

## HUSKY Infoline

### WHO WE ARE...

HUSKY Infoline (HIL) is a specialized unit of the United Way of Connecticut/2-1-1 Infoline system that has served over 1.2 million Connecticut residents since its inception in 1998. Connecticut residents who dial 877-CT-HUSKY or 2-1-1 reach knowledgeable, multilingual, telephone care coordinators ready to advocate for access to healthcare and answer questions on navigating through the HUSKY program.

### WHAT WE DO...

- **Information and Assistance** – provide information about the HUSKY application process, eligibility guidelines, and mail HUSKY application packages
- **Care Coordination** - advocate for enrolled families who need assistance obtaining healthcare services
- **Eligibility and Enrollment** – assist callers who are having difficulties obtaining and maintaining HUSKY coverage
- **Training** – distribute HUSKY materials and train professionals at events throughout Connecticut
- **Reporting** – report to DSS on barriers experienced by callers in enrolling and/or accessing services as well as program trends

|                             | FY08   | FY09   | % Change |
|-----------------------------|--------|--------|----------|
| Information and Assistance  | 23,356 | 36,571 | +56.5%   |
| Care Coordination (HUSKY A) | 26,053 | 24,075 | -7.6%    |
| Care Coordination (HUSKY B) | 2,302  | 2,987  | +29.8%   |
| Eligibility and Enrollment  | 1,389  | 2,567  | +85.8%   |
| Total                       | 53,100 | 66,200 | +24.7%   |

### WHAT'S AT STAKE?

The Governor's proposed budget cuts for FY 2011 suspends funding for HUSKY Infoline as of July 1, 2010. The elimination of HUSKY Infoline will result in:

- Increased burden on already stretched DSS regional staff
- Additional call volume at the DSS regional offices for inquiries related to status of applications and coverage
- Longer interruption of medical benefits for families
- Decrease in families' ability to obtain healthcare services for their children, potentially resulting in less access to preventive care and more Emergency Department utilization
- Recent research estimates that the cost associated with each child who disenrolls from Medicaid or SCHIP is \$2,121 per year due to ER use for non-urgent conditions. In FY 2009, HIL assisted 525 children to get re-enrolled in HUSKY after losing coverage, potentially saving taxpayers over \$1.1 million.

# STATEWIDE CALL CENTER STATISTICS

Between July 1, 2008 and June 31, 2009, HUSKY Infoline handled more than 105,000 calls and helped resolve more than 52,000 cases.

| Five common requests for help                                    | FY08   | FY09  | % Change |
|--|--------|-------|----------|
| I need help with my medical bill.                                | 1,285  | 1,916 | +49%     |
| I need assistance finding a dentist.                             | 1,777  | 2,502 | +41%     |
| How do I get expedited coverage for a child or a pregnant woman? | 1,395  | 1,634 | +17%     |
| I cannot get my child's prescription at the pharmacy.            | 1,621* | 725   | -55%     |
| How do I find a doctor that accepts my insurance?                | 1,131  | 2,005 | +77.3%   |

\* Represents volume during pharmacy carve-out period.

## PROGRAM CHANGE IMPLEMENTATION:

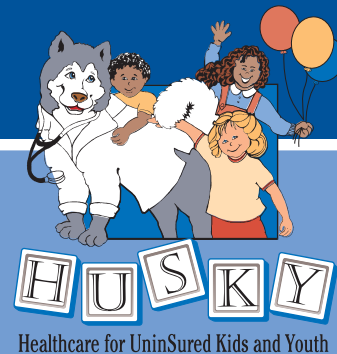
DSS has relied on HUSKY Infoline to assist with the implementation of frequent program changes over the last several years.

| Program Change  | HUSKY Infoline Response  |
|---|--|
| July 2005: The federal Deficit Reduction Act requires US Citizens applying for Medicaid to provide proof of citizenship and identity.                                 | Made 4,213 outbound calls to HUSKY families in jeopardy of losing coverage due to failure to provide proof of citizenship. |
| February 2008: Pharmacy benefits are administered directly through DSS instead of the managed care plans. Clients now need CONNECT cards to access pharmacy services. | Generated CONNECT cards for almost 11,000 HUSKY A and SAGA members.  |
| March 2008: The MCO transition begins. Wellcare and Health Net no longer participate in the HUSKY program.  | Handled 21,483 calls related to the managed care plan transition.  |
| April 2008: HUSKY A members whose managed care plan has left the program are enrolled in Traditional Medicaid.  | Provided member service assistance to 3,587 HUSKY families enrolled in Traditional Medicaid who called HIL                 |
| September 2009: Dental benefits are administered by DSS through an administrative services organization.  | Educated 1,003 members about both the dental and pharmacy carve-outs.  |
| February 2009: Anthem/BlueCare Family Plan terminates relationship with the HUSKY program.  | HUSKY Infoline made 19,000 after-hours calls to HUSKY members to facilitate plan changes to the remaining health plans.    |
| July 2010: ??   | ??   |

## Call EXAMPLES

A woman from Vernon called HIL when she was unable to fill a prescription at her local pharmacy. When the HIL Care Coordinator (CC) called the pharmacist, she learned that the pharmacy no longer filled this type of complex, compound prescriptions. The HIL CC called numerous statewide pharmacies, including several mail order pharmacies that also were no longer filling this type of compound prescription. After many calls over a 30 day period, with the collaboration of the DSS pharmacy policy unit, the HIL CC was able to work with a pharmacy that agreed to make the prescription. Upon following up with the client, the HIL CC confirmed that the client was able to get her prescription after being without it for several weeks.

Actual testimonial from a woman from Stratford who called HIL to let us know that, "...Renee and all the girls [at HIL] are absolutely wonderful. [My daughter] came off the coverage because she turned 18 and she wasn't in school. Renee and folks at HIL were able to get the worker to reactivate the insurance without my daughter having to reapply for the insurance. I tried to correct the situation on my own but I couldn't seem to get anywhere. Renee was able to get her back on the insurance within a couple of days. I couldn't have done it without her. Thanks again for all your help."



# HUSKY Infoline

## RESTORING HUSKY INFOLINE FUNDING IS RIGHT FOR CONNECTICUT BECAUSE:

### FACTS AND FIGURES FOR FY2009

- Provided assistance to **52,000 families** which represents an increase of 25% over last year.
- Received 60,699 incoming calls and made over 44,740 outbound calls
- Served approximately 43% of HUSKY households statewide
- Current funding of \$671,000 represents a cost of **\$0.15 per member per month**
- HIL staff is a trusted resource among all HUSKY partners who rely on its experience and expertise to help clients navigate the various health plans, vendors and carve outs that comprise the HUSKY program.
- HIL received the following number of **requests for help from families referred by:**

|                             | FY09   |
|-----------------------------|--------|
| Information and Assistance  | 36,571 |
| Care Coordination (HUSKY A) | 24,075 |
| Care Coordination (HUSKY B) | 2,987  |
| Eligibility and Enrollment  | 2,567  |
| Total Case Issues           | 66,200 |

1. DSS - 5,110
2. General 2-1-1 - 3,886
3. Internet – 1,478
4. Health care providers – 1,230
5. Enrollment broker - 613
6. MCOs – 510

- Statistics on some common requests for help include:
  - Assisted 525 children **get re-enrolled in HUSKY** after losing coverage potentially saving taxpayers over \$1.1 million. Research indicates that medical costs associated with each child who disenrolls from Medicaid/SCHIP is \$2,121 per year.
  - Assisted 2,005 members with **finding a doctor.**
  - Assisted 725 members with **filling prescriptions.**
  - Assisted 1,916 members with **resolving medical bills**
  - Assisted 2,502 members with **finding a dentist**
- Given the current budget crisis and proposed budget cuts, **the need is greater than ever** for HIL assistance to be available for families who need help navigating the ever-fluctuating program



## New Cases\* Handled by HUSKY Infoline – by Town Fiscal Year 2009

| Town         | # of Cases |
|--------------|------------|
| Andover      | 22         |
| Ansonia      | 443        |
| Ashford      | 62         |
| Avon         | 66         |
| Barkhamsted  | 52         |
| Beacon Falls | 62         |
| Berlin       | 155        |
| Bethany      | 53         |
| Bethel       | 184        |
| Bethlehem    | 31         |
| Bloomfield   | 321        |
| Bolton       | 45         |
| Bozrah       | 30         |
| Branford     | 422        |
| Bridgeport   | 3,311      |
| Bridgewater  | 6          |
| Bristol      | 1,016      |
| Brookfield   | 155        |
| Brooklyn     | 100        |
| Burlington   | 51         |
| Canaan       | 70         |
| Canterbury   | 56         |
| Canton       | 92         |
| Chaplin      | 38         |
| Cheshire     | 155        |
| Chester      | 41         |
| Clinton      | 140        |
| Colchester   | 201        |

| Town          | # of Cases |
|---------------|------------|
| Colebrook     | 13         |
| Columbia      | 50         |
| Cornwall      | 33         |
| Coventry      | 118        |
| Cromwell      | 99         |
| Danbury       | 1,294      |
| Darien        | 43         |
| Deep River    | 55         |
| Derby         | 200        |
| Durham        | 38         |
| East Granby   | 46         |
| East Haddam   | 94         |
| East Hampton  | 136        |
| East Hartford | 1,181      |
| East Haven    | 514        |
| East Lyme     | 176        |
| East Windsor  | 174        |
| Eastford      | 18         |
| Easton        | 25         |
| Ellington     | 125        |
| Enfield       | 602        |
| Essex         | 64         |
| Fairfield     | 448        |
| Farmington    | 216        |
| Franklin      | 14         |
| Glastonbury   | 285        |
| Goshen        | 22         |
| Granby        | 73         |

| Town         | # of Cases |
|--------------|------------|
| Greenwich    | 272        |
| Griswold     | 197        |
| Groton       | 498        |
| Guilford     | 188        |
| Haddam       | 61         |
| Hamden       | 711        |
| Hampton      | 22         |
| Hartford     | 3,540      |
| Hartland     | 23         |
| Harwinton    | 35         |
| Hebron       | 85         |
| Kent         | 33         |
| Killingly    | 279        |
| Killingworth | 66         |
| Lebanon      | 66         |
| Ledyard      | 149        |
| Lisbon       | 13         |
| Litchfield   | 100        |
| Lyme         | 5          |
| Madison      | 141        |
| Manchester   | 1,078      |
| Mansfield    | 109        |
| Marlborough  | 67         |
| Meriden      | 1,235      |
| Middlebury   | 43         |
| Middlefield  | 51         |
| Middletown   | 710        |
| Milford      | 664        |

\*A case is opened when an individual or family in need of assistance with obtaining health care or accessing health care services calls HUSKY Infoline (HIL). HIL then manages the case until the issue(s) is resolved.



## New Cases Handled by HUSKY Infoline – by Town Fiscal Year 2009

| Town             | # of Cases |
|------------------|------------|
| Monroe           | 175        |
| Montville        | 228        |
| Morris           | 30         |
| Naugatuck        | 533        |
| New Britain      | 1,560      |
| New Canaan       | 55         |
| New Fairfield    | 113        |
| New Hartford     | 69         |
| New Haven        | 2,505      |
| New London       | 532        |
| New Milford      | 339        |
| Newington        | 361        |
| Newtown          | 217        |
| Norfolk          | 20         |
| North Branford   | 28         |
| North Canaan     | 3          |
| North Haven      | 187        |
| North Stonington | 70         |
| Norwalk          | 1,289      |
| Norwich          | 799        |
| Old Lyme         | 74         |
| Old Saybrook     | 115        |
| Orange           | 91         |
| Oxford           | 91         |
| Plainfield       | 271        |
| Plainville       | 281        |
| Plymouth         | 191        |
| Pomfret          | 94         |
| Portland         | 89         |

| Town          | # of Cases |
|---------------|------------|
| Preston       | 51         |
| Prospect      | 86         |
| Putnam        | 156        |
| Redding       | 60         |
| Ridgefield    | 72         |
| Rocky Hill    | 184        |
| Roxbury       | 19         |
| Salem         | 25         |
| Salisbury     | 39         |
| Scotland      | 12         |
| Seymour       | 251        |
| Sharon        | 19         |
| Shelton       | 414        |
| Sherman       | 28         |
| Simsbury      | 191        |
| Somers        | 55         |
| South Windsor | 235        |
| Southbury     | 99         |
| Southington   | 390        |
| Sprague       | 65         |
| Stafford      | 216        |
| Stamford      | 1698       |
| Sterling      | 48         |
| Stonington    | 178        |
| Stratford     | 746        |
| Suffield      | 58         |
| Thomaston     | 107        |
| Thompson      | 98         |
| Tolland       | 122        |

| Town                 | # of Case     |
|----------------------|---------------|
| Torrington           | 563           |
| Trumbull             | 318           |
| Union                | 0             |
| Vernon               | 455           |
| Voluntown            | 34            |
| Wallingford          | 573           |
| Warren               | 4             |
| Washington           | 26            |
| Waterbury            | 2,438         |
| Waterford            | 174           |
| Watertown            | 230           |
| West Hartford        | 621           |
| West Haven           | 1,063         |
| Westbrook            | 83            |
| Weston               | 33            |
| Westport             | 117           |
| Wethersfield         | 325           |
| Willington           | 60            |
| Wilton               | 50            |
| Winchester           | 222           |
| Windham              | 458           |
| Windsor              | 425           |
| Windsor Locks        | 207           |
| Wolcott              | 160           |
| Woodbridge           | 32            |
| Woodbury             | 74            |
| Woodstock            | 72            |
| Unknown/Out of State | 2,567         |
| <b>Total</b>         | <b>51,493</b> |