

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES



Pete Ricketts, Governor

January 30, 2016

Patrick O'Donnell, Clerk of the Legislature
State Capitol, Room 2018
P.O. Box 94604
Lincoln, NE 68509-4604

RE: ACCESSNebraska Quarterly Report

Dear Mr. O'Donnell,

In accordance with Legislative Bill 657 (2016) ACCESSNebraska Quarterly Reports, please find attached a copy of fourth quarter (October – December) 2016 report. This report contains operational performance metrics for the Economic Assistance and Medicaid programs.

I am pleased to report that ACCESSNebraska continues to show operational stability and performance improvement from the previous quarter.

Sincerely,

A handwritten signature in black ink, appearing to read "Courtney N. Phillips".

Courtney N. Phillips, MPA
Chief Executive Officer
Department of Health and Human Services

**Department of Health and Human Services
Legislative Report
LB 657**

ACCESSNebraska

Ocotber – December 2016 Quarter

REPORT FOR: LEGISLATURE
REPORT DATE: JANUARY 31, 2017
LEGISLATIVE BILL: LB 657
COMMITTEE NAME: HEALTH AND HUMAN SERVICES COMMITTEE
CONTACT PERSON: COURTNEY PHILLIPS, CEO
HEALTH AND HUMAN SERVICES
DOUGLAS WEINBERG, DIRECTOR
CHILDREN AND FAMILY SERVICES DIVISION
CALDER LYNCH, DIRECTOR
MEDICAID AND LONG-TERM CARE DIVISION

EXECUTIVE SUMMARY

The Department of Health and Human Services (DHHS) administers and manages eligibility for Economic Assistance programs and Medicaid through a service delivery system known as ACCESSNebraska. The purpose of this report is to reflect the operational performance for the fourth quarter of 2016 (October through December). During this quarter, ACCESSNebraska operational performance improved. Below are a few of the highlights.

Economic Assistance

- Average call wait time for this quarter was 4 minutes and 46 seconds, below the set target of five minutes or less.
- There were 48,233 applications processed in the fourth quarter of 2016, with an average process time of 10 days.
- Staff processed 36 percent of applications the same day the application was received.
- State-calculated SNAP application (initial, expedited, recertification) timeliness rate for the quarter was 98.8 percent.

Medicaid

- Average call wait time for this quarter was 4 minutes and 37 seconds, well below the target of five minutes or less.
- The median Medicaid application processing time at the end of the quarter for children and families was 27 days, and for aged and disabled was 26 days. Federal benchmarks for application processing are 45 days for children and families and 90 days for aged and disabled applicants.
- Medicaid received 9,707 applications in the quarter including 3,575 received from the federal marketplace.

Process Improvements

- ACCESSNebraska has improved customer service to Spanish-speaking clients. Staff fluent in Spanish are handling the phone calls when available. By implementing this change, clients receive customer service without the use of an interpreter. Since July, Economic Assistance staff have reduced the use of the Language Line by an average of 12,000 minutes a month. Medicaid staff has reduced the use of the Language Line by an average of 6,000 minutes a month. Clients are happy with this change in customer service.
- Medicaid customer service center supervisors in Lincoln and Lexington implemented daily huddle calls facilitated by the administrators. These calls foster teamwork and effective communication of issues and barriers for the day.

Communications

- Clients can choose to receive email notifications when correspondence is posted to their account. Over 48,193 ACCESSNebraska clients signed up for email notification by December 31. The state processed 11,406 email notifications in lieu of notification by US Mail during the quarter, which accelerated information to clients and saved postage costs.
- Medicaid eligibility field staff have been facilitating quick resolution of eligibility questions or issues to ensure smooth implementation to the state's new Medicaid managed care program, Heritage Health. A rapid response team handles escalated issues.

Staffing

- Economic Assistance has 12 vacancies in the Fremont customer service center and 4 vacancies in the Scottsbluff Customer Service Center, 6 Social Service Worker vacancies in other local offices throughout the state and 4 vacancies at the Omaha Document Imaging/Application Management Center.

- Medicaid currently has 7 vacancies in the Lexington Customer Service Center, 5 vacancies in the Lincoln Customer Service Center and 15 vacancies in local offices. In addition, there are 2 vacancies at the Lincoln Document Imaging/Application Management Center.

LB 657 ACCESSNebraska Quarterly Report October – December 2016

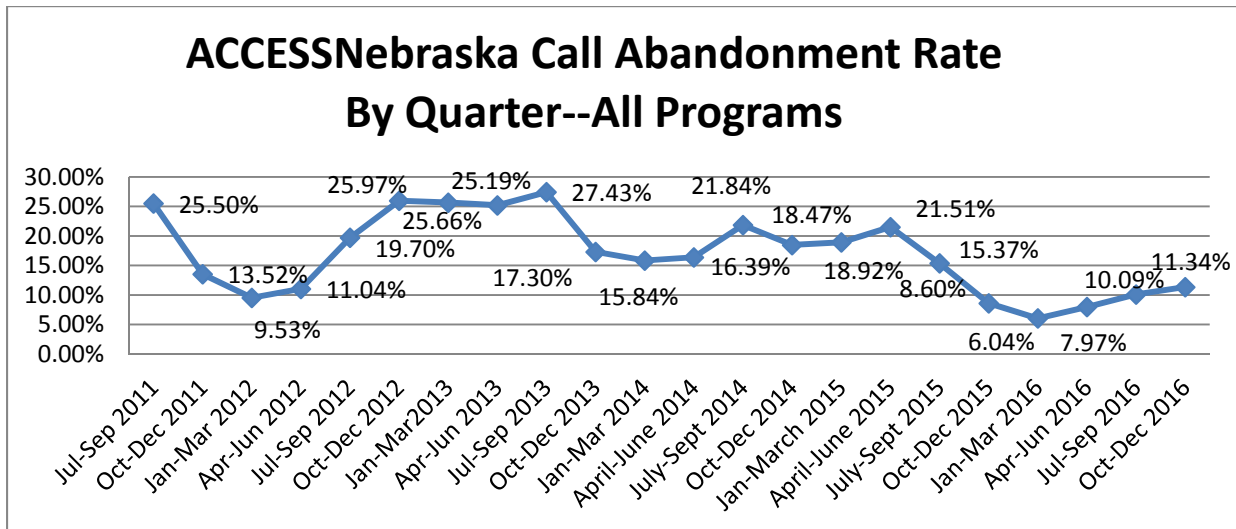
Element One: Call Wait Times

Average Call Wait	October	November	December	Quarter
Economic Assistance	5:38	4:55	3:39	4:46
Medicaid	4:59	4:47	4:06	4:37

Element Two: Call Abandonment Rates

Call abandonment is the number of calls that are terminated before a staff member answers. The termination is due to the client hanging up or the phone signal was dropped.

Call Terminations	October	November	December	Quarter
Economic Assistance				
Abandonment Rate	13.16%	11.45%	8.53%	11.11%
Number of Abandons	5,715	5,010	3,432	14,157
Average Time to Abandon	5:07	4:00	3:46	4:23
Medicaid				
Abandonment Rate	12.75%	12.18%	10.05%	11.67%
Number of Abandons	3,976	3,665	3,030	10,671
Average Time to Abandon	3:50	3:46	3:50	3:48



Element Three: Timeliness, or the time period from the date the application is received to when the case is approved or denied, of Initial Applications by benefit program, including client or department processing as the reason for untimely application.

Program	Timeliness Percentage
SNAP Expedited	99.31%
SNAP Non-Expedited	99.00%
Child Care	94.98%
Low-Income Home Energy Assistance	97.50%
Aid to Dependent Children	98.01%
Assistance to Aged, Blind and Disabled Payment	98.97%
Medicaid and CHIP	95.47%

Note: Medicaid and CHIP applications are considered timely for MAGI (children and families) if processed within 45 days. Timeliness for Non-MAGI (disabled adults and children) is processed within 90 days.

The following chart shows the reasons for the untimely processing percentages (client, agency, third party and system).

Program	Agency	Client	Third Party	System
SNAP Expedited	30.77%	58.97%	2.57%	7.69%
SNAP Non-Expedited	25.22%	53.91%	0.00%	20.87%
Child Care	29.55%	57.91%	5.67%	6.87%
Low-Income Home Energy Assistance	41.01%	41.49%	1.91%	15.59%
Aid to Dependent Children	20.16%	46.77%	6.46%	26.61%
Assistance to Aged, Blind and Disabled Payment	17.02%	61.70%	8.51%	12.77%
Medicaid and CHIP	28.57%	69.48%	1.95%	NA

Element Four: Timeliness of Renewal Applications by benefit program including client or department processing as the reasons for untimely applications.

Program	Timeliness Percentage
SNAP Non-Expedited Timely	98.08%
SNAP Non-Expedited Untimely	99.55%
SNAP Expedited Late	99.56%
SNAP Non-Expedited Late	99.71%
Child Care	83.29%
Aid to Dependent Children	92.09%
Assistance to Aged, Blind and Disabled Payment	89.86%
Medicaid and CHIP	70.13%

The following chart shows the reasons for untimely processing percentages (client, agency, third party and system) for renewal applications.

Program	Agency	Client	Third Party	System
SNAP Non-Expedited Timely	20.28%	67.62%	0.00%	12.10%
SNAP Non-Expedited Untimely	20.00%	40.00%	6.67%	33.33%
SNAP Expedited Late	20.00%	60.00%	0.00%	20.00%
SNAP Non-Expedited Late	14.29%	71.43%	0.00%	14.28%
Child Care	19.84%	71.07%	1.65%	7.44%
Aid to Dependent Children	10.00%	73.33%	3.33%	13.34%
Assistance to Aged, Blind and Disabled Payment	14.29%	57.14%	0.00%	28.57%
Medicaid and CHIP	33.34%	63.26%	3.41%	NA

SNAP timely recertification includes recertification forms received by the Department on or before the 15th of the month of expiration.

SNAP untimely recertification includes recertification forms received by the Department from 16th-31st of the month of expiration.

SNAP late recertification includes recertification forms submitted in the 30 days following the end of certification.

Element Five: Data related to client cases closed who reapply for benefits within 30 days and 60 days after the case closure.

	Reapply Within 30 Days	Reapply Between 30 - 60 Days
Economic Assistance & Medicaid		
Closed 09/01/2016	22.65%	8.03%
Closed 10/01/2016	22.14%	7.52%
Closed 11/01/2016	23.81%	9.64%

Element Six: Any other data relevant to the effectiveness of the ACCESSNebraska program.

- ACCESSNebraska Monthly Dashboard



Dept. of Health & Human Services
(DHHS)
December 2016

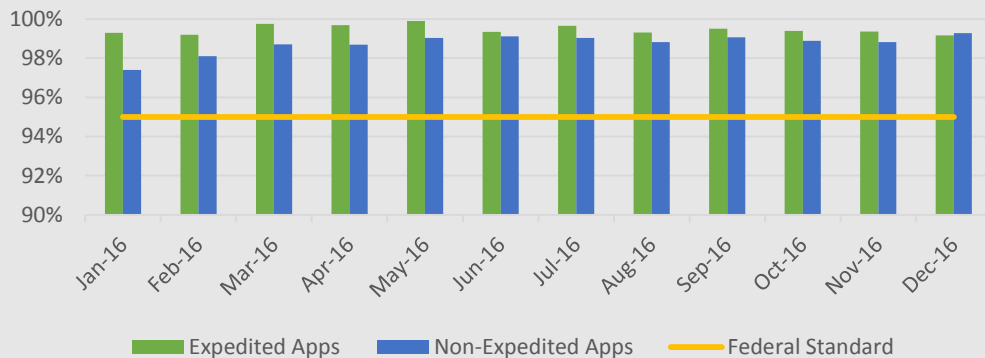
Performance Metrics
ACCESS NEBRASKA Program



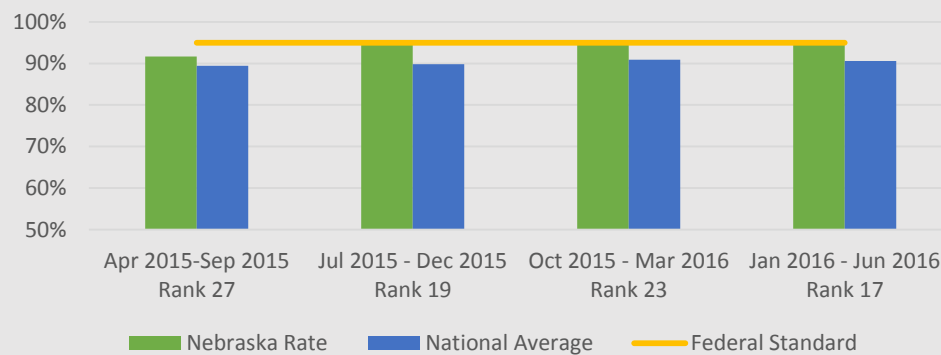
SNAP (Food Stamps) – Key Performance Metrics



State Reported SNAP (Food Stamps) Application Processing Timeliness



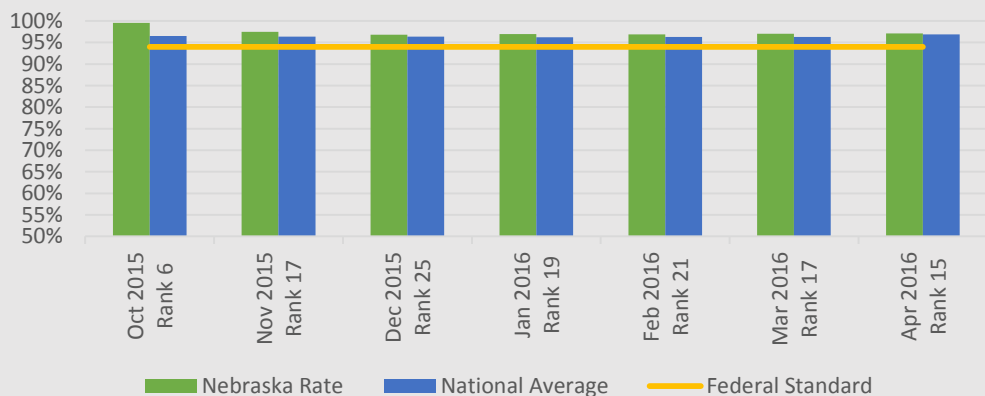
USDA Reported SNAP (Food Stamps) Application Processing Timeliness



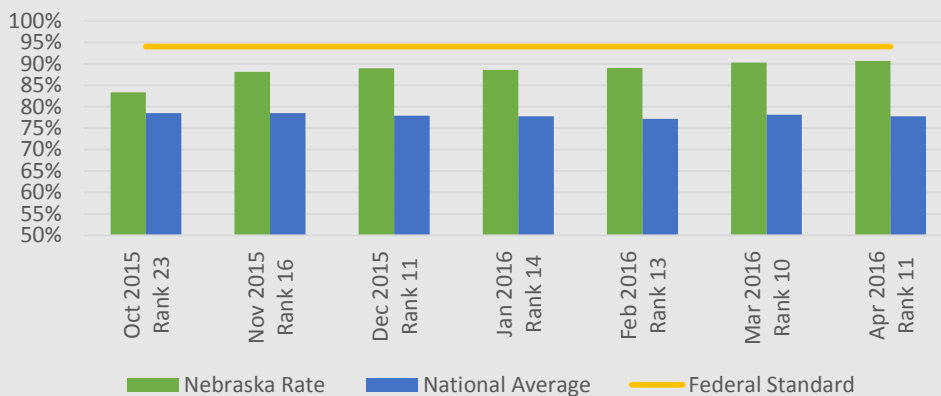
This is a DHHS generated report. Data is based on the percentage of SNAP initial applications received which were processed within SNAP federal timelines. In order to meet expedited timeliness, an application must be processed within 7 days. The timeline for non-expedited applications is 30 days.

Data is based on information provided to states from the USDA. Data is reported quarterly using a six month rolling average of SNAP Quality Control data reported by all states/territories. Quality control in Nebraska is conducted by staff within the division of Public Health. **The Apr 2016 – Sep 2016 Federal data is not available at this time.

USDA SNAP (Food Stamps) Payment Accuracy Rate



USDA SNAP (Food Stamps) Denial Accuracy Rate



Data is based on information provided to states from the USDA. Data is reported monthly using SNAP Quality Control data reported by all states/territories. Payment accuracy rate measures the amount of correct SNAP benefits provided to households. Quality control in Nebraska is conducted by staff within the Division of Public Health. **The May 2016 Federal data is not available at this time.

Data is based on information provided to states from the USDA. Data is reported monthly using SNAP Quality Control data reported by all states/territories. Denial accuracy rate measures whether a household's SNAP benefits are correctly closed or denied, whether the household was informed of their ineligibility in a timely manner and whether the notice of action provided to households is accurate. Quality control in Nebraska is conducted by staff within the Division of Public Health. **The May 2016 Federal data is not available at this time.



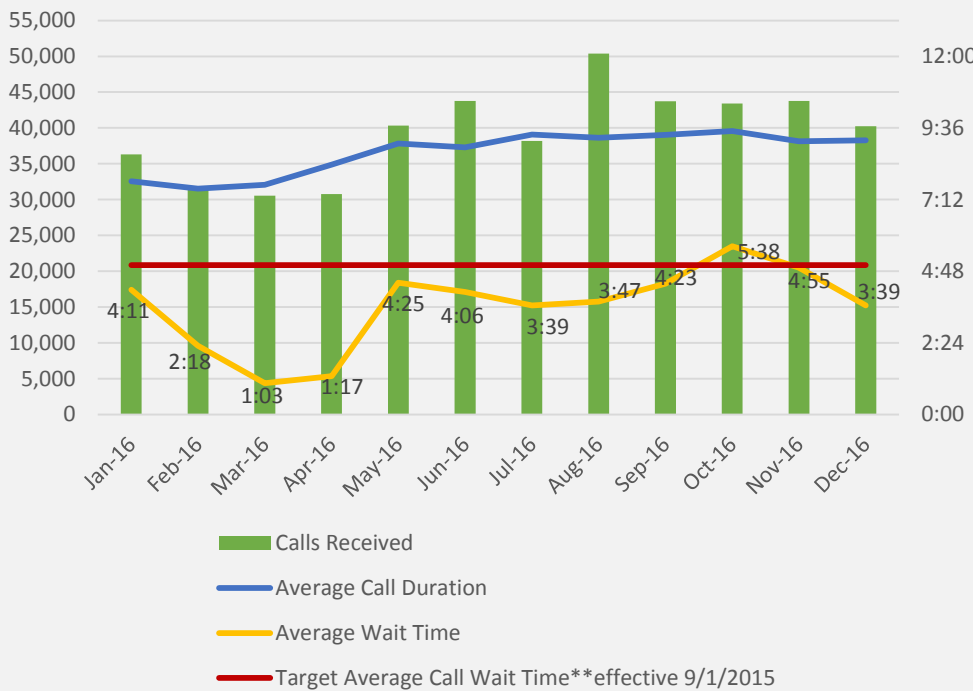
Economic Assistance – Service Center Metrics



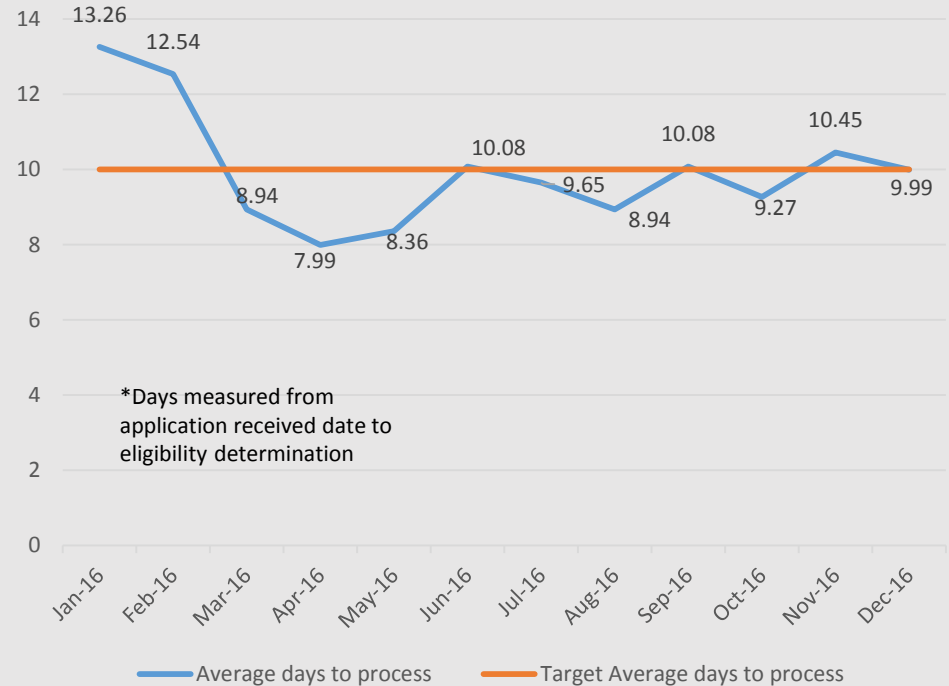
SNAP Processing Timeliness 96% or Better



Economic Assistance (Food Stamps, Aid to Dependent Children, Childcare) Service Center



Average Days * to Process All Economic Assistance Programs

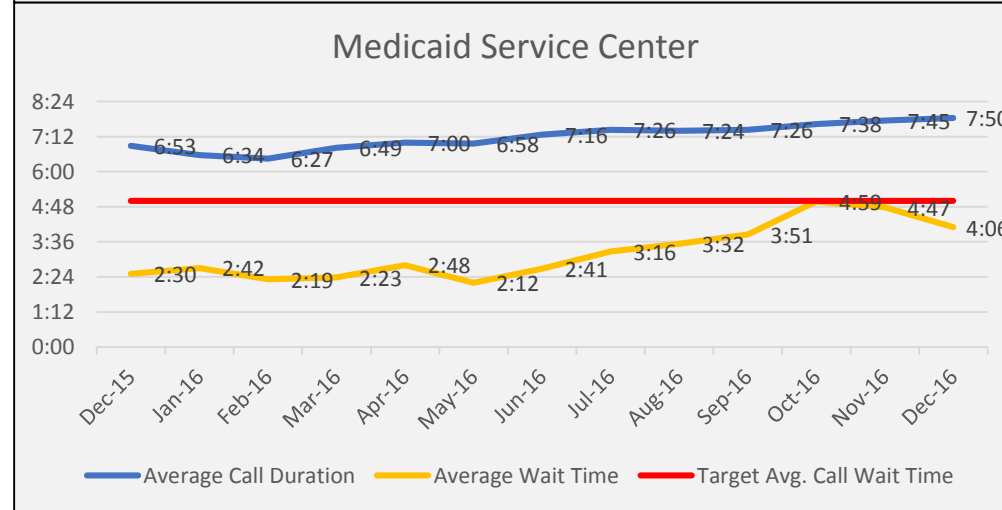
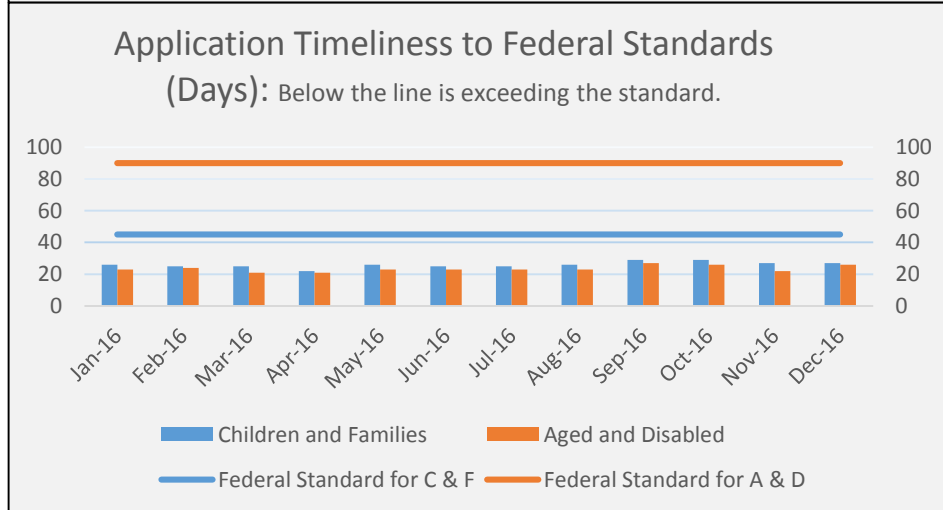
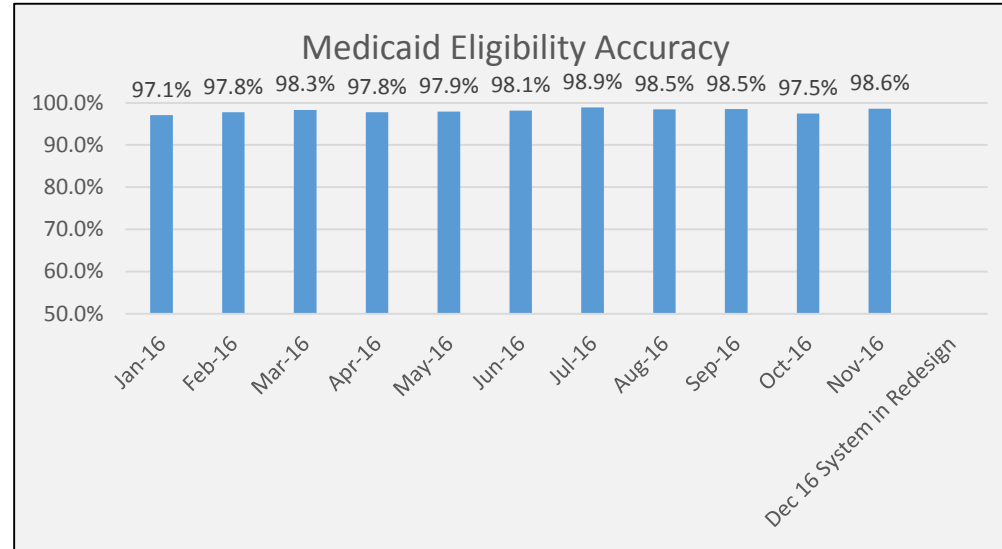
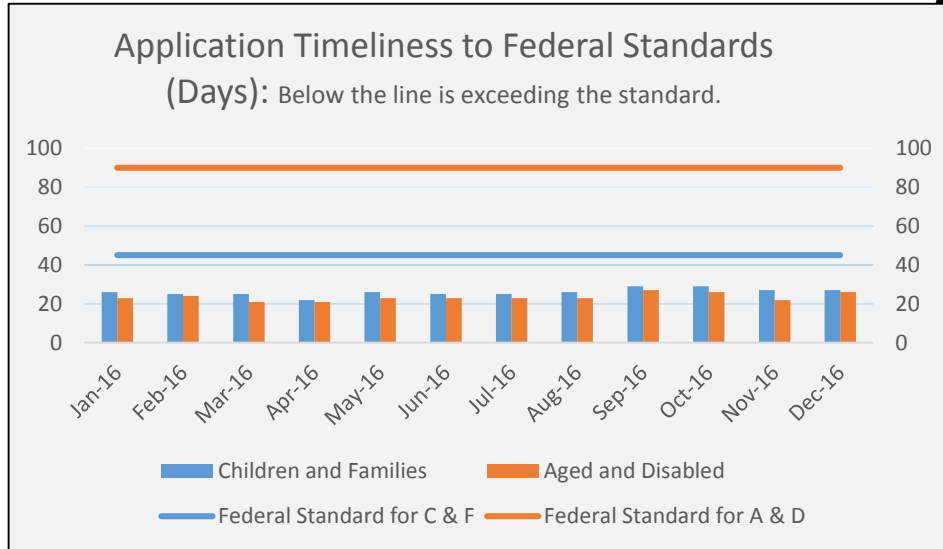


Nebraskans Enrolled in SNAP (Food Stamps) Program – 9% of Population

Economic Assistance Enrollment	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
SNAP (food stamp) Households	78,748	78,349	78,376	77,956	77,850	78,359	78,474	79,280	79,376	79,507	79,469	79,952
SNAP (food stamp) Individuals	176,381	175,466	175,455	174,420	174,052	175,603	176,130	177,651	177,912	177,825	177,654	178,490
Aid to Dependent (ADC) families	5,766	5,653	5,633	5,578	5,591	5,650	5,783	5,869	5,919	6,014	6,095	6,115
Children in Child Care Subsidy	17,830	17,979	18,169	17,750	17,877	18,803	18,307	18,656	18,768	17,732	18,119	18,477



Medicaid – Key Performance Metrics



Nebraskans Enrolled in Medicaid – 12.41% of Population

Medicaid Enrollment	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Total Enrollment	231,355	231,615	235,119	235,516	234,550	235,237	234,836	236,148	237,472	237,667	237,608	237,567
Children and Families Enrollment	163,410	163,994	167,665	168,530	167,949	168,452	167,620	168,352	169,107	168,749	168,098	167,845
Aged and Disabled Enrollment	67,945	67,621	67,454	66,986	66,601	66,785	67,216	67,796	68,365	68,918	69,510	69,722