

# ACA IMPLEMENTATION: THE STATE MEDICAID PERSPECTIVE

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## NAMD OFFERS WINDOW INTO MEDICAID EXPERIENCES



- AUGUST 2013: NAMD LAUNCHES SNAPSHOT SERIES EXAMINING STATES' PROGRESS TOWARDS ACA COMPLIANCE
- OCTOBER 2013: SHIFT TO WEEKLY SNAPSHOTS TO PROVIDE MORE TIMELY INFORMATION ON STATES' WORK AND EXPERIENCES
- NOVEMBER 18, 2013: RELEASED "ACA SNAPSHOT: REFLECTIONS FROM THE FIELD" WITH BROAD STATE PERSPECTIVES ON
  - DESIGNING SYSTEMS
  - INTERFACING WITH MARKETPLACES
  - ENROLLMENT EFFORTS
  - THE PURSUIT OF A QUALITY CUSTOMER EXPERIENCE

## STANDING UP SYSTEMS IS HARD WORK



- “PRE-ACA”: STATE SYSTEMS VARIED DRAMATICALLY, WITH MANY DECADES OLD THAT REQUIRED TOP TO BOTTOM REBUILD
- REGARDLESS OF THEIR STARTING POINT, EVERY STATE HAS UNDERTAKEN MAJOR WORK TO COMPLY WITH THE ACA
  - BUILDING ELIGIBILITY SYSTEMS
  - REWORKING APPLICATION PROCEDURES AND BUSINESS PROCESSES
  - DESIGNING, IMPLEMENTING AND REFINING INTERACTIONS WITH EXCHANGES
  - ENHANCING DELIVERY SYSTEM INFRASTRUCTURE
- ACCOMPLISHING THESE GOALS HAS REQUIRED TIRELESS, ROUND THE CLOCK WORK FROM STATES AND THEIR FEDERAL PARTNERS

3

## WHAT DO THE NUMBERS TELL US?



- SEVERAL STATES USING TARGETED ENROLLMENT STRATEGIES, PHASING IN FUNCTIONALITIES/SERVICES
- TO DATE, APPLICATION AND ENROLLMENT LEVELS ARE CONSISTENT WITH STATE EXPECTATIONS, AND PREVIOUS PROGRAM LAUNCHES
- ONGOING MONITORING AND EVALUATION WILL INFORM POLICY DECISIONS AND REFINEMENTS:
  - ELIGIBLE-BUT-NOT-ENROLLED (EBNE) AND “NEWLY ELIGIBLE”
  - CASE MIX OF NEW ENROLLEES
  - EXPERIENTIAL FACTORS FOR CONSUMERS
  - DELIVERY SYSTEM CAPACITY AND PERFORMANCE
- **IT IS STILL EARLY IN THE PROCESS AND IT IS DIFFICULT TO DRAW CONCLUSIONS**

4

## STATES ARE PREPARING FOR JANUARY '14



- OCTOBER 1<sup>ST</sup> WAS AN IMPORTANT MILESTONE BUT NOT “THE” CRITICAL DATE FOR MEDICAID
- STATES CONTINUE TO MAKE PROGRESS ON SYSTEM DEVELOPMENT AND ENROLLMENT PROCESSES
- STATES HAVE SOUGHT TO MINIMIZE IMPACT OF SYSTEM CHANGES FOR CONSUMERS AND HAVE KEPT INFORMATION FLOWING
- STATES ARE RAMPING UP TO HANDLE PROGRAM EXPANSIONS FOR EBNES AND INDIVIDUALS WHOSE COVERAGE WILL BEGIN ON JANUARY 1<sup>ST</sup>, 2014

5

## THERE'S MORE GOING ON IN MEDICAID



- MODERNIZING MEDICAID ELIGIBILITY AND ENROLLMENT SYSTEMS AND ACA COMPLIANCE IS ALL-CONSUMING
- STATES RECOGNIZE MEDICAID IS NOT SUSTAINABLE UNLESS THEY ALSO MAKE DELIVERY SYSTEM AND PAYMENT IMPROVEMENTS
- IT'S A MAJOR CHALLENGE BUT STATES ARE COMMITTED TO IMPROVING HEALTH CARE OUTCOMES AND BENDING THE COST CURVE

6