



# 2009 DHCAA Priority Projects

March 2009

# Summary

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- Department Mission and Goals
- Review 2008 Accomplishments
- 2009 DHCAA Priorities

# Department Mission and Goals

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## **DEPARTMENT MISSION**

- Protecting and promoting the health and safety of the people of Wisconsin.

## **DEPARTMENT GOALS**

- Goal #1 - Assure the health, safety, and well being of Wisconsin citizens while emphasizing prevention.
- Goal #2 - Make Wisconsin a national leader in reforming health care.
- Goal #3 - Improve the lives of Wisconsin Seniors and people with disabilities.
- Goal #4 - Increase opportunities for children to grow up safe, healthy, and successful in strong families.
- Goal #5 - Create a high-performing organization that is customer-focused, and values our partners and employees.

# 2008 Accomplishments

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- **BadgerCare Plus.** We launched BadgerCare Plus on February 1st. Thanks to the program more than 107,000 previously uninsured individuals now have health insurance. Nearly two-thirds of these individuals are children. Childless Adults waiver approved. 12,674 GAMP individuals transitioned for January 2009 benefits. 7/1/09 state-wide CLA Core Plan benefits begin.
- **Prescription Drugs.** Also on February 1st, we took over providing prescription drugs for more than 400,000 BadgerCare Plus and Medicaid program participants, which will save the state \$66 million over 17 months.
- **interChange.** We also put our MMIS replacement project, interChange, back on track. It is scheduled to be implemented in October.
- **FoodShare.** In a period of 12 months, we grew participation in the FoodShare program by more than 12 percent. Participation is at a record high. We also lowered our payment error rate between Federal Fiscal Year 2006 and 2007.

# 2008 Accomplishments

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- **Family Planning Waiver.** We successfully renewed the Family Planning Waiver for three years, through December 31, 2010. Approximately 50,000 Wisconsin women not otherwise eligible for Badgercare Plus or Medicaid receive family planning services through the program each year.
- **Medicaid HMO Participation.** We are in the process of expanding Medicaid HMO participation at an unprecedented rate by allowing 12 HMOs to expand into 44 counties in just six months.
- **Disaster Assistance.** We provided disaster food assistance to nearly 17,000 individuals after the flooding in Southern Wisconsin in June 2008.
- **Hospital Assessment.** Significant increase in Medicaid rates, Pay for Performance, and major steps in addressing state budget challenge.
- **"Day-to-Day" Business.** We also continued to successfully perform our day-to-day business—providing vital, life-sustaining health and nutrition services for more than 900,000 Wisconsin residents and determining disability for Wisconsin residents applying for SSI, SSDI, and Medicaid. <sup>4</sup>

# 2009 DHCAA Priorities

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- Childless Adults Implementation
- interChange Stabilization/Certification
- Quality Improvement in MA
- Paperless Medicaid
- Hospital Assessment
- SeniorCare Renewal
- Miles – Milwaukee Enrollment Services
- Provider Rate Reform
- 09-11 budget implementation

# Childless Adults

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**Project Goals:** Successfully implement the BadgerCare Plus for Childless Adults program within the timeline prescribed by Governor Doyle. Implementation will include CACHET's full deployment during 2009.

- 12/12/08 GAMP conversion (completed)
- 1/1/09 GAMP BC+ Core Plan Enrollment (completed)
- 1/2/09 Federal Approval of Waiver (completed)
- 4/1/09 GAMP HMO Enrollment
- 4/1/09 Enrollment Services Center – BadgerCare Plus
- 5/29/09 Systems Implementation
- 6/1/09 Begin Accepting Applications
- Ongoing CACHET
- Ongoing Waiver Tasks (Quarterly & Annual)

# interChange Stabilization/Certification

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**Project Goals:** Successfully implement iC. Success will be measured by ensuring that ForwardHealth is back to normal operations and EDS is back in contract compliance. In addition, iC will need to be certified by CMS. Specific areas where stability has yet to be achieved include the following:

- Paper Claims processing
  - Prior Authorization processing
  - Member call center performance
  - Provider call center performance
  - Managed care enrollment
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- 4/1/09 Corrective Action Plan Completed
  - 7/1/09 Systems Stabilization
  - 11/15/09 CMS Certification
  - Ongoing Defects, Warranty/Day Two, and Modifications

# Quality Improvement in Medicaid

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**Project Goals:** Fully implement the managed care P4P program. In addition, develop a more comprehensive quality agenda and begin implementation. Finally, author and publish the first MA Quality Report.

- 12/1/09 Improving Performance in Practice Project (IPIP)
- 1/1/10 Explore New Models of Care
- 12/15/09 Pay For Performance (PFP) – Publish HMO Report Card
- 01/01/10 Annual Quality Report
- 6/1/10 Medicaid Transformation Grant

# Paperless Medicaid

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**Project Goals:** Develop and implement a strategy to significantly reduce the amount of paper associated with Medicaid. The strategy should include Prior Authorization, Claims, all Medicaid payments (EFT), Remittance, Provider Certification, and expanded use of ACCESS for communicating with members and e-mailing of CARES notices and letters.

- 9/7/09 Paperless Nursing Home Liability Report
- 10/30/09 Paperless Provider Payments (EFT)
- 7/26/10 100% Paperless Claims Submission
- 7/2/10 100% Paperless Remittance
- 7/2/10 100% Paperless Provider Certification
- 7/2/10 100% Paperless Prior Authorization Submissions
- 7/2/10 Prior Authorization Re-Engineering
- 2/4/11 30% Paperless Member Correspondence
- 7/30/10 20% Reduction in Internal Forms and Pubs

# Hospital Assessment

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**Project Goal:** Successful implementation of the assessment. Increase in payments to hospitals (outpatient/inpatient).

- 2/20/09 State Legislation Update
- 2/28/09 Tax Collection
- 4/15/09 Fee for Service Rate Updates & Review
- 5/30/09 CMS Approvals
- 5/31/09 Complete Cash Transaction Reconciliation
- 8/1/09 Retroactive Hospital Payments

# SeniorCare Renewal

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**Project Goal:** Approval of a three year waiver renewal by CMS.

- 2/10/09 Waiver Renewal Request Submission
- 4/1/09 React to CMS Followup & Negotiate Terms
- 6/1/09 CMS Approval of 3 Year Waiver Renewal
- 1/1/10 Implement Renewal Changes
- 1/1/10 New Waiver Begins

# Miles – Milwaukee Enrollment Services

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**Project Goal:** To address lawsuit, make changes to the manner in which Milwaukee County IM programs are administered to increase payment accuracy, timeliness, customer satisfaction, employee satisfaction, participation and decrease the negative error rate.

- 3/1/09 Begin Town Hall Meetings and Community Advisor Groups
- 3/11/09 Training For New Milwaukee County Workers
- 4/1/09 Settle Lawsuit
- 5/1/09 Begin Processing ACCESS Applications Mill Rd Site (about 25 staff)
- 6/1/09 Legislative Enactment of Statutes
- 7/1/09 Call/Change Center at Teutonia Site (about 56 staff)
- 11/1/09 Signed CY2010 IM Contract for Milwaukee
- 1/1/10 Complete Transition of Milwaukee County to State Management and County Workers (all staff, new location)

# Provider Rate Reform

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## **Project Goal:**

- Provide value-driven health care within the framework of addressing the Medicaid budget challenge of saving \$100.8 million GPR (\$305 million AF) over the biennium.
  - Align payment structures to provide incentives for successful health outcomes and build on previous MA quality improvement efforts such managed care P4P.
  - Encourage value-driven, incentive based policies and procedures Reduce or eliminate payments for errors, complications and use of less cost-effective procedures.
  - Ensure all provider groups are part of the budget solution.
  - Implement the reforms quickly, avoid disruptions
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- 3/18/09 Complete List of Savings/Reform Options
  - 4/1/09 Provider Advisory Group Meetings Begin
  - 4/30/09 Complete Policy, Fiscal and Systems Analysis
  - 5/15/09 Internal Final Review of Options
  - 5/22/09 Provider Advisory Group Final Review
  - 6/5/09 Submit Final Recommendations

# 09-11 budget implementation

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- **Project Goal:** Implement 2009-2001 budget items. (Scope and definition of budget items are to be determined.)