

2018 LGFCU Excellence in Innovation Award Project Evaluation

Project ID	HS-2
Title of Program	Medicaid Enrollment at the Point of Service in Emergency Departments
Program Category	
Submission Date	5/29/2018 12:46:36 PM
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Implementation Date	1-Jan-17
FLSA Designation	Both (if applicable to a team)
Project Team Members	Maria Eason, Program Manager Linmery Navarro, Supervisor

Description of Productivity Improvement

Wake County Human Services Medicaid case managers provide expanded access to Medicaid enrollment at five WakeMed Health and Hospitals Emergency Department sites by employing eight case managers to staff these sites. These case managers staff the three busiest sites for 16 hours a day on weekdays and for 8 hours a day on weekends. The two sites with lower patient activity are staffed 8 hours a day during the week, for the peak hours of 10:30 a.m.-7:00 p.m. The weekend and evening enrollment availability yields an additional 348 weekly hours of Medicaid enrollment opportunity for clients, outside of traditional agency hours. The five sites are geographically located across the entire county to provide expansive coverage.

The case managers' ability to meet with clients at the bedside to initiate and execute Medicaid enrollment provides a unique opportunity to offer a one-stop shop for public health insurance enrollment, meeting our clients' immediate medical needs at the time of service. The case manager submits the application into NCFAS, our NC Medicaid enrollment system, and notifies the client what is needed to complete the enrollment. If no items are needed, the application is processed within five days. If items are needed, the client has the option to bring the information directly to the Emergency Department site where he or she was treated. This option allows clients to have access to a personal case manager, after typical business hours and on weekends. As well, these sites are usually located close to the client's home, rather than having to travel to a county Social Services building.

During 2017, the Emergency Department case managers took 2,232 Medicaid applications. These 2,232 clients/patients did not have to travel to a traditional Social Services building or make special

arrangements to visit a Social Services site during business hours. They also did not have to navigate a website to enroll in Medicaid. Many clients/patients do not have resources to access the online options to enroll. They did not have to utilize a mail system to enroll. Instead, they had an opportunity to access Medicaid enrollment, while being rendered a medical service, in a setting with highly personal service with a dedicated case manager.

Description of why this project was initiated

This project was initiated to provide greater access to Medicaid enrollment for the residents of Wake County and surrounding counties at the point of medical service. As clients have a heightened awareness of their need for medical coverage when they have a present medical need, Wake County Human Services and WakeMed Health and Hospitals concluded that placing Wake County case managers in the Emergency Departments, during expanded hours, would provide an exclusive occasion for clients/patients to be connected to public health insurance and a medical home. Wake County and WakeMed both understand the positive connection between clients/patients having a medical home, continuity of care and the health of our communities.

Quantifiable results (sustainability, cost savings, cost avoidance and/or a higher level of service).

Indication of what resources were used and what was done with any accrued time savings

As the eight positions are funded by Federal funding at 75 percent, WakeMed agreed to pay the remaining 25 percent of salaries and fringe benefits to yield no additional cost to the county in adding these positions. WakeMed funds all supplies, computer equipment, space and other costs associated with these positions. With the minimal initial and ongoing investment required, the hospital has elected to continue these positions in 2018 and 2019. The reimbursement for services rendered provides a far greater return than the cost of staffing and resources. Staffing costs for these eight positions are approximately \$160,000 annually for WakeMed, with net Medicaid reimbursements being approximately \$8.6 million (based on a 23 percent Medicaid reimbursement rate). Of the 2,232 clients/patients served, approximately 1,600 individuals were successfully enrolled in Medicaid. In addition, these clients/patients are subsequently insured and can seek medical services as an insured patient, providing revenue in our communities.

Other descriptive information

With this project, we have expanded our relationships at every level of the hospital from ambulatory services management to information technology to clinical staffing. These relationships have yielded a seamless operation that creates a satisfying experience for county staff, hospital staff, and most importantly, our clients/patients in need of medical coverage.