

AFFORDABLE CARE ACT Update

Social Services Advisory Board (SSAB)

March 13, 2014



Affordable Care Act (ACA)

- ❖ **ACA was signed into law on March 23, 2010**
- ❖ **The primary goal of the law is to provide quality and affordable health coverage for all citizens and legal residents**
- ❖ **Expands Medi-Cal to fill coverage gaps for adults (19-64)**
- ❖ **Establishes new Health Affordability programs:**
 - **MAGI Medi-Cal – Modified Adjusted Gross Income Medi-Cal**
 - **APTC – Advanced Premium Tax Credits; helps pay for monthly health coverage premiums for households with income not more than 400% of FPL**
 - **Individual Exchange coverage without subsidy**
 - **SHOP- Small Business Health Options Program- Exclusively managed by Covered California for small businesses**

Preparing for ACA

- ❑ **Established the Access2Health Call Center to handle phone transfers from Covered California**
 - **Operational Monday-Friday from 8 am to 8 pm and Saturday 8 am to 6 pm**
 - **In March, Access2Health Call Center is expected to be open on Sundays from 8 am to 6 pm**
- ❑ **Established the Processing Center to process applications generated by Access2Health staff**
- ❑ **Hired additional clerical and eligibility staff**
- ❑ **Trained staff on policy changes and the California Healthcare Eligibility Enrollment and Retention System (CalHEERS)**
- ❑ **Updated the HHS public facing website to provide ACA information**
- ❑ **Participated and continue to participate in state-wide planning committees**
- ❑ **Formed internal and external focus groups (communication, outreach, workflows)**

Open Enrollment Period (10/01/13-03/31/14)

Access2Health Call Center Call Volume

Months	Total Calls Received
October - February	8879

CalHEERS Applications

Months	Source	Total
October – February*	Access2Health and CalHEERS Web	74,280

February data is through 2/28/14

Application Processing

- * Applications dated 10/1/13 – 12/31/13 were evaluated for LIHP/Pre-ACA and MAGI Medi-Cal
- * Re-sized the Access2Health Processing Center to redistribute workers to the FRCs for application processing
- * Established a team to process application registration prior to distributing to the Family Resource Centers

Medi-Cal Applications Granted	
October - February	55,356
Total LIHP converted to MC	45,497
Total Active Medi-Cal Recipients	
As of February 2014	461,601

Challenges

Pre CalWIN/CalHEERS Interface:

- Intermittent CalHEERS availability
- Inability to process application in CalHEERS required call center staff to complete paper applications
- Manual processes for evaluating applicants not eligible to LIHP/pre-ACA or Medi-Cal in CalHEERS
- Inability to upload document in CalHEERS

Post CalWIN/CalHEERS Interface:

- Intermittent CalHEERS availability
- Delay in CalHEERS Determined Eligibility Response (DER)
- Inability to evaluate pre-ACA cases in CalHEERS
- Incorrect eligibility results from CalHEERS

QUESTIONS?

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