

Independent Enrollment Broker Enrollment Data

Long-Term Services and Supports (LTSS) Subcommittee Meeting
November 06, 2024

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

IEB Enrollment Data – Average Days in Status

Status	4/30/ 2024	5/31/ 2024	6/28/ 2024	7/31/ 2024	8/30/ 2024	9/30/ 2024	Description
READY_ASSESSMENT	10	11	8	11	13	10	IEB has received a referral from a third party, the IEB is outreaching to the Applicant/Representative to schedule Visit.
SCHEDULED	7	5	5	6	6	8	In Home Visit has been scheduled
ASSESSMENT_INPROCESSES	1	1	1	1	1	3	In Home Visit completed and the IEB is reviewing completeness of intake documents required.
Medical Assistance (MA) 600 REVIEW	4	6	4	4	3	8	IEB is waiting for the PA 600 or the PA 600 received and IEB to enter in COMPASS

IEB Enrollment Data – Average Days in Status

Status	4/30/ 2024	5/31/ 2024	6/28/ 2024	7/31/ 2024	8/30/ 2024	9/30/ 2024	Description
PC & FED Pending	6	6	5	6	5	7	Physician Certification (PC) sent to the identified Physician and Functional Eligibility Determination (FED) Request sent to Aging Well
PC Pending/FED Received	35	36	36	36	34	36	Completed FED received from Aging Well/ PC is pending
PC Received/FED Pending	8	7	6	7	7	8	Completed PC received/ FED pending with Aging Well

IEB Enrollment Data – Average Days in Status

Status	4/30/2024	5/31/2024	6/28/2024	7/31/2024	8/30/2024	9/30/2024	Description
APP_REVIEW	1	1	1	1	1	1	Medical Director Review Pending
OLTL_READY	18	26	28	25	36	34	Program Eligibility under review by Office of Long-Term Living (OLTL)
READY_TRANSITION	55	55	59	60	60	63	Functionally eligible, Applicant is pending nursing facility discharge
APPROVED	14	14	15	14	13	15	Functionally Eligible, 1768 sent to County Assistance Office (CAO)

IEB Enrollment Data – Average Days in Status

Status	4/30/ 2024	5/31/ 2024	6/28/ 2024	7/31/ 2024	8/30/ 2024	9/30/ 2024	Description
1768_DENIAL	1	1	1	1	1	3	Functionally ineligible, Home and Community-Based Services (HCBS) Denial notice pending
FINANCIAL_APPROVAL	1	3	2	1	2	2	Financial Approval Received, enrollment in Process of being finalized
MMS_READY	0	0	1	1	1	0	Pending acceptance by OBRA or Act 150 Service Coordinator
FINANCIAL_DENIAL	0	0	0	0	0	0	Financial Denial Received, application in process of completion
Financial Approval Mismatch	7	1	5	0	1	7	Incorrect Waiver code in CIS, action needed by the CAO.

Current IEB Report – All Waivers

	2022QTR3	2022QTR4	2023QTR1	2023QTR2	2023QTR3	2023QTR4	2024QTR1	2024QTR2
Grand Total	31563	30012	31490	34883	36243	34337	35004	34918
Complete	22070	21399	21383	23501	24781	24012	23594	24177
Complete in 90 Days	21584	20705	20767	22974	24212	23266	22893	23781
Complete > 90 Days With Excuse	318	347	576	471	528	679	683	381
Compliance Percentage	99%	98%	99%	99%	99%	99%	99%	99%
Average Days To Complete	35	34	33	33	33	34	34	33

1. Grand Total - All unduplicated applications in process this quarter

2. Complete - Total unduplicated applications completed this quarter

3. Total unduplicated applications completed during the quarter in 90 days

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/Over 60

Over 60	2022QT R3	2022QT R4	2023QT R1	2023QT R2	2023QT R3	2023QT R4	2024QTR1	2024QT R2
Grand Total	21104	20123	20740	22946	23444	22151	23084	22955
Complete	14853	14393	14141	15459	16046	15314	15529	15998
Complete in 90 Days	14537	13969	13760	15138	15711	14887	15101	15751
Complete > 90 Days With Excuse	221	218	377	304	320	408	411	242
Compliance Percentage	99%	99%	99%	99%	99%	99%	99%	99%
Average Days To Complete	34	33	33	33	32	34	34	32

Under 60	2022QT R3	2022QT R4	2023QT R1	2023QT R2	2023QT R3	2023QT R4	2024QTR1	2024QT R2
Grand Total	10459	9889	10750	11937	12799	12186	11920	11963
Complete	7217	7006	7242	8042	8735	8698	8065	8179
Complete in 90 Days	7047	6736	7007	7836	8501	8379	7792	8030
Complete > 90 Days With Excuse	97	129	199	167	208	271	272	139
Compliance Percentage	99%	98%	99%	99%	99%	99%	99%	99%
Average Days To Complete	35	36	34	33	33	35	35	33

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

Q2 2024 Closure Reasons

Closed Reason	Count	Description of Closure
Enrolled	6073	Applicant enrolled in HCBS.
Failure to provide info-CAO	8156	CAO issued denial due to applicant not providing financial verification timely
Unable to Reach Client	1823	IEB unable to reach applicant from third party referral.
incomplete	1888	Closed at day 86 of application due to incomplete or missing information Example: MA 570 not returned
Clinically Ineligible	2181	the FED and PC or Medical Director Review
Not Interested in Services	874	Applicant is contact after referral is received and notifies the IEB that they are not interested in receiving HCBS services
Voluntary Withdrawal	1299	Applicant contacts the IEB and requests to withdraw the application.
reApped	604	System corrected application and the status needs revised. The original application start date is used.

Q2 2024 Closure Reasons

Closed Reason	Count	Description of Closure
Financially Ineligible	473	CAO issued denial notice due to the applicant being determined financially ineligible.
Already Receiving Services	255	Upon referral IEB identifies that applicant is already enrolled in HCBS and is receiving services.
Applicant Not Discharged	157	NHT applicant that does not discharge within 180 days of the application start date.
DECEASED	188	IEB is notified or identifies that the applicant is deceased before application is finalized.
Duplicate Application	73	Applicant has more than one open application. This is used for system correction when application is in an incorrect status.
Functionally Ineligible	45	Applicant is reviewed for OBRA or Act 150 and Denial notice issued due to Applicant not meeting Program Requirements.
Does not meet 5 year bar	31	CAO issued notice indicating the applicant does not meet the 5 year residency requirement to receive MA HCBS services.

Q2 2024 Closure Reasons

Closed Reason	Count	Description of Closure
Medical Assistance Application Not Received	40	Intake Visit Assessment was completed and the individual requested to submit the 600L at a later time and did not return within 30 days.
Insufficient Information	16	Referral received that does not include enough information to follow up with individual begin an application.
Expired Documents	*	Application closed due to application documents (FED/PC) over 12 months
Grand Total	24177	

FED Appeals Data

FED Appeals Data

Count					
	Apr		May		Jun
Status	NFI - FED AND PC NFI	MEDICAL DIRECTOR REVIEW - NFI	NFI - FED AND PC NFI	MEDICAL DIRECTOR REVIEW - NFI	MEDICAL DIRECTOR REVIEW - NFI
APPEAL_HEARING_SCHEDULED		*		10	*
APPEAL_INITIATED -		15		16	*
APPEAL_WITHDRAWN -	*	45		31	31
APPEAL_SETTLED		21	*	16	*
APPEAL_STIPULATED_SETTLEMENT		*		*	*
APPEAL_DISMISSED		17		32	18
APPEAL_SETTLEMENT_DENIED		*		*	
APPEAL_WAITING_JUDGE_DECISION		*		*	*
APPEAL_APPROVED					*
APPEAL_DENIED		*		*	*
Grand Total	*	106	*	112	76

FED Appeals Data

Count	Column Labels		
	Jan	Feb	Mar
Status	MEDICAL DIRECTOR REVIEW - NFI	MEDICAL DIRECTOR REVIEW - NFI	MEDICAL DIRECTOR REVIEW - NFI
APPEAL_HEARING_SCHEDULED	*		
APPEAL_INITIATED -		*	*
APPEAL_WITHDRAWN -	52	50	46
APPEAL_SETTLED	23	20	8
APPEAL_STIPULATED_SETTLEMENT			2
APPEAL_DISMISSED	23	11	19
APPEAL_SETTLEMENT_DENIED	*		
APPEAL_WAITING_JUDGE_DECISION			
APPEAL_APPROVED	*		*
APPEAL_DENIED	*	*	
Grand Total	105	93	85

FED Appeals Data

Count	Jun	Jul	Aug	Sep	Grand Total
Status	MEDICAL DIRECTOR REVIEW - NFI	MEDICAL DIRECTOR REVIEW - NFI	MEDICAL DIRECTOR REVIEW - NFI	MEDICAL DIRECTOR REVIEW - NFI	
APPEAL_HEARING_SCHEDULED	*	*	45	*	76
APPEAL_INITIATED -	*	12	46	93	207
APPEAL_WITHDRAWN -	31	34	13		303
APPEAL_SETTLED	*	*	*		107
APPEAL_STIPULATED_SETTLEMENT	*	*	*		23
APPEAL_DISMISSED	18	14	*		140
APPEAL_SETTLEMENT_DENIED			*		*
APPEAL_WAITING_JUDGE_DECISION	*	*	*		*
APPEAL_APPROVED	*				*
APPEAL_DENIED	*				11
Grand Total	76	86	122	99	886

FED Appeals Data

- **APPEAL_WITHDRAWN** - Following Pre-Hearing Appellant Withdrew
- **APPEAL_INITIATED** - Appeal Received - Hearing Date has not yet been scheduled
- **APPEAL_HEARING_SCHEDULED** - Hearing Date Scheduled
- **APPEAL_DISMISSED** – Administrative Law Judge Dismissed Appeal (example Appellant cannot be reached)
- **APPEAL_WAITING_JUDGE_DECISION** - Pending decision by the Administrative Law Judge Dismissed
- **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)
- **Appeal Settlement Denied** - Appeal Denied following outcome of the Stipulated Settlement
- **Appeal Approved** - Administrative Law Judge Dismissed found in favor of Appellant Applicant moved forward for Financial Eligibility Determination

MCO Plan Change Reasons

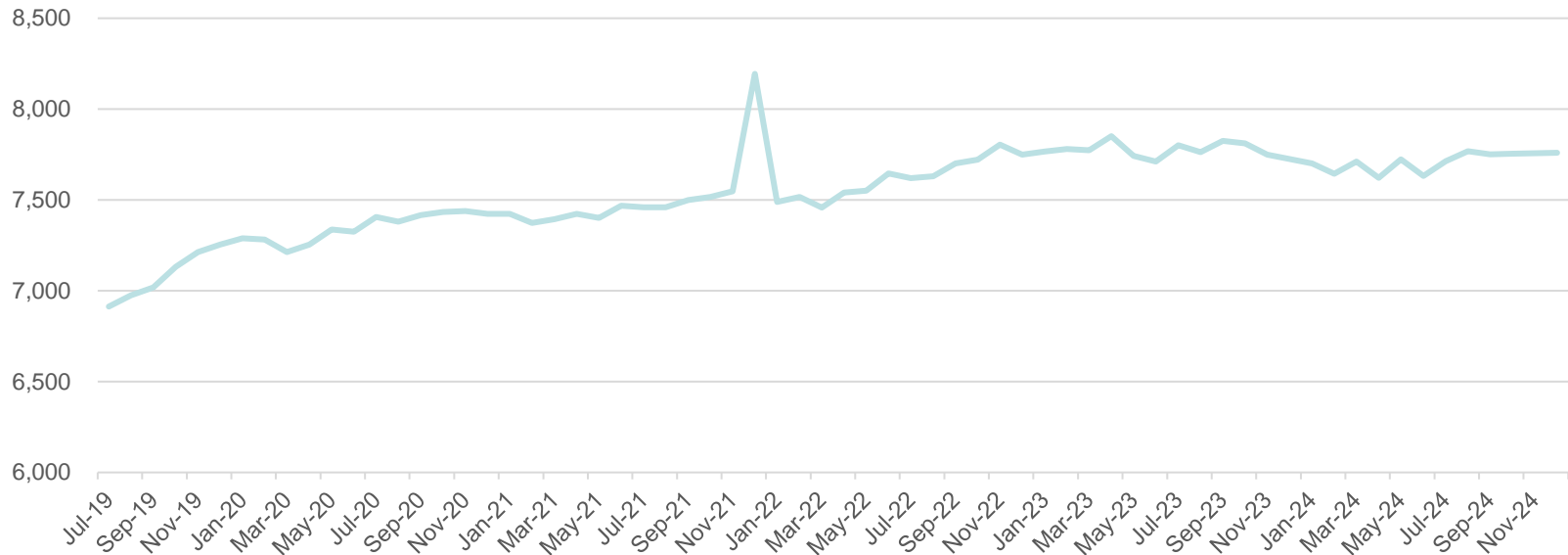
Reason	Count
Current Provider no longer working with MCO	264
Dissatisfied with Medical MCO Services	218
Transferring from Auto-Assigned MCO	145
Personal Care Provider Recommendation	58
Out of plan services wanted	30
Dissatisfied with Service Coordinator	27
Would not give reason	26
Doctor left plan	15
Prefers nonparticipating doctor or hospital	12
Prefers another Managed Care Organization's benefits	*
Dissatisfied with range or length of services - too limited	*
Family Friend Recommendation	*
Cant stay with current nonparticipating doctor for treatment	*
Moved Moving Out of Area	*

MCO Plan Change Reasons

Reason	Count
Not Applicable - Not Disenrolling from Another Plan	*
Mail Plan Change - No reason given	*
Dissatisfied with Doctor PCP	*
Dissatisfied with vision program provider	*
Someone other than those listed above recommendation	*
Location of doctors inconvenient	*
Dislikes using referrals	*
MCO has denied reduced my services	*
Personal Assistance Services agency does not accept current	*
Dissatisfied with dental program provider	*
Language Problem	*
Receives bills for services	*
Grand Total	846

LIFE Enrollments

LIFE Census July 2019 through October 2024



- As of October, the LIFE Program has 7,753 participants. Since statewide LIFE IEB implementation, the overall LIFE Program census had increased by 140 individuals (from May 2021 through April 2022) and 300 (from May 2022 through April 2023). During the 12 months prior to statewide implementation (May 2020 through April 2021), the program grew by 86 individuals. IEB referrals are directly attributable to a 6% increase in LIFE enrollments.

Questions?

