

July 29, 2016

Patrick O'Donnell, Clerk of the Legislature  
State Capitol, Room 2018  
P.O. Box 94604  
Lincoln, NE 68509-4604

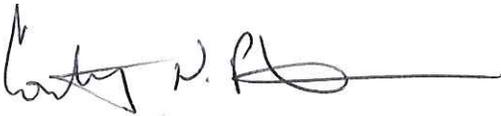
RE: ACCESSNebraska Quarterly Report

Dear Mr. O'Donnell,

In accordance with Legislative Bill 657 (2016) ACCESSNebraska Quarterly Reports, please find attached a copy of second quarter 2016. This report contains operational performance metrics for the Economic Assistance and Medicaid Programs.

I am pleased to report improvement from the previous quarter.

Sincerely,



Courtney N. Phillips, MPA  
Chief Executive Officer  
Department of Health and Human Services



**Department of Health and Human Services  
Legislative Report  
LB 657**

**ACCESSNebraska**

**April – June 2016 Quarter**

**REPORT FOR: LEGISLATURE**  
**REPORT DATE: JULY 25, 2016**  
**LEGISLATIVE BILL: LB 657**  
**COMMITTEE NAME: HEALTH AND HUMAN SERVICES COMMITTEE**  
**CONTACT PERSON: COURTNEY PHILLIPS, CEO**  
**HEALTH AND HUMAN SERVICES**  
**DOUGLAS WEINBERG, DIRECTOR**  
**CHILDREN AND FAMILY SERVICES DIVISION**  
**CALDER LYNCH, DIRECTOR**  
**MEDICAID AND LONG-TERM CARE DIVISION**

## EXECUTIVE SUMMARY

The Department of Health and Human Services (DHHS) administers and manages eligibility for Economic Assistance Programs and Medicaid through a service delivery system known as ACCESSNebraska. The ACCESSNebraska program was started in September 2008 with a public website containing an online application for benefits. ACCESSNebraska was fully implemented in April 2012. ACCESSNebraska operations contain the following components:

- ACCESSNebraska.ne.gov website
- Document Management with two imaging centers (Lincoln and Omaha)
- Customer Service Centers for Economic Assistance (Fremont and Scottsbluff) and Medicaid (Lexington and Lincoln)
- Local Offices (over 50 throughout Nebraska)
- N-FOCUS eligibility system

In May 2015, ACCESSNebraska began operating with a cross-divisional team focused on addressing operational improvement through a series of process initiatives. The team meets weekly with the current focus on stabilizing the Economic Assistance operations. Stabilization is defined as the operational performance at or above the established metrics. Once stabilization is achieved, the team will turn its focus to the overall operations and begin assessing, evaluating and creating the long-term strategy (operations, systems, workforce, administration) for ACCESSNebraska.

ACCESSNebraska has two Program Managers who facilitate 11 focus areas. The focus areas include:

1. Document Management
2. Call Management
3. Field Operations and Task Management
4. Recruiting/Retention
5. Policy Reviews and Enhancements
6. Workforce Management/Capacity Planning
7. Communications
8. Legislative Reporting
9. Change Management
10. ACCESSNebraska Mobile Application Project with UNL Raikes School
11. Client Feedback

The purpose of this report is to reflect the operational performance for the second quarter of 2016 (April through June). During this quarter, ACCESSNebraska operational performance improved. Below are a few of the highlights.

### **Economic Assistance**

- Average call wait time for this quarter was 3 minutes and 51 seconds, below the set target of five minutes or less.
- There were 47,883 applications processed in the second quarter 2016, with an average process time for the quarter of 8.81 days.
- Staff processed 33.6% applications the same day the application was received by the Department.
- State calculated SNAP application (Initial, Expedited, Recertification) timeliness rate for the quarter was 98.74 percent.

## **Medicaid**

- Average call wait time for this quarter was 2 minutes and 34 seconds, well below the target of five minutes or less.
- The median Medicaid application processing time at the end of the quarter for children and families was 24 days, and for aged and disabled applicants was 25 days. Federal benchmarks for application processing are 45 days for children and families and 90 days for aged and disabled applicants.
- Medicaid received 20,808 applications in the quarter including applications received from the federal marketplace.
- Eligibility accuracy for the quarter was at 97.93 percent.

## **Process Improvements**

- On April 18, Economic Assistance began taking applications via telephone, the interview process is completed during the application. Economic Assistance processed 7,184 phone applications during the quarter. Approximately 60% of the phone applications receive an eligibility determination the same day.
- Staff are utilizing a new referral form to submit potential overpayments to the Overpayment Team. The new form has resulted in 95% of the referrals containing an overpayment, previously only 50% of the referrals were resulting in an overpayment.
- Medicaid has consolidated stand-alone processes into larger process guides to avoid having to search in multiple areas for information.
- Medicare Part B buy-in cases are now being assigned to aide in timely renewals and avoid issues with the buy-in process with CMS.
- The process for Children's Waiver/Medicaid assignment has been streamlined to help prevent incorrect denials or closures.

## **Communications**

- Economic Assistance implemented email notification during the quarter. Clients can choose to receive email notification when correspondence is posted to the account. Over 17,600 ACCESSNebraska clients had signed up for email notification as of June 30. Approximately 3,500 email notifications were completed in lieu of notification by US Mail during the quarter.
- Spanish speaking staff are now handling the majority of the Spanish phone calls coming into the Customer Service Centers. This allows the customer and the agency to interact without use of an interpreter or language line assistance on these calls.
- Medicaid is utilizing the Change Champion Network to keep staff informed about NTRAC activities. Staff have been identified as Change Champions. The Champions utilize a tool box to provide consistent updates to staff statewide.
- Medicaid continues to operate with a daily huddle call to share information and give quick updates.
- Skype is frequently utilized for meetings with staff to avoid extensive travel.

## **Staffing**

- Economic Assistance has 6 vacancies in the Fremont customer service center and 5 vacancies in the Scottsbluff Customer Service Center, 7 Social Service Worker vacancies in other local offices throughout the state and 3 vacancies at the Omaha Document Imaging/Application Management Center.
- Medicaid currently has 16 Social Service Worker, 1 Lead Social Service Worker, 2 Supervisor, and 1 Administrator vacancies at the Lexington/Lincoln Customer Service Centers. There are 5 Social Service Worker and 2 Social Service Supervisor vacancies in local offices.

## LB 657 ACCESSNebraska Quarterly Report April – June 2016

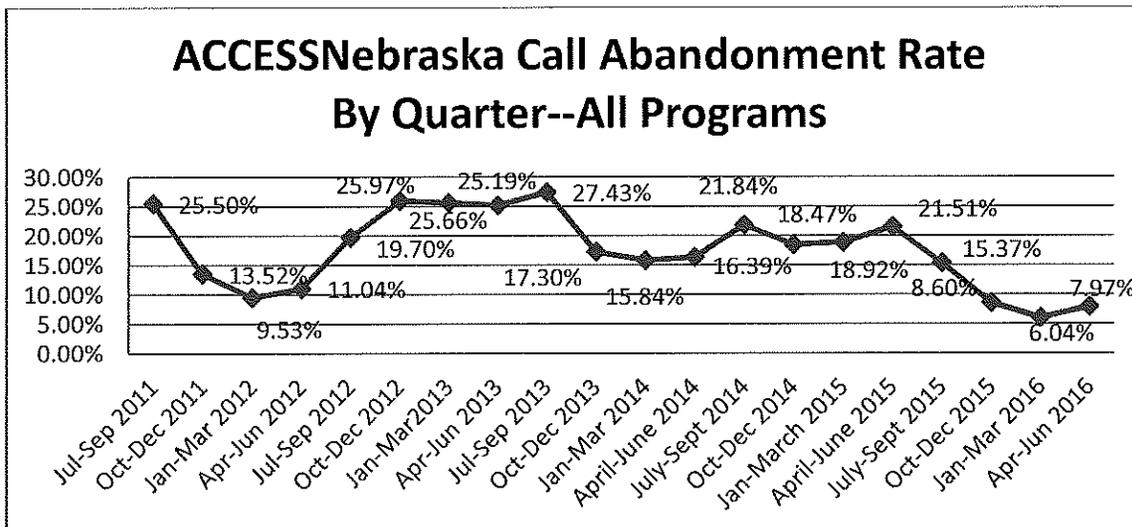
### Element One: Call Wait Times

Average Call Wait	April	May	June	Quarter
Economic Assistance	1:17	4:25	4:06	3:51
Medicaid	2:48	2:12	2:41	2:34

### Element Two: Call Abandonment Rates

Call abandonment is the number of calls that are terminated before a staff member answers. The termination is due to the client hanging up or the phone signal was dropped.

Call Terminations	April	May	June	Quarter
<b>Economic Assistance</b>				
Abandonment Rate	3.19%	11.51%	10.32%	8.82%
Number of Abandons	982	4645	4517	10,144
Average Time to Abandon	2:07	4:42	4:14	4:15
<b>Medicaid</b>				
Abandonment Rate	7.24%	6.05%	7.34%	6.88%
Number of Abandons	2131	1806	2253	6190
Average Time to Abandon	2:31	2:04	2:33	2:24



**Element Three: Timeliness, or the time period from the date the application is received to when the case is approved or denied, of Initial Applications by benefit program including client or department processing reason for untimely application.**

Program	Timeliness Percentage
SNAP Expedited	99.61%
SNAP Non-Expedited	98.96%
Child Care	95.54%
Low Income Home Energy Assistance	96.33%
Aid to Dependent Children	97.63%
Assistance to Aged, Blind and Disabled Payment	98.77%
Medicaid and CHIP	95.77%

Note: Medicaid and CHIP applications are considered timely for MAGI (children and families) if processed within 45 days. Timeliness for Non-MAGI (disabled adults and children) is processed within 90 days.

The following chart shows reason for the untimely processing percentages (client, agency, third party and system).

Program	Agency	Client	Third Party	System
SNAP Expedited	34.78%	60.87%	4.35%	0.00%
SNAP Non-Expedited	22.22%	49.57%	0.00%	28.21%
Child Care	24.36%	63.74%	3.40%	8.50%
Low Income Home Energy Assistance	41.44%	39.38%	4.11%	15.07%
Aid to Dependent Children	28.76%	45.10%	1.31%	24.83%
Assistance to Aged, Blind and Disabled Payment	12.28%	45.61%	26.32%	15.79%
Medicaid and CHIP	26.16%	70.13%	3.7%	NA

**Element Four: Timeliness of Renewal Applications by benefit program including client or department processing reason for untimely applications.**

Program	Timeliness Percentage
SNAP Non-Expedited Timely	97.85%
SNAP Non-Expedited Untimely	99.28%
SNAP Expedited Late	99.12%
SNAP Non-Expedited Late	99.69%
Child Care	82.11%
Aid to Dependent Children	91.15%
Assistance to Aged, Blind and Disabled Payment	91.75%
Medicaid and CHIP	69.30%

Note: Medicaid and CHIP renewals are considered timely if completed by the renewal due date.

The following chart shows the reason for untimely processing percentages (client, agency, third party and system) for renewal applications.

Program	Agency	Client	Third Party	System
SNAP Non-Expedited Timely	36.18%	46.07%	0.34%	17.41%
SNAP Non-Expedited Untimely	16.67%	37.50%	0.00%	45.83%
SNAP Expedited Late	27.27%	63.64%	0.00%	9.09%
SNAP Non-Expedited Late	12.50%	87.50%	0.00%	0.00%
Child Care	18.71%	68.34%	1.44%	11.51%

<b>Aid to Dependent Children</b>	<b>31.03%</b>	<b>50.00%</b>	<b>0.00%</b>	<b>18.97%</b>
<b>Assistance to Aged, Blind and Disabled Payment</b>	<b>25.00%</b>	<b>50.00%</b>	<b>12.50%</b>	<b>12.50%</b>
<b>Medicaid and CHIP</b>	<b>35.7%</b>	<b>60.1%</b>	<b>4.2%</b>	<b>NA</b>

SNAP timely recertification includes recertification forms received by the Department on or before the 15<sup>th</sup> of the month of expiration.

SNAP untimely recertification includes recertification forms received by the Department from 16<sup>th</sup>-31<sup>st</sup> of the month of expiration.

SNAP late recertification includes recertification forms submitted in the 30 days following the end of certification.

**Element Five: Data related to client cases closed who reapply for benefits within 30 days and 60 days after the case closure.**

	<b>Reapply Within 30 Days</b>	<b>Reapply between 30-60 Days</b>
<b>Economic Assistance &amp; Medicaid</b>		
<b>Closed 03/01/2016</b>	<b>27.12%</b>	<b>7.76%</b>
<b>Closed 04/01/2016</b>	<b>23.12%</b>	<b>8.87%</b>
<b>Closed 05/01/2016</b>	<b>26.16%</b>	<b>10.08%</b>

**Element Six: Any other data relevant to the effectiveness of the ACCESSNebraska program.**

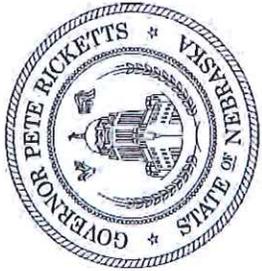
- ACCESSNebraska Monthly Dashboard



Dept. of Health & Human Services  
(DHHS)  
June 2016

Performance Metrics  
ACCESS NEBRASKA Program

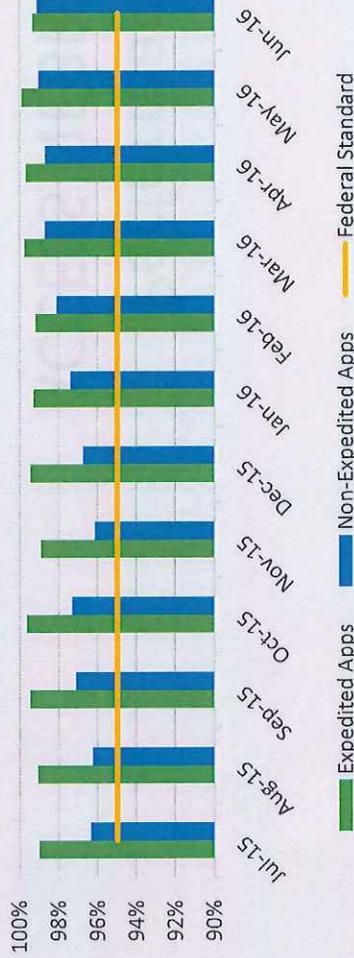




# SNAP (Food Stamps) – Key Performance Metrics

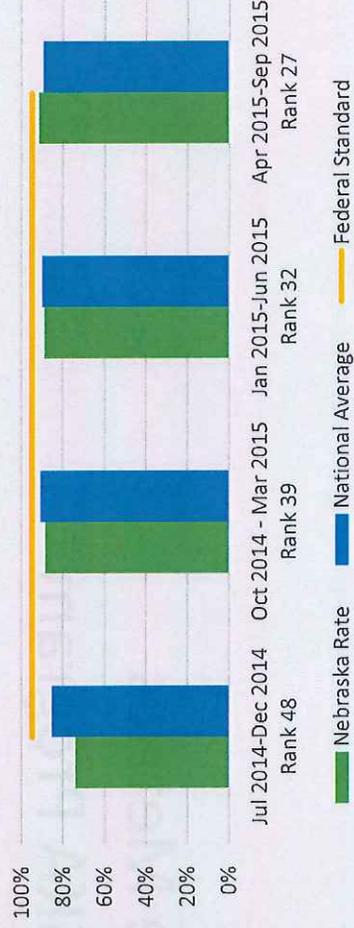


### State Reported SNAP (Food Stamps) Application Processing Timeliness



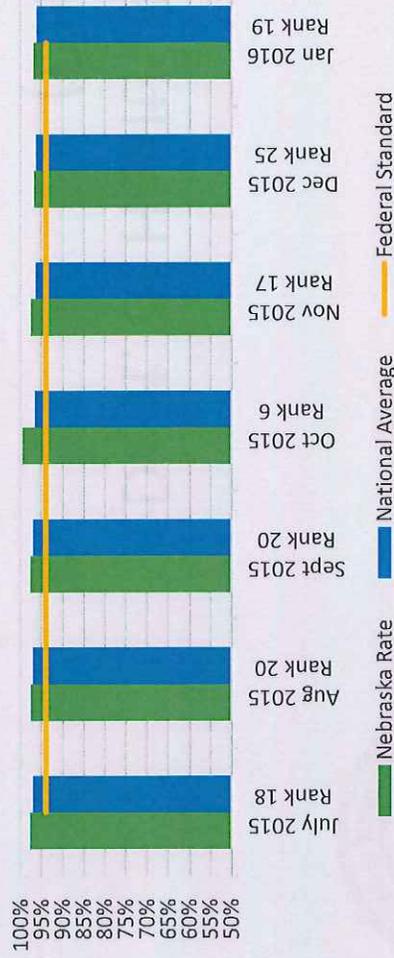
This is a DHHS generated report. Data is based on the percentage of SNAP initial applications received which were processed within SNAP federal timelines. In order to meet expedited timeliness, an application must be processed within 7 days. The timeline for non-expedited applications is 30 days.

### USDA Reported SNAP (Food Stamps) Application Processing Timeliness



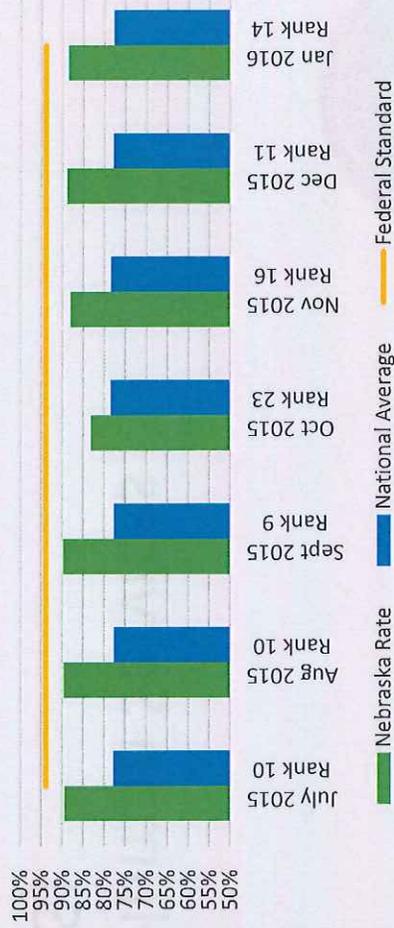
Data is based on information provided to states from the USDA. Data is reported quarterly using a six month rolling average of SNAP Quality Control data reported by all states/territories. Quality control in Nebraska is conducted by staff within the division of Public Health. \*\*The Jul 2015-Dec 2015 Federal data is not available at this time.

### USDA SNAP (Food Stamps) Payment Accuracy Rate



Data is based on information provided to states from the USDA. Data is reported monthly using SNAP Quality Control data reported by all states/territories. Payment accuracy rate measures the amount of correct SNAP benefits provided to households. Quality control in Nebraska is conducted by staff within the Division of Public Health.

### USDA SNAP (Food Stamps) Denial Accuracy Rate



Data is based on information provided to states from the USDA. Data is reported monthly using SNAP Quality Control data reported by all states/territories. Denial accuracy rate measures whether a household's SNAP benefits are correctly closed or denied, whether the household was informed of their ineligibility in a timely manner and whether the notice of action provided to households is accurate. Quality control in Nebraska is conducted by staff within the Division of Public Health.



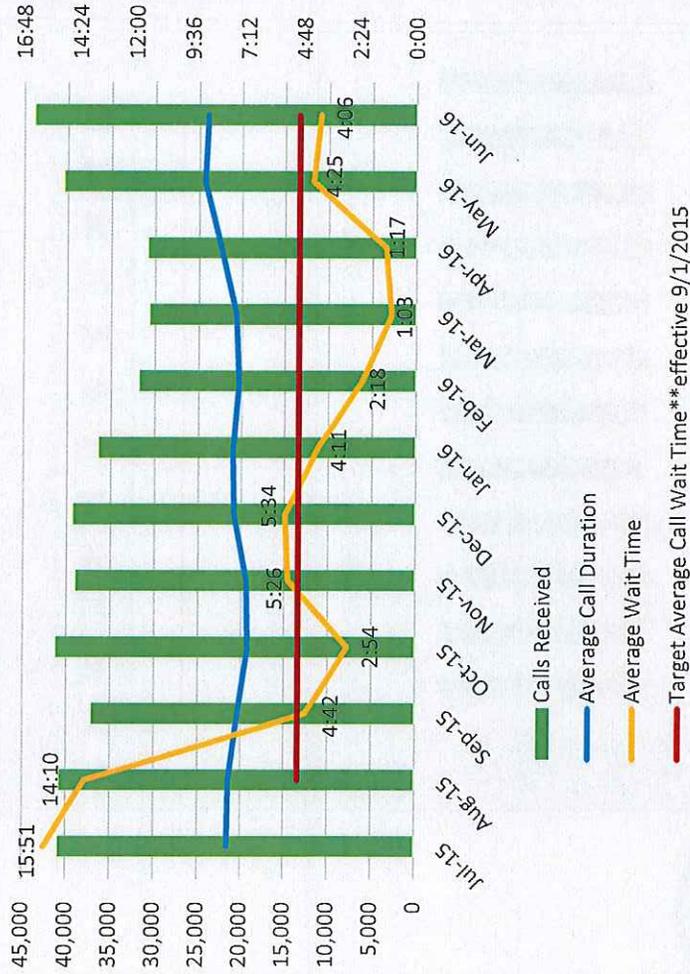
# Economic Assistance – Service Center Metrics



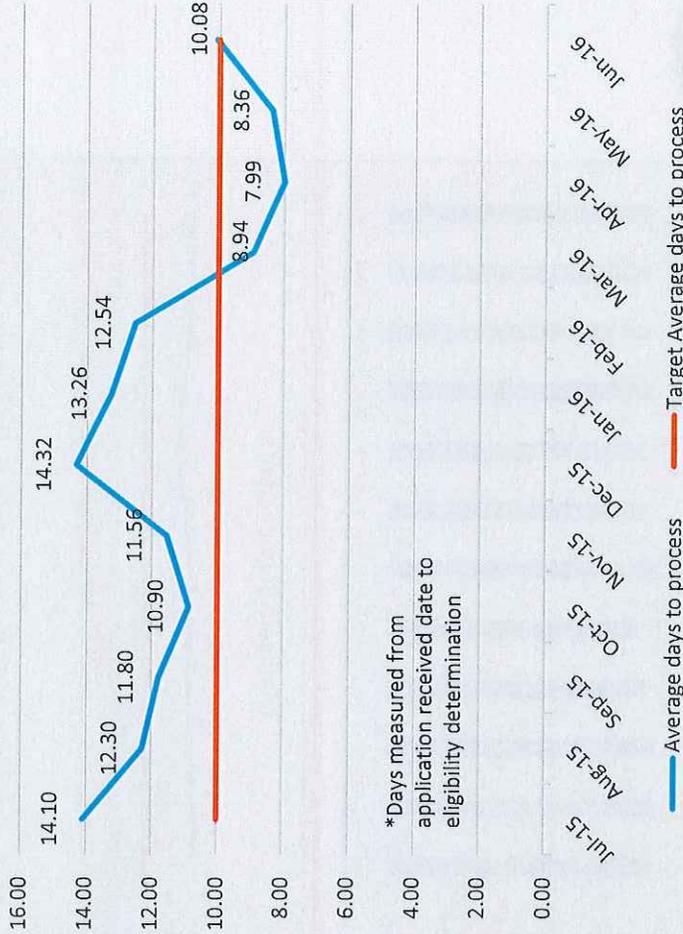
SNAP Processing Timeliness 96% or Better



## Economic Assistance (Food Stamps, Aid to Dependent Children, Childcare) Service Center



## Average Days \* to Process All Economic Assistance Programs



## Nebraskans Enrolled in SNAP (Food Stamps) Program – 9% of Population

Economic Assistance Enrollment	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
SNAP (food stamp) Households	78,264	78,781	78,742	78,596	77,976	78,438	78,748	78,349	78,376	77,956	77,850	78,359
SNAP (food stamp) Individuals	174,963	176,663	176,472	176,363	174,887	175,888	176,381	175,466	175,455	174,420	174,052	175,603
Aid to Dependent (ADC) families	5,705	5,721	5,766	5,844	5,772	5,840	5,766	5,653	5,633	5,578	5,591	5,650
Children in Child Care Subsidy	18,256	18,306	18,647	17,683	17,999	18,421	17,830	17,979	18,169	17,750	17,877	18,803

