

LEGISLATURE OF NEBRASKA  
ONE HUNDRED THIRD LEGISLATURE  
SECOND SESSION

**LEGISLATIVE BILL 898**

Introduced by Legislative Performance Audit Committee: Harms, 48,  
Chairperson; Adams, 24; Dubas, 34; Krist, 10; Mello,  
5; Watermeier, 1; Wightman, 36.

Read first time January 14, 2014

Committee: Health and Human Services

A BILL

- 1 FOR AN ACT relating to the Department of Health and Human Services;
- 2 to require reports regarding the delivery system for
- 3 public benefit programs as prescribed.
- 4 Be it enacted by the people of the State of Nebraska,

1           Section 1. (1) In order to monitor the Department of  
2 Health and Human Services service delivery system for public benefit  
3 programs and to ensure compliance with federal and state law, the  
4 Department of Health and Human Services shall develop and submit  
5 electronically to the Clerk of the Legislature a quarterly report  
6 which shall include, but not be limited to, the following  
7 information:

8           (a) The number of days in increments that it takes to  
9 process applications, both approval and denial, for aid to dependent  
10 children, the Supplemental Nutrition Assistance Program, assistance  
11 to the aged, blind, or disabled, and the child care subsidy program,  
12 overall and broken down by county;

13           (b) The number of days in increments that it takes to  
14 process applications for medicaid and the Children's Health Insurance  
15 Program, separating the data for applicants not applying on the basis  
16 of disability from applicants applying on the basis of disability,  
17 overall and broken down by county;

18           (c) The reasons for benefit application processing  
19 delays, including department, client, and third - party reasons, for  
20 all applications that are processed beyond federal and state  
21 timeliness in aid to dependent children, the Supplemental Nutrition  
22 Assistance Program, assistance to the aged, blind, or disabled,  
23 medicaid, and the Children's Health Insurance Program statewide, and  
24 the child care subsidy program, overall and broken down by county.  
25 This shall include the number of cases for each respective reason;

1           (d) The number of case closures in medicaid, the  
2 Children's Health Insurance Program, aid to dependent children, the  
3 Supplemental Nutrition Assistance Program, assistance to the aged,  
4 blind, or disabled, and the child care subsidy program, and the  
5 reason for the closure statewide, overall and broken down by county;

6           (e) The number of case closures due to failure to  
7 recertify benefits, including failing to timely provide information,  
8 failing to perform a case review, or failing to appear for an  
9 appointment, overall and broken down by county;

10          (f) The total number of first-time applicants for  
11 benefits, categorized by state and county, and by month;

12          (g) The percentage of applications that are  
13 reapplications, categorized by state and county, and by month;

14          (h) The percentage of individuals whose cases are closed  
15 who reapply for benefits within thirty days and sixty days after case  
16 closure, categorized by state and county, and by month;

17          (i) For medicaid and economic assistance calls:

18          (A) The overall average wait time for call center  
19 response, and the average and maximum wait times for each queue  
20 available in the menu option. The data shall be presented by month  
21 and day. The average wait time shall start when the call is  
22 transferred to the customer service center to the time when the  
23 worker answers the call;

24          (B) The number of client call terminations that occur  
25 prior to speaking with a staff member, and the average wait time

1 prior to call abandonment which shall be defined as the time a call  
2 is transferred to the customer service center to the time when the  
3 caller terminates the call. This data shall be presented by month and  
4 day;

5 (C) The number of clients who receive a busy signal when  
6 all call lines are full; this data shall be presented by month and  
7 day, showing the specific hours when all lines are full; and

8 (D) The total number of work tasks created each month and  
9 day; the total number of work tasks completed each month and day; the  
10 average number of days to complete work tasks broken down by type or  
11 priority of the task; and the total number of work tasks older than  
12 five days.

13 (2) The department shall also electronically submit a  
14 quarterly report to the Clerk of the Legislature that includes the  
15 following monthly information for workers in the public benefit  
16 programs call centers, in the department's web site called ACCESS  
17 Nebraska, and in local offices: The number of social service workers,  
18 eligibility technicians, and social service lead workers and the  
19 number of vacancies in these positions at the beginning of each  
20 month; the number of these positions vacated within a month; and the  
21 number of these positions filled within a month.