



Health Equity, Outreach and Consumer Experience Advisory Committee

February 7, 2024

Committee Meeting Agenda

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B. Public Comment..... 3

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- Review and Approval of Minutes

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Public Comment

Vote:

Review and Approval of Minutes

Department of Social Services Update



Connecticut Department of Social Services

Making a Difference

Non-Emergency Medical Transportation (NEMT)

1. Program Overview

NEMT / Covered CT

Program Goals

Primary Services

NEMT Model



2. Key Utilization indicators

Unique members

Call volume

Trip completion

Trips by Specialty Visits

3. Outreach program

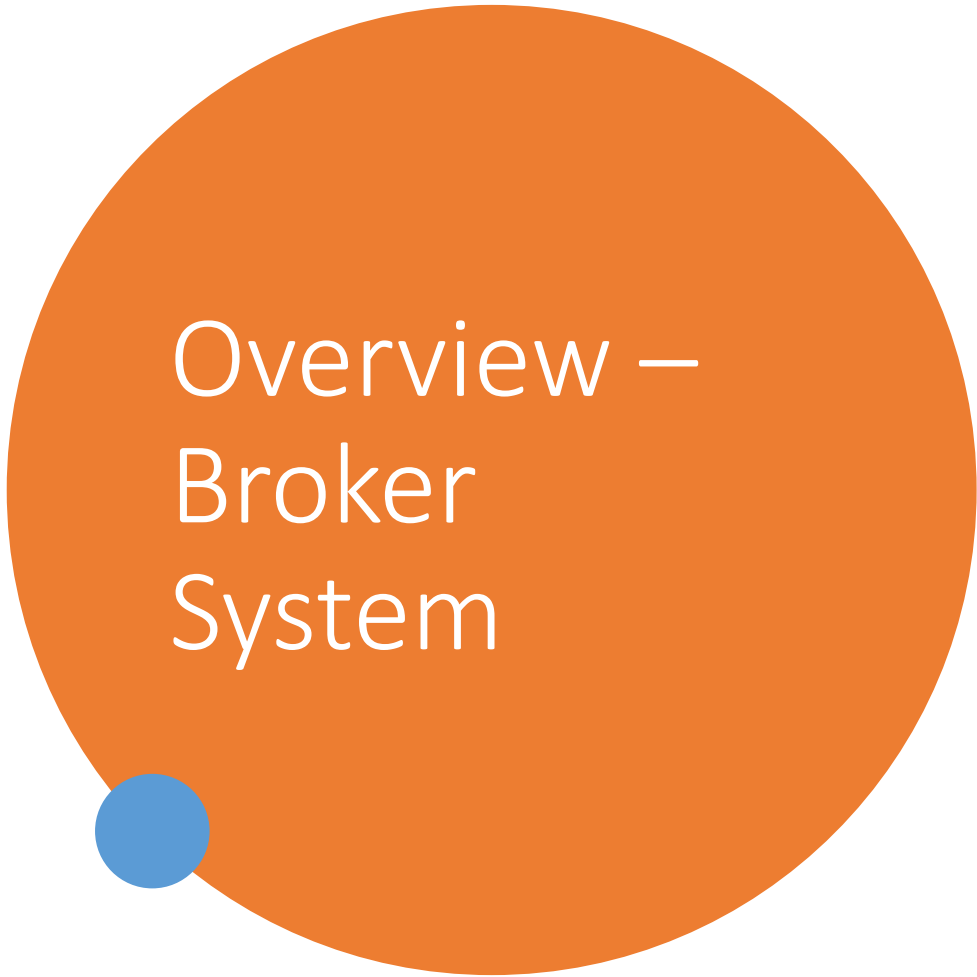
Appendix - Brochure

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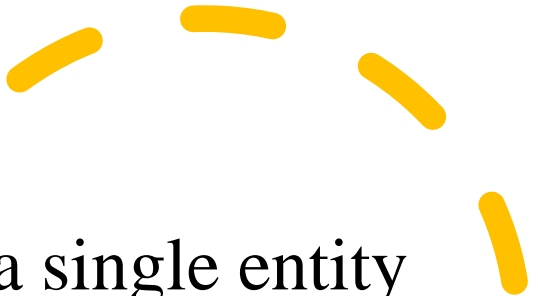
Overview of NEMT Program

The CT Department of Social Services oversees the NEMT program, including the overall program design in line with the Federal requirements regarding NEMT services.







Overview – Broker System



The Department partners a single entity (Broker) to manage and administer the CT NEMT Transportation program and to improve the collection, analysis and reporting of data in our service delivery.



Medicaid – Who Qualifies?



The CT Medicaid program pays for NEMT services for **eligible** and **enrolled Medicaid Members (Husky A,C & D)** to travel to non-emergency medically necessary services which are covered under the Medicaid program.

Covered CT – Who Qualifies?

The Covered CT Program also provides NEMT services for members enrolled in a Qualified Health Plan within the Covered CT Program.

The CoveredCT program offers no-cost health insurance, dental insurance and non-emergency medical transportation to all Connecticut residents between the ages of 19-64 that qualify.

Program Goals

The DSS is motivated and guided by the Centers for Medicare & Medicaid Services (CMS) “Triple Aim”:

- Improving the patient experience of care (including quality and satisfaction)
- Improving the health of populations; and
- Reducing the per capita cost of health care

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NEMT Mode mix

Public transportation

Mileage Reimbursement for use of personal vehicle

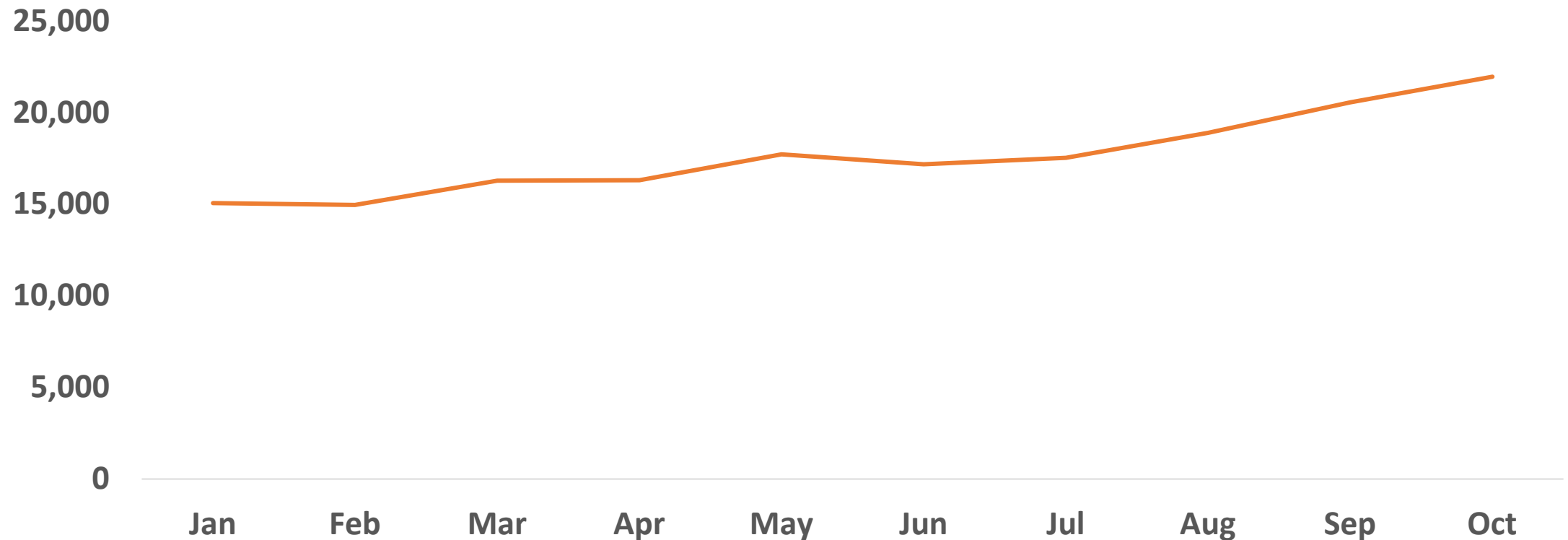
Transport by taxi/livery, or sedan

Transport by wheelchair accessible vehicle

Ground and air ambulance (on a limited basis)

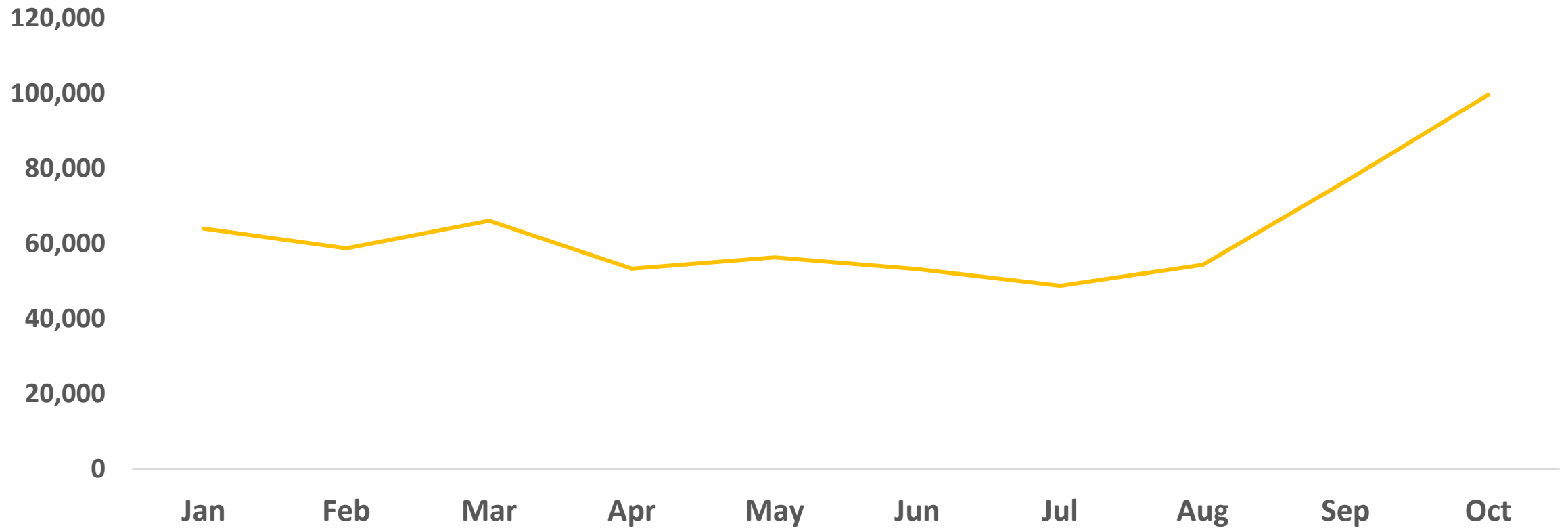
Stretcher Vans

Monthly Unique Membership Served

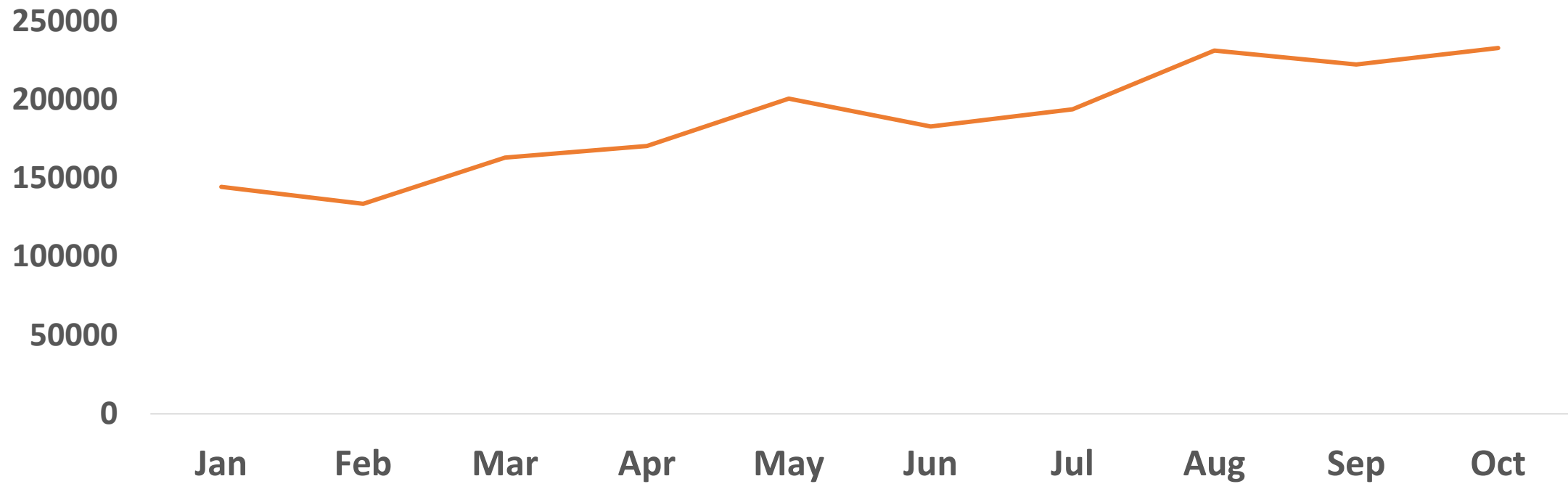


Monthly Call Volume

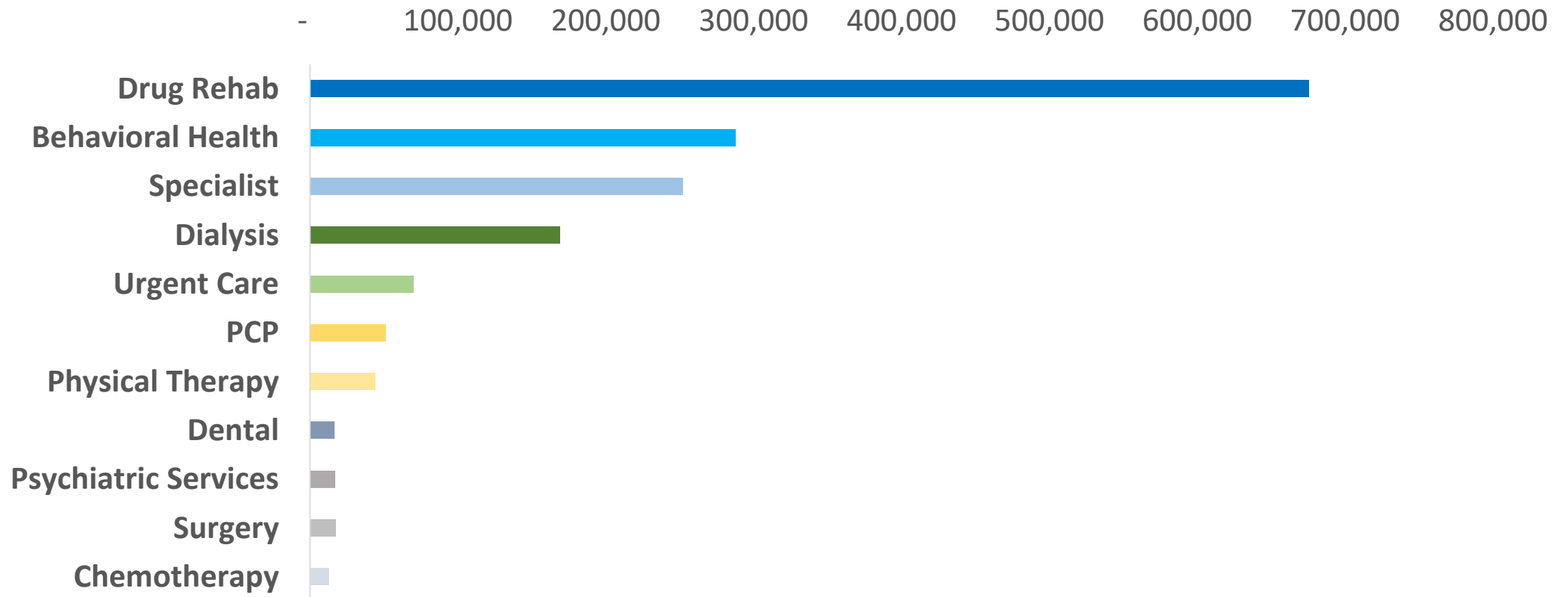
Total Calls Answered



Monthly Trips Completed



Monthly Trips Completed By Specialty Visit



NEMT Outreach Program

Program Objectives

- Increase stakeholders' knowledge of the NEMT services provided.
- Enhance member accessibility to the NEMT services.
- Improve service delivery and member satisfaction
- Reduce Fraud, Waste and Abuse.
- Identify key areas that need improvement.
- Data collection, analysis and reporting to inform policy decisions

Target Audience

- Engage our members, healthcare providers, healthcare facilities and general stakeholders across the various geographical regions in Connecticut, both rural and urban.

NEMT Outreach Program

Goal

- Improve the efficiency of service by delivering the best customer service experience, reducing the causes of ride cancellations, member and provider no-shows, and the incidence of complaints.

Value Proposition

- Improved Access to NEMT services
- Independence and convenience for members
- Financial respite
- Improved health outcomes
- Customer satisfaction

Stay Connected

- For information on the Covered CT 1115 Medicaid Waiver and to sign up for alerts and updates please go to [Covered CT Demonstration](#).
- For information about the program, eligibility, enrollment, benefits and events please go to [Covered CT Program](#) and [Access Health CT - CT's Official Health Insurance Marketplace](#).
- For information on CT NEMT please contact Yvonne.Pallotto@ct.gov

Covered CT Dental Benefits

February 7, 2024

Donna Balaski, DMD, FACD, PFAF



To Learn About Qualifying & for CCT Benefits

- To get For information about the program, eligibility, enrollment, benefits and events please go to [Covered CT Program](#) and [Access Health CT - CT's Official Health Insurance Marketplace](#).



CCT Member ID Card

Covered



State of Connecticut

Covered Connecticut Card for:

- Dental Benefits
- Non-Emergency Medical Transportation

Name: ALLEN ADAMS
ID Number: 902051187

THIS CARD DOES NOT GUARANTEE COVERAGE.

Dental Benefits Through CTDHP

Member Services: 1-855-CT-DENTAL
(855-283-3882)

Web Site: coveredct.org

Connecticut Dental Health Partnership (CTDHP)

Non-Emergency Transportation Services

Member Services: 855-478-7350

Access Health CT Eligibility: 855-805-4325

Covered



What Do Members Need To Do?

Members can go to connectct.org to:

- Obtain dental benefits information
- Locate a participating dental provider
- Set up a personal account and track benefits

Members can call the CTDHP Member Service Center for assistance finding a provider, making an appointment and access language assistance

855-CT-DENTAL



Dental Benefits

- CCT is part of the Connecticut Dental Health Partnership (CTDHP)
- CCT dental benefits are identical to the current “HUSKY” dental benefits
- Coverage is a little different for children and adults
- In HUSKY, children are anyone under 21 years of age, Adults are anyone age 21 or older
 - ***Coverage is only available from participating dentists***



Dental Benefits – Covered CT (CCT)

- **Historical perceptions**

- Small network(s), Closed panels
- Long wait times for appointments
- Administrative burden with lower reimbursement

- **Today's reality**

- Network has 2,115 unique providers in 900 locations
- Proactive member education for oral health, scheduling appointments, transportation and other assistance
- Targeting special needs members and members who have not accessed dental services

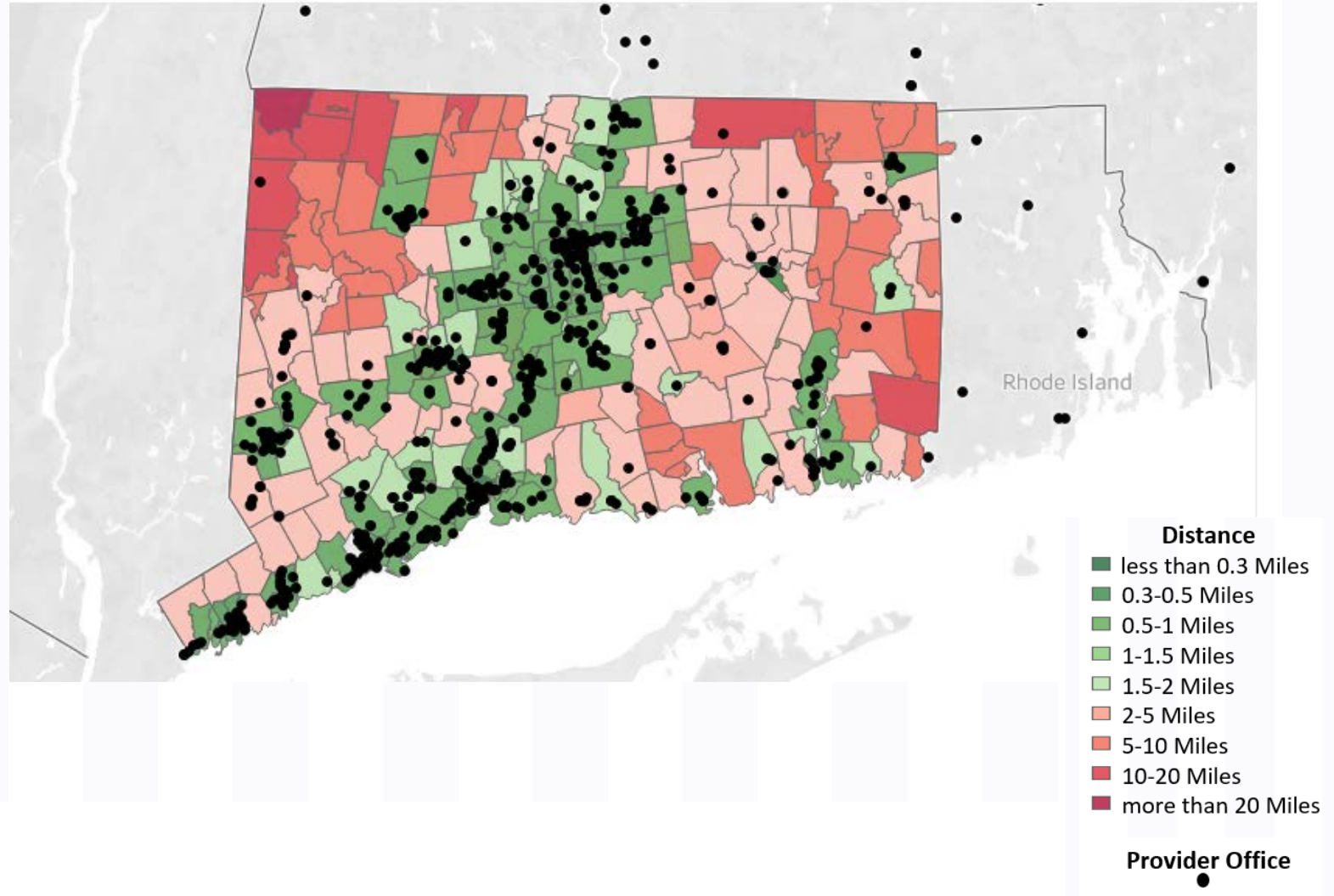


CCT Provider Network

Geographic Access Points

(as of October 2023)

- 99% of the population has access to a primary care dentist within 10 miles.
- %0.02 of the population (222 members) have a distance of 20 or more miles to access a primary care dentist.



Adult Dental Benefits

- Adults have an annual dental benefit cap of \$1,000.
- The cap can be exceeded for reasons of medical necessity when documented by network dental providers.
- No out of pocket cost for covered services.
- Children's covered services are unlimited and include orthodontic coverage.



Pediatric Dental Benefits

- Children are eligible for additional services.
- Orthodontic treatment with a qualifying score.
- “**EPSDT**” services which is part of the benefits available to children to diagnose and treat disease early to prevent worsening of a condition.
An example is periodontics – treatment of gum disease.



Non-Covered Dental Benefits

- Bridgework
- Cosmetic Procedures
- “Enhanced” Services – i.e. Porcelain/Ceramic Crowns
- Implants
- Periodontal services unless medically necessary with a qualifying medical diagnosis



What Do Members Need To Do for Treatment?

Members:

- Must go to an in-network, Connecticut Dental Health Partnership (CTDHP) dental provider
- Must bring their Covered CT card so the office can verify member eligibility at the time of the appointment
- Members should be aware that they will be financially responsible for services that they choose to have that are not included in their benefits



Where to Refer Members

coveredct.org

Contact Your Dentist

Covered services are provided by dental providers in the Covered CT network, **which is part of the HUSKY Health dental plan network managed by the Connecticut Dental Health Partnership (CTDHP)**. You may have to pay for services if you get services that are not provided by a dentist in this network.

Find a Dentist

Secure Website (24/7)

Please register for our *Member Information Secure Link* here. Once registered, you will be able to search for participating dental professionals; check the status of a claim; review benefit information; and make changes to your contact information.

Register to Access Your Information



855-CT DENTAL
(855-283-3682)

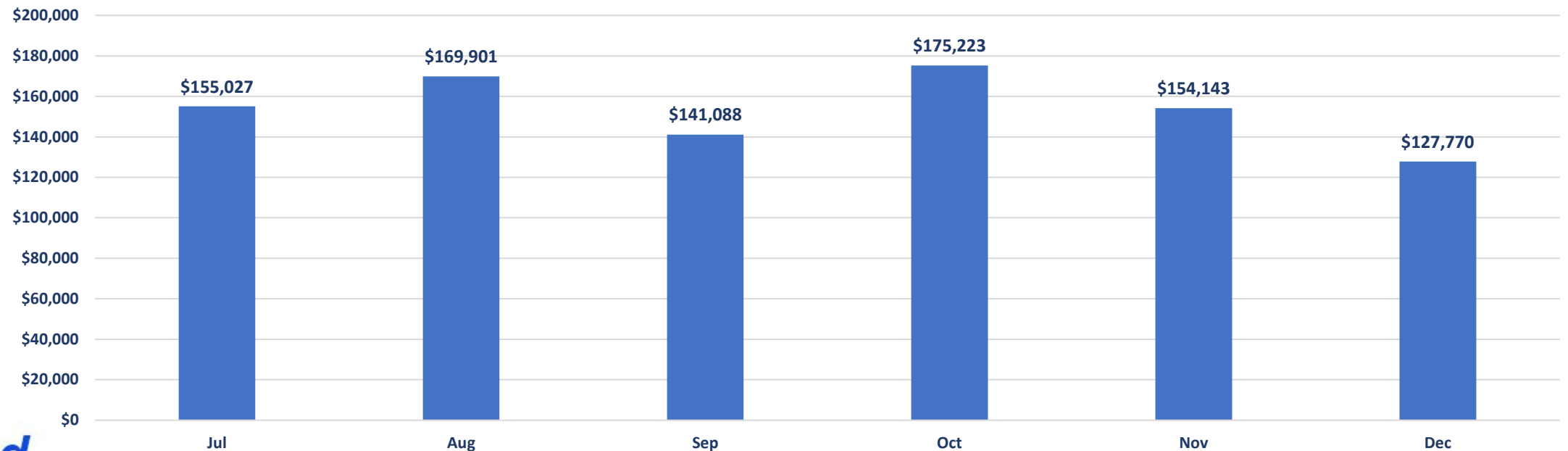


Utilization of Dental Services

Reporting Period 7/1 – 11-30

Total Claims Dollars: \$923,152

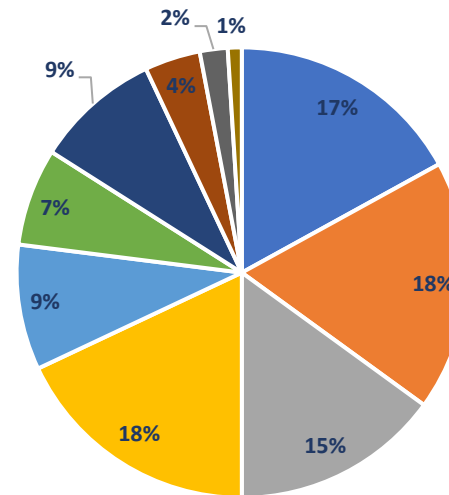
Dental Claims July 1, 2023 through December 30, 2023



Utilization of Dental Benefits by Service Type

Reporting Period
July 1 – November 33, 3.3

Dental Utilization by Service Type



■ Exams ■ Restorative fillings ■ Endodontics ■ Restorative Crowns ■ Prevention ■ Oral Surgery ■ Prosthodontic ■ Urgent Dental ■ Adjunctive Services ■ Orthodontics



Covered CT Dashboard

Dashboard contains information regarding:

Member statistics – includes enrollment, number of Welcome Kits mailed, Website”hits”, Number of Claims and Prior Authorizations submitted

Claims statistics – Service frequency, service dollars spent, number of prior authorization requests and unique number of clients treated



- [COVERED CT SFY DASHBOARD - Smartsheet.com](https://smartsheet.com/covered-ct-sfy-dashboard)



Open Enrollment 11 (OE 11) Update

2024 Key Open Enrollment Metrics



- **OE Enrollment/Eligibility Activity (as of 1/15/2024):**

- The Call Center has handled ~260K calls and ~24K chat sessions
- 129,000 enrolled into a Qualified Health Plan (QHP)
- 27,393 enrolled into the Covered Connecticut Program (CCT)
- 14,050 enrolled into a Stand-Alone Dental Plan (SADP)
- 88.3% of enrollees eligible for financial help
- 49,969 determined eligible and completed application for Medicaid



- **Medicaid Unwind**

- Upcoming enrollment events
- Navigator sites: Additional enrollment specialists will continue to staff Navigator locations (in addition to CAC's)
 - Community Renewal Team (CRT) Hartford
 - Community Health Center Association of CT (CHCACT) Danbury, Willimantic, Norwich, New London
 - Greater Bridgeport Area Prevention Program (GBAPP) Bridgeport
 - New Opportunities, Inc (NOI) Waterbury
- Monthly Healthy Chat presentation – for consumers
- Monthly Community Partner Presentation – Providing additional training and updates for CAC's

Medicaid Unwinding Leaver Survey Summary

Leaver Survey: Objectives & Methodology

What did we learn?

- If consumers had health coverage and how they got it.
- Why some consumers do not have health coverage.
- If consumers knew about the HUSKY redetermination process and what they needed to do to retain coverage.

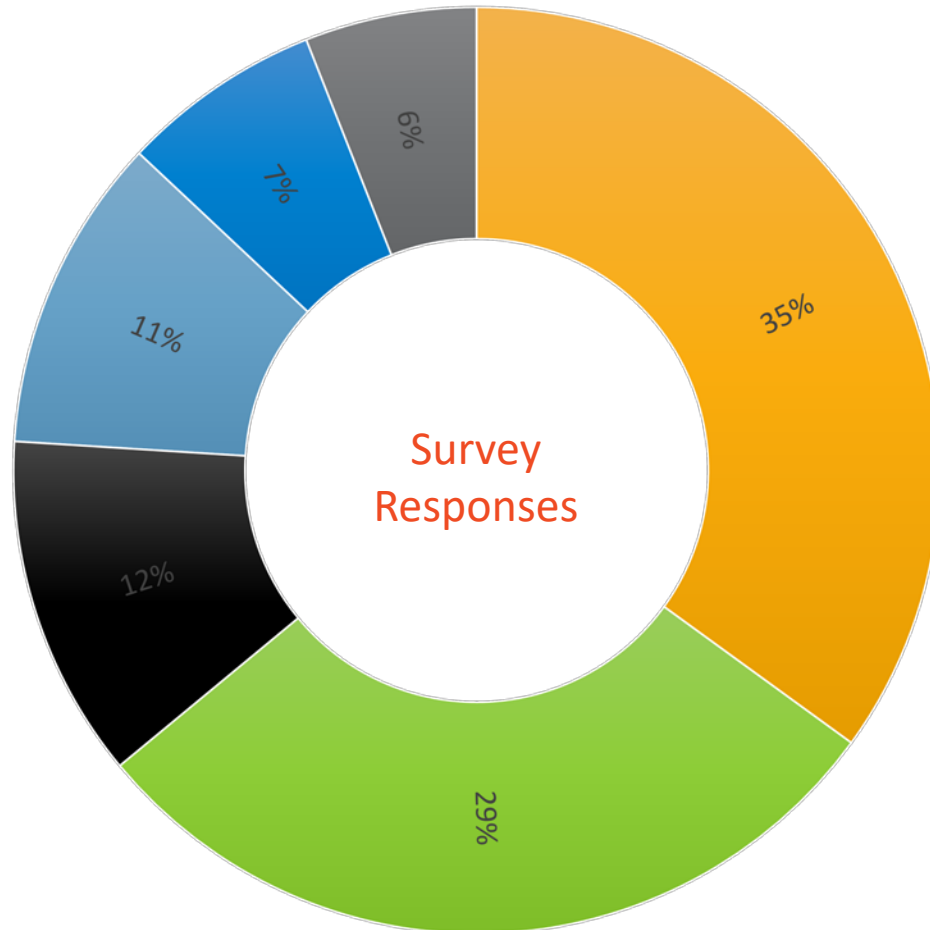
How was the survey conducted?

- Access Health CT (AHCT) partnered with Market Street Research (MSR) to develop and administer the survey.
- Survey was available online and over the phone in both English and Spanish.
- Data was collected between November 6 and December 4.

Who did we survey?

- 24,236 households containing 1+ individuals whose HUSKY coverage ended between May 1 – October 31 and did not have active enrollment in the AHCT system as of November 1.
- ~700 survey responses were collected

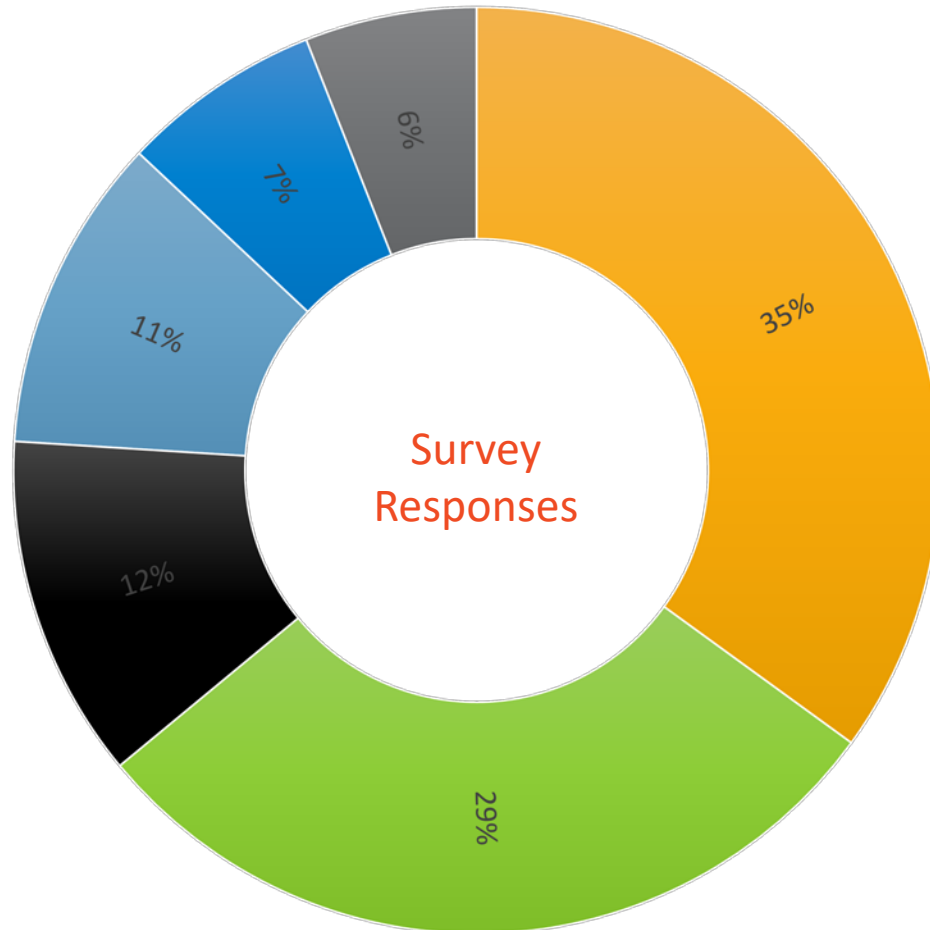
Leaver Survey: Key Findings



Top Reasons Why Survey Respondents Left:

- Employer coverage (35%)
- Are uninsured (29%)
- Other (12%)
- Have Medicare (11%)
- Have coverage through a family member (7%)
- Moved out of state (6%)

Leaver Survey: Key Findings



Why Survey Respondents Are Uninsured (29%):

- Do not qualify for HUSKY
- Too expensive
- Waiting to get coverage through an employer
- Have not gotten around to it
- Do not know how to get it
- Not worth it
- Takes too much time
- Do not like the plans
- Providers not covered

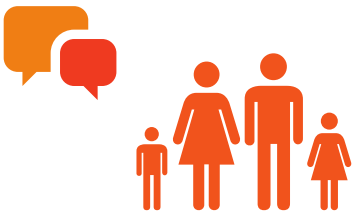
Leaver Survey: Recommendations



- **Leverage all available options to make coverage affordable**
 - Continue to address the major barrier of cost, such as providing a range of plans and by promoting financial assistance



- **Continue to drive awareness of redetermination**
 - More than half of respondents indicated that they were aware of the upcoming redetermination via a state agency and the impact of not taking action



- **Expand outreach to groups that are less likely to have health coverage**
 - Nearly 40% of the uninsured respondents indicated that they do not understand health insurance and therefore find it difficult to sign up for coverage

Broker Academy Update

Broker Academy Update

- **Year 3**
 - 56 new leads from the website
 - Application opens March 1, 2024
 - Application deadline is set for March 31, 2024
 - Accept up to 80 students
 - 2 class locations: TBD
 - 5 pre-training meetings prior to class (additional week was added)
 - Class days scheduled for June 3 –7
 - June 3 – 5: Health course
 - June 6: State exam review day
 - June 7: State Exam
 - Additional time added to the mentorship



Access Health CT Virtual Webinars

Access Health CT is offering **free, virtual webinars.**® For “Broker Academy Info Sessions”

® Note, these are optional events; you are welcome to start your application today!

For questions, email us at: AHCT.BrokerAcademy@ct.gov

[Click here to Sign Up for our Virtual Healthy Chats](#)

[Click here to Sign Up for our Broker Academy Informational Zoom Calls](#)

[Broker Academy Program - Access Health CT](#)

Community Outreach Update

Health Equity and Outreach



- **Events**

- 166 Outreach events (Fairs, Regional Planning meetings, sponsored events) **21% increase**
- 350 Onsite visits to community partners **27% increase**
- 100 Virtual presentations



- **Overall reach:**

- **Over 3,000+** Consumer and Partner interactions (only includes events hosted by our team)



- **Certified Application Counselor Program** – Promoting the program to qualified community organizations and partners

- 181 CAC's (**69% increase** since 2022)
- 35 Organizations (**16% increase**)



- **Open enrollment 11:**

- 4 navigator locations with enrollment staff/ 2 Enrollment locations
- 19 Enrollment Fairs
- **19% increase** in visitors this past OE
- **31% increase** in enrollments

Future Agenda Items

Adjournment