

Independent Enrollment Broker (IEB) Enrollment Data

Long-Term Services and Supports (LTSS) Subcommittee Meeting
February 01, 2024

Presenter: Amy High – Office of Long-Term Living (OLTL), Section Chief,
Enrollment Unit

IEB Enrollment Data – Average Days in Status

Status	6/30/23	7/31/23	8/30/23	9/29/23	10/31/23	11/30/23	12/29/23	Description
Ready Assessment	10	10	10	9	11	11	10	IEB has received a referral from a third party, the IEB is outreaching to the Applicant /Representative to schedule visit
Scheduled	6	8	6	5	6	6	6	In-Home Visit has been scheduled
Assessment in Process	1	3	1	1	1	1	1	In-Home Visit completed and th IEB is reviewing completeness of intake documents requires
Medical Assistance (MA) PA 600 Review	6	7	5	4	4	5	5	IEB is waiting for the PA 600 or the PA 600 was received and the IEB to enter in COMPASS

IEB Enrollment Data – Average Days in Status (cont)

Status	6/30/23	7/31/23	8/30/23	9/29/23	10/31/23	11/30/23	12/29/23	Description
Physician Certification (PC) and Functional Eligibility Determination (FED) Pending	5	7	7	6	7	7	6	PC sent to the identified Physician and FED request sent to Aging Well
PC Pending / FED Pending	36	38	36	35	36	38	35	PC is pending / Completed FED received from Aging Well
PC Received / FED Pending	7	7	8	8	8	7	8	Completed PC received / FED pending with Aging Well

IEB Enrollment Data – Average Days in Status (cont)

Status	6/30/23	7/31/23	8/30/23	9/29/23	10/31/23	11/30/23	12/29/23	Description
Application (APP) Review	1	2	1	1	1	1	0	Medical Director Review Pending
OLTL Ready	16	24	19	22	21	26	36	Program Eligibility under review by OLTL
Ready Transition	60	62	62	60	62	66	68	Functionally eligible; applicant is pending nursing facility discharge
Approved	14	14	14	14	15	16	17	Functionally Eligible, 1768 Sent to County Assistance Office (CAO)

IEB Enrollment Data – Average Days in Status (cont)

Status	6/30/23	7/31/23	8/30/23	9/29/23	10/31/23	11/30/23	12/29/23	Description
1768 Denial	1	3	1	1	1	1	1	Functional Ineligible, Home and Community-Based Denial Notice Pending
Financial Approval	1	2	2	3	2	1	2	Financial Approval received, enrollment in process of being Finalized
MMS Ready	0	0	0	4	1	0	0	Pending acceptance by OBRA or Act 150 Service Coordinator
Financial Denial	1	0	0	0	0	0	0	Financial Denial received, application in process of completion
Financial Approval Mismatch	4	5	13	4	7	4	6	Incorrect Waiver code in the Client Information System (CIS), action needed by the CAO

Current IEB Report – All Waivers

	2020 Qtr 1	2020 Qtr 2	2020 Qtr 3	2020 Qtr 4	2021 Qtr 1	2021 Qtr 2	2021 Qtr 3	2021 Qtr 4	2022 Qtr 1	2022 Qtr 2	2022 Qtr 3	2022 Qtr 4	2023 Qtr 1	2023 Qtr 2	2023 Qtr 3
Grand Total	33402	25890	26398	26213	25106	25118	29365	29082	31328	33482	31563	30012	31490	34883	36243
Complete	21513	17820	16180	18098	16081	16153	18783	18953	20171	22372	22070	21399	21383	23501	24781
Complete in 90 Days	18963	15441	14918	17428	15491	15569	17985	18233	19326	21776	21584	20705	20767	22974	24212

1. Grand Total - All unduplicated applications in process this quarter
2. Complete - Total unduplicated applications completed this quarter
3. Complete in 90 days - Total unduplicated applications completed during the quarter in 90 days

Current IEB Report – All Waivers (cont)

	2020 Qtr 1	2020 Qtr 2	2020 Qtr 3	2020 Qtr 4	2021 Qtr 1	2021 Qtr 2	2021 Qtr 3	2021 Qtr 4	2022 Qtr 1	2022 Qtr 2	2022 Qtr 3	2022 Qtr 4	2023 Qtr 1	2023 Qtr 2	2023 Qtr 3
Complete > 90 Days with Excuse	1126	536	648	408	379	300	403	345	329	316	318	347	576	471	528
Compliance Percentage	93%	90%	96%	99%	99%	98%	98%	98%	97%	99%	99%	98%	99%	99%	99%
Average Days to Complete	52	57	45	41	40	40	37	39	40	34	35	34	33	33	33

4. Total unduplicated applications completed during the quarter and over 90 days, but with excuse of a delayed enrollment
 5. Using the above fields = (row 3 +row 4) / row 2 Average to complete excluding excused applications

Current IEB Report – Over 60

Over 60	2020 Qtr 1	2020 Qtr 2	2020 Qtr 3	2020 Qtr 4	2021 Qtr 1	2021 Qtr 2	2021 Qtr 3	2021 Qtr 4	2022 Qtr 1	2022 Qtr 2	2022 Qtr 3	2022 Qtr 4	2023 Qtr 1	2023 Qtr 2	2023 Qtr 3
Grand Total	20441	16309	16848	16775	16161	17383	20414	18991	21116	22098	21104	20123	20740	22946	23444
Complete	12967	11172	10282	11658	10189	11069	13204	12349	13602	14699	14853	14393	14141	15459	16046
Complete in 90 Days	11421	9700	9500	11233	9828	10696	12673	11909	13025	14333	14537	13969	13760	15138	15711

1. Grand Total - All unduplicated applications in process this quarter
2. Complete - Total unduplicated applications completed this quarter
3. Complete in 90 days - Total unduplicated applications completed during the quarter in 90 days

Current IEB Report – Over 60 (cont)

Over 60	2020 Qtr 1	2020 Qtr 2	2020 Qtr 3	2020 Qtr 4	2021 Qtr 1	2021 Qtr 2	2021 Qtr 3	2021 Qtr 4	2022 Qtr 1	2022 Qtr 2	2022 Qtr 3	2022 Qtr 4	2023 Qtr 1	2023 Qtr 2	2023 Qtr 3
Complete > 90 Days with Excuse	684	327	392	267	239	194	263	200	238	207	221	218	377	304	320
Compliance Percentage	93%	90%	96%	99%	99%	98%	98%	98%	98%	99%	99%	99%	99%	99%	99%
Average Days to Complete	52	56	45	40	40	39	37	39	40	34	34	33	33	33	32

4. Total unduplicated applications completed during the quarter and over 90 days, but with excuse of a delayed enrollment

5. Using the above fields = (row 3 + row 4) / row 2 Average to complete excluding excused applications

Current IEB Report – Under 60

Under 60	2020 Qtr 1	2020 Qtr 2	2020 Qtr 3	2020 Qtr 4	2021 Qtr 1	2021 Qtr 2	2021 Qtr 3	2021 Qtr 4	2022 Qtr 1	2022 Qtr 2	2022 Qtr 3	2022 Qtr 4	2023 Qtr 1	2023 Qtr 2	2023 Qtr 3
Grand Total	12101	9580	9335	9438	8964	7735	8951	10092	10208	11384	10459	9889	10750	11937	12799
Complete	7951	6648	5898	6439	5893	5084	5579	6604	6566	7673	7217	7006	7242	8042	8735
Complete in 90 Days	7006	5741	5418	6195	5663	4873	5312	6324	6302	7443	7047	6736	7007	7836	8501

1. Grand Total - All unduplicated applications in process this quarter
2. Complete - Total unduplicated applications completed this quarter
3. Complete in 90 days - Total Unduplicated applications completed during the quarter in 90 days

Current IEB Report – Under 60 (cont)

Under 60	2020 Qtr 1	2020 Qtr 2	2020 Qtr 3	2020 Qtr 4	2021 Qtr 1	2021 Qtr 2	2021 Qtr 3	2021 Qtr 4	2022 Qtr 1	2022 Qtr 2	2022 Qtr 3	2022 Qtr 4	2023 Qtr 1	2023 Qtr 2	2023 Qtr 3
Complete > 90 Days with Excuse	418	209	256	141	140	106	140	145	81	109	97	129	199	167	208
Compliance Percentage	93%	90%	96%	98%	98%	98%	98%	98%	97%	98%	99%	98%	99%	99%	99%
Average Days to Complete	53	57	47	41	41	41	38	39	40	35	35	36	34	33	33

4. Total unduplicated applications completed during the quarter and over 90 days, but with the excuse of a delayed enrollment

5. Using the above fields = (row 3 + row 4) / row 2 Average to complete excluding excused applications

Q3 2023 Closure Reasons

2023 Q3			
Closed Reason	# Closed Apps	Average Days	Description of Closure
Enrolled	7654	24.95	Applicant is enrolled in HCBS.
Failure to Provide Information - CAO	7084	38.66	CAO issued denial due to applicant for not providing financial verification timely.
Unable to Reach Client	1961	15.58	IEB is unable to reach applicant from third party referral.
Incomplete	1862	84.83	Closed at day 86 of application due to incomplete or missing information. Example: MA 570 not returned.
Clinically Ineligible	1993	19.91	HCBS Denial Notice issued - Applicant determined Nursing Facility Ineligible (NFI) as a result of the FED and PC or Medical Director Review.
Not Interested in Services	965	21.32	Applicant is contacted after referral is received and notifies the IEB that they are not interested in receiving HCBS services.
Voluntary Withdrawal	1306	14.74	Applicant contacts the IEB and requests to withdraw the application.
reApped	631	20.67	System corrected application and the status needs revised. The original application start date is used.
Financially Ineligible	382	48.75	CAO issued denial notice due to the applicant being determined financially ineligible.

Q3 2023 Closure Reasons (cont)

2023 Q3 (cont)			
Closed Reason	# Closed Apps	Average Days	Description of Closure
Already Receiving Services	306	15.8	Upon referral, IEB identifies that applicant is already enrolled in HCBS and is receiving services.
Applicant Not Discharged	160	179.61	Nursing Home Transition (NHT) applicant that does not discharge within 180 days of the application start date.
Deceased	166	25.79	IEB is notified or identifies that the applicant is deceased before application is finalized.
Duplicate Application	133	8.92	Applicant has more than one open application. This is used for system correction when application is in an incorrect status.
Functionally Ineligible	55	31.87	Applicant is reviewed for OBRA or Act 150 and Denial notice issued due to applicant no meeting Program Requirements.
No MA Application Received	55	15.4	CAO issued notice indicating the applicant does not meet the 5-year residency requirement to receive MA HCBS services.
Does not meet 5-year Bar	24	51.29	IVA was completed and the individual requested to submit the 600L at a later time and did not return within 30 days.
Insufficient Information	21	23.71	Referral received that does not include enough information to follow up with individual to begin an application.
Expired Documents	23	64.39	Application closed due to application documents (FED/PC) over 12 months.
Grand Total	24781	39.23	

Functional Eligibility Determination (FED) Appeals Data

FED Appeals Data

FED Appeals Data	Jan	Feb	Mar	Apr		May	June	July	Aug	Sept	Oct		Nov	Dec
Status	Medical Director Review - NFI	Medical Director Review - NFI	Medical Director Review - NFI	Medical Director Review - NFI	NFI-FED and PC NFI	Medical Director Review - NFI	Medical Director Review - NFI	Medical Director Review - NFI	Medical Director Review - NFI	Medical Director Review - NFI	Medical Director Review - NFI	NFI-FED and PC NFI	Medical Director Review - NFI	Medical Director Review - NFI
Appeal Hearing Scheduled	*	*	*	*		*	11	*	*	*	*		31	26
Appeal Initiated	*	*	*	*		*	*	*	*	*	*		40	44
Appeal Withdrawn	38	26	26	17	*	38	44	29	51	13	*	*	*	*
Appeal Waiting Judge Decision	*	*	*	*			*	*	*					
Appeal Settled	*	*	*	*		*	11	*	*	*				
Appeal Stipulated Settlement	*	*	*	*					*	*	*		*	*
Subtotal	47	34	31	19	*	52	74	47	75	24	29	*	80	81

APPEAL HEARING SCHEDULED - Hearing Date scheduled

APPEAL INITIATED - Appeal Received - Hearing Date has not yet been scheduled

APPEAL WITHDRAWN - Following Pre-Hearing Appellant Withdrew

APPEAL WAITING JUDGE DECISION - Pending decision by the ALJ

APPEAL SETTLED - Hearing outcome was a stipulated settlement (example - new FED or Applicant to submit additional information to be considered)

APPEAL STIPULATED SETTLEMENT - Hearing outcome was a stipulated settlement (example - new FED or Applicant to submit additional information to be considered)

* Data suppressed for confidentiality.

FED Appeals Data (cont)

FED Appeals Data	Jan	Feb	Mar	Apr		May	June	July	Aug	Sept	Oct		Nov	Dec
Status	Medical Director Review - NFI	Medical Director Review - NFI	Medical Director Review - NFI	Medical Director Review - NFI	NFI-FED and PC NFI	Medical Director Review - NFI	Medical Director Review - NFI	Medical Director Review - NFI	Medical Director Review - NFI	Medical Director Review - NFI	Medical Director Review - NFI	NFI-FED and PC NFI	Medical Director Review - NFI	Medical Director Review - NFI
Appeal Denied	*	*	*	*		*	*	*	*					
Appeal Dismissed	*	*	*	*		*	31	17	17	*			*	*
Appeal Approved	*	*	*	*		*	*	*						
Appeal Closed	*	*	*	*		*								
Appeal Settlement Denied	*	*	*	*					*					
Subtotal	*	11	13	13	*	13	41	23	26	*	*	*	*	*
Grand Total	55	45	44	32	*	65	115	70	101	30	29	*	83	82

APPEAL DISMISSED - ALJ Dismissed Appeal (example - Appellant cannot be reached)

APPEAL APPROVED - ALJ found in favor of Appellant Applicant moved forward for Financial Eligibility Determination

APPEAL SETTLEMENT DENIED - Appeal Denied following outcome of the Stipulated Settlement

* Data suppressed for confidentiality.

MCO Plan Change Reason Counts

Reason	Count
Transferring from Auto-Assigned Managed Care Organization (MCO)	220
Current Provider no longer working with MCO	152
Dissatisfied with Medical MCO Services	127
Would not give reason	55
Prefers another MCOs benefits	54
Dissatisfied with Service Coordinator	48
Primary Care Physician (PCP) Recommendation	37
Doctor left plan	18
Family friend recommendation	16
Out of plan services wanted	13
Prefers non-participating doctor or hospital	*
Someone other than those listed above recommendation	*

* Data suppressed for confidentiality.

MCO Plan Change Reason Counts (cont)

Reason	Count
Not Applicable - Not Disenrolling from another plan	*
Receives bills for services	*
Dissatisfied with MCOs services marketing rep	*
Dissatisfied with Doctor / PCP	*
Location of doctor is inconvenient	*
Moved or is moving out of the area	*
Dissatisfied with dental program provider	*
Can's stay with current non-participating doctor for treatment	*
MCO has denied or reduced my services	*
PAS agency does not accept current plan	*

* Data suppressed for confidentiality.

MCO Plan Change Reason Counts (cont)

Reason	Count
Mail Plan changed - no reason given	*
Dissatisfied with range or length of services - too limited	*
Dissatisfied with vision program provider	*
Dissatisfied with hospital	*
Language problem	*
Dissatisfied with pharmacy program provider	*
Grand total	820

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Questions?

