Secretary’s Call

Jennifer Walthall, MD MPH
September 5, 2018
Agenda

• Introduction and Purpose
• New team members
• Hot topics
• Agency updates
• Agency priorities
• Questions
• Next call
Introduction and Purpose

• FSSA is making enhanced communication a priority — both internally and externally
• We are better positioned to problem solve when we have bi-directional conversations
• Multiple priorities are moving rapidly
• Change doesn’t have to be negative
Welcome new team members: CMO and Healthy Opportunities Team
Welcome new team members:
Data team
Welcome new team members: Legislative Team
Welcome new team members: Division of Aging Leadership
Welcome new team members:
OMPP Team
Hot Topics: Non-Emergency Medical Transportation

• Central hub service to enhance transportation benefit to Fee-For-Service Medicaid members
• Improved visibility to close gaps in coverage
• Enhanced member service through single number/portal
• Improved EMS policy
Hot Topics: Non-Emergency Medical Transportation

• Long term care facility temporary pause 9.4.18
  – Will phase-in when network adequacy is achieved

• System updates:
  – High risk team
  – Call center
  – Member follow up
Hot Topics: Non-Emergency Medical Transportation

Vehicles, Drivers and Members

- Total Members Served
  6/1/2018-8/30/2018

<table>
<thead>
<tr>
<th>Months</th>
<th>Count of Trip Legs</th>
<th>Unduplicated Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jun</td>
<td>68,468</td>
<td>10,912</td>
</tr>
<tr>
<td>Jul</td>
<td>74,140</td>
<td>12,074</td>
</tr>
<tr>
<td>Aug (through 8/30)</td>
<td>81,766</td>
<td>12,322</td>
</tr>
<tr>
<td>Grand Total</td>
<td>224,374</td>
<td>21,024</td>
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</table>

- Number of Vehicles and Drivers

<table>
<thead>
<tr>
<th>As of 8/30/2018</th>
<th>Number of Drivers</th>
<th>Number of Vehicles</th>
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</thead>
<tbody>
<tr>
<td>Total</td>
<td>1415</td>
<td>1523</td>
</tr>
</tbody>
</table>

Call Center and Claims

- Call Center Data

<table>
<thead>
<tr>
<th>Data Type (8/27/2018-8/30/2018)</th>
<th>Data</th>
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<tbody>
<tr>
<td>Average Number CSR Calls/day</td>
<td>1,421</td>
</tr>
<tr>
<td>Average Speed of Answer CSR calls</td>
<td>33 seconds</td>
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<tr>
<td>Average Total Call/day</td>
<td>3,048</td>
</tr>
<tr>
<td>Average Speed of Answer ALL calls</td>
<td>57 seconds</td>
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</table>

- Claims Data (since 6/1/2018)

<table>
<thead>
<tr>
<th>#Claims Received</th>
<th># Claims Paid</th>
<th>$ Amount of Claims Paid</th>
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<tbody>
<tr>
<td>109,096</td>
<td>108,938</td>
<td>$2,866,573.74</td>
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</table>
Hot Topics: First Steps

• Finalizing the comprehensive fiscal analysis of the First Steps Program
  – Opportunity for Public Comment

• Strengthen comprehensive system of professional development to ensure qualified personnel
  – Leveraging CURES funding to support providers working with families with substance use disorder
  – Updated and simplified First Steps Policy Manual around credentialing to support recruitment and retention of providers

• Collaboration across early childhood systems
  – Supporting ISDH & DCS in implementing Help Me Grow Indiana
  – Collaborating with early childhood partners to improve and build a consistent transition process
Hot Topics: Vocational Rehabilitation

• VR Vision - high quality program that is effective, equitable and sustainable

• Since implementing order of selection on August 1, 2017:
  – 71% of eligible individuals prioritized for services
  – 29% of eligible individuals deferred
    • Information on other organizations and resources are shared with individuals deferred

• Continue to identify strategies to further improve staffing capacity
Agency updates: Strategic Planning

• Prior strategic plan 2008
• Mission/Vision update 2014
• All-staff updates: 2/17, 2/18, 8/18
• Strategic refresh 12/18
Agency updates: 2018
Accomplishments

• Online payment option for First Steps families
• Social context assessment
• Expanded On My Way Pre-K to 20 counties
• Leadership development program: Natural Born Pilots
• Open Source Medicaid data hub
Agency updates: 2018
Accomplishments (continued)

• HIP waiver renewal/SUD 1115 waiver
• Community Health Integration policy
• Methadone policy turns one
• First statewide judicial MAT conference
Agency updates: 2018
Accomplishments (continued)

• Introduced Open Beds/Indiana 2-1-1
• Expansion of opioid treatment programs
• Logansport State Hospital turns 130 (while NDI approaches 2019 opening)
Agency priorities

- HIP/Gateway to Work
- IEDSS
- Opiates/SUD
- Infant Mortality
- NDI
- First Steps
Questions and Next Call

• Feedback welcome!
• Next call TBD, prior to legislative session
• Please send additional questions regarding the content of this call to:
  • AskTheSecretary@fssa.in.gov