

January 31, 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 (2015) ACCESSNebraska Quarterly Reports, please find attached a copy of the report for Fourth Quarter 2015. This report contains operational performance metrics for the programs of Economic Assistance and Medicaid.

I am pleased to report improvements from the previous quarter.

Sincerely,



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

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

ACCESSNebraska

October - December 2015 Quarter

REPORT FOR: LEGISLATURE
REPORT DATE: JANUARY 31, 2016
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 and Long-Term Care (MLTC) through a service delivery system known as ACCESSNebraska. The ACCESSNebraska program was started in September 2008 with a public website containing an online application for benefits. ACCESSNebraska was fully implemented in April 2012, and its operations contain the following components:

- ACCESSNebraska.ne.gov website
- Document Management with two imaging centers (Lincoln and Omaha)
- Customer Service Centers for Economic Assistance (Fremont and Scottsbluff) and Medicaid (Lexington and Lincoln)
- Local Offices (over 50 throughout Nebraska)
- N-FOCUS eligibility system

In May 2015, ACCESSNebraska began operating with a cross-divisional team focused on addressing operational improvement through a series of process initiatives. The team is led by Steering Committee members Courtney Phillips, DHHS CEO, and Felix Davidson, Nebraska COO. The team meets weekly with the current focus on stabilizing the Economic Assistance operations. Stabilization is defined as the operational performance at or above the established metrics. Once stabilization is achieved, the team will turn its focus to the overall operations and begin assessing, evaluating and creating the long-term strategy (operations, systems, workforce, administration) for ACCESSNebraska.

ACCESSNebraska has two Program Managers who facilitate 10 areas of focus related to the short-term objective of stabilizing the Economic Assistance operations. The focus areas include:

1. Document Management
2. Call Management
3. Field Operations and Task Management
4. Recruiting/Retention
5. Policy Reviews and enhancements
6. Workforce Management/Capacity Planning
7. Communications
8. Legislative Reporting
9. Change Management
10. ACCESSNebraska Mobile Application Project with UNL Raikes School

The purpose of this report is to reflect the operational performance for the last quarter of 2015 (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 four minutes, thirty-four seconds, below the set target of five minutes.
- There were 48,575 applications processed in the fourth quarter 2015, with an average process time for the quarter of 12.27 days.
- State calculated SNAP application (Initial, Expedited, Recertification) timeliness rate for the quarter was 96.56 percent.

Medicaid

- Average call wait time for this quarter was two minutes, fifty-nine seconds, well below the target of five minutes.
- The median Medicaid application processing time for children and families was 18 days and for aged and disabled was 19 days this quarter. Federal benchmarks for application

processing are 45 days for children and families and 90 days for aged and disabled applicants.

- 26,934 Medicaid applications were received this quarter with increased volume from the federal Marketplace.
- Eligibility accuracy was at 97.56 percent

Process Improvements

- Economic Assistance implemented new regulations for the Low-Income Home Energy Assistance Program in October 2015.
- Economic Assistance automated the initial processing of review/recertification applications by directing them to the work queue on receipt.
- Verification requests and interview appointment letters created before 2 p.m. on the last day of the work week now enter the mail system the same day. This improvement saves three to four days over the former process.
- MLTC staff have participated in business requirements activities for the new eligibility and enrollment system and are expected to streamline and improve processes.

Communications

- MLTC management has implemented a daily huddle call to share information, adjust resources, and improve operational efficiency.
- Economic Assistance continues operating with daily huddle calls to share information.
- The ACCESSNebraska team meets regularly on Mondays to share information across the program.

Staffing

- MLTC added three temporary staff in the Customer Service Centers during federal Marketplace open enrollment to assist with an anticipated increase in applications.
- MLTC currently has one vacancy and five trainees at the Lexington Customer Service Center; five vacancies, eight trainees at the Lincoln Customer Service Center, and six vacancies in other local offices throughout the state.
- Economic Assistance has seven vacancies in the Fremont Customer Service Center and two vacancies in the Scottsbluff Customer Service Center and five vacancies in other local offices throughout the state.

**LB 657 ACCESSNebraska Quarterly Report
October – December 2015**

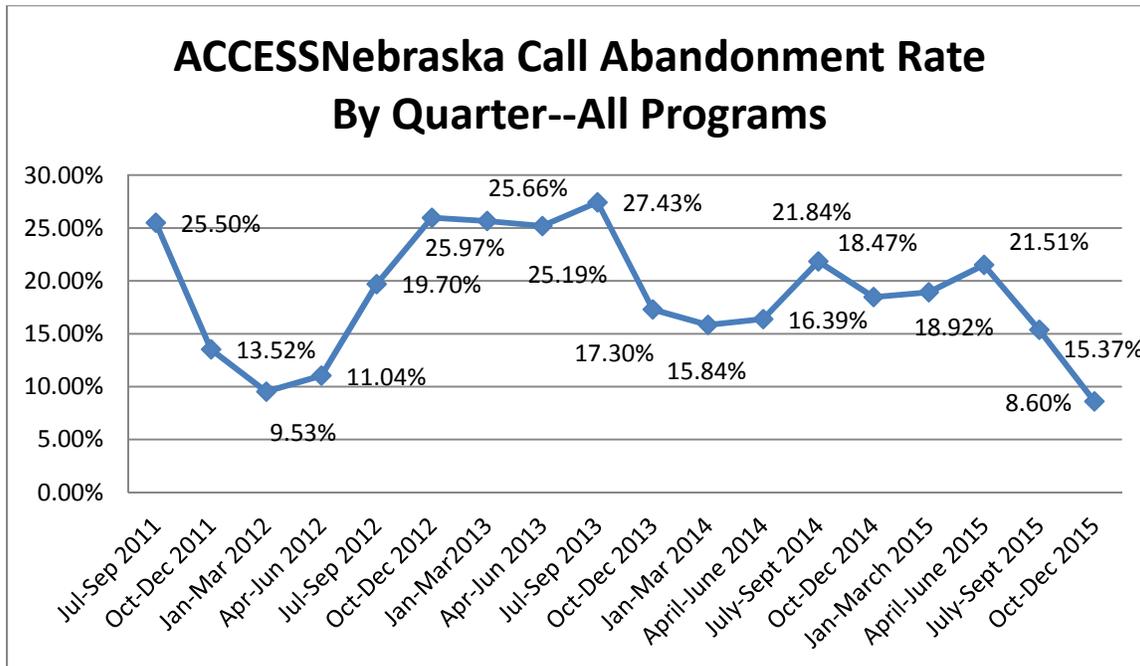
Element One: Call Wait Times

Average Call Wait	October	November	December	Quarter
Economic Assistance	2:54	5:26	5:34	4:34
Medicaid	3:37	2:53	2:30	2:59

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	6.14%	11.36%	11.08%	9.47%
Number of Abandons	2,528	4,419	4,346	11,293
Average Time to Abandon	4:56	6:39	6:44	6:18
Medicaid				
Abandonment Rate	9.22%	7.31%	6.09%	7.53%
Number of Abandons	2945	2212	2016	7173
Average Time to Abandon	2:54	2:38	2:14	2:38



Element Three: Timeliness of Initial Applications by benefit program, including client or department processing reason for untimely application.

Program	Timeliness Percentage
SNAP Expedited	99.32%
SNAP Non-Expedited	96.80%
Child Care	93.48%
Low-Income Home Energy Assistance	96.68%
Aid to Dependent Children	97.71%
Assistance to Aged, Blind and Disabled Payment	98.74%
Medicaid and CHIP	96.35%

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

Program	Agency	Client	Third Party	System
SNAP Expedited	48.72%	41.03%	5.13%	5.12%
SNAP Non-Expedited	22.28%	63.93%	3.18%	10.61%
Child Care	30.52%	61.03%	3.92%	4.53%
Low-Income Home Energy Assistance	37.91%	43.13%	1.22%	17.74%
Aid to Dependent Children	19.74%	59.87%	3.29%	17.10%
Assistance to Aged, Blind and Disabled Payment	35.21%	32.39%	19.72%	12.68%
Medicaid and CHIP	27.60%	64.29%	7.99%	.12%

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

Program	Timeliness Percentage
SNAP Non-Expedited Timely	94.22%
SNAP Non-Expedited Untimely	96.28%
SNAP Expedited Late	98.77%
SNAP Non-Expedited Late	99.53%
Child Care	79.82%
Aid to Dependent Children	83.26%
Assistance to Aged, Blind and Disabled Payment	90.78%
Medicaid and CHIP	80.26%

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	13.96%	72.83%	0.88%	12.33%
SNAP Non-Expedited Untimely	35.29%	25.49%	1.31%	37.91%
SNAP Expedited Late	16.67%	66.67%	11.11%	5.55%
SNAP Non-Expedited Late	50.00%	50.00%	0.00%	0.00%
Child Care	18.99%	60.89%	3.36%	16.76%
Aid to Dependent Children	15.18%	54.47%	0.89%	29.46%
Assistance to Aged, Blind and Disabled Payment	23.08%	23.08%	23.08%	30.76%

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 the 16th-31st of the month of expiration.

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

The untimely reasons for Medicaid and CHIP began data collection on November 9th and will be submitted next quarter.

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 9/1/2015	24.17%	8.09%
Closed 10/1/2015	25.00%	7.16%
Closed 11/1/2015	22.93%	11.37%

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

- ACCESSNebraska Monthly Dashboard