

MAXIMIZING ENROLLMENT FOR KIDS

Diagnosing State Enrollment Systems: Just What the Doctor Ordered!

Presenters:

Alice Weiss, Co-Program Director
Maureen Hensley-Quinn, Deputy Director
Thursday, November 18, 2010
4:00 – 5:00 pm



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Agenda

- Maximizing Enrollment for Kids Overview
- Self-Assessment Toolkit Tour
 1. Process Mapping
 2. Interactive, Web-based Questionnaire
 3. Stakeholder Questionnaires
 4. Improvement Plan Meeting Kit
- State Grantee Experience
- Questions

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Maximizing Enrollment For Kids Overview

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NATIONAL ACADEMY *for* STATE HEALTH POLICY

- Non-partisan, non-profit dedicated to helping states achieve excellence in health policy & practice.
- Conducts policy analysis and research, interactive forums for problem solving and assistance for executive & legislative branch officials
- Works across agencies and branches of government to advance health policy analysis, development, and solutions
- Over 13 years supporting and reporting on state efforts to implement CHIP
- National Program Office (NPO) for RWJF's Maximizing Enrollment for Kids program

MAXIMIZING ENROLLMENT FOR KIDS

What is Maximizing Enrollment for Kids?

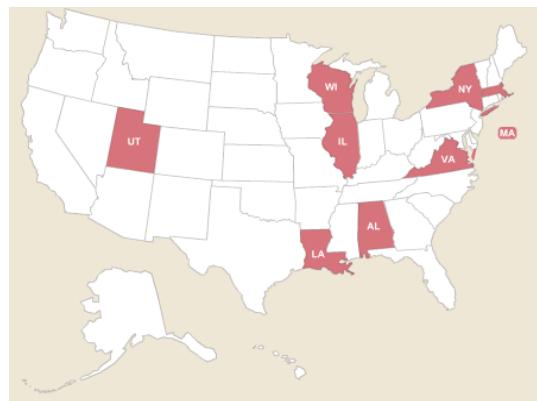
- \$15 m. Robert Wood Johnson Foundation Initiative
- Goals: “Move the Needle” & Document What Works!
 - Increase enrollment of eligible uninsured children in 8 grantee states
 - Share models/lessons, increase enrollment nationally
 - Evaluate effects of strategies
 - Document what we learn
- Focus on state systems to identify, enroll and retain kids
- Individualized, multi-faceted approach



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Maximizing Enrollment for Kids Grantees

8 states selected from 28 states in February 2009



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Diagnostic Assessment: A Solid Foundation

- Helps states understand systems and effectively target limited resources
- NASHP contracted with Health Management Associates (HMA) to develop diagnostic assessment protocol and conduct assessments
- Protocol based on literature review and expert opinion and included 3 components:
 - collection of background information from states
 - development of process maps by states
 - 2 day site visits with state officials and stakeholders
- Data analyzed to identify strengths, challenges, and opportunities and findings reported



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Diagnostic Assessment: Four Key Themes

- Process Improvements and Paperwork Reduction
 - *Make enrollment simpler for families, efficient for state*
- Data Analysis and Integration
 - *Necessary to monitor and improve coverage, find eligible but uninsured children, and streamline documentation*
- Leadership; Agency Capacity, Coordination, Culture
 - *Cross-state and local agency connections and alignment support efficiency, simpler processes, and culture change*
- Consumer, Community Partner, Stakeholder Engagement
 - *CBOs, other stakeholders play key roles; ongoing feedback critical to understand family views, support policy changes*



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Building on Assessment Findings: Creating and Implementing Improvement Plans

- States used the assessment findings to develop improvement plans
- Plans outlined goals and implementation strategies that targeted key opportunities identified in the assessment reports
- States then created yearly workplans with activities and timelines for implementation that identified lead staff and resources needed



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Self-Assessment Toolkit Expands Assessment Opportunity to All States

- Supports Maximizing Enrollment for Kids key goal to share lessons learned with all states
- Based on the diagnostic assessment protocol and experience, NASHP developed Toolkit:
 - Web-based, interactive
 - Can generate an individually tailored report
 - Can be used by state teams in different agencies
 - Includes multiple components that can be used together or “a la carte”
 - Enables all states to diagnose own systems

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Self-Assessment Toolkit Tour

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Self-Assessment Toolkit Overview

- Purpose: Help your state understand its strengths and challenges in enrollment and retention and plan improvements
- Provides individualized information your state can use
- Can help your state understand how your practices “measure up”



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Important Safety Tip

- Tool designed for use by state teams representing different agencies, perspectives, including stakeholders
- Tool does not work as well for a single agency or stakeholder group because goal is for state to obtain benefit of diverse input to the process



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Self-Assessment Toolkit: Four Modules

- Process Mapping
- Interactive, Web-based Questionnaire
- Stakeholder Questionnaires
- Improvement Plan Meeting Kit



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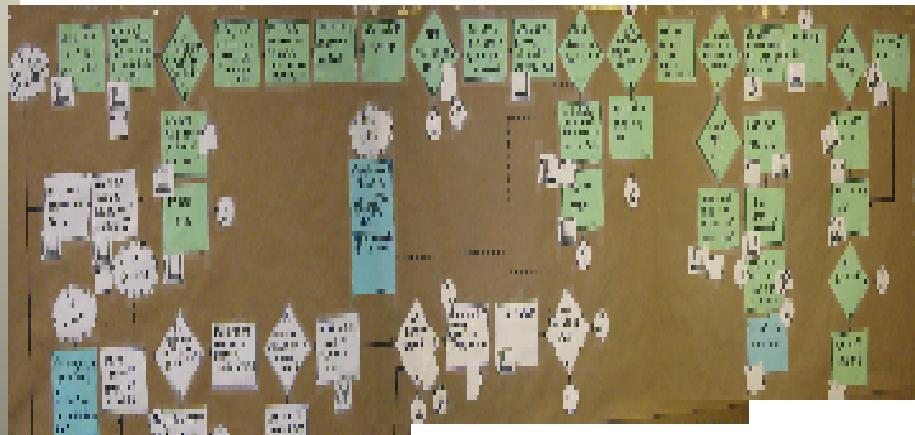
Process Mapping

- Process mapping your state's enrollment and eligibility systems will help you identify where the systems can be improved.
- How to create a Process Map
 - Assemble a Knowledgeable Team
 - Determine the Boundaries
 - Sequence and Detail the Processes
 - Create the Map



Complete Process Map (Retention Process)

Courtesy of Southern Institute on Children and Families*



*Photo part of "Retention: Keeping Kids Covered" presentation by Nicole Ravenell, President and CEO of the Southern Institute for Children and Families, for NASHP's Annual Conference on October 6, 2008.

Process Mapping: How It Works

Toolkit includes three resources:

- How-to guide to process mapping
- Sample model process maps to review
- Links to software to help you create electronic process map to share with your team

Process mapping needs to be a team activity – the benefit of this module is the process as much as the product!

Ideally, team should meet together to review map

Interactive, Web-based Questionnaire

- Specific questions that mirror Diagnostic Assessment protocol state interviews
- 6 Target Areas:
 1. Enrollment and renewal simplifications;
 2. Interagency coordination;
 3. Analytic capacity for program management and decision making;
 4. Organizational culture;
 5. Community partnerships and outreach; and
 6. State leadership.

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Interactive Diagnostic Assessment Protocol

Diagnostic Assessment Protocol: A Brief Introduction

This self-assessment module for health and CHF enrollment and CHIP access is designed to help you determine how well your state's enrollment and renewal processes support the implementation of the third generation protocol across 4 dimensions:

- > Enrollment and Renewal Processes;
- > Measurement and Reporting;
- > Simplified Enrollment Documentation and Testing;
- > Transparency and Accountability;
- > Continuous Improvement and Outreach.

For each dimension, there are specific questions and a brief description of what it means to have a high-quality process. The answers will help you identify areas for improvement and develop a plan to keep the child's health or CHIP enrollment on track. See also how the ability to complete the questionnaire can help you assess your state's readiness to move to the next level of enrollment and renewal processes. Please note, if they answer the questions in the following sections, they will be able to use the self-assessment tool to help them improve their policies and practices.

[Click here to begin the Diagnostic Assessment Protocol](#)


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NASHP Self-Assessment – Step 1 – Questionnaire

(States with Medicaid expansion programs should only fill in the answers for Medicaid)

Simplifying the Enrollment and Renewal Process	State:	Plan Type:
Enrollment Process	<input type="text"/>	<input type="checkbox"/> Medicaid <input type="checkbox"/> CHIP
Process Simplifications Consider all of the various steps involved in your state's application process, or use a process map if you have created one.		
1. Has the state simplified the application process for the applicant by reducing the number of steps necessary to apply?		
a. Has the income documentation requirement been eliminated?	Medicaid: <input type="radio"/> Yes <input checked="" type="radio"/> No	CHIP: <input type="radio"/> Yes <input checked="" type="radio"/> No
b. Has the asset test been eliminated?	Medicaid: <input type="radio"/> Yes <input checked="" type="radio"/> No	CHIP: <input type="radio"/> Yes <input checked="" type="radio"/> No
c. Have the barriers created by the Medicaid citizenship and identity documentation requirements been reduced?	Medicaid: <input type="radio"/> Yes <input checked="" type="radio"/> No	CHIP: <input type="radio"/> Yes <input checked="" type="radio"/> No


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Interactive Questionnaire: How It Works

- State teams review questionnaire and assign sections/questions to team members
- State teams fill in answers online – can start and stop work, save and sign out so others can work - each state's team lead will create individual username and password to enable team to share the document
- After answers are inputted, the module will generate a tailored report that identifies key strengths and offers ideas for improvement based on research and experience
- Report can be used as a resource – to document areas of strength or provide support for recommended changes



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Stakeholder Questionnaires

- Gives your state 360° performance feedback
- **5 Key Audiences:**
 - Health Plans
 - Advocacy Groups and CBOs
 - Governors' Office, Legislators & Legislative Staffers
 - Call Center Staff
 - Frontline Eligibility Workers



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Maximizing Enrollment for Kids Making Medicaid and SCHIP Work

Maximizing Enrollment Self-Assessment Toolkit Stakeholder Questionnaire: Advocates and Community-based Organizations (CBOs)

Introduction: Your state has begun to assess its Medicaid and CHIP enrollment and retention policies and procedures using the Maximizing Enrollment self-assessment toolkit. The toolkit includes multiple components, one of which is this questionnaire. By providing answers to these questions you are helping your state's Medicaid and CHIP program administrators learn about your unique experiences with the current systems for enrolling and retaining children, and about changes you think could improve enrollment and retention of eligible children.

Section I. For Family Advocates

Enrollment and Renewal Experiences

1. How have you, personally, and/or your organization been involved in processes to enroll and/or recertify children in Medicaid/CHIP?
2. How closely do you follow your state's enrollment and recertification policies and practices?
 - 2.1. How do you keep abreast of the latest developments?



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Stakeholder Questionnaires: How They Work

- State teams review questionnaires and determine stakeholders from which they will solicit input
- Stakeholders fill out questionnaires and provide to state
 - state may offer stakeholders opportunity to submit anonymously to ensure more honest feedback
- State team should use the feedback as a set of data points to provide input into their final understanding of the state's strengths and challenges and incorporate ideas into improvement plan



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Improvement Plan Meeting Kit

- How-To Guide for Post-Assessment stakeholder meeting to discuss findings and prioritize improvement goals
- Kit includes:
 - Checklist & Timeline
 - Improvement plan template
 - Work plan template



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Meeting Kit Screen Shot

http://www.nccen.org

Improvement Plan Meeting Kit

☰ DRAFT | PDF | G

Improvement Plan Meetings: A Brief Introduction

One of the most idealized components of the National Center for Children's Enrollment is the post-assessment process. This module provides a guide to how to use the tools in the kit to help your organization complete the work that needs to be done. This document describes the following: how to use the tools in the kit to facilitate a post-assessment that members can engage and utilize to discuss findings about the findings and develop a framework for improvement. It also includes a brief introduction to the Improvement Plan Meeting Kit, which is designed to support organizations in their efforts to implement and evaluate improvement plans.

Click here to download the Improvement Plan Meeting Kit
Click here to learn more about the Improvement Plan
Click here to learn more about the Improvement Plan Meeting Kit

Self-Assessment

- Process Mapping
- Improve Operations Assessment Protocol
- Strengths & Opportunities
- Improvement Plan Writing Kit
- Improvement Plan Meeting Checklist
- Journals

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Improvement Plan Meeting Kit: How It Works

- State teams set aside time to meet as a group to review findings of the assessment, ideally for a full day meeting
- States should designate a facilitator to help them accomplish goals
- State teams will review the process map, questionnaire output report, and stakeholder questionnaires to identify key strengths, challenges and opportunities for change
- Based on these findings, state teams can use the Improvement Plan template to plot out improvement goals for the state and the workplan to create timelines for work and make assignments



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Why Use the Self-Assessment Toolkit?

- It's Free!
- Shares resources and best practices
- Provides a new way for a state to look at its policies, procedures, and systems
- Very relevant to ACA implementation
- During this time of fiscal constraints, this evaluation will help pinpoint and guide improvements that could increase efficiency
- Use all components or each piece a la carte



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Utah's Experience

Gayleen Henderson,
Research Consultant
Utah Department of Health

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Massachusetts' Experience

Judy Fleisher,
Senior Project Lead
Massachusetts Office of Medicaid

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Comments, Questions?



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For More Information...

Resources:

Self-Assessment Toolkit – maxenroll.org

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