

An aerial photograph of the Indianapolis skyline. In the foreground, there is a large green lawn with a circular fountain in the center. Behind the lawn is the Indiana State Capitol building. The background is filled with various skyscrapers and city buildings under a clear blue sky. The text 'MAXIMUS' is overlaid in the top left corner in a white, sans-serif font.

MAXIMUS®

INDIANA ENROLLMENT BROKER SERVICES

Oral Presentation & Demonstration

November 4, 2020

INTRODUCTIONS – MAXIMUS



Robin LaFrance
SVP, Health &
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Executive Manager



NaKeita Boyd
IN EB Project Manager



Scott Murphy
Senior Solution
Architect



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Eric Stewart
Senior Director of
Analytics

Agenda

- Maximus Experience
- Maximus and Indiana Enrollment Broker Services
- Operations Overview
- Technology Overview
- Technology Demonstration
- Questions and Answers
- Closing Remarks



DEPENDABILITY MATTERS



21 enrollment broker
programs nationwide

47M Medicaid
recipients served

15+ years' partnerships in 14 States
Maintaining longstanding client partnerships

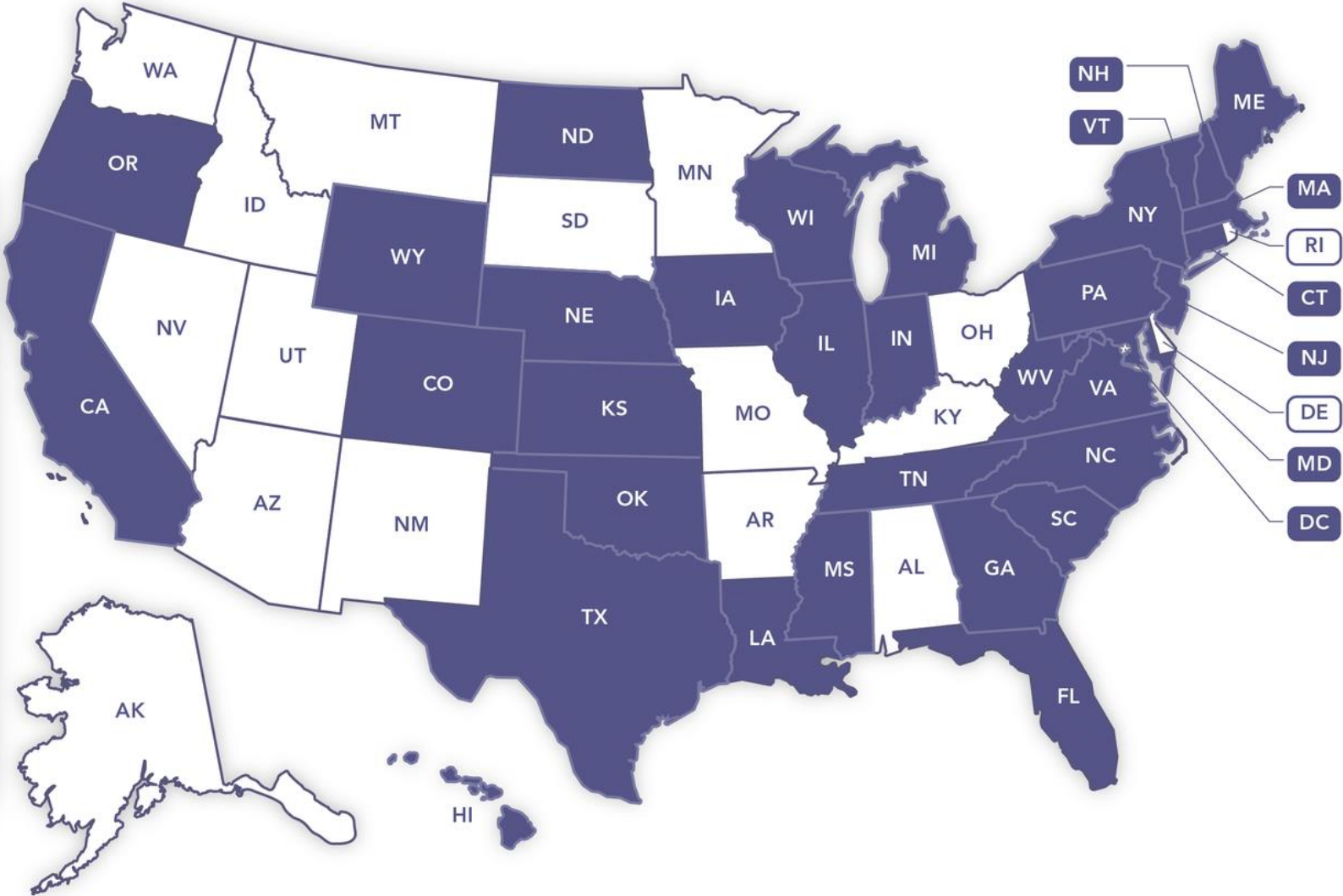
40+ years' experience
developing effective solutions

Health Services Program Experience

NUMBER OF PROJECTS*

- 21** Medicaid Enrollment Broker
- 15** Assessments for Long-Term Services & Supports
- 13** Medicaid Eligibility Support (Including CHIP)
- 11** Health Member Call Centers
- 8** Provider Services
- 5** State-Based Marketplaces
- 1** Other Health-Related Projects

* Does not include federal operations or consulting contracts.



Maximus in Indiana – 10 contracts in 92 counties

Indiana State Department of Health (ISDH)

- COVID-19 Call Center
- COVID-19 Contact Tracing

Family and Social Services Administration (FSSA)

- Enrollment Broker
- IMPACT Employment and Training
- Intake Agent/Child Care
- PASRR Services

Department of Child Services

- Program Modernization Consulting

Department of Insurance

- Consulting Services

5 Indiana Universities

- Higher Education Consulting Services

50 Counties

- Financial Services



Experience and Expertise Matter

Healthy Indiana Program

- Implemented Helpline two months earlier than scheduled go-live in 2008
- Implemented web chat in 2015
- Expanded for HIP 2.0 in 2015 and supported new open enrollment process in 2017

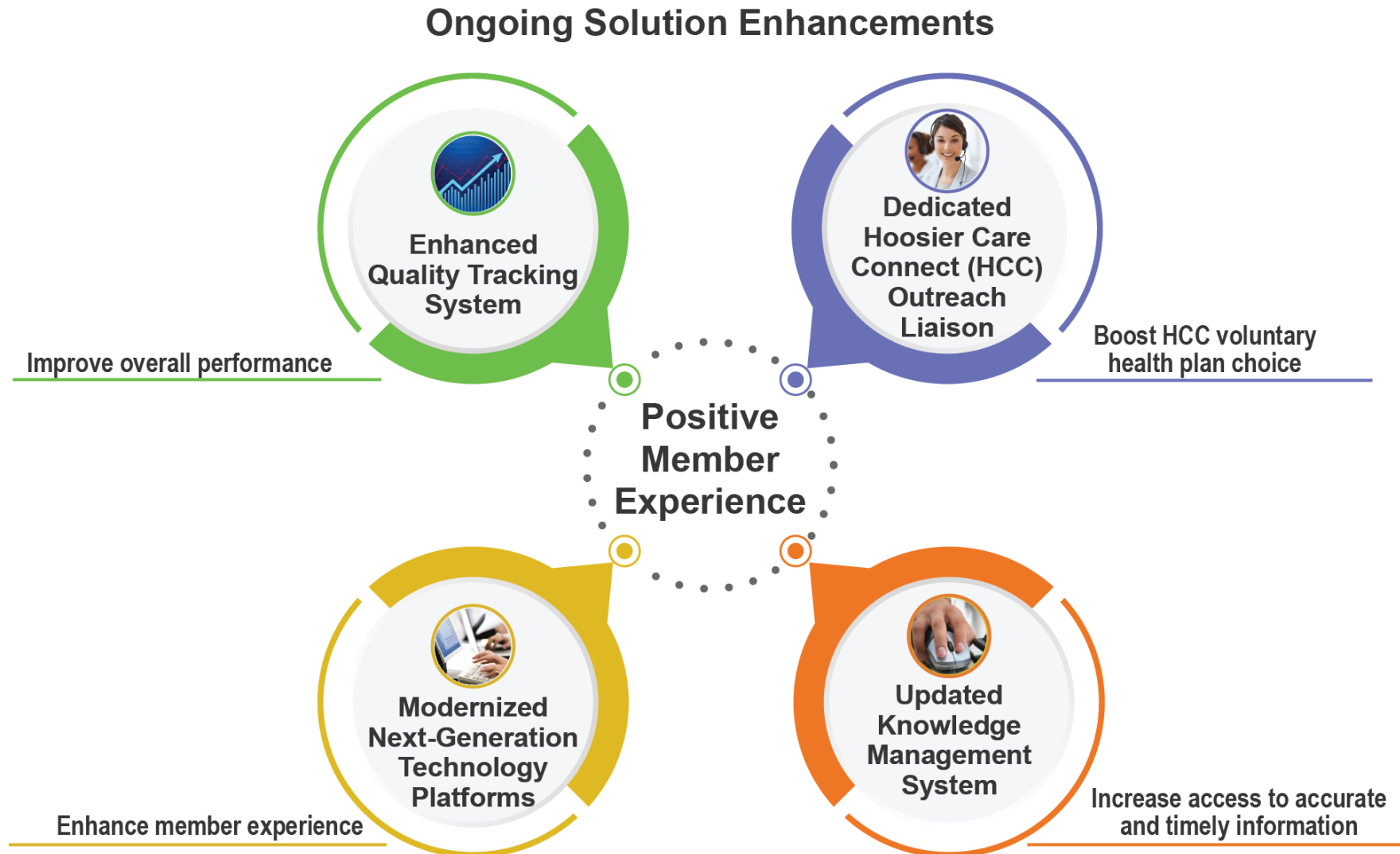
Hoosier Care Connect

- Adapted enrollment and Helpline support for Indiana Care Select shift to voluntary participation in 2010
- Modified enrollment system and member materials to support HCC rollout in 2015

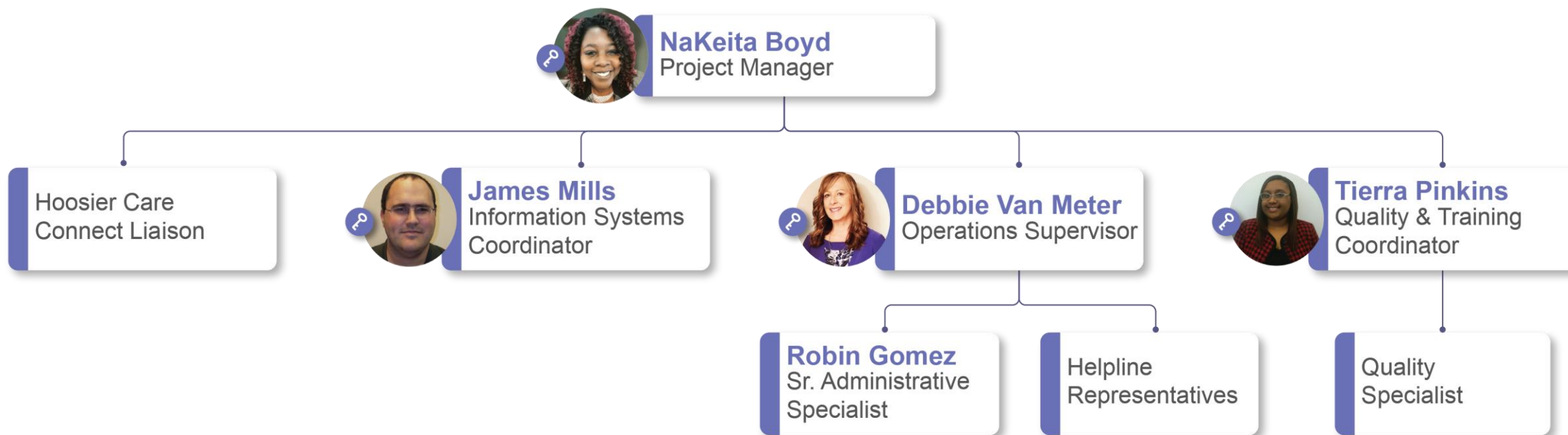
Hoosier Healthwise

- Adjusted enrollment system and member education to support change from provider-driven enrollment to plan-driven enrollment in 2011

Enhancing a Dependable Solution



Proudly Serving Hoosiers Since 2007



- ✓ NaKeita Boyd – 10 years as Indiana Healthcare Program Manager
- ✓ Debbie Van Meter – 13 years serving Indiana managed care members
- ✓ Tierra Pinkins – 10 years of quality improvement and program management
- ✓ James Mills – 9 years providing services for FSSA and Indiana Medicaid

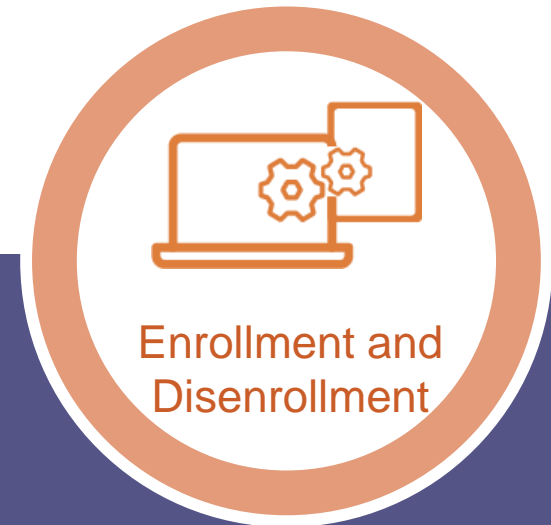
Operations Overview



NaKeita Boyd
IN EB Project Manager

A Comprehensive Solution for Indiana

- **Helpline Services** – trusted partner as the face of FSSA to Indiana's most vulnerable citizens
- **Member Education** – nation's leader in delivering unbiased choice counseling
- **Enrollment and Disenrollment** – proven enrollment broker systems with established interfaces



Helpline Services – Representing FSSA

- ✓ A Center of Excellence
- ✓ Specialized Training Program
- ✓ Live Web Chat Assistance
- ✓ Meeting the Callers Needs
- ✓ Right-Sized Staff Modeling
- ✓ Quality Monitoring



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Member Education Services

- ✓ Maximus Center for Health Literacy (CHL) delivers culturally and linguistically appropriate program materials
- ✓ Accurate, consistent, and unbiased Choice Counseling using our KMS as our guide
- ✓ Dedicated HCC Liaison to enhance outreach and communication with members and encourage managed care selection



Experienced Member Enrollment and Disenrollment

Existing Interfaces



- Secure interfaces already in place with CoreMMIS
- Currently using FSSA-approved data integrity procedures
- Existing interfaces reduce implementation risk and costs

Maximus EB System



- Supports accurate and timely enrollment, disenrollment, and plan changes
- Highly configurable to support modifications
- Field level edits for accuracy in documenting member MCE selections

Helpline Support



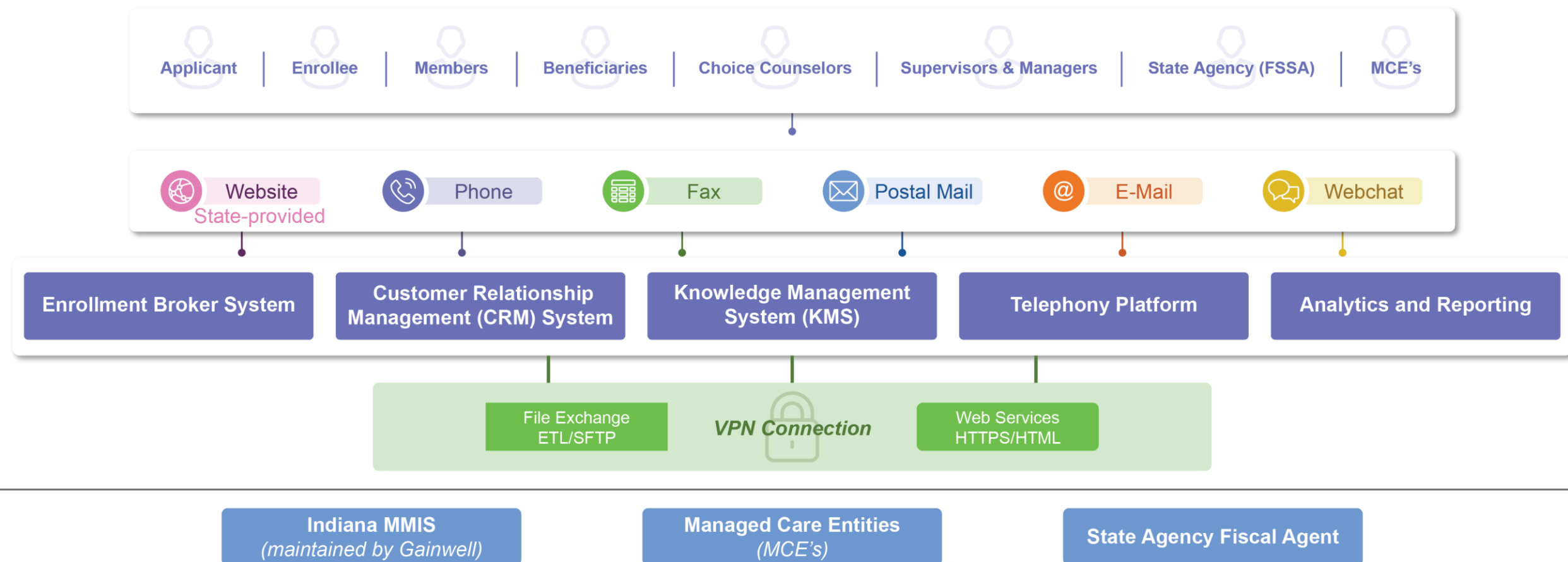
- Trained staff in place to support each Hoosier program and population
- Intuitive navigation features and on-screen guidance
- Knowledge of how to access and enter data in CoreMMIS

Technology Overview

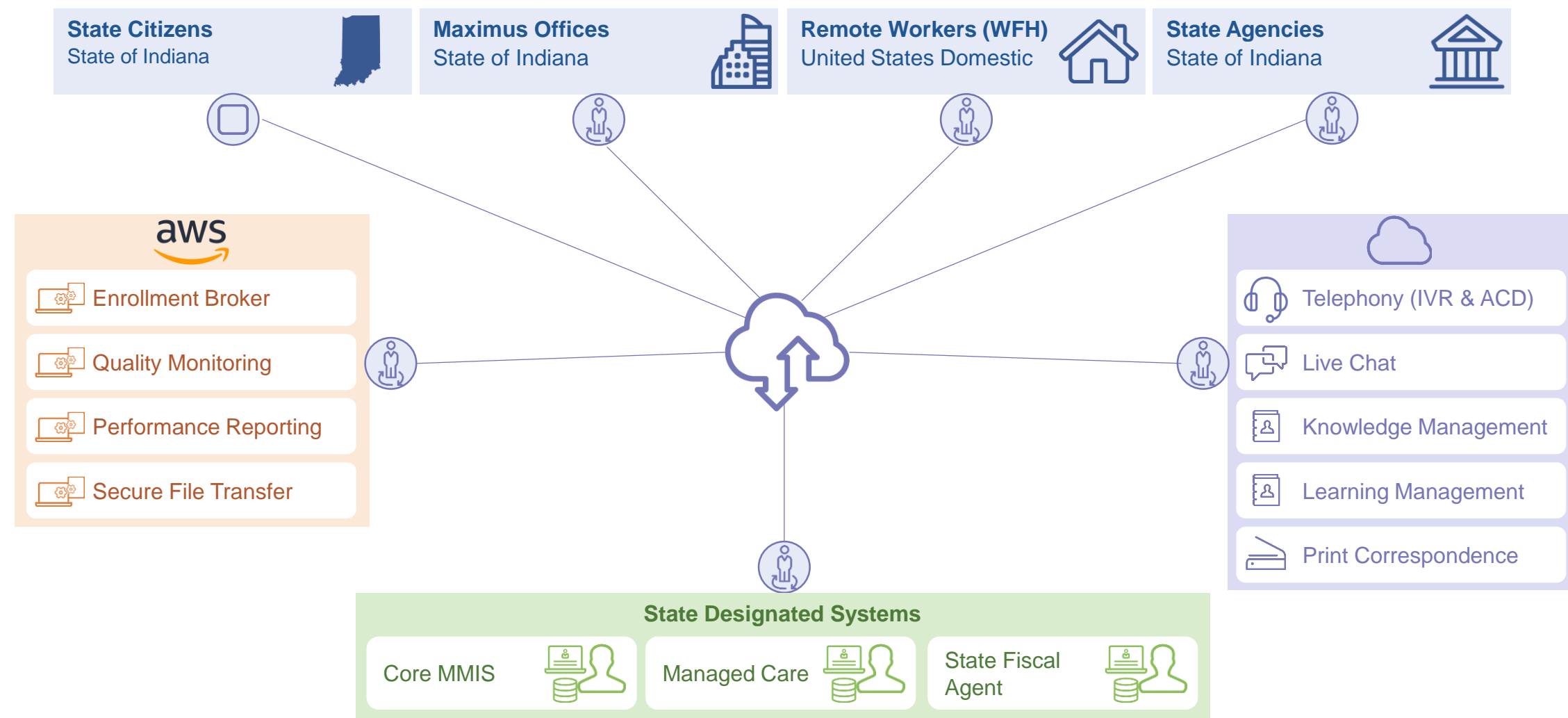


Scott Murphy
Senior Solution Architect

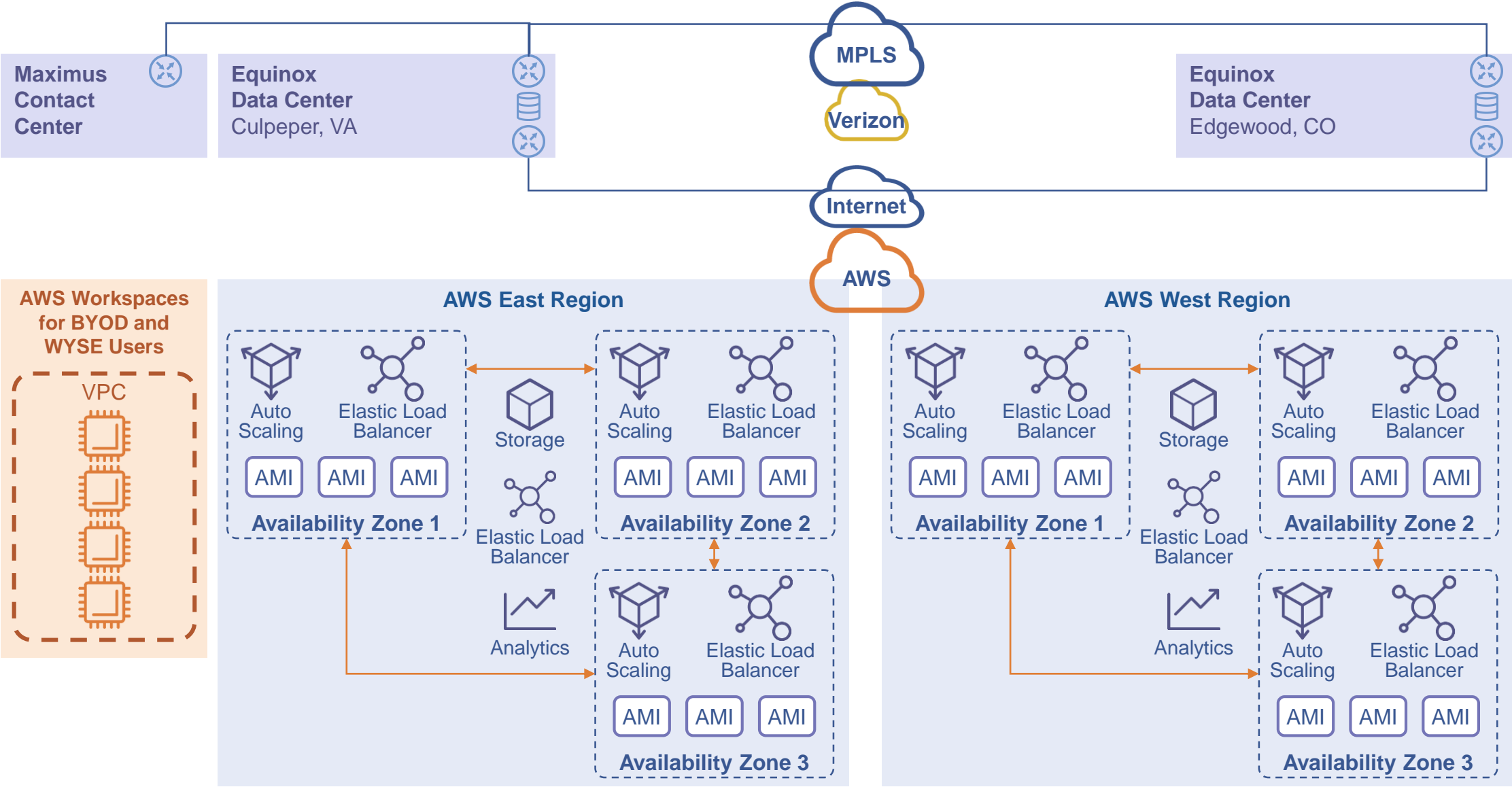
Overarching Solution Diagram



Cloud Architecture – Deployment View



Cloud Architecture – High Availability



Technology Demonstration



Michele Whaling
Product Manager



NaKeita Boyd
IN EB Project Manager



Eric Stewart
Senior Director of Analytics

Demonstration Overview

- ✓ Enrollment Broker System and CRM
- ✓ Knowledge Management System
- ✓ Telephony Platform
- ✓ Analytics and Reporting

Demonstration Wrap Up

What you asked to see	What we covered
Guided Scripting Functions in the System	✓
How a CSR Documents a Call	✓
Fields and Flags in the System for: <ul style="list-style-type: none"> • A program similar to Indiana's Right Choices Program • Redetermination Dates • Current MCE assignment 	✓
Where MCE enhanced benefits or other specific MCE information is loaded in their CRM for the CSR to reference	✓
Tools that Members use to Choose an MCE	✓
How a CSR looks at a provider and determines which MCE networks they are in	✓
How a CSR does a general provider look up, such as to find out which MCE has more Dermatologists in a given area	✓
How a CSR assigns the member to his/her chosen MCE	✓
The complaint and grievance processes and documentation in the CRM	✓
How complaints are tracked within the system	✓
How staff performance monitoring on calls is conducted	✓
Examples of sample reports, including reporting that can be provided for call type tracking.	✓

QUESTIONS & ANSWERS

**WHY
MAXIMUS?**

Dependability Matters



Positive Member
Experience



Modernization of
Proven Technology



Nationwide
Industry Expertise