

NEBRASKA

Good Life. Great Mission.

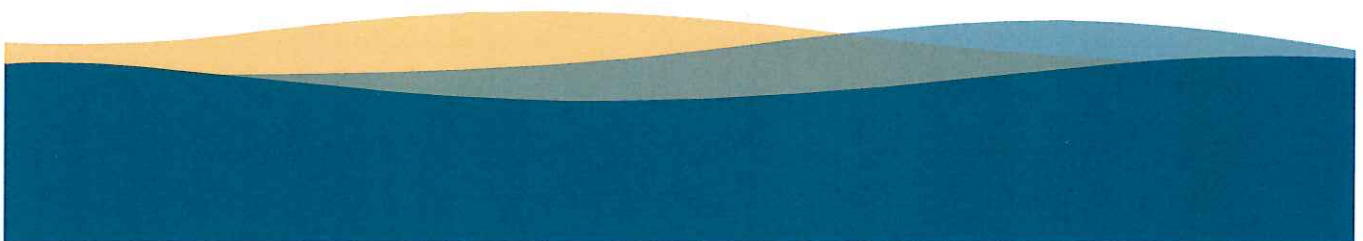
DEPT. OF HEALTH AND HUMAN SERVICES

Nebraska Department of Health and Human Services

2017 1st Quarter ACCESS Nebraska Report

4/28/2017

LB 657(2016)



NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES



Pete Ricketts, Governor

April 28, 2017

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 the 2017 first quarter 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 blue 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

January – March 2017 Quarter

REPORT FOR: LEGISLATURE
REPORT DATE: APRIL 27, 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 first quarter of 2017 (January through March). ACCESSNebraska operational performance improved from the previous quarter. Below are a few highlights.

Economic Assistance

- Average call wait time for this quarter was 3 minutes and 47 seconds, below the set target of 5 minutes or less.
- There were 38,609 applications processed in the first quarter 2017, with an average process time for the quarter of eight days.
- Staff processed 32 percent of applications the same day the application was received by the Department.
- State calculated SNAP application (Initial, Expedited, Recertification) timeliness rate for the quarter was 99 percent.

Medicaid

- Average call wait time for this quarter was 4 minutes and 8 seconds, well below the target of 5 minutes or less.
- The median Medicaid application processing time at the end of the quarter for children and families was 34 days, and for aged and disabled was 31 days. Federal benchmarks for application processing are 45 days for children and families and 90 days for aged and disabled applicants.
- Medicaid received 23,031 applications in the quarter including 3,093 received from the federal marketplace.

Process Improvements

- Field Operations for Medicaid and Long-Term Care and Economic Assistance were reorganized under one deputy director. Both divisions still function separately, but this allows for developing efficiencies and greater support between staff in the field.
- Medicaid Operations dedicated six staff to do priority work with renewals at the beginning of each month. This move should allow for better timeliness, and less work entering the system since the work is completed more timely.

Communications

- Clients can choose to receive email notification when correspondence is posted to their account. Over 58,054 ACCESSNebraska clients had signed up for email notification as of March 31. The state processed 12,920 email notifications in lieu of notification by US mail during the quarter.
- Field Operations leadership was certified as Lean Six Sigma Yellow Belt in January. Lean Six Sigma is a part of Operational Excellence, this methodology assists with process improvement and outcome achievement. Each administrator developed a Quality, Delivery, Inventory, Production (QDIP) board and is having daily huddles to monitor status of work, discuss process improvements, and communicate daily updates.
- Automated verification requests were eliminated for some cases that are budgeted through Mass Expert System Automation (MESA) processing (ex: Cost of Living adjustments). In situations where we do not have automated data matches such for veterans pensions benefits, we are eliminating automated verification requests because they historically were not clear, causing multiple phone calls and confusion for the customer. These cases are now reviewed manually to determine whether verification is needed. In many scenarios, we do not. This prevents unnecessary requests for

verification. The budgets that have data matches are still run through the automated MESA runs.

Staffing

- Economic Assistance has 18 vacancies in the Fremont customer service center and 10 vacancies in the Scottsbluff Customer Service Center, 10 Social Service Worker vacancies in other local offices throughout the state and two vacancies at the Omaha Document Imaging/Application Management Center.
- Medicaid currently has eight vacancies in the Lexington Customer Service Center, 14 vacancies in the Lincoln Customer Service Centers and 24 vacancies in local offices. In addition, there are three vacancies at the Lincoln Document Imaging/Application Management Center.

**LB 657 ACCESSNebraska Quarterly Report
January – March 2017**

Element One: Call Wait Times

Average Call Wait	January	February	March	Quarter
Economic Assistance	4:43	3:29	3:04	3:47
Medicaid	5:12	3:35	3:29	4:08

Element Two: Call Abandonment Rates

Call abandonment is the number of calls that are terminated before a staff member answers. The chart below contains information on the number of calls abandoned, abandonment rate and the average length of time a caller waits before exiting the call.

Call Terminations	January	February	March	Quarter
Economic Assistance				
Abandonment Rate	10.02%	8.14%	7.19%	8.50%
Number of Abandons	4,148	2,775	2,742	9,665
Average Time to Abandon	4:13	3:17	3:06	3:38
Medicaid				
Abandonment Rate	12.85%	10.54%	9.60%	11.15%
Number of Abandons	4,491	2,748	2,732	9,971
Average Time to Abandon	4:04	3:07	2:47	3:28

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 the client or department processing reason for untimely applications.

Program	Timeliness Percentage
SNAP Expedited	99.48%
SNAP Non-Expedited	99.22%
Child Care	90.94%
Low-Income Home Energy Assistance	98.58%
Aid to Dependent Children	96.33%
Assistance to Aged, Blind and Disabled Payment	98.55%
Medicaid and CHIP	91.06%

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

Program	Agency	Client	Third Party	System
SNAP Expedited	56.67%	40.00%	0.00%	3.33%
SNAP Non-Expedited	26.19%	55.95%	0.00%	17.86%
Child Care	19.41%	73.08%	2.09%	5.42%
Low-Income Home Energy Assistance	24.19%	48.92%	8.07%	18.82%
Aid to Dependent Children	13.30%	62.56%	7.88%	16.26%
Assistance to Aged, Blind and Disabled Payment	9.09%	66.67%	3.03%	21.21%
Medicaid and CHIP	30.18%	68.27%	1.55%	0.00%

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

Program	Timeliness Percentage
SNAP Non-Expedited Timely	98.85%
SNAP Non-Expedited Untimely	99.75%
SNAP Expedited Late	99.28%
SNAP Non-Expedited Late	99.81%
Child Care	74.89%
Aid to Dependent Children	87.32%
Assistance to Aged, Blind and Disabled Payment	90.74%
Medicaid and CHIP	65.1%

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

Program	Agency	Client	Third Party	System
SNAP Non-Expedited Timely	21.65%	59.79%	1.03%	17.53%
SNAP Non-Expedited Untimely	10.00%	60.00%	10.00%	20.00%
SNAP Expedited Late	33.33%	55.56%	0.00%	11.11%
SNAP Non-Expedited Late	40.00%	60.00%	0.00%	0.00%
Child Care	13.66%	77.09%	3.52%	5.73%
Aid to Dependent Children	7.20%	79.20%	1.60%	12.00%
Assistance to Aged, Blind and Disabled Payment	40.00%	50.00%	0.00%	10.00%
Medicaid and CHIP	31.8%	65%	3.2%	0.00%

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 12/01/2016	24.29%	7.98%
Closed 1/01/2017	25.79%	7.64%
Closed 2/01/2017	24.20%	10.35%

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

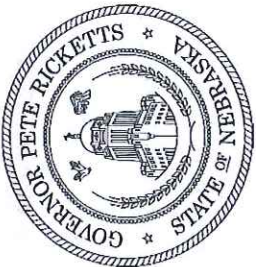
- ACCESSNebraska Monthly Dashboard



Dept. of Health & Human Services
(DHHS)
March 2017

Performance Metrics
ACCESS NEBRASKA Program

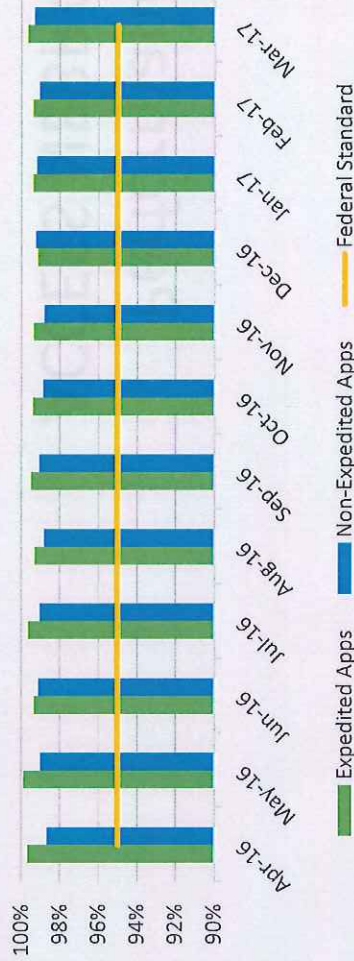




SNAP (Food Stamps) – Key Performance Metrics

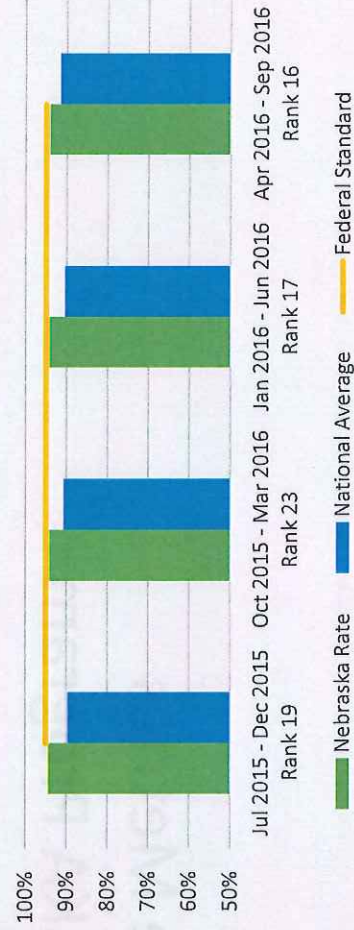


State Reported SNAP (Food Stamps) Application Processing Timeliness



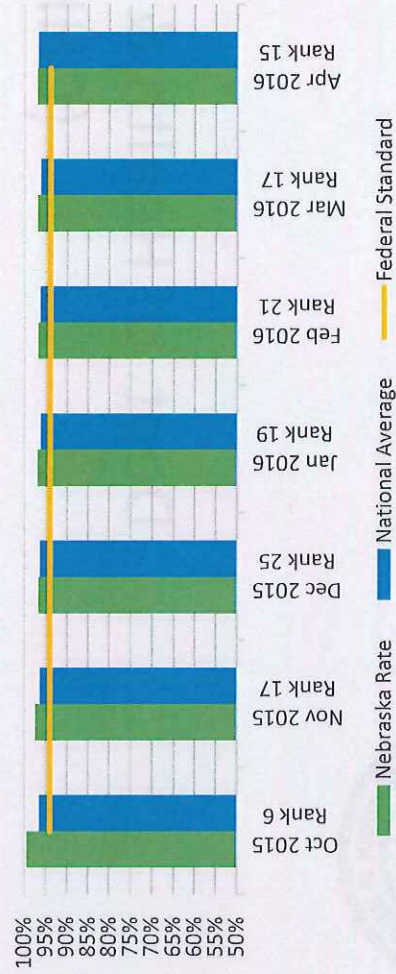
This is a DHHS generated report. Data is based on the percentage of SNAP initial applications received which were processed within SNAP federal timelines. In order to meet expedited timeliness, an application must be processed within 7 days. The timeline for non-expedited applications is 30 days.

USDA Reported SNAP (Food Stamps) Application Processing Timeliness



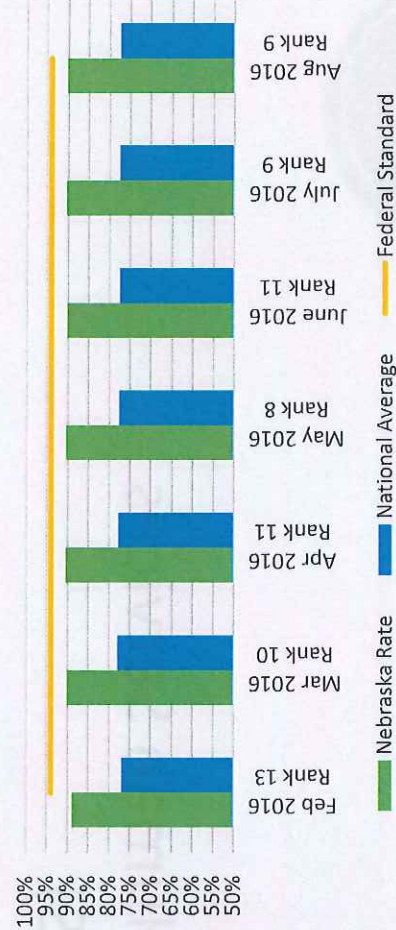
Data is based on information provided to states from the USDA. Data is reported quarterly using a six month rolling average of SNAP Quality Control data reported by all states/territories. Quality control in Nebraska is conducted by staff within the division of Public Health. **The July – Dec 2016 Federal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

USDA SNAP (Food Stamps) Payment 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. **FNS will not be releasing 2016 FFY Accuracy data. October 2016 federal data is not available at this time.

USDA SNAP (Food Stamps) Denial Accuracy Rate

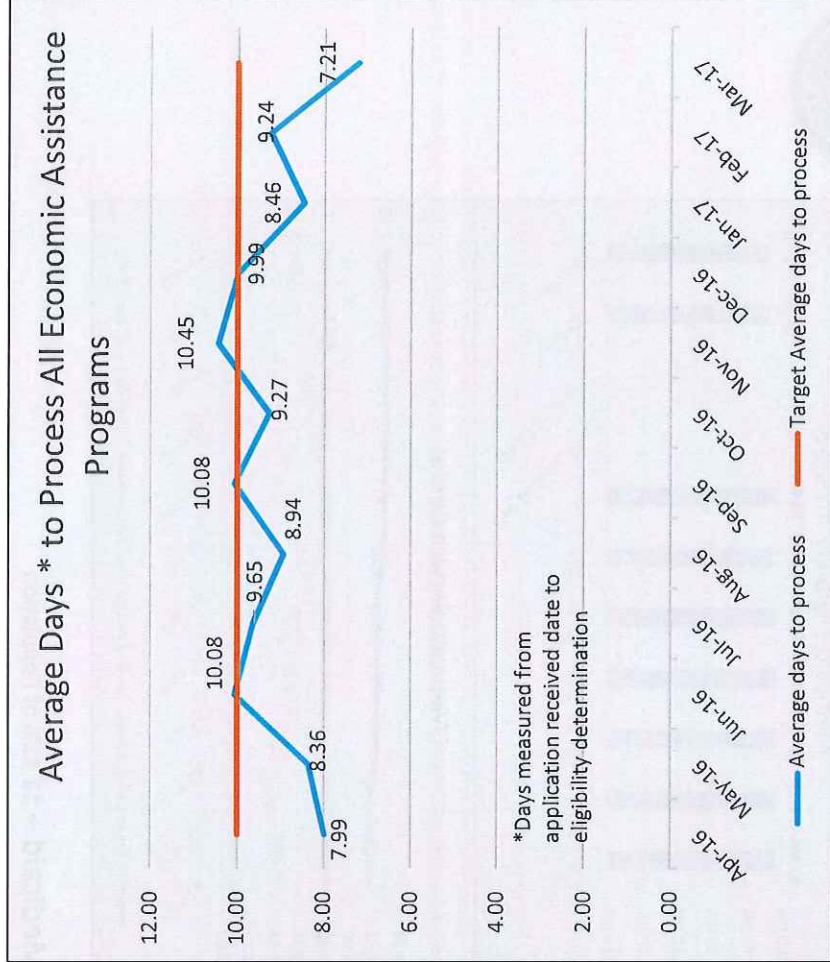
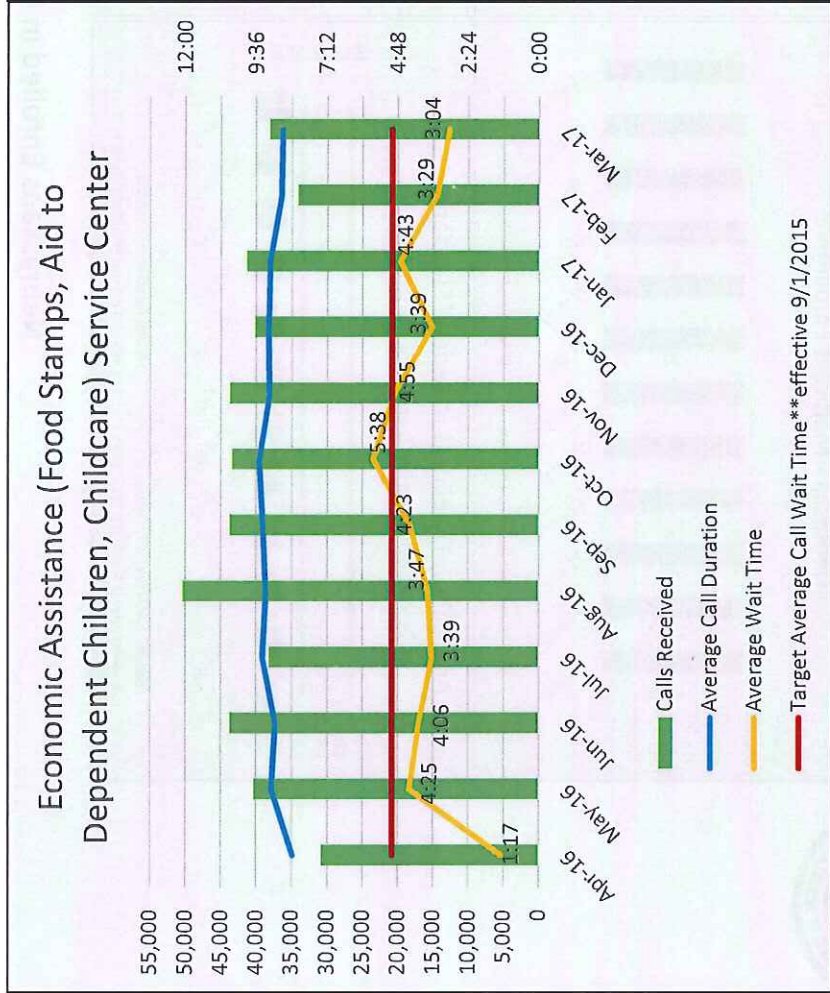


Data is based on information provided to states from the USDA. Data is reported monthly using SNAP Quality Control data reported by all states/territories. Denial accuracy rate measures whether a household's SNAP benefits are correctly closed or denied, whether the household was informed of their ineligibility 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 September 2016 Federal data is not available at this time



Economic Assistance – Service Center Metrics

SNAP Processing Timeliness 96% or Better



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

Economic Assistance Enrollment	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17
SNAP (food stamp) Households	77,956	77,850	78,359	78,474	79,280	79,376	79,507	79,469	79,952	80,132	79,458	79,819
SNAP (food stamp) Individuals	174,420	174,052	175,603	176,130	177,651	177,912	177,825	177,654	178,490	178,526	176,971	177,129
Aid to Dependent (ADC) families	5,578	5,591	5,650	5,783	5,869	5,919	6,014	6,095	6,115	6,036	5,913	5,822
Children in Child Care Subsidy	17,750	17,877	18,803	18,307	18,656	18,768	17,732	18,119	18,477	18,782	18,499	18,608