

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES



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Pete Ricketts, Governor

July 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 second quarter (April - June) 2017. 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

April – June 2017 Quarter

REPORT FOR: LEGISLATURE
REPORT DATE: JULY 28, 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
THOMAS “ROCKY” THOMPSON, 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 second quarter of 2017 (April through June). ACCESSNebraska operational performance improved from the previous quarter. Below are a few of the highlights.

Economic Assistance

- Average call wait time for this quarter was 4 minutes and 34 seconds, below the set target of five minutes or less.
- There were 47,825 applications processed in the second quarter 2017, with an average process time for the quarter of 8.5 days.
- Staff processed 33% 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 2 seconds, well below the target of five minutes or less.
- Medicaid application processing timeliness was 83% for children and families at the end of the quarter and 82% for aged and disabled households. Federal benchmarks for application processing are 45 days for children and families and 90 days for aged and disabled applicants.
- Medicaid received 19,110 applications in the quarter including 1,599 received from the federal marketplace.

Process Improvements

- All US mail is now being handled at the Omaha ANDI Center. The transition began May 8 and has gone well.
- Lincoln ANDI Center staff have been transitioning to other positions as they have become available.
- Support staff for EA and MLTC have been cross trained and will now handle any documents for those two divisions regardless of their assigned division.

Communications

- Clients can choose to receive email notification when correspondence is posted to their account. Over 64,942 ACCESSNebraska clients had signed up for email notification as of June 30. The state processed 14,377 email notifications in lieu of notification by U.S. Mail during the quarter.

Staffing

- Economic Assistance has 8 vacancies in the Fremont customer service center and 10 vacancies in the Scottsbluff Customer Service Center, 5 Social Service Worker vacancies in other local offices throughout the state and 2 vacancies at the Omaha Document Imaging/Application Management Center.
- Medicaid currently has 9 vacancies in the Lexington Customer Service Center, 6 vacancies in the Lincoln Customer Service Centers and 15 vacancies in local offices.

LB 657 ACCESSNebraska Quarterly Report April – June 2017

Element One: Call Wait Times

Average Call Wait	April	May	June	Quarter
Economic Assistance	3:46	4:49	4:55	4:34
Medicaid	3:54	4:01	4:12	4:02

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 call abandons, abandonment rate and the average length of time a caller waits before exiting the call.

Call Terminations	April	May	June	Quarter
Economic Assistance				
Abandonment Rate	8.50%	10.76%	10.69%	10.13%
Number of Abandons	2,901	4,972	4,979	12,852
Average Time to Abandon	3:33	4:28	4:11	4:09
Medicaid				
Abandonment Rate	9.96%	10.74%	11.41%	10.73%
Number of Abandons	2,397	3,044	3,028	8,469
Average Time to Abandon	3:54	3:10	3:28	3:11

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 reason for untimely application.

Program	Timeliness Percentage
SNAP Expedited	99.29%
SNAP Non-Expedited	99.16%
Child Care	92.36%
Low-Income Home Energy Assistance	96.98%
Aid to Dependent Children	97.02%
Assistance to Aged, Blind and Disabled Payment	98.50%
Medicaid and CHIP	96.00%

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

Program	Agency	Client	Third Party	System
SNAP Expedited	27.50%	47.50%	0.00%	25.00%
SNAP Non-Expedited	20.45%	56.82%	3.41%	19.32%
Child Care	14.02%	78.35%	1.86%	5.77%
Low Income Home Energy Assistance	45.60%	41.76%	1.10%	11.54%
Aid to Dependent Children	15.63%	69.38%	1.87%	13.12%
Assistance to Aged, Blind and Disabled Payment	9.52%	71.43%	4.76%	14.29%
Medicaid and CHIP	26.00%	71.47%	2.53%	0.00%

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

Program	Timeliness Percentage
SNAP Non-Expedited Timely	99.04%
SNAP Non-Expedited Untimely	99.48%
SNAP Expedited Late	99.37%
SNAP Non-Expedited Late	99.76%
Child Care	78.14%
Aid to Dependent Children	87.86%
Assistance to Aged, Blind and Disabled Payment	88.64%
Medicaid and CHIP	71.00%

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	30.13%	51.28%	0.00%	18.59%
SNAP Non-Expedited Untimely	10.52%	42.11%	5.26%	42.11%
SNAP Expedited Late	12.50%	75.00%	12.50%	0.00%
SNAP Non-Expedited Late	28.57%	57.14%	0.00%	14.29%
Child Care	8.27%	86.36%	.41%	4.96%
Aid to Dependent Children	11.93%	74.31%	1.83%	11.93%
Assistance to Aged, Blind and Disabled Payment	30.00%	60.00%	0.00%	10.00%
Medicaid and CHIP	35.43%	61.43%	3.14%	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 3/01/2017	24.50%	7.68%
Closed 4/01/2017	20.75%	9.64%
Closed 5/01/2017	27.03%	9.70%

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

- ACCESSNebraska Monthly Dashboard



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

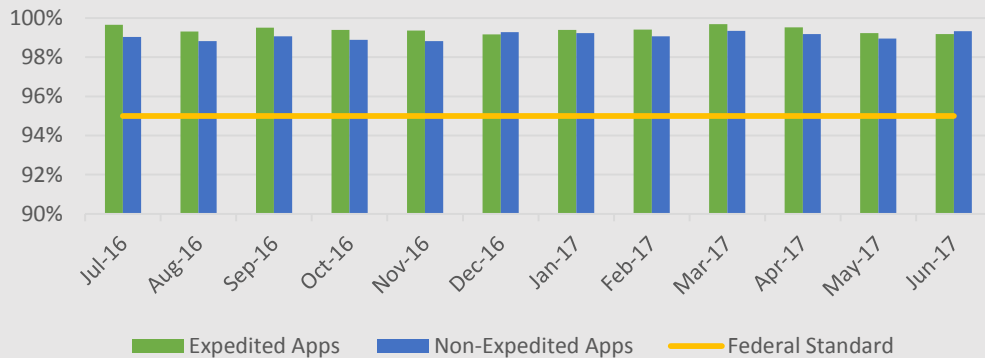
Performance Metrics
ACCESS NEBRASKA Program



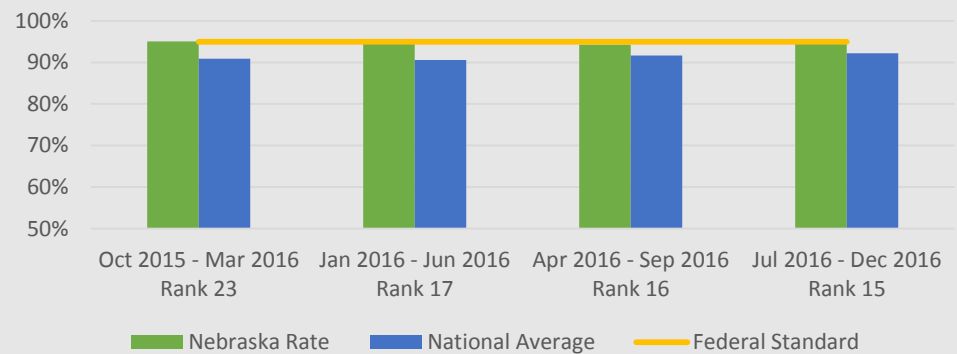
SNAP (Food Stamps) – Key Performance Metrics



State Reported SNAP (Food Stamps) Application Processing Timeliness



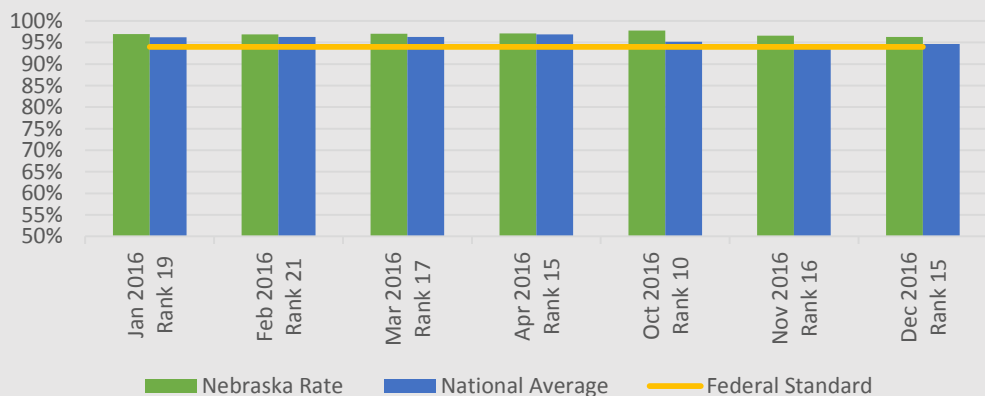
USDA Reported SNAP (Food Stamps) Application Processing Timeliness



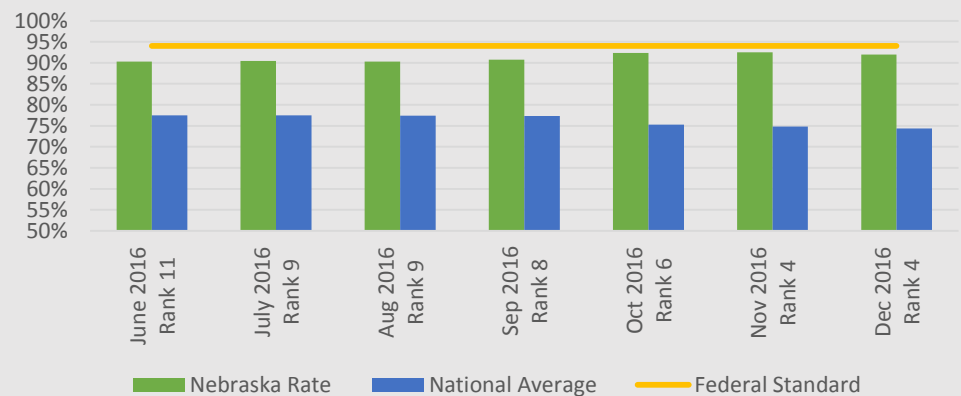
This is a DHHS generated report. Data is based on the percentage of SNAP initial applications received which were processed within SNAP federal timelimes. In order to meet expedited timeliness, an application must be processed within 7 days. The timeline for non-expedited applications is 30 days.

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 Oct 2016 – Mar 2017 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.

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.



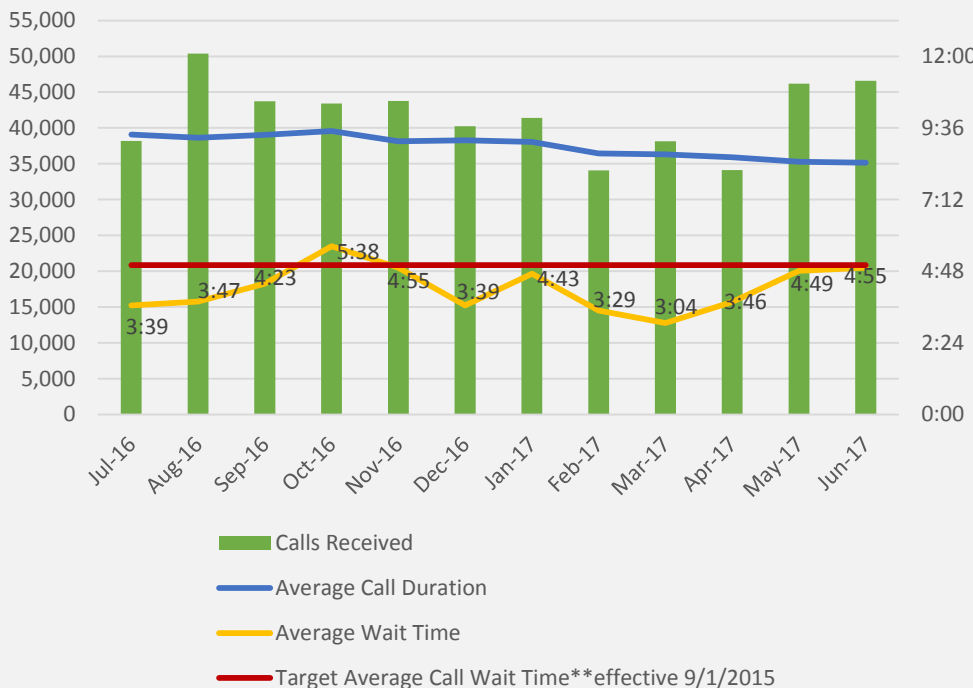
Economic Assistance – Service Center Metrics



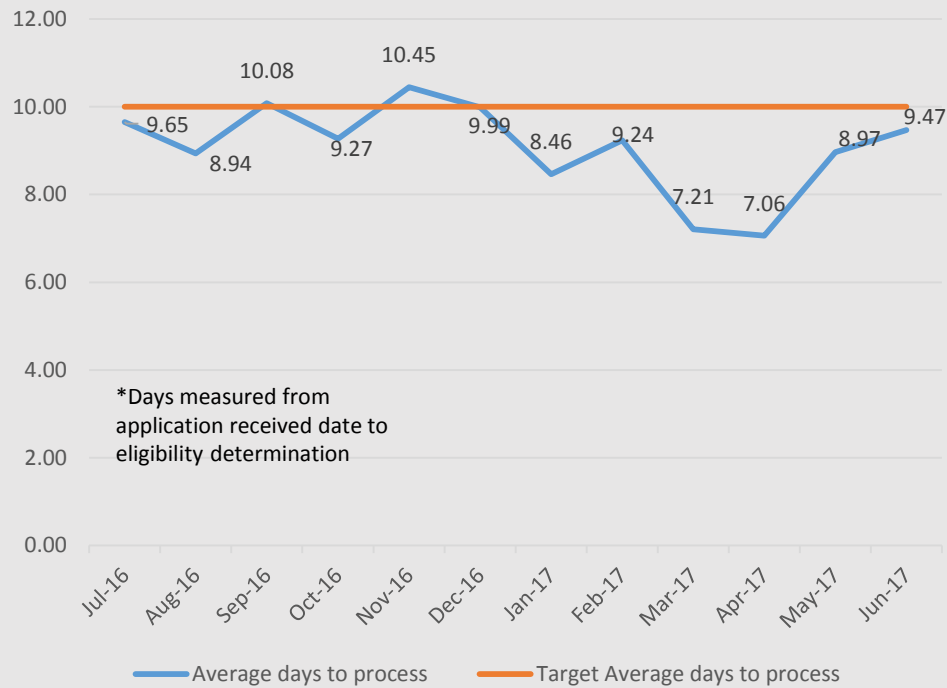
SNAP Processing Timeliness 96% or Better



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

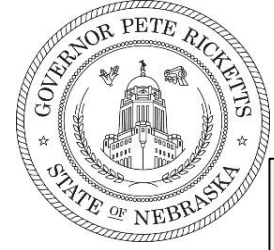


Average Days * to Process All Economic Assistance Programs

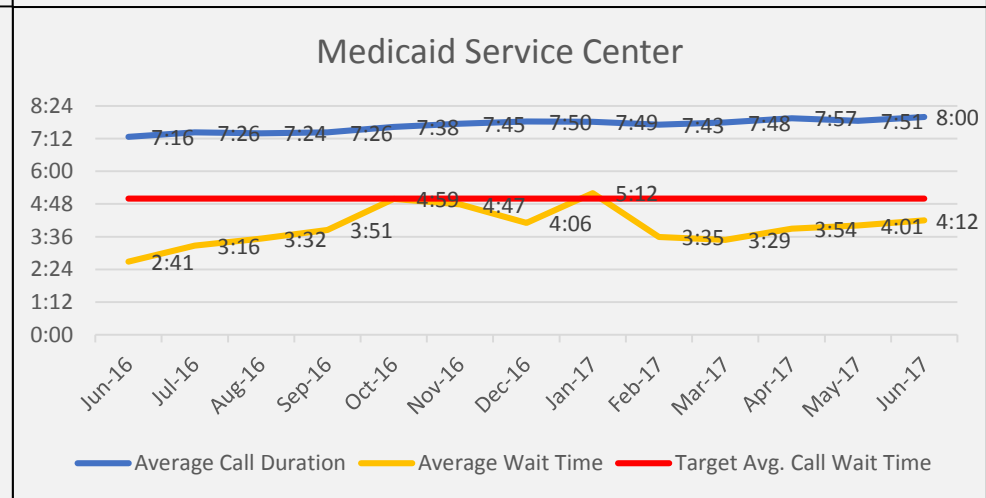
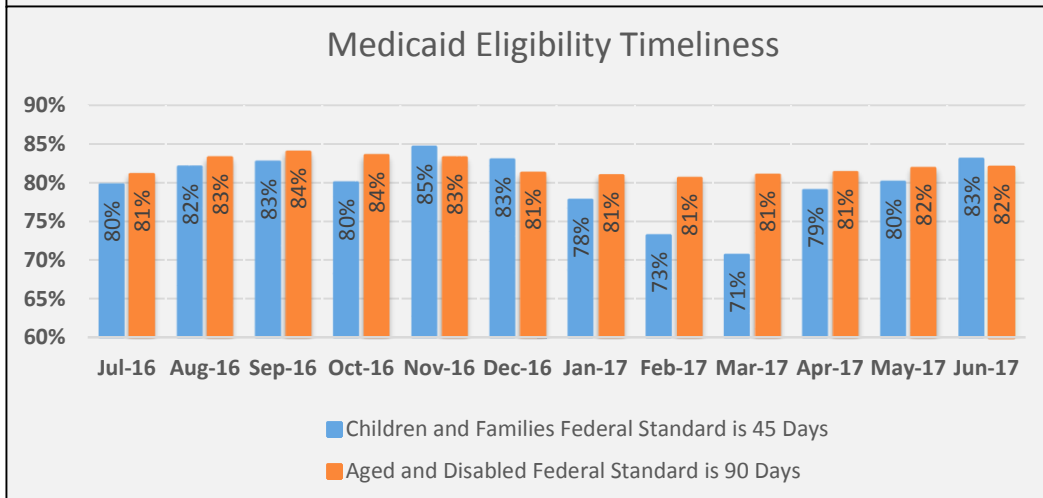
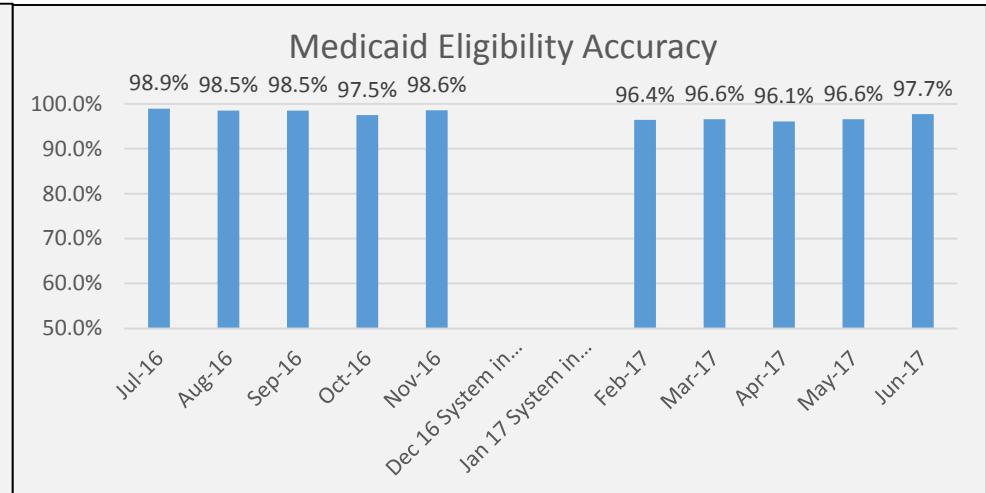
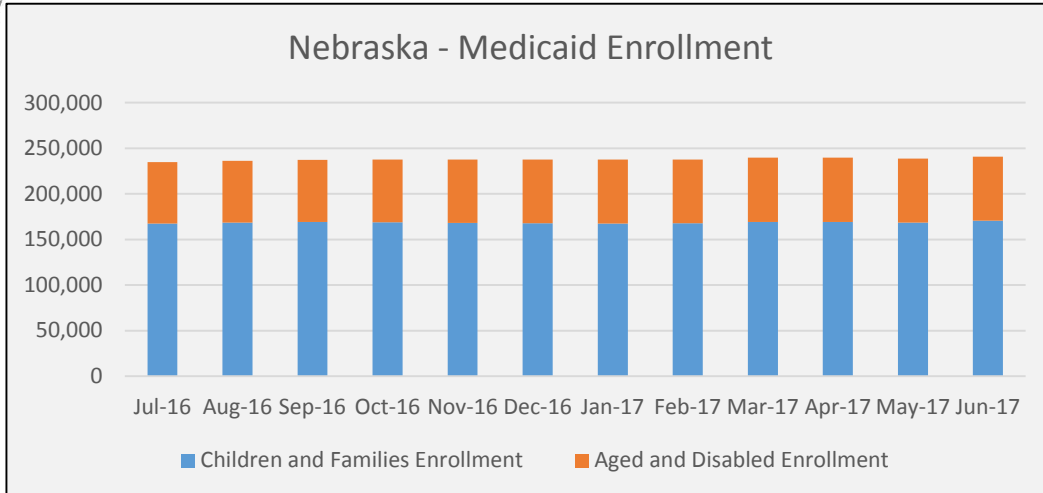


Nebraskans Enrolled in SNAP (Food Stamps) Program – 9% of Population

Economic Assistance Enrollment	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17
SNAP (food stamp) Households	78,474	79,280	79,376	79,507	79,469	79,952	80,132	79,458	79,819	78,615	78,219	78,184
SNAP (food stamp) Individuals	176,130	177,651	177,912	177,825	177,654	178,490	178,526	176,971	177,129	174,556	173,625	174,127
Aid to Dependent (ADC) families	5,783	5,869	5,919	6,014	6,095	6,115	6,036	5,913	5,822	5,732	5,733	5,821
Children in Child Care Subsidy	18,307	18,656	18,768	17,732	18,119	18,477	18,782	18,499	18,608	18,395	18,703	19,409



Medicaid – Key Performance Metrics



Nebraskans Enrolled in Medicaid – 12.41% of Population

Medicaid Enrollment	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17
Total Enrollment	234,836	236,148	237,472	237,667	237,608	237,567	237,651	237,644	239,729	239,862	238,825	239,764
Children and Families Enrollment	167,620	168,352	169,107	168,749	168,098	167,845	167,450	167,738	169,254	169,204	168,660	170,563
Aged and Disabled Enrollment	67,216	67,796	68,365	68,918	69,510	69,722	70,201	69,906	70,475	70,658	70,165	70,201