

Washington State
Health Care Authority

Agency Overview & Complaint Processes

House Health Care and Wellness Committee
January 14, 2015

Dennis Martin, Office Legislative Affairs and Analysis, Health Care Authority

Agency Overview

Achieving the Triple Aim...

Better Health, Better Care, Lower Cost



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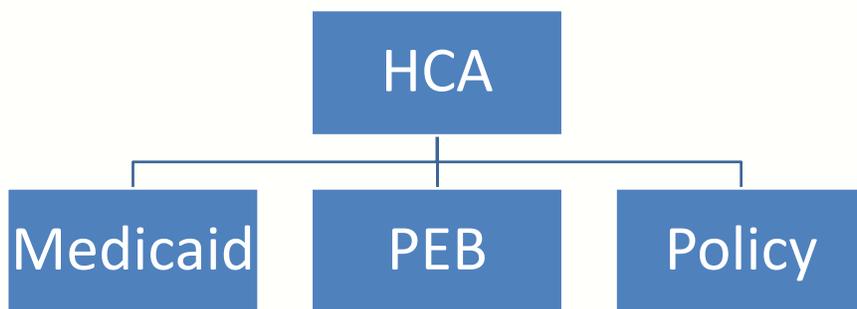
HCA's Work: Coordination of Health Care Purchasing

- Facilitating access to high quality services
- Purchasing for value
- Improving clinical outcomes and care delivery systems
- Supporting decisions with data
- Managing financial resources
- Engaging our external environment
- Supporting integrity and transparency

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HCA's Work: Coordination of Health Care Purchasing

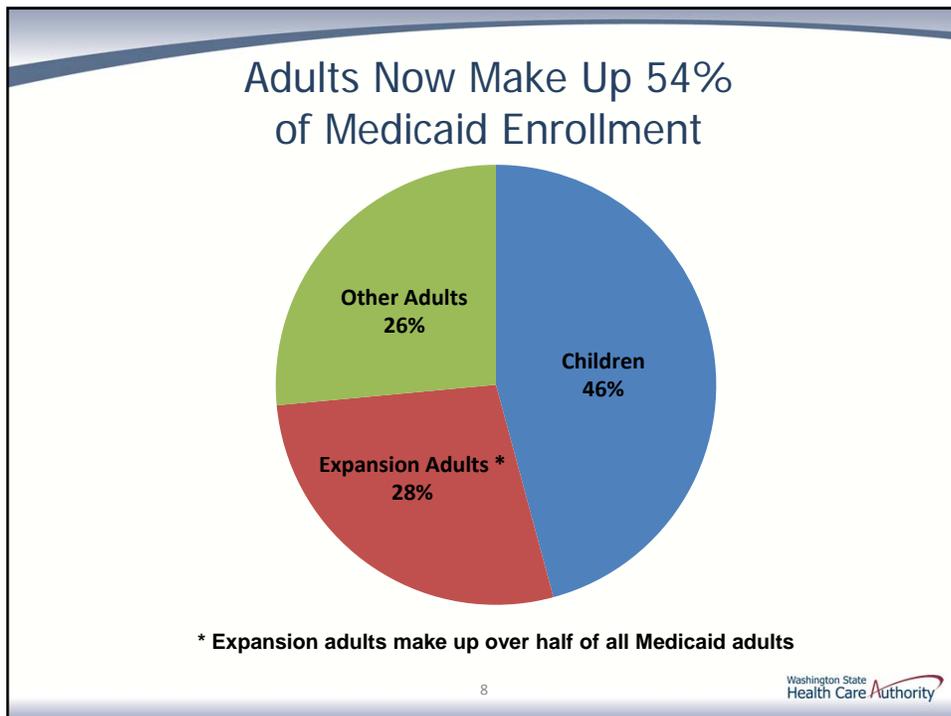
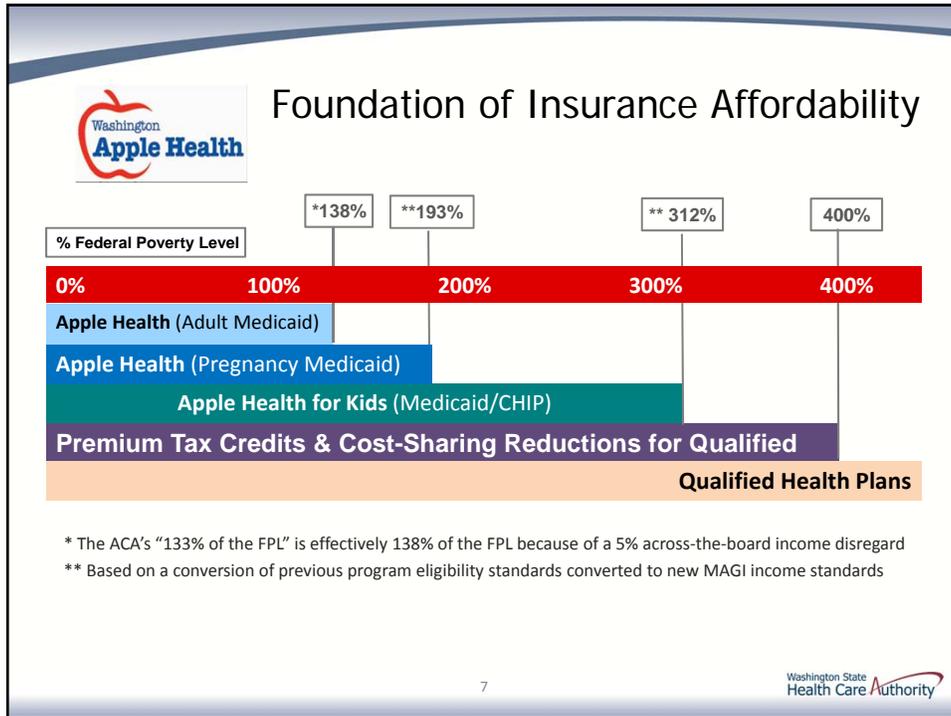


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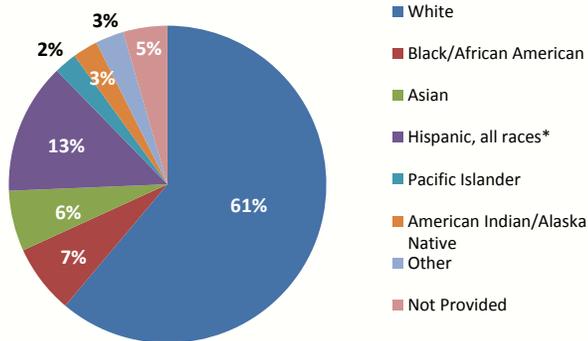


Medicaid Overview

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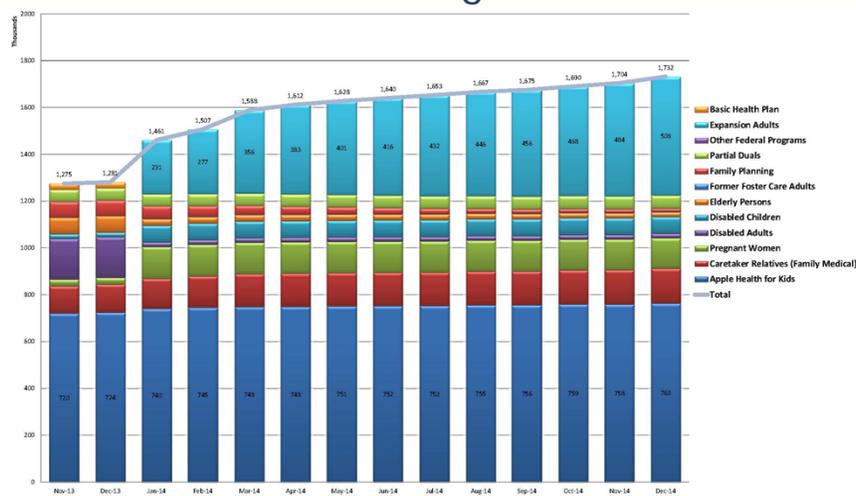


Distribution of Apple Health New Adults Enrollment by Race/Ethnicity Has Remained Consistent (October 2014)

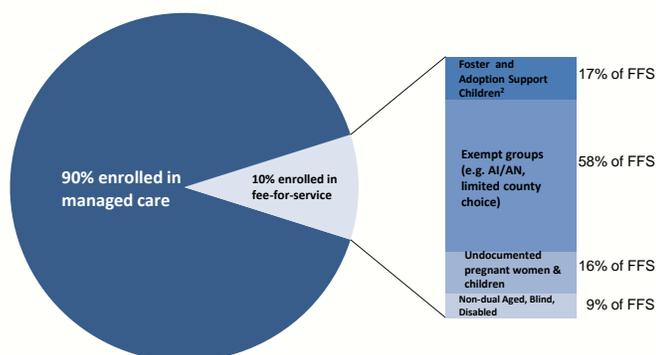


* The Hispanic category includes all enrollees who indicated they are of Hispanic origin regardless of their race.

Apple Health Enrollment November 2013 through December 2014



Approximately 1.5 million individuals receive their *full* benefits coverage from Medicaid



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Services Provided by Fee For Service

- Blood products provided as outpatient service
- Hepatitis C medications
- Inpatient services at a Certified Public Expenditure (CPE) hospital
- Eyeglasses for children
- Applied Behavior Analysis treatment for autism
- First Steps/Maternity Support Services
- Prenatal genetic counseling
- Air ambulance services
- Voluntary pregnancy termination and related prescriptions
- Services, including prescriptions provided at a:
 - Family planning clinic not contracted with the MCO
 - Neurodevelopmental Center
 - Local health department not contracted with the MCO, or when client self-refers
- Services Covered by the Department of Social and Health Services
 - Inpatient Mental health services- covered by DSHS/RSNs
 - Substance Use treatment- covered by DSHS
 - Long-Term private duty nursing for anyone over 18 years of age covered by DSHS
 - Community Based Services covered by AL TSA

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Public Employees Benefits Program

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Public Employee Benefits (PEB)

- Medical
- Dental
- Life insurance
- Long term disability
- Auto/home insurance
- Long-term care
- Flexible spending accounts

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PEB Enrollment December 2014

	Subscribers	Members
Public Employees	108,176	229,716
K-12	2,275	5,391
Political Subdivisions	12,271	25,041
Retirees, Public Employees	30,287	42,883
Retirees, K-12	33,118	47,057
Retirees, Political Subdivisions	1,633	2,436
Total	187,760	352,524

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- ## Health Care Policy
- Coordination of State Purchased Health Care**
 - Explore options for cost containment and delivery alternatives
 - State Purchased Health Care Programs**
 - Prescription Drug Program and Purchasing Consortium
 - Health Technology Assessment
 - Robert Bree Collaborative
 - Health Care Information**
 - Exchange of Health Information
 - Secure Access of Health Information
 - HCA/DSHS Coordination**
 - Evidence-Based, Research-Based Children's Services
 - Contract Performance Measures
 - Adult Behavioral Health System Improvement Strategy
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Health Care Policy

Health Care Initiatives

- State Employee Health Promotion
- Shared Decision-Making
- Chronic Care Health Homes Incentives
- Accountable Care Organizations
- Value-Based Contracting
- Integration of Physical Health, Mental Health, and Chemical Dependency
- Health Care Performance Measures
- Community of Health Pilot Projects
- Lead Agency for Healthier Washington

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Healthier Washington:

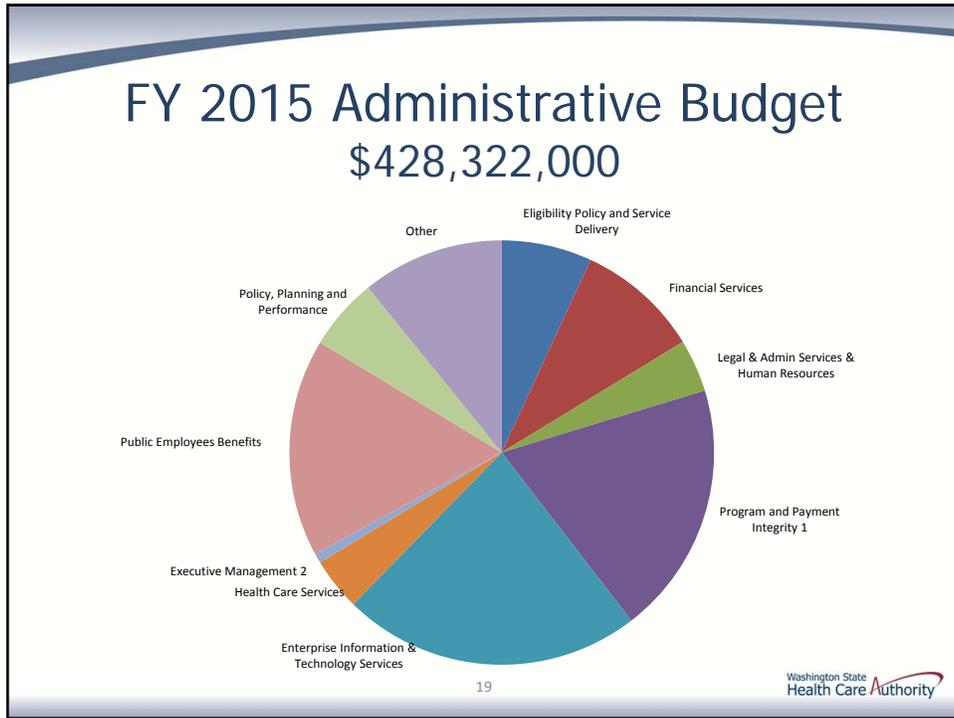
Better Health, Better Care, Lower Costs

By 2019, a Healthier Washington will:

- Shift 80 percent of health care purchasing from paying for volume to *paying for value*.
- Have integrated physical and behavioral health services in Medicaid that *serve the whole person*.
- See engaged *communities driving local health innovation* and partnering with the state on health purchasing.

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FY 2015 Benefits

Medicaid Services	\$7,744,068,000
Public Employee Benefits	\$1,973,303,724

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Complaint Processes

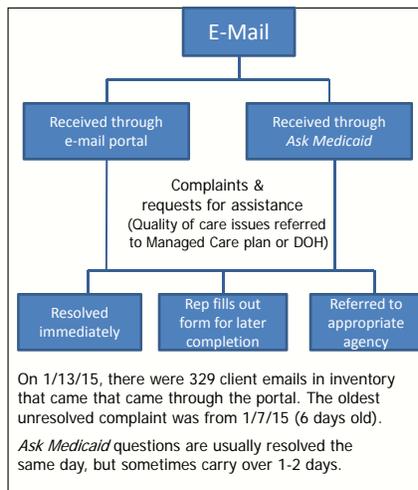
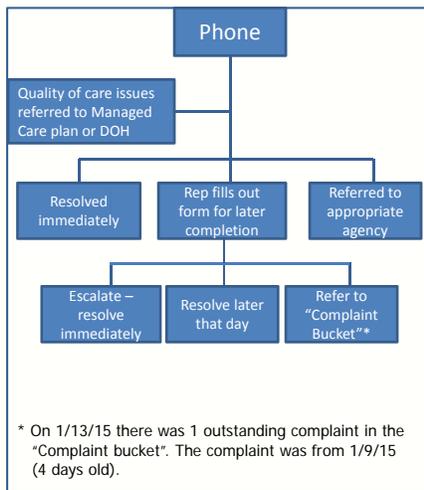
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Medicaid Complaints

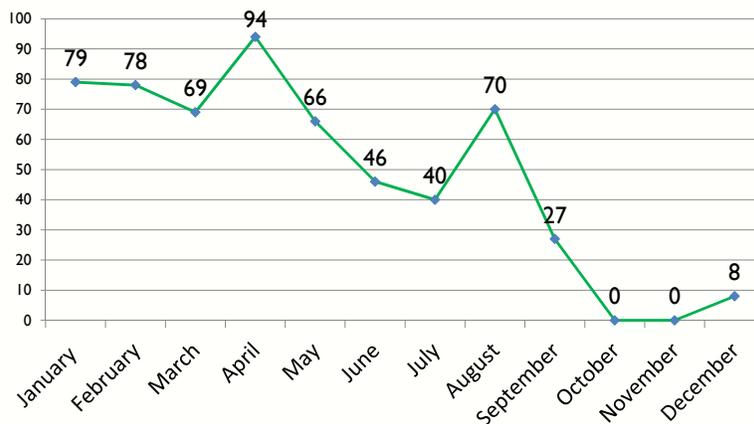
- Issues related to *immediate access to care* and *eligibility*
- Examples:
 - no alternatives for needed services
 - provider states client needs a service, but won't follow WAC or policy
 - client is billed for services in violation of Medicaid policy
 - Managed Care plan and transportation broker complaints
- Medical complaints are handled by the *Medical Assistance Customer Service Center* (MACSC)
- Eligibility complaints are handled by the *Medical Eligibility Determination Section* (MEDS)

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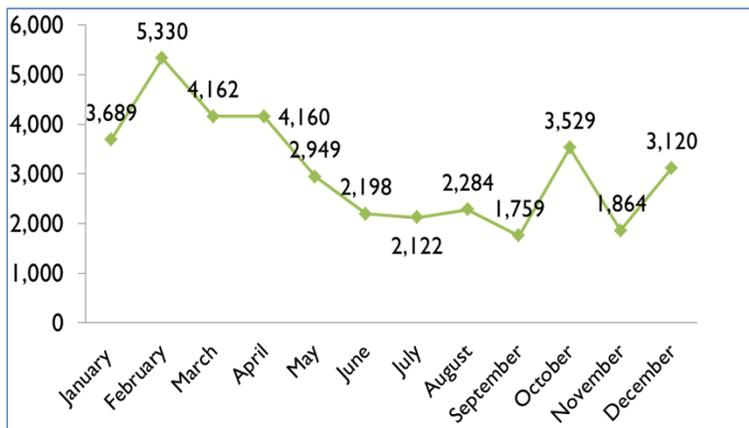
How Medical Complaints are Addressed



2014 Complaint Inventory – Phone

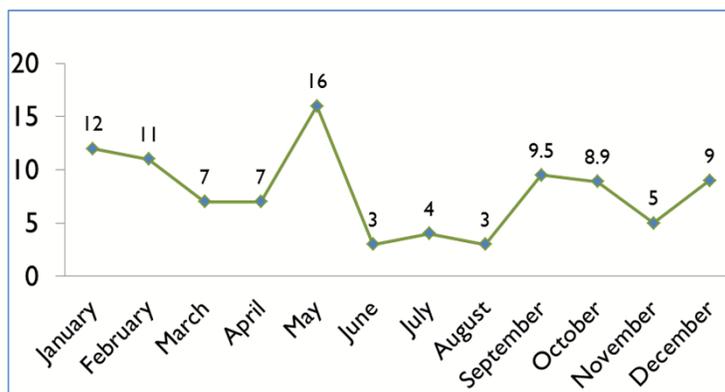


2014 Complaint Inventory – E-mail



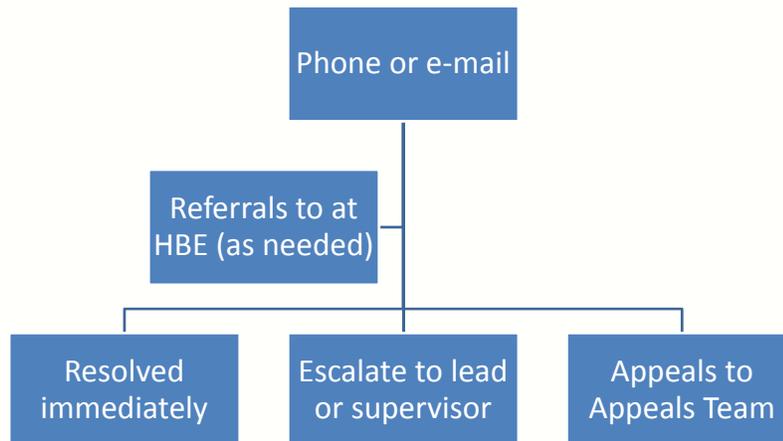
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2014 Average Days to Reply – Complaints received through e-mail and website



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How Eligibility Complaints are Handled



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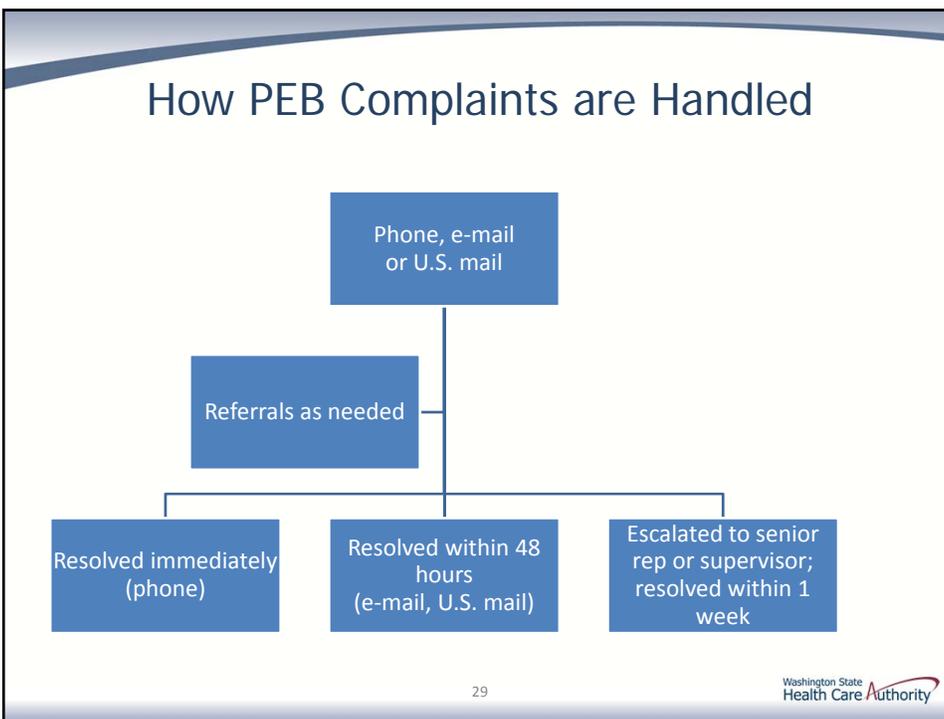
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PEB Complaints

- Issues are mostly related to eligibility, as well as access to care issues that are tied to eligibility issues
- Examples:
 - Member needs services, but our system or the health plan doesn't show that member is enrolled in PEB
 - Eligibility issues, including denials and appeals
- Most recently, most complaints have been related to the spousal/registered partner premium and tobacco premium surcharges
- Complaints are handled by PEB's customer service representatives

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Questions?

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