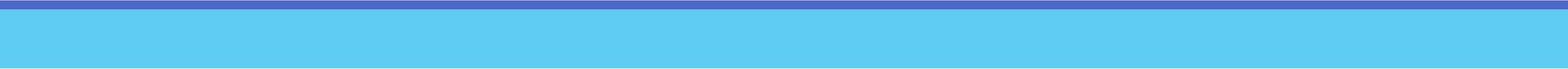


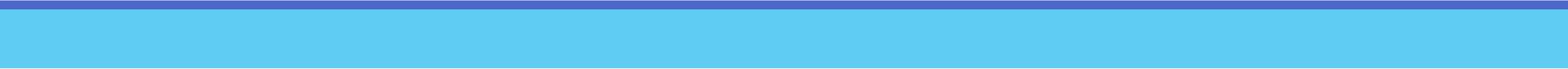
R.I. Children's Cabinet

JULY 25, 2016

10:00AM-11:30AM – DOA CONFERENCE ROOM A



Meeting Agenda

- Call to Order
 - UHIP Status Update
 - RIDE Policy Update
 - SIM Population Health and Operational Plan
 - Public Comment
- 

UHIP Status Update





RHODE ISLAND DEPARTMENT OF HUMAN SERVICES

NEW INTEGRATED ELIGIBILITY SYSTEM

July 25, 2016

PRESENTATION OVERVIEW

- Eligibility system timeline
- Our customer's current experience
- Functional Overview
- Our customer's future experience
- Benefits of the new system
- Questions and answers

GET COVERAGE FOR YOU OR YOUR FAMILY.
Find an affordable plan that's right for you and your family. Start comparing your options now.
[GET STARTED](#)

RENEW YOUR MEDICAID OR RITE SHARE
To Renew your Medicaid or Rite Share coverage, please click the button below. For more information and help with renewing, see [Renewals](#).
[RENEW COVERAGE](#)

ARE YOU AN EMPLOYER? ARE YOU AN EMPLOYEE? HUMAN SERVICE PROGRAMS

ARE YOU AN EMPLOYER?
Contribute toward a health plan for your employees or give them the ability to buy a plan on their own.
[GET STARTED](#)

BROKER
ACCESS THE ACCOUNTS OF OTHER USERS WHO HAVE SELECTED YOU AS A BROKER.
A broker can help others get access to health care. Click the button below to sign up to be a broker within the HealthSource RI website. With this access, you will be able to help others.
[LEARN MORE](#)

NAVIGATOR
ACCESS THE ACCOUNTS OF INDIVIDUALS WHO HAVE SELECTED YOU AS A NAVIGATOR.
A navigator can help others get access to health care. Click the button below to sign up to be a navigator within the HealthSource RI website. With this access, you will be able to help others.
[LEARN MORE](#)

PARTICIPATING STATE AGENCIES

Eligibility System Timeline

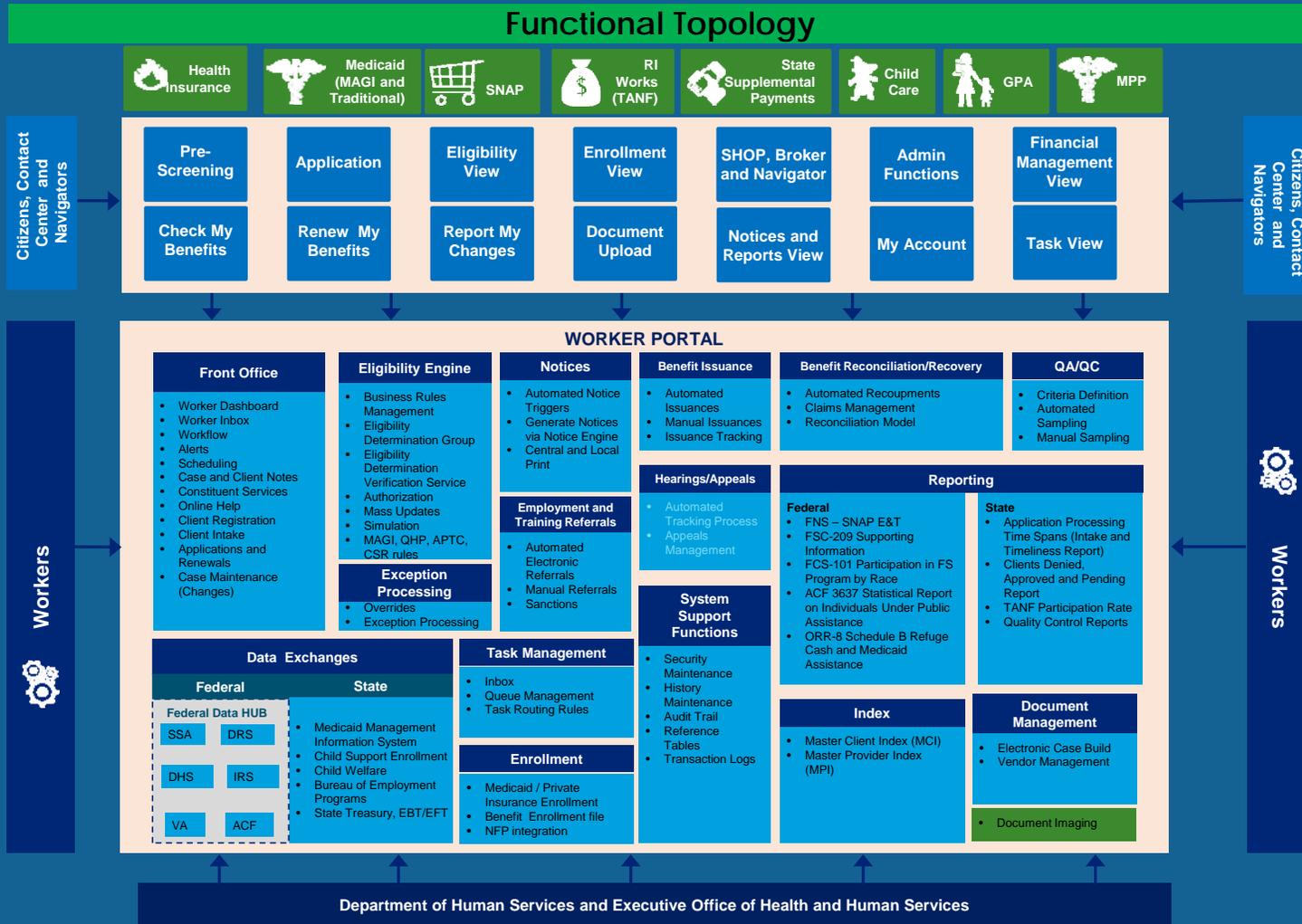
- In **October of 2013**, HealthSourceRI was launched
- In **January of 2014**, customers could apply for human services programs online
- In **September of 2016**, the new integrated system will be launched, enhancing customer access and improving staff effectiveness



Challenges for Customers

- Long wait times at local offices
- Crowded lobbies
- Multiple requests for the same documentation
- Interviewing with multiple case workers for different programs
- Waiting to hear if an application was received and if the benefits were approved
- Not a one-stop-shop!

UHIP FUNCTIONAL TOPOLOGY AND SCOPE FOR JULY 2016





Benefits for our Customers

- Customers will be able to:
 - ✓ Apply for and renew their benefits
 - ✓ Check the status of their benefits
 - ✓ Report a change to their household, income, expenses, assets, etc.
 - ✓ Upload required documentation
- Status of an application and benefit amount are available online 24/7

NO WRONG DOOR



In Person



Over the
Phone



Paper
Application



Online

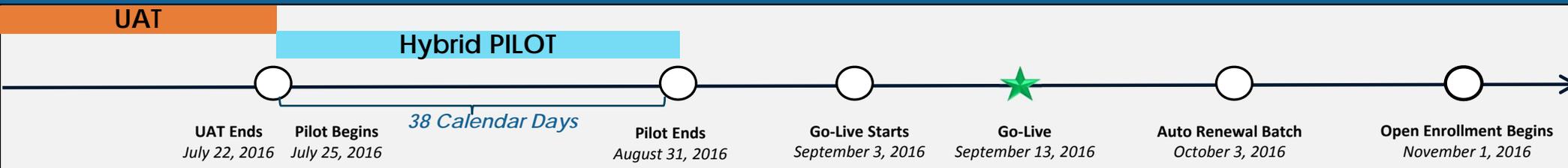




Electronic Document Management (EDM)

- Receptionists will scan documents that customers bring to the office at check-in
- Customers will be able to upload documents from various devices
- Scanned documents will be stored electronically and immediately available to DHS workers
- Original documents will be returned to customers
- All outgoing DHS mail will include a barcode

Hybrid Pilot High Level Approach



- Hybrid Pilot is the parallel testing of the current eligibility system (InRHODES) along with the new eligibility system (RI Bridges).
- Workers will process cases in InRHODES first, then process the same case in RI Bridges. Results will be compared and any discrepancies will be reported.
- Hybrid Pilot begins July 25th and concludes August 31st.
- It includes the Pawtucket Field Office, Hazard Building, State Data Center for Central Scanning, and the HSRI Contact Center.
- Target is to complete 2,200 total cases to simulate a go-live prior to the production date.
- Upon reviews and consultation with our federal partners, there was an agreement to extend testing and perform a hybrid pilot during the two month extension.

Extended Testing & Community Involvement:

- Extended testing is the ability to continue to test code in parallel with Hybrid Pilot for functionality that wasn't needed for pilot. In addition, if issues are found during pilot, this will be included as part of the extended testing.
- Advocates and community partners have participated in various system demonstrations and road shows. DHS has scheduled three training sessions in August.

Current Activities:

- Prepare for Hybrid Pilot
- Continue System Testing and Training
- Finalize Data discrepancies and interfaces
- Communication

WE NEED YOUR HELP!

- Communicate DHS changes to your clients
- Encourage your clients to apply for benefits online
- Become a network agency
- Reach out to us with your feedback about our new integrated eligibility system:

DHS.ribridgesnews@dhs.ri.gov

www.dhs.ri.gov

Twitter: RIHumanServices

Facebook: Rhode Island Department of Human Services

Q & A

You have

Questions

We have

Answers



THANK YOU!

MELBA DEPENA AFFIGNE, DIRECTOR

GEORGE BOWEN, ASSOCIATE DIRECTOR

RIDE Policy Update



SIM Population Health and Operational Plan

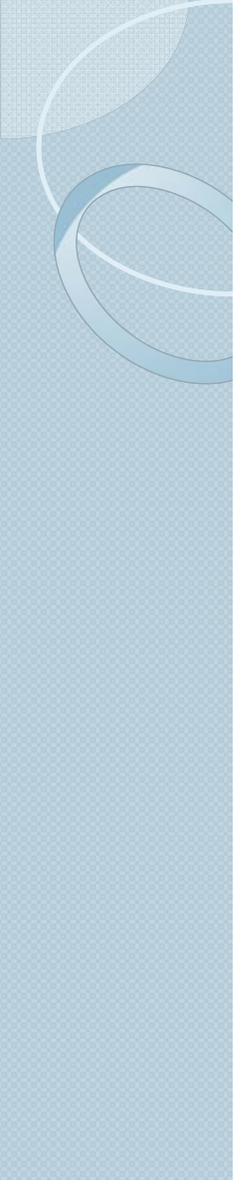




Rhode Island State Innovation Model (SIM) Test Grant

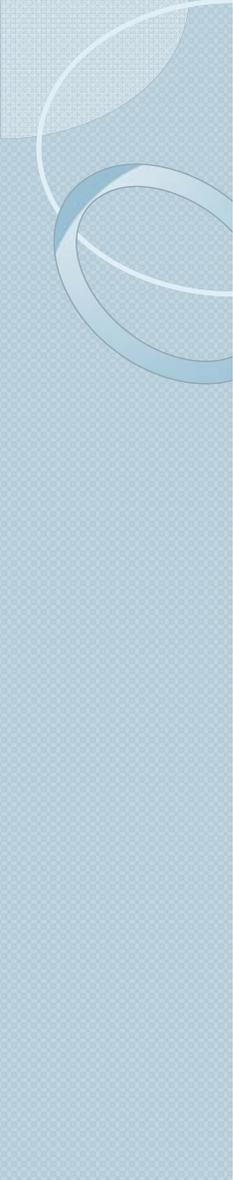
Pursuing Healthcare Transformation

**Presentation at the Children's Cabinet
July 25, 2016**



SIM Background

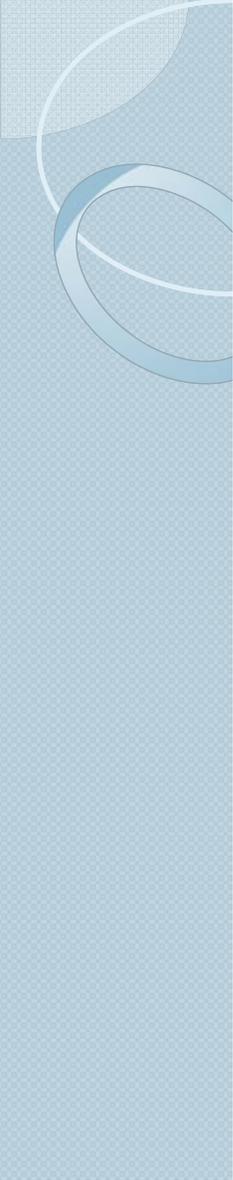
- SIM is a payment reform grant – part of the Affordable Care Act
- Rhode Island has many payment reform initiatives in process, moving from volume to value
- SIM investment are aimed at building the capacity of people active in our healthcare system – providers and patients - to make these health system changes more effectively



SIM Background

SIM is also aimed at improving Rhode Island's Population Health, particularly in these areas:

- **Chronic Illness:**
 - Health Disease
 - Diabetes
 - Stroke
- **Obesity**
- **Tobacco**
- **Behavioral Health:**
 - Depression
 - Children with Emotional Disturbance
 - Serious Mental Illness
 - Opioid Use Disorders
- **Maternal & Child Health***



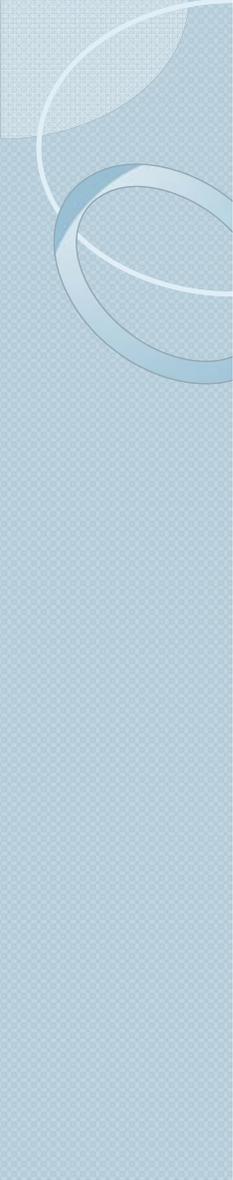
SIM's Leaders

- **Steering Committee:**
 - Insurance carriers
 - Healthcare providers at all levels, including primary care providers, specialists, nurses, hospital systems, and others
 - Patient advocates and community organizations



SIM's Leaders

- **Interagency Team:**
 - EOHHS, including Medicaid, Department of Behavioral Health, Developmental Disabilities & Hospitals, Department of Children, Youth, and Families, and Department of Health
- Office of the Health Insurance Commissioner
- HealthSource RI



SIM Strategies

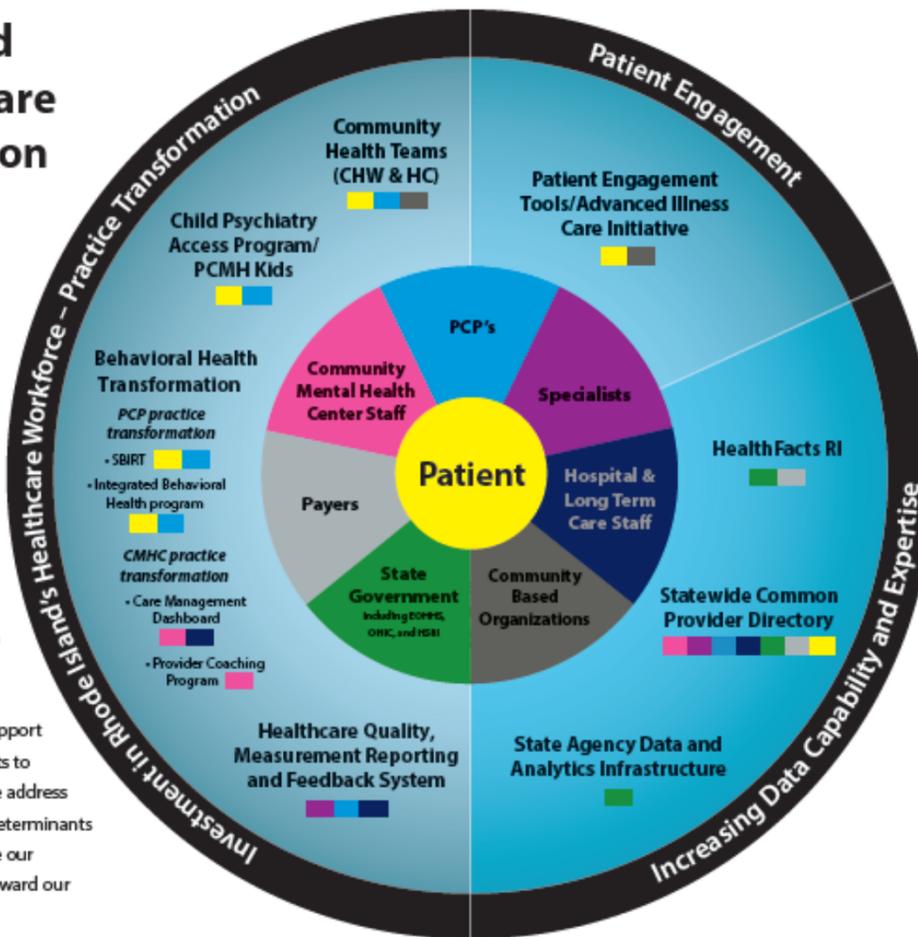
- Linking payments to value using Alternative Payment Models
- Investing in workforce and health information technology to support system transformation
- Engaging stakeholders in policy development
- Continuing to develop our Integrated Population Health Plan
- Aligning existing and new healthcare innovation initiatives with each other, to improve Population Health

Rhode Island SIM Healthcare Transformation Project

as of Feb 12, 2016

RI SIM THEORY OF CHANGE-

Rhode Island's payment system is changing to focus more on value and less on volume. IF SIM makes investments to support providers and empower patients to adapt to these changes, and we address the social and environmental determinants of health, THEN we will improve our Population Health and move toward our vision of the Triple Aim.



SIM Investment Details

Investing in RI's Provider Workforce/Practice Transformation

- Focus on health care in the community, not just in doctors' offices
- Invest in improving Rhode Island's Behavioral Health infrastructure for children and adults, within primary care practices and community mental health centers
- Technology development and training for providers
- Budget: \$7.1M,

Patient Empowerment

- Ensure patients receive greatest value from payment reform
- Maximally engage patients in positive health behaviors and self-advocacy
- Create infrastructure to easily share advanced care directives
- Budget: \$2.2M

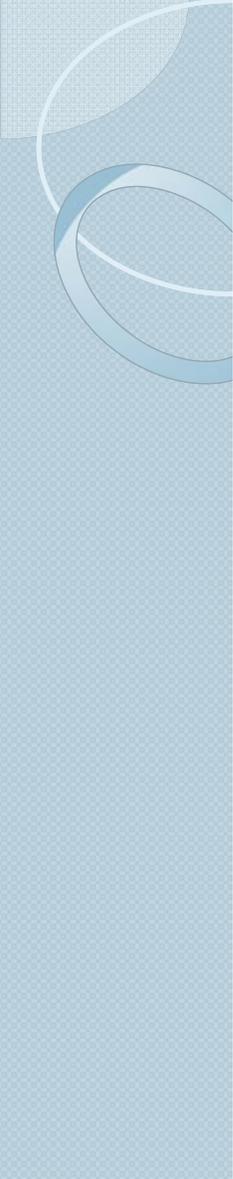
Increasing Data Capability and Expertise

- Investments in three major technology systems to support the move to value-based care
- Expanding the ability of providers and state agencies to use and share data effectively
- Budget: \$5.3M



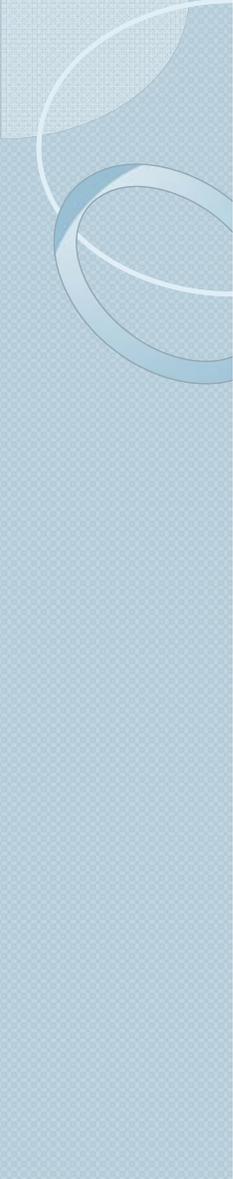
What is Health?

- RI subscribes to the World Health Organization's definition of health: "Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity."
- "Health is created where we live, learn, work, and play." (RI Integrated Population Health Plan)



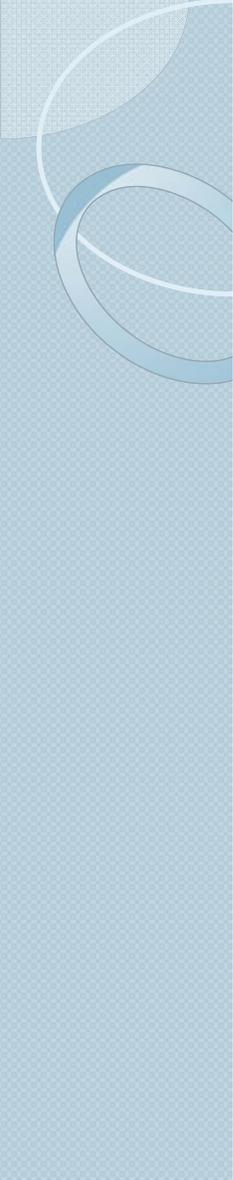
What is Population Health?

- **Definition:** “...the health of a population as measured by health status indicators and as influenced by social, economic, and physical environments, personal health practices, individual capacity and coping skills, human biology, early childhood development, and health services.” (Kindig and Stoddart, 2003)
- **SIM’s Approach:** Brings both traditional public health practice/research and health care delivery together to focus on the many interrelated factors that influence the health of population groups over the life course.
- Identifies the barriers to optimal health, and facilitates the development and implementation of intersectoral policies/interventions to improve the health and well-being of population groups.



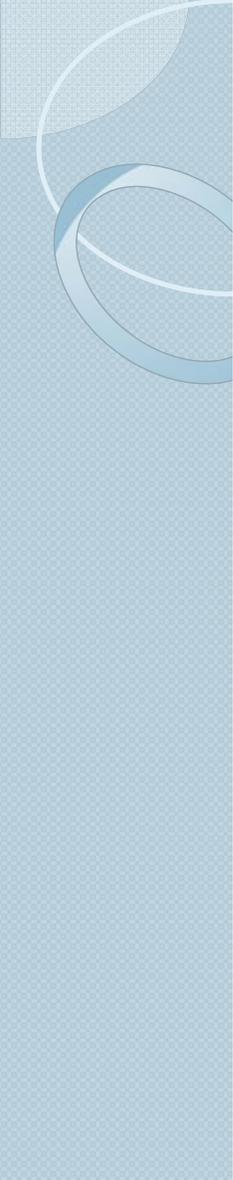
SIM Integration & Alignment Project

- Creating the links between our SIM Investments and improving Population Health
- Focusing on aligning and integration agency work to achieve maximum collective impact to improve carefully chosen aspects of population health.



Ways to Get Involved

- Help us learn:
 - What is your personal and organizational framework for understanding what prevents people from achieving their best health possible?
 - What light can you shed -- experience, data, - on the barriers to individuals achieving their best health possible?
 - Does your organization address any of these barriers? Systemically? Informally? In other ways?



Ways to Get Involved

Keeping the conversation going:

- What should we know about your organization's goals, to involve it in our Integration & Alignment work?
- Can we come talk to you about working together?



Contact SIM

Marti Rosenberg

marti.rosenberg@ohic.ri.gov

462-9659

PUBLIC COMMENT

Please contact Children's Cabinet Policy Director,
Dacia Read, with questions, concerns or comments.
Dacia.Read@OHHS.RI.GOV