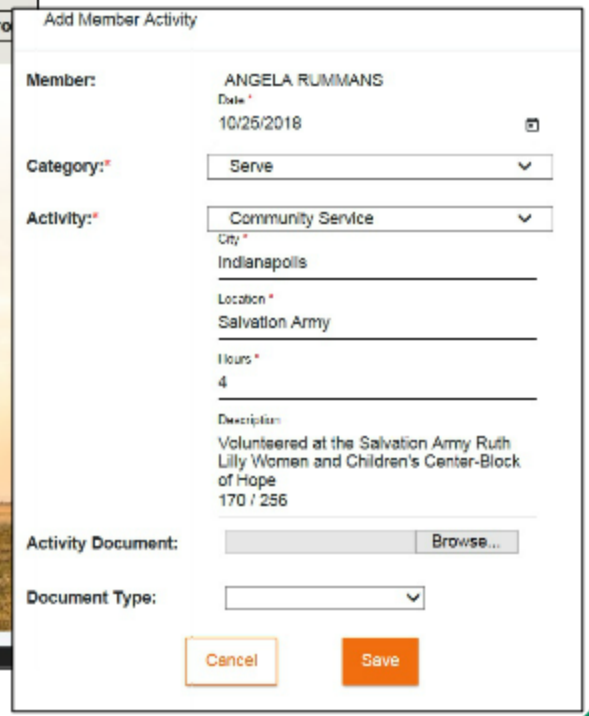
New Faces: DDRS Associate Director

Kim Opsahl, J.D.

Hot Topics: Benefits Portal

FSSA Benefit Portal Updated (draft)





Gateway to Work Hours entry screen (draft)

Hot Topics: FSSA EnCred

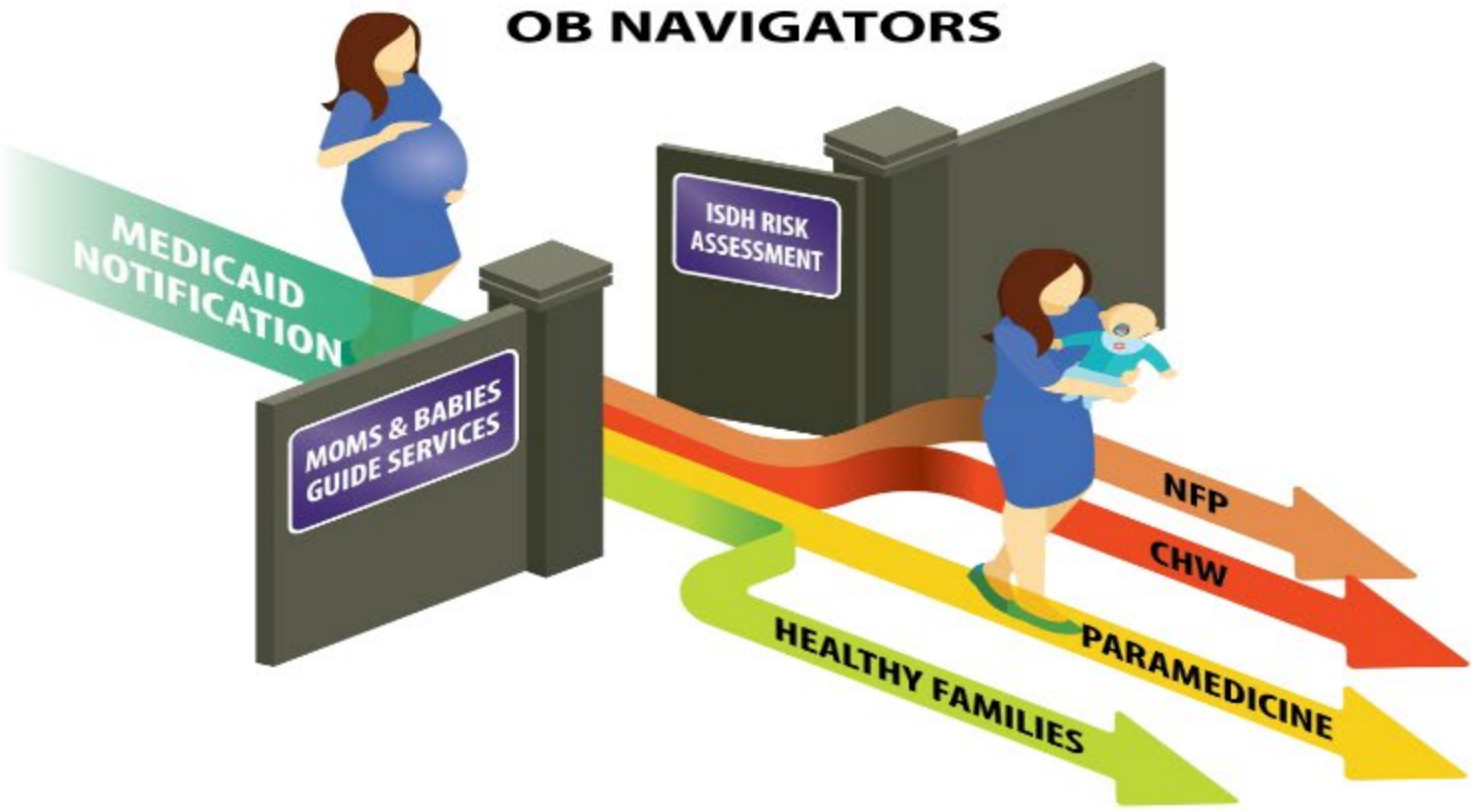
FSSA EnCred
FSSA PROVIDER ENROLLMENT AND CREDENTIALING

- One-stop shop for provider enrollment, credentialing, and profile updates. Will also capture revalidation/recredentialing.
- Goal is to reduce duplication of effort and deliver a single decision on enrollment and credentialing.
- Some functions will transition from DXC Technology and managed care entities (MCEs) to Conduent, Inc.
- MCEs will still need to collect some information from providers, such as banking information.
- **Go live is set for July 1, 2019**.

Hot Topics: SMI/SED 1115 Waiver

- The opportunity will allow states, upon CMS approval, to receive FFP for services furnished during short term stays for acute care in psychiatric hospitals or residential treatment settings that qualify as IMDs.
- States must ensure good quality of care in IMDs and improve access to community-based services.
- Allows access to earlier identification and engagement in treatment of conditions and improved access to mental health services through schools and increased development of data-sharing capabilities.

Hot Topics: OB Navigator



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Agency Updates: NEMT

- **SFY2018** - 240,000 individuals in traditional Medicaid; ridership between 30,000 to 35,000 rides a month; around 3,000 unique members served each month.
- **Since 6/1/18** - average 42,500 rides a month; 5,000 unique members each month; upwards of 14,000 unique members have been served since June 1, 2018.
- Providers required to drive most direct route.
- 246 active providers with 20+ in credentialing process; an additional 4 to 5 signing on each week and over 1,200 vehicles on road.

Agency Updates: NEMT

- Claims payment rate is 99%+ percent, claims processed and paid the same week for those using EFT
- Over 1,200 vehicles on road
- Expanded the gas reimbursement program
- Call center stats stabilized – over 100 Indiana staff plus dedicated nursing facility line

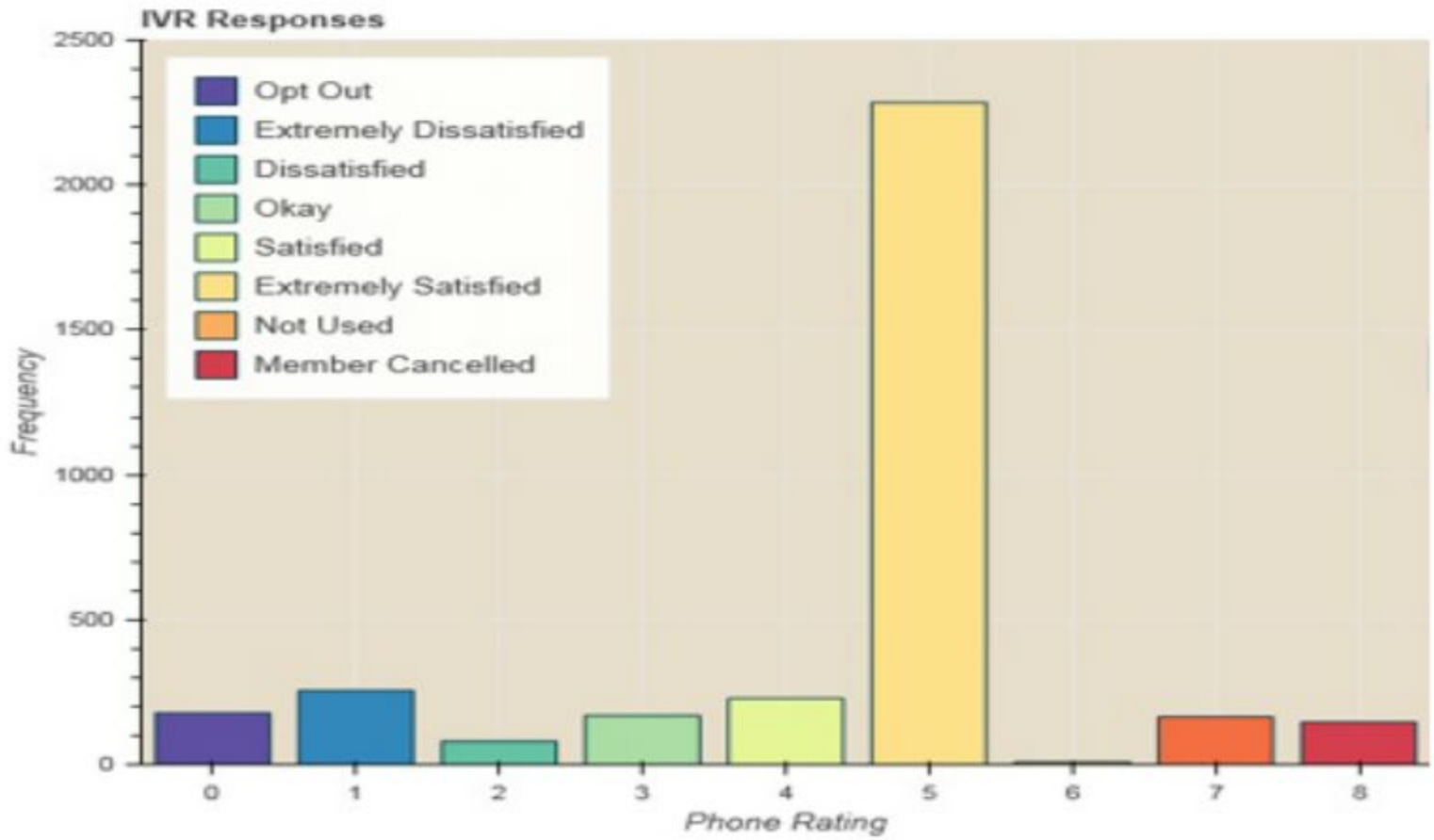
Agency Updates: NEMT

- Medicaid recipients call one number to schedule ride, check status of ride, or file complaint
- Database of member profiles built to reflect critical details about member needs and preferences
- Two new, unique teams monitor services for high risk patients and to members who have experienced issues with their transportation
- Vehicles are inspected for safety; over 100 vehicles were removed from the network for safety and health concerns.

Agency Updates: NEMT

- Transportation providers must demonstrate and maintain proper insurance coverage.
- In credentialing, transportation providers receive training on wheel chair safety, behavioral health awareness, de-escalation tactics and customer service.
- Several drivers have been removed from the network due to negative background checks or driving records

Member Phone Survey Outcomes (Convenience Sample)



Agency Updates: Gateway to Work

GATEWAY TO WORK
HEALTHY INDIANA PLAN

Gateway to Work is part of the Healthy Indiana Plan (HIP) and will start on *January 1, 2019*.

- ❖Approx. 20% of HIP members will be required to engage and report hours completed in Gateway to Work Qualifying Activities.
- ❖Required hours start a zero and phase-in over 18 months.
- ❖Starting in July 1, 2020, required hours will be 80 hours per month for 8 of 12 months in a calendar year.

Agency Updates: Gateway to Work

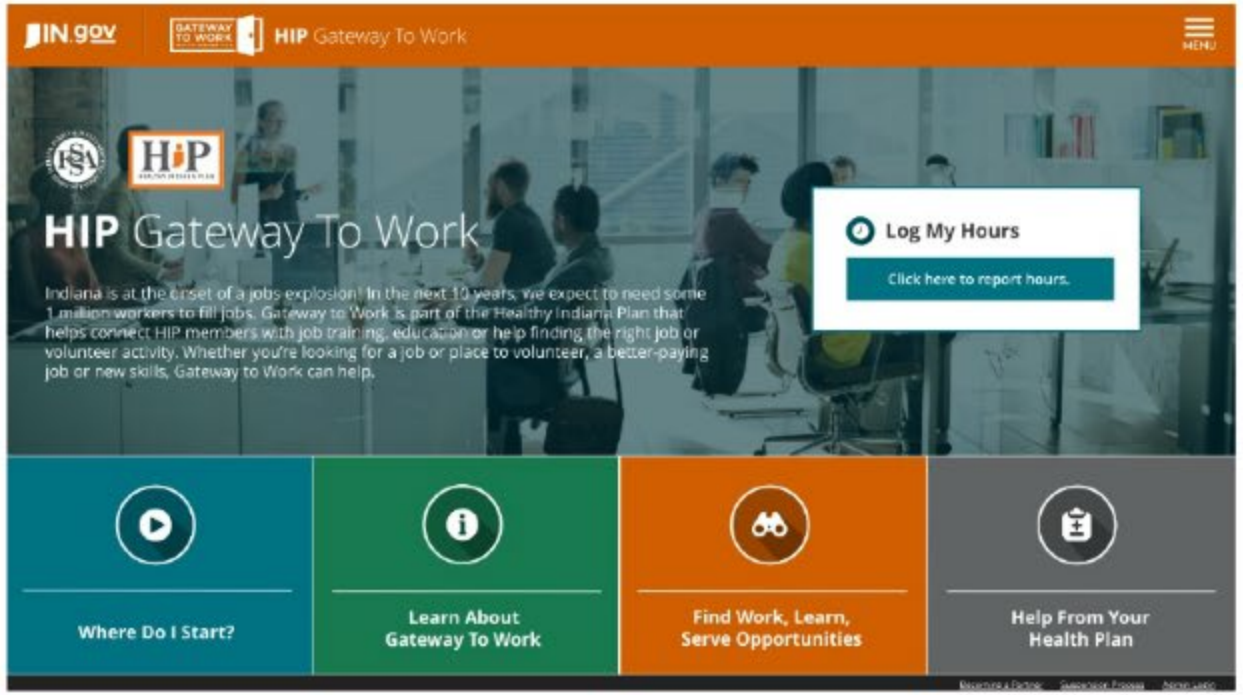
Gateway To Work Member-Friendly Resources

- **Website and Searchable Database**
- **Member Assessment tool and Recommendations**
- **Health Plans Assistance -** Education, communications and assistance to their members who can't utilize web based resources.
- **Hours Reporting Online Via the FSSA Benefit Portal**
- **Hours Reporting Via Phone** – Health Plans can take hours over the phone and record.
- **Monthly Status** – Gateway to Work status will be included on member's monthly POWER Account statement starting in March 2019.

Agency Updates: Gateway to Work

Gateway to Work Website effective January 2019

Desktop and mobile version (draft)



Agency Updates: Gateway to Work

Gateway to Work Partners

Gateway to Work is partnering with Indiana nonprofits, religious organizations, government agencies and businesses.

Partner may offer a program and/or a resource including:

- Volunteer opportunities
- Public computer access
- Programs related to qualifying activities
- Assist HIP Members with the Gateway to Work program

Database - Partners will be listed in the searchable database for HIP members to identify local programs and resources.

Partner details can be found at www.HIP.IN.gov click "Gateway to Work" and click "Partners" or email: FSSA.GatewayToWork@fssa.in.gov

Agency Updates: Gateway to Work

Gateway to Work Website:

- www.HIP.IN.gov and click on "Gateway to Work"
  - Member details and links are added as they become available
  - "Partner" link at the bottom for partner details and forms

Gateway to Work Email:

- FSSA.GatewayToWork@fssa.in.gov

Agency Updates: IEDSS Timeline

IEDSS Rollout Schedule

Wave 1

Go-Live 7/29/2019

Wave 2

(Including Marion County East)

Go-Live 9/30/2019

Pilot

(Excluding Marion County East)

Go-Live 4/29/2019

Next Call: Legislative priorities

- Substance Use Disorder
- Mental Health and School Safety
- Health Care Access
- Early Childhood Education
- First Steps

Questions & Contact Information

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