



State Medicaid Program Gains Efficiencies and Performance Bonuses from Eligibility Streamlining

The South Carolina Department of Health and Human Services (SCDHHS) had identified that each year, the state Medicaid program was losing approximately 140,000 children.

Of that 140,000, approximately 90,000 returned within the year, 60,000 of whom returned within the month. This inefficiency prompted a directive for SCDHHS to make better use of technology to improve the application process.

So SCDHHS set out to make significant strides in increasing enrollment for children and low-income families by improving the application process. In 2011, SCDHHS initiated a data-driven process to identify potential simplifications in the Medicaid enrollment process and was recognized in a recent Kaiser Family Foundation Quick Take article¹.

HIGHLIGHTS

Location:
Columbia, SC

Scope and Services:
South Carolina Department of Health and Human Services manages the Medicaid program that provides services to approximately 850,000 members in the state of South Carolina.

Solutions:
Truven Health Decision Support System

Course of Action

SCDHHS examined enrollment and application data from the Truven Health Decision Support System to evaluate the problem. Specific data analyses included various stratifications on enrollment churn as well as application reviews in various statuses. Based on this information, SCDHHS determined that supplementing the eligibility information from other eligibility programs to facilitate the renewal process would reduce churn. They developed a process to use data from the Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance for Needy Families (TANF) to conduct faster and more efficient “express lane” renewals.

¹ Source: http://www.kff.org/medicaid/quicktake_using_data.cfm

Results

Using these analyses, SCDHHS was able to renew coverage for approximately 80,000 children in just nine months, according to the Kaiser article.

In addition to relieving administrative burden for losing and reinstating coverage for families, administrative staff, and providers, SCDHHS was one of 23 states to earn performance bonuses in 2011, earning \$2.3 million. This was the first time SCDHHS earned this bonus.

Additionally, SCDHHS is evaluating using SNAP and TANF data to facilitate Medicaid enrollment for approximately 70,000 eligible but uninsured children. Further expansions of this process may assist SCDHHS as enrollment expansions are implemented under the health reform.

FOR MORE INFORMATION

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