

# Quarterly Consumer Assistance Update

April 2018

## Consumer Assistance Groups

- Consolidated Services Center (CSC)
- Producer Operations
- Application Counselor Sponsoring Entity (ACSE) Program
- Connector Entity Organizations (Navigators)
- Appeals and Constituent Services
- Escalated Cases Team
  
- Caseworkers at state and county agencies

# Consumer Assistance Team at MHBE



# Multiple Pathways to Assistance



Online Website



By Phone



In Person

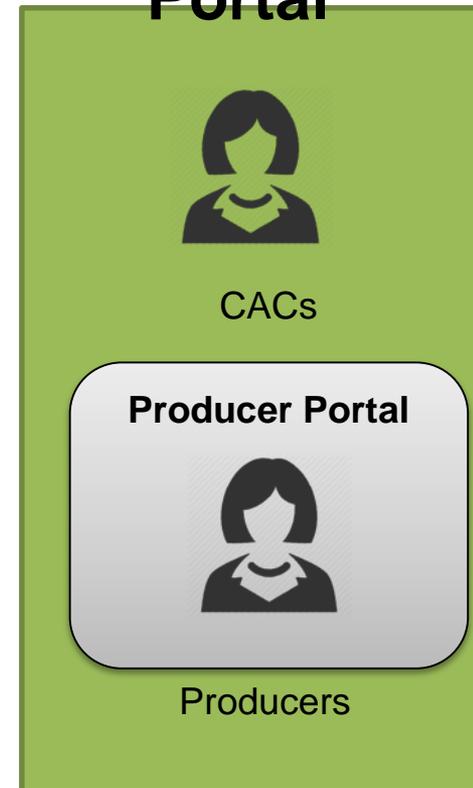
	<b>Agency Case Workers (LHD &amp; LDSS)</b>	<b>Provide in person assistance with Medicaid at Local Health Depts and Local Depts of Social Services</b>
	<b>Producers</b>	Provide in person and BATphone assistance with private health plans
	<b>Certified Application Counselors</b>	Provide in person assistance with Medicaid and private health plans
	<b>Navigators</b>	Provide in person assistance with Medicaid and private health plans, and conducts community outreach and education
	<b>Call Center (CSC) Representatives</b>	<b>Provide assistance by phone with Medicaid and private health plan application and enrollment, plus work on special projects</b>

# MD Health Connection User Roles

## Worker Portal



## Consumer Portal



## Assistance via Phone



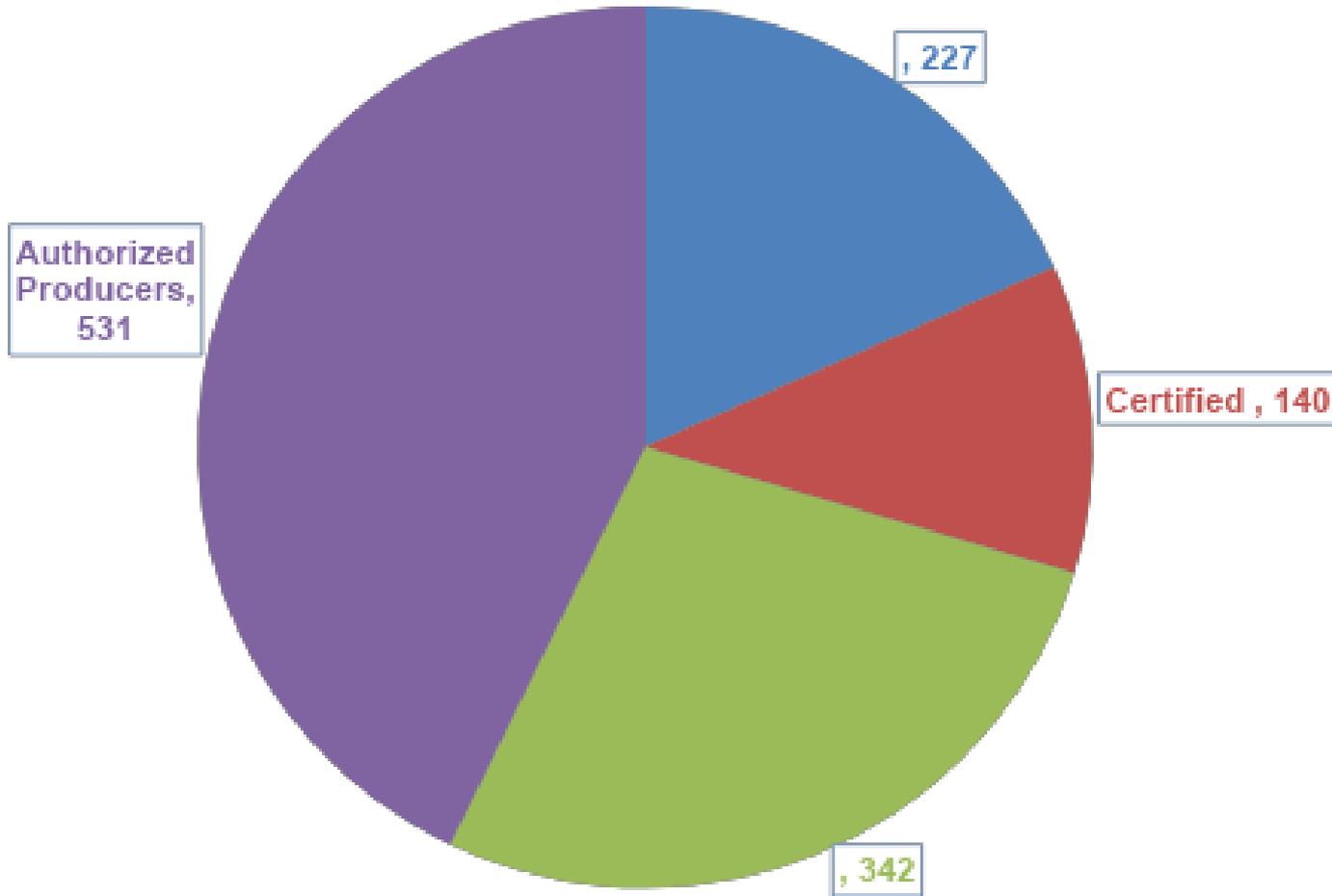
- Call Center Representatives
- Constituent Services

## In Person Assistance



- Navigators from offices in eight CE regions
- CACs from offices around the State (Capital/Central)
- Producers from offices around the State
- Caseworkers in local county agencies

# Distribution of Consumer Assistance in Each Category (1,116 total)



# Appeals and Constituent Services



Internal MHBE Staff

4 Appeals Coordinators

3 Constituent Services Staff

Subject Matter Experts on Insurance Affordability Programs (QHP, Medicaid, MHCP)

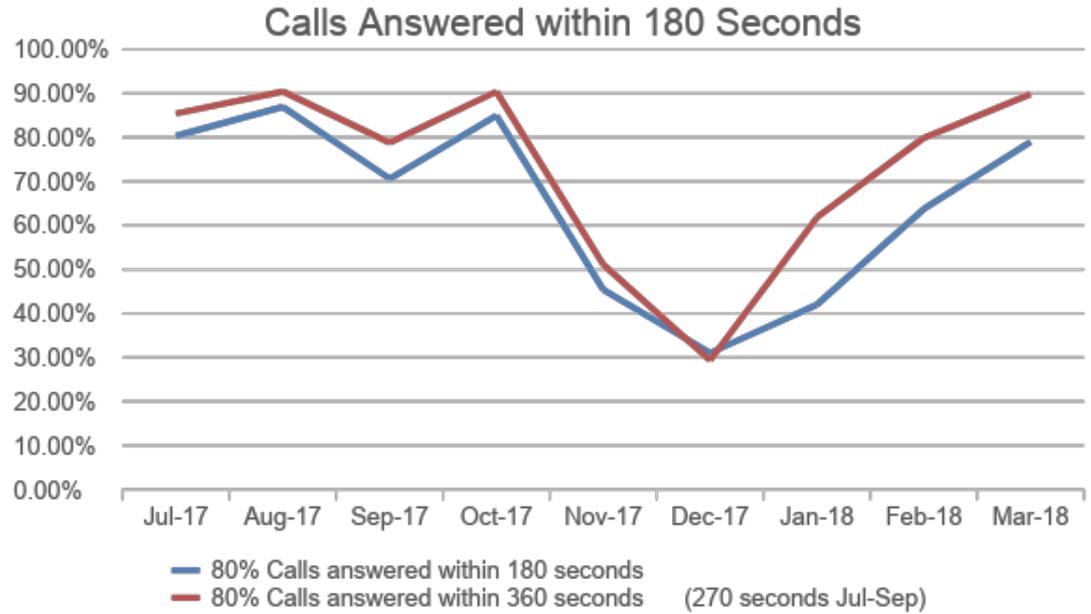
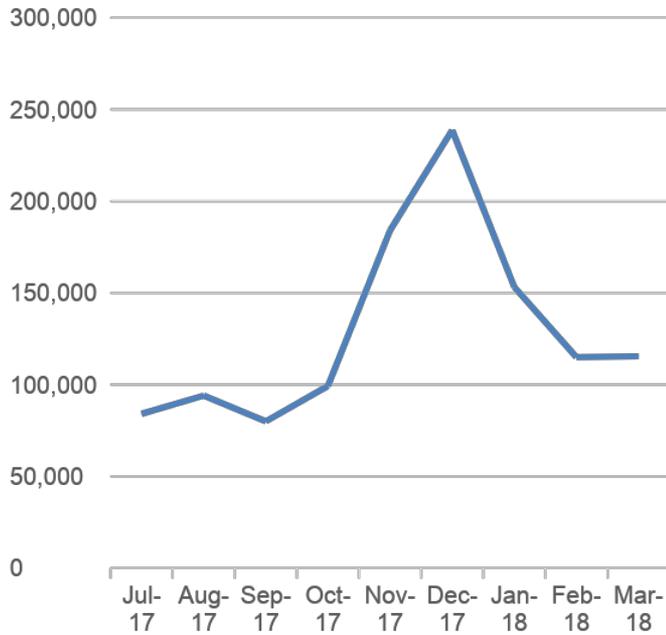
Since 7/1/17, constituent services has handled 1,134 cases

Since 7/1/17, appeals team has won 169 of 176 cases at the Office of Administrative Hearings and adjudicated 1,806 cases without a hearing

Constituent Services team also helps with special projects and escalated cases

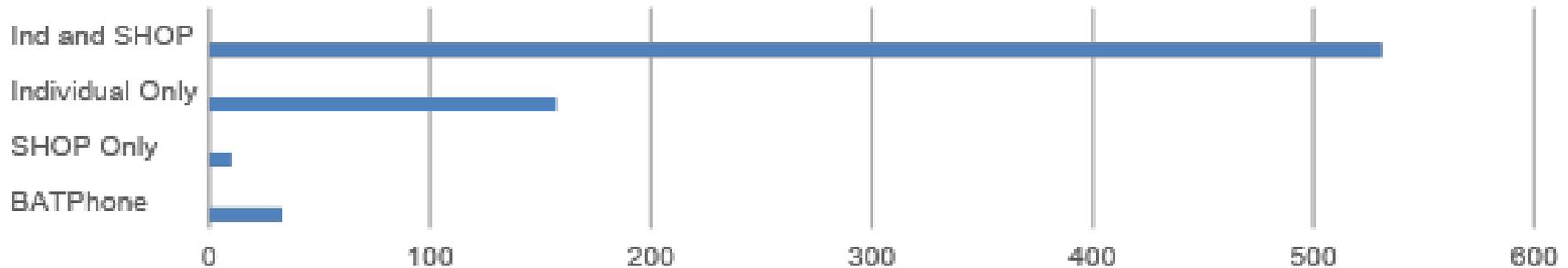
- Internal MHBE (2) Staff + (2) Contractors
- Begins with special projects team at the Call Center
- Subject matter experts on private health plan enrollments
- Works closely with all consumer assistance groups, carriers, IT Development and EDI teams
- Resolved ~5,000 escalated cases in 8 weeks after OE5 ended

# Call Center Metrics



- The New 180/360 Service Level Agreements (SLAs) began in October
- The CSC Contractor suffers financial penalties if SLAs are not met
- Managed Care Organization (MCO) Shopping Implementation drove higher than forecasted call volume
- It takes 3 months to get staff up and running after hiring, training, nesting
- New hires go into tech services queue to handle password resets, quick calls
- 10 member Special Projects team triages escalated cases
- Call handling time continues to improve; shorter handling time must be balanced with quality of service

## Producers by Authorization Type



BATPhone (Broker Assisted Transfers): Completed enrollments for 17,965 households.

Overall, producers enrolled 42,020 households during last OE (about 27% of total private plan enrollment)

In last year's Producer Stakeholder survey, 65% of producers reported being pleased with the improvements made to the Producer Support hotline at the CSC. That trend continues, with recent praise for Producer Support hotline:

- *I can't express to you how grateful I am for team members like Damian and Ebony*
- *I would love to have you let Gabby's supervisor know that she was absolutely fantastic. The call with her was so well handled that I think she should get recognition.*
- *I had a big question and called in this morning. Ebony was terrific.*

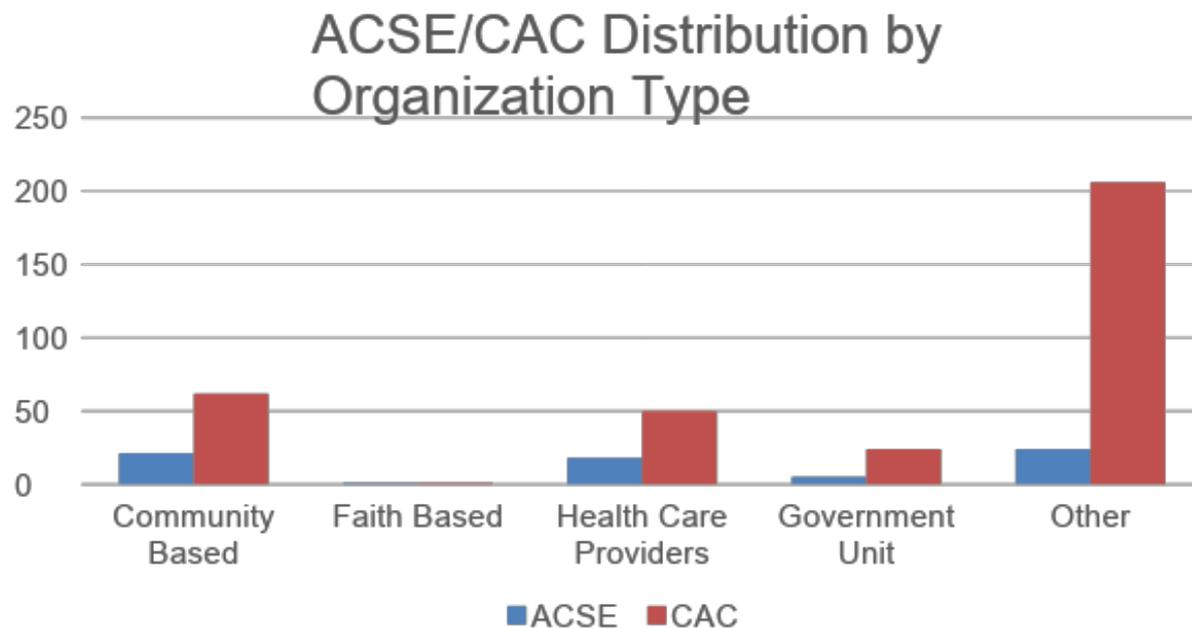
## On the horizon:

Releasing annual Producer Stakeholder Survey

Planning annual in-person meeting

Preparation for BATPhone for Open Enrollment

# Application Counselor Sponsoring Entity (ACSE Program)



## On the horizon:

Conducting site visits to identify areas additional/ongoing support is needed

Developing supplementary training materials/opportunities

Total ACSEs: 69

Total CACs: 342

About 3% of total private plan enrollment

# CE Program (Navigators)

## Consumer Assistance Regions



Total contacts during 8-week OE5 period: 56,494  
Total enrollments OE5: 37,280 (up 33% from OE4)  
38% of private health plan enrollment was Navigator-assisted

## On the horizon:

FY19 Grant Renewal and Funding  
July 1, 2018 – June 30, 2019

# CE Service Areas and FY19 Funding

Region	Counties Served	Entity Name	Type	FY 2019
FAR WEST	Garrett, Allegany, Washington	Western Maryland Health Insurance Connector	NGO	\$587,537
MIDWEST	Frederick, Carroll, Howard	HealthCare Access Maryland	NGO	\$871,412
CENTRAL	Baltimore City, Baltimore County, Anne Arundel	HealthCare Access Maryland	NGO	\$3,156,025
MONTGOMERY	Montgomery	Montgomery County Health Connection	County	\$1,582,913
PRINCE GEORGE'S	Prince George's	Prince George's County Health Connect	State/County	\$1,582,913
SOUTHERN	Calvert, Charles, and St. Mary's	Seedco	NGO	\$598,800
UPPER SHORE	Harford, Cecil, Kent, Queen Anne's, Talbot, Caroline, and Dorchester	Seedco	NGO	\$1,042,863
LOWER SHORE	Wicomico, Somerset, Worcester	Lower Shore Health Insurance Assistance Program	State/County	\$577,537

Questions?

If not now, feel free to contact:

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