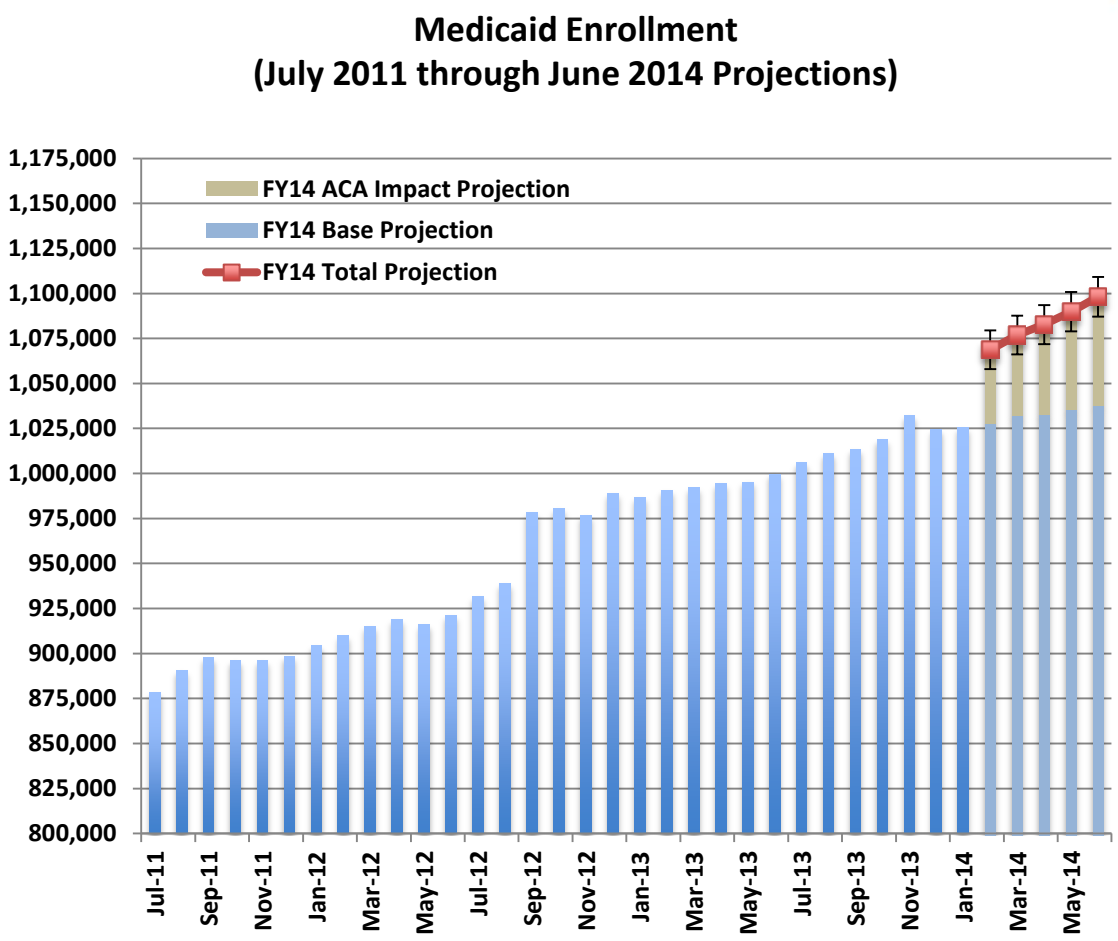
SOUTH CAROLINA
Healthy Connections

Operations & Information Management

Medical Care Advisory Committee (MCAC)
John Supra, Deputy Director
February 18, 2014

Trends in Medicaid Enrollment



- *FY 2014 June 2014 enrollment updated projection 1,098,154 (33,846 reduction)*
- *January 2014 preliminary enrollment 1,025,338 and projected enrollment was 1,057,139 (3.01% under)*
- *FY 2014 member months updated projection is 12,597,650 (247,151 reduction)*
- *January 2014 preliminary member months 7,131,026 and projected member months was 7,181,316 (0.70% under)*

Source: MMIS, most recent three months are preliminary enrollment data. SFY2014 projections from Milliman Forecast based on data through June 2013 and updated in Janaury 2014.

Reduced FY 2014 & FY 2015 Projections

- **FY 2014 – Reduced member months by 771,669 from original appropriation**
- **FY 2015 – Reduced member months by 247,151 from budget submission**
- **Factors contributing to projected reductions**
  - Early technical problems and delays with healthcare.gov
  - Year delay in implementing small business requirements
  - Year delay in requiring plans to meet Essential Health Benefits
  - Other states' experiences
  - Improving economic conditions

Experience Since October 1st

Increase in Medicaid Applications

- **1.3% increase in actual number of applications**
- **9.4% increase when adjusted for improved economic conditions**

	Total Apps	% Change	Online Apps	Online Percent	RIDP Success	RIDP Success Percent
October 2013	28,771	0.6%	4,063	14.1%	2,863	70.5%
November 2013	22,486	-5.7%	3,216	14.3%	2,434	75.7%
December 2013	23,126	8.2%	4,622	20.0%	3,694	79.9%
January 2014	28,111	2.9%	5,282	18.8%	4,079	77.2%

Source: SCDHHS Medicaid application system. Percent change compared to same month in previous year unadjusted for economic conditions. January 2014 numbers are preliminary.

Online Application

South Carolina Healthy Connections

https apply.scdhhs.gov/CitizenPortal/application.do

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See what free or affordable health coverage options are available to you and your family.

Adults in your household: 1

Children under 19 in household: 0

Total annual household income: 0

See your options

Apply Now

I Need Help

- Frequently Asked Questions
- Find local help

Questions?

Call 1-888-549-0820

Open enrollment begins October 1st

Visit the Health Insurance Marketplace to complete an application and see all of the health plans available in your area. Coverage begins as soon as January 1, 2014.

See your health care options

Log into your Account

Username

Password

Log On

Forgot your password? Call 1-888-549-0820

Significant Online Use

- Over 100,000 visits and nearly 70,000 unique visitors
- Over 33,000 user accounts were created
- Over 17,000 Medicaid applications submitted

Call Center Growth

- Beneficiary calls increased by 34.2% to nearly 120,000 calls
- ACA related and online support calls were over 15,000
- Reduced abandonment rate by 50% (from 6.8% to 3.2%)

Continuing Eligibility Modernization Efforts

- Statewide electronic document management completed ahead of schedule (May 2013)
- Phase 1 of eligibility replacement released on schedule (October 2013)
- Phase 2 of eligibility replacement in-progress

Source: SCDHHS Medicaid application and call center systems. Summary data represents October 2013 through January 2014 compared to same period last year. January 2014 numbers are preliminary.

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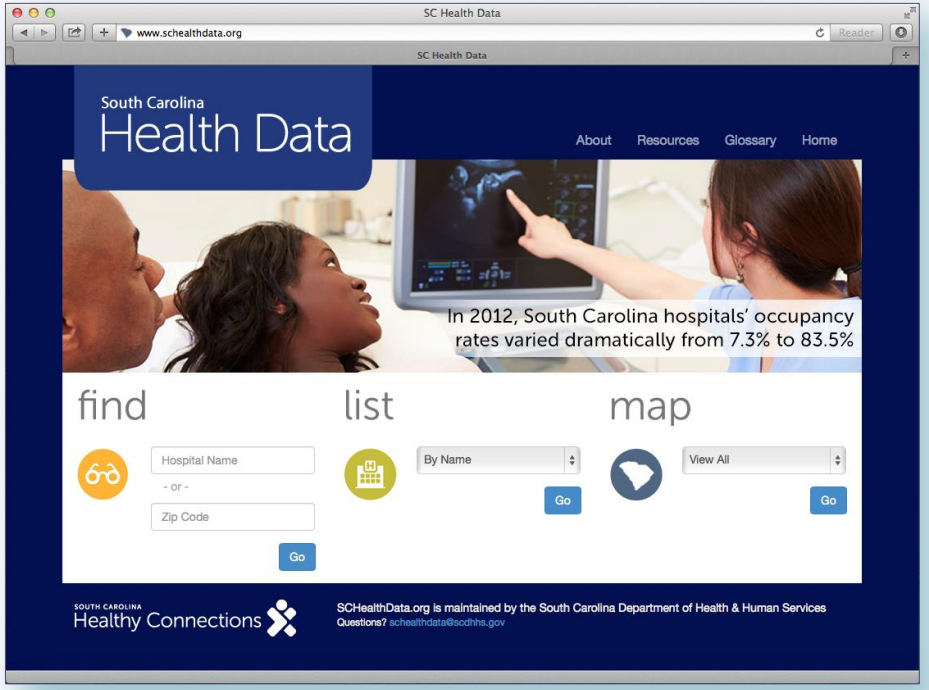
Process & Policy Updates

- **January Release**
  - Planned January 1 release delayed
  - Primarily delay in data conversion efforts from existing MEDS
- **Transitional Medicaid Assistance**
  - Extended for 3 months, DHHS will continue to monitor
- **Family Planning for Minors**
  - DHHS will continue policy to allow minors the option to be considered as a household of one for eligibility (income) purposes to age 19

Transparency



Launched New Transparency Site January 2014 – SCHealthData.org

- Initial launch with hospital cost data and operations trends
- Future phases
  - **Additional provider types**
  - **Procedure level costs**
  - **Quality data**
  - **Value pricing concepts**

Broad Collaboration

- South Carolina Hospital Association
- Working with PEBA/SHP and ORS on future phases

Complimented by SCHealthViz.org

- SC population health data website
- Designed to provide greater transparency in state Medicaid data
- Future phases to provide interactive access to create individualized reports

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Upcoming Policy & System Changes

- **Presumptive Eligibility**
  - Started presumptive eligibility January 1, 2014
- **ICD-10 Status**
  - Dedicated web site [www.scdhhs.gov/icd10]
  - Remains on-schedule, testing underway
- **ECF Discontinued**
  - As of payment week of January 6, 2014
- **Paper Checks to be Discontinued (EFT)**
  - As of payment week of April 7, 2014