



# Secretary's Call

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# Agenda



- Introduction and Purpose
- New team members
- Hot topics
- Agency updates
- Agency priorities
- Questions
- Next call



# Introduction and Purpose

- FSSA is making enhanced communication a priority – both internally and externally
- We are better positioned to problem solve when we have bi-directional conversations
- Multiple priorities are moving rapidly
- Change doesn't have to be negative

# Welcome new team members: CMO and Healthy Opportunities Team



# Welcome new team members: Data team



# Welcome new team members: Legislative Team



# Welcome new team members: Division of Aging Leadership



# Welcome new team members: OMPP Team





# Hot Topics: Non-Emergency Medical Transportation



- Central hub service to enhance transportation benefit to Fee-For-Service Medicaid members
- Improved visibility to close gaps in coverage
- Enhanced member service through single number/portal
- Improved EMS policy

# Hot Topics: Non-Emergency Medical Transportation



- Long term care facility temporary pause  
9.4.18
  - Will phase-in when network adequacy is achieved
- System updates:
  - High risk team
  - Call center
  - Member follow up

# Hot Topics: Non-Emergency Medical Transportation



## Vehicles, Drivers and Members

### ❖ Total Members Served 6/1/2018-8/30/2018

Months	Count of Trip Legs	Unduplicated Members
Jun	68,468	10,912
Jul	74,140	12,074
Aug (through 8/30)	81,766	12,322
<b>Grand Total</b>	<b>224,374</b>	<b>21,024</b>

### ❖ Number of Vehicles and Drivers

As of 8/30/2018	Number of Drivers	Number of Vehicles
<b>Total</b>	<b>1415</b>	<b>1523</b>

## Call Center and Claims

### ❖ Call Center Data

Data Type (8/27/2018-8/30/2018)	Data
Average Number CSR Calls/day	1,421
Average Speed of Answer CSR calls	33 seconds
Average Total Call/day	3,048
Average Speed of Answer ALL calls	57 seconds

### ❖ Claims Data (since 6/1/2018)

#Claims Received	# Claims Paid	\$ Amount of Claims Paid
109,096	108,938	\$2,866,573.74

# Hot Topics: First Steps



- Finalizing the comprehensive fiscal analysis of the First Steps Program
  - Opportunity for Public Comment
- Strengthen comprehensive system of professional development to ensure qualified personnel
  - Leveraging CURES funding to support providers working with families with substance use disorder
  - Updated and simplified First Steps Policy Manual around credentialing to support recruitment and retention of providers
- Collaboration across early childhood systems
  - Supporting ISDH & DCS in implementing Help Me Grow Indiana
  - Collaborating with early childhood partners to improve and build a consistent transition process

# Hot Topics: Vocational Rehabilitation



- VR Vision - high quality program that is effective, equitable and sustainable
- Since implementing order of selection on August 1, 2017:
  - 71% of eligible individuals prioritized for services
  - 29% of eligible individuals deferred
    - Information on other organizations and resources are shared with individuals deferred
- Continue to identify strategies to further improve staffing capacity

# Agency updates: Strategic Planning



- Prior strategic plan 2008
- Mission/Vision update 2014
- All-staff updates: 2/17, 2/18, 8/18
- Strategic refresh 12/18

# Agency updates: 2018 Accomplishments



- Online payment option for First Steps families
- Social context assessment
- Expanded On My Way Pre-K to 20 counties
- Leadership development program: Natural Born Pilots
- Open Source Medicaid data hub

# Agency updates: 2018 Accomplishments (continued)



- HIP waiver renewal/SUD 1115 waiver
- Community Health Integration policy
- Methadone policy turns one
- First statewide judicial MAT conference



# Agency updates: 2018 Accomplishments (continued)



- Introduced Open Beds/Indiana 2-1-1
- Expansion of opioid treatment programs
- Logansport State Hospital turns 130  
(while NDI approaches 2019 opening)



# Agency priorities

- HIP/Gateway to Work
- IEDSS
- Opiates/SUD
- Infant Mortality
- NDI
- First Steps



# Questions and Next Call

- Feedback welcome!
- Next call TBD, prior to legislative session
- Please send additional questions regarding the content of this call to:
- [AskTheSecretary@fssa.in.gov](mailto:AskTheSecretary@fssa.in.gov)