

**HHSC Response to Questions submitted by Texas CHIP Coalition
from November 2005 meeting**

Q) CBOs and other used to have an internal trouble-shooting contact at ACS for client eligibility problems. TAA has not yet designated a contact for resolution of CHIP/children's Medicaid application problems (Patrick O. at HHSC is the only designee at moment).

A) For now HHSC says the right contacts are:

For Health plans – the plan’s designated Health Plan Operations manager, or for urgent member issues, Baldemar Ibanez or Bill Dowdey at baldemar.ibanez@hhsc.state.tx.us or bill.dowdey@hhsc.state.tx.us with a cc to their plan manager.

For CBOs and all other with client problems/questions – contact Mary Lou Franks at marylou.franks@hhsc.state.tx.us, 512-206-5013. Email with case-specific information is better.

Q) CBOs AND health plans are not getting timely renewal files (a web-based vpn was established, but nothing is posted there)

A) The next scheduled posting of renewal files for health plans is Jan. 26. Martha Rodriguez is following up on CBO reports.

Q) High levels of "lost" applications submitted in October/November seem to be resulting from ACS-TAA transition backlog. Some kind of standing policy giving credit toward the 90-day delay should be considered for families caught in this.

A) HHSC will consider waiving the 90 day wait period based on case circumstances. The family should first contact the call center. The vendor is not authorized to waive the waiting period, but vendor staff know to escalate these requests to state staff, who will review the case, and determine if a waiver is appropriate.

Q) The HHSC website actually has two links to Tex Care. If you go to the HHSC website <http://www.hhsc.state.tx.us/chip/index.html>

At the top left corner in the yellow box and you click on CHIP application English..you get the old form. BUT If you click on the link at the center of the page that reads **Additional information on who qualifies and how to apply...**you get another TexCare website, looks almost identical to the other one, click on download application in PDF, you get the new

application (the one posted on the CHIP coalition website. Both applications have the TexCare logo.

Link to the “new” application.

<http://www.texcarepartnership.com/app/TexCare%20Application%20Eng.pdf>

Link to “old” application

<http://www.texcarepartnership.com/Documents/Instructions%20and%20Application.pdf>

A) HHSC has been notified and will try to get this corrected soon!

Q) CBOs and Coalition request information on:

(a) which application to use for February outreach efforts,

(b) what address all apps should be sent to (SHOULD old postage-paid envelopes with the TexCare (ACS) address be used? Will this delay processing?)

(c) We were all also confused about to what extent the child health insurance app will be web-based and when; also will it be possible to check status of a child insurance only app via the web-based application?

A) The revised application is posted (see above). CBOs are asked to please exhaust your existing inventory.

- New applications may be ordered from the TexCare Partnership website. Envelopes may be ordered from the TexCare Partnership website. This will avoid delays in delivery.
- The New TAA (ACS) address is on the new application which is posted at the link above. It is:
HHSC
PO Box 14200
Midland, TX 79711-9901
- However, as part of the transition, the new vendor is responsible for collecting all mail that goes to the old ACS address.
- After statewide IEE rollout, CHIP will be fully integrated into TIERS and the applicant will then be able to use all access channels, including the on-line application. If a family only wants CHIP/children's Medicaid, they will receive the children's insurance application. If the family requests other needs, they will receive the universal application.

Q) When HHSC has some policy development news on the likely new citizenship documentation requirement for Medicaid, we would like to hear a report. We also hope HHSC will solicit stakeholder input on this policy development BEFORE adopting policy.

A) We will keep you informed about any policy developments at the federal level.

Q) AFTER HHSC left our November meeting, we heard of 2 problems related to Katrina Medicaid waiver. First, a number of Katrina Medicaid waiver applicants say they never received confirmation of eligibility; second, some say they are afraid that applying for the waiver Medicaid will disqualify them from other FEMA benefits such as housing vouchers.

A) We have forwarded concerns about Katrina applications to state operations staff, but FEMA will need to answer the FEMA question.

Q) We are hearing odd rumors about the revised 1010 ("15 pages long") and we are unclear about what is happening with the "information for clients" sections (e.g., the 2 pages of instruction that were part of the TexCare app as of August, and the 1010 part of the current 1010) of the old TexCare App and the 1010, because they do not seem to be included in the drafts we see. We understand some of that info may be imbedded in the web-based versions, but it is still needed in the hard copy version which many families may use. Can you help us understand how/where that information will be provided with the revised applications?

A) The 2 pages of info are still included for the children's insurance. The previous 1010 information will also be included in the new application.

Additional information from HHSC on CHIP/Children's Medicaid requested by Coalition members:

Marketing plan – the new vendor, TAA, is planning a kickoff meeting with all community-based organizations in early February. Materials will be distributed at that time.

When an area converts to the new eligibility system, a parent can call 211 and only complete the children's insurance application if they are not requesting other programs.

The same renewal process is now being used for both CHIP and children's Medicaid. The EZ process is no longer being used. Note: This essentially means the application must be filled out anew and new income documentation provided at renewal.