Finding the Center:
Implementing a Centralized Eligibility System

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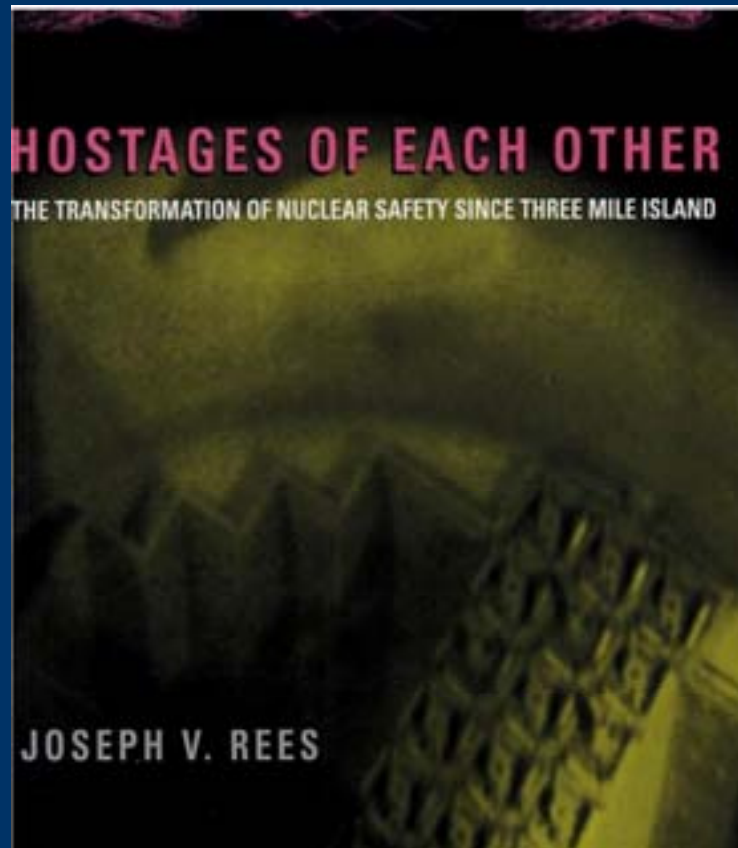August 25th, 2010

Presentation Objectives
- The hour ahead

Attendees will have a conversation about eligibility systems and will discuss how to:

- Use an environmental scan as a planning tool

- Methods to clarify the project's purpose and needs

- Engage your stakeholders

- Build the community's commitment to change

Framing the Discussion

- The potential of government

HOSTAGES OF EACH OTHER

THE TRANSFORMATION OF NUCLEAR SAFETY SINCE THREE MILE ISLAND

JOSEPH V. REES

PREFACE

How has nuclear safety regulation changed since the 1979 Three Mile Island accident? That is this book's main question, and it was prompted by a mixture of personal concern and intellectual interest. Before moving to North Carolina, my family and I had never lived near a nuclear plant. Now we do, a fact I am reminded of each year when my children bring home from school, as required by the Nuclear Regulatory Commission, an evacuation plan in case of a nuclear accident. The first time I studied it was the first time I stopped to seriously consider: "How dangerous is nuclear power?" It was also about this time that the tenth anniversary of the Three Mile Island accident was in the news, and as I read accounts recalling this country's worst nuclear plant accident, I wondered about its aftermath, how nuclear safety regulation had changed over the past ten years. Given all the controversy that has surrounded nuclear power, I assumed there was a great deal written on the matter. Not so; I went to the library in search of an answer and came up empty-handed.

With no published studies addressing the question, I went to the Nuclear Regulatory Commission's Washington, D.C., headquarters,
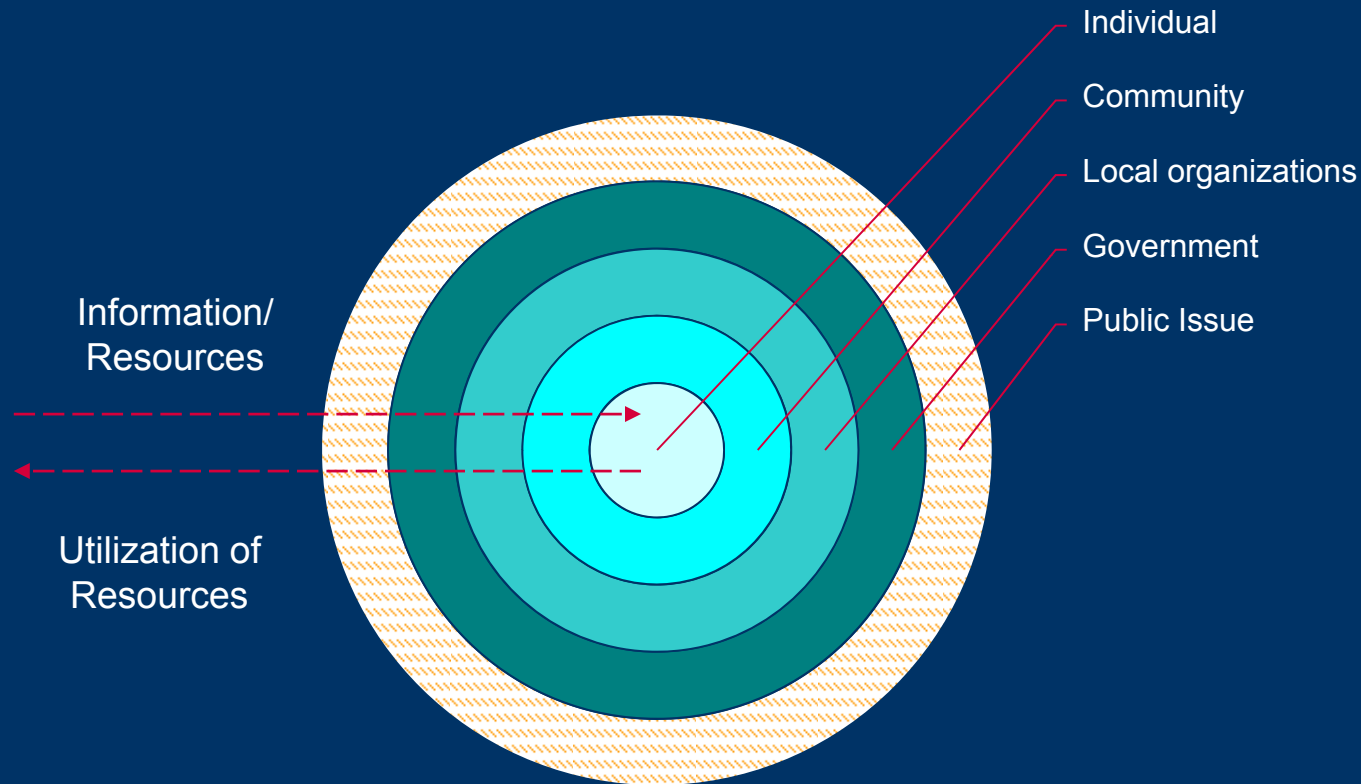
Great Expectations
- Stated and Unstated

The issue determines the involved community and the role of government and, most often, the information/services the individual is *eligible* to receive.
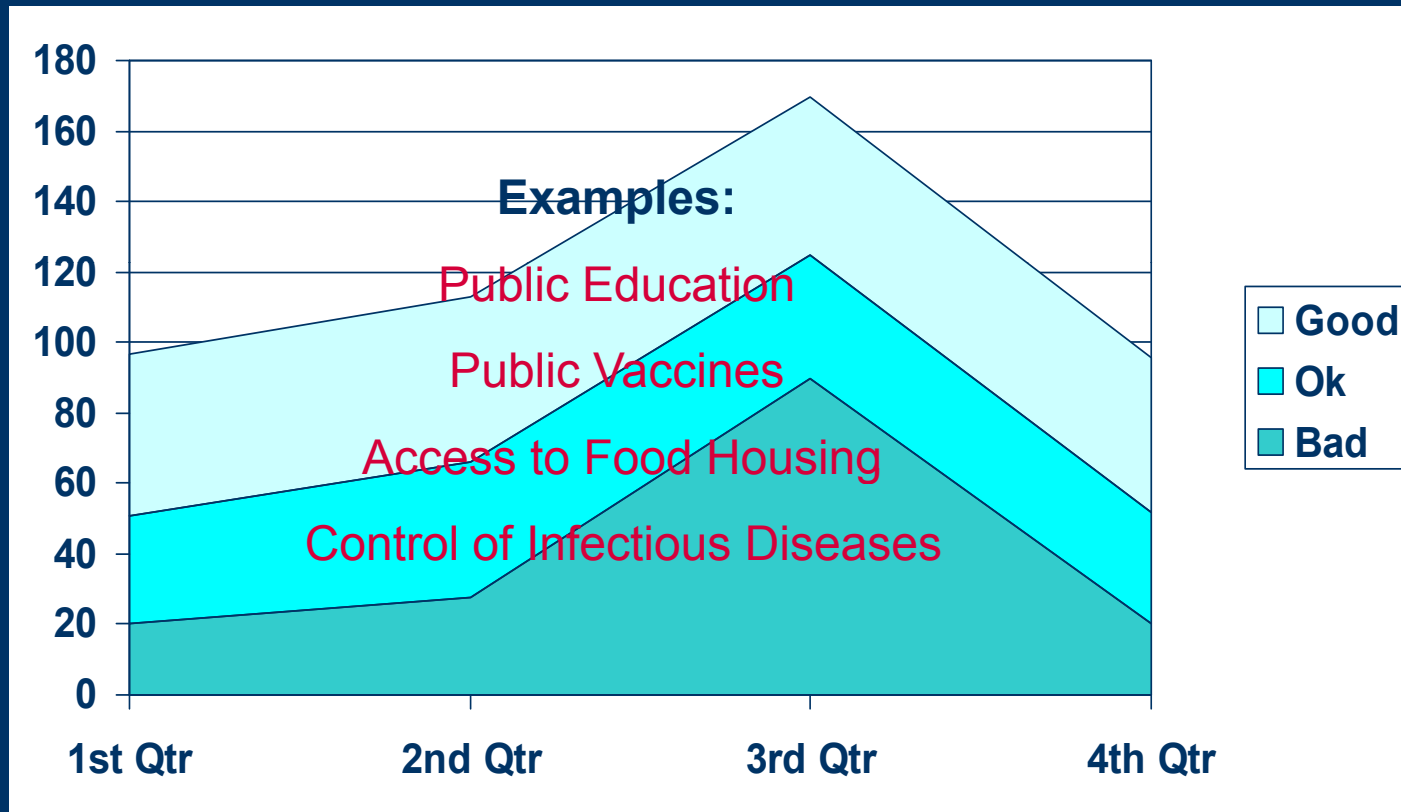
Government has to the potential to serve

- The community and the individual

Individual

Community

Local organizations

Government

Public Issue

Information/ Resources

Utilization of Resources

Why Public Administration?

When there is an agreement that we, as community, do better if individuals don't fall below a certain threshold.

Examples:

Public Education

Public Vaccines

Access to Food Housing

Control of Infectious Diseases

Legend:
- Good
- Ok
- Bad

How does this idea relate to Ryan White services?

Image retrieved July 27th, 2010 from hivplusmag.com

In service of the community and the individual,

managing eligibility for Ryan White means safe-guarding a predetermined threshold, granting access to care and treatment for those who would otherwise go without – creating a baseline below which no one should fall.

Why centralized eligibility?
- *Is this right for you?*

■ Reduce burden at the local level

■ Ensure compliance with eligibility requirements

■ Healthcare Reform

■ ADAP client level data

■ Monitoring Standards for Ryan White Part B

■ Better oversight of your "threshold"

Preparing the way for change

Solidify Eligibility Criteria

- *Don't sweep issues under the rug, they will clog a centralized system*

- Household income

- Residency

- Non-responsive clients

- Medication access

- Other foreseeable challenges?

Understanding the Environment
- Determine what works well & what can be improved

- An environmental scan is an assessment of key elements of the environment in which your organization works

- Assess the strengths and weakness of the current practice
  - Be careful not select questions to support a predetermined thesis

- Let's try one together!

Popovich, M (Ed.), Creating High-Performance Government Organizations

Find and Define Non-Negotiables
- What's working well, what needs to change, and why

- Examine your environmental scan findings against your mission & vision
  - *Do you have a mission & vision statement?*
  - *They can help guide strategic decision making and day-to-day decisions*

In-house or Contract?

- There are many ways to approach change

- Considering your environmental scan and your known non-negotiables…
  - Can you do this in-house?
  - What are the advantages of a contract?
  - What is the cost of each approach?
  - Look to the horizon (impact of Healthcare Reform)

Make a Road Map

- *Otherwise known as a request for proposals or work plan*

■ Put your standards to paper

■ Include standards for the client and program staff
  - ■ Third-party screening
  - ■ Handling of provisional approval
  - ■ All eligibility criteria
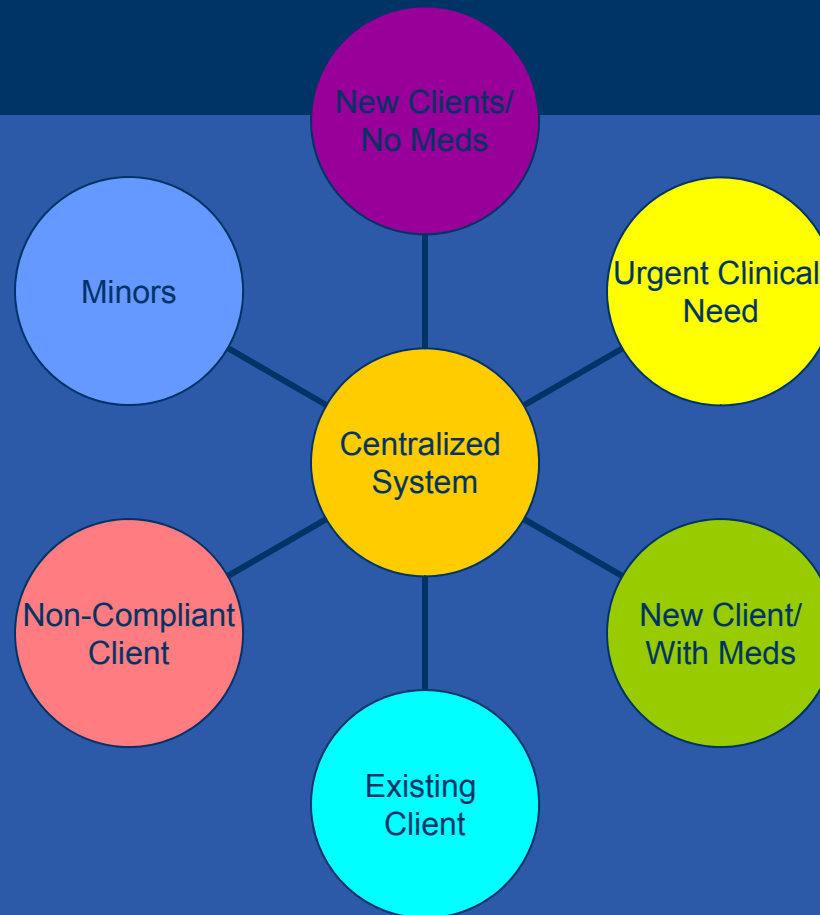 - ■ Disenrollment
  - ■ Confidentially
  - ■ Others?
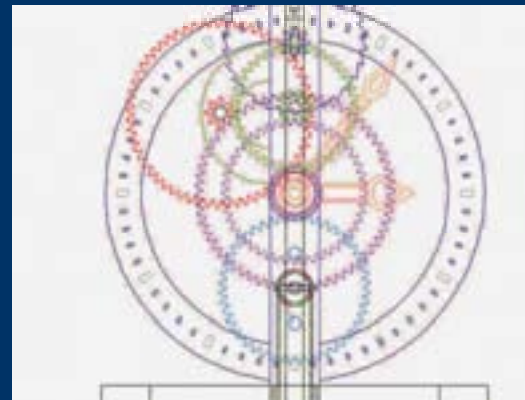
Stakeholders & Gate Keepers

- What do you need to communicate to them? What do they need from you?

Client	**Case Manager/Social Worker**	**Providers**
HRSA/CMS/ NASTAD	**Medication Distributor/ Access Point**	**Management**

Organize Clients by Need
- *How will your system respond to new clients vs. existing clients*

Build a Communication Plan
- *Marketing in the public sector*

- Promote the program

- Make yourself available to the community

- Use a diverse modalities

- Patient navigation materials

- Put the materials in the right hands

- Define your audience

Building Understanding and Trust

- Stakeholders should know their role in the process

- The process should be broadly conceived

- Develop a core group of supports

- Value and use their advice

- Invite stakeholders to participate

Prepare and Utilize a Timeframe

- Pilot your new service delivery system in separate and diverse areas

- Document your success and challenges

- Seek feedback using a variety of modalities

- Evaluate timeframes: how long is the application process, how long does it take for a client to get medications

Revisit your non-negiotables and your work plan!

What's the client experience?

- *Does your new process marry with your mission and vision?*

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Public Issue
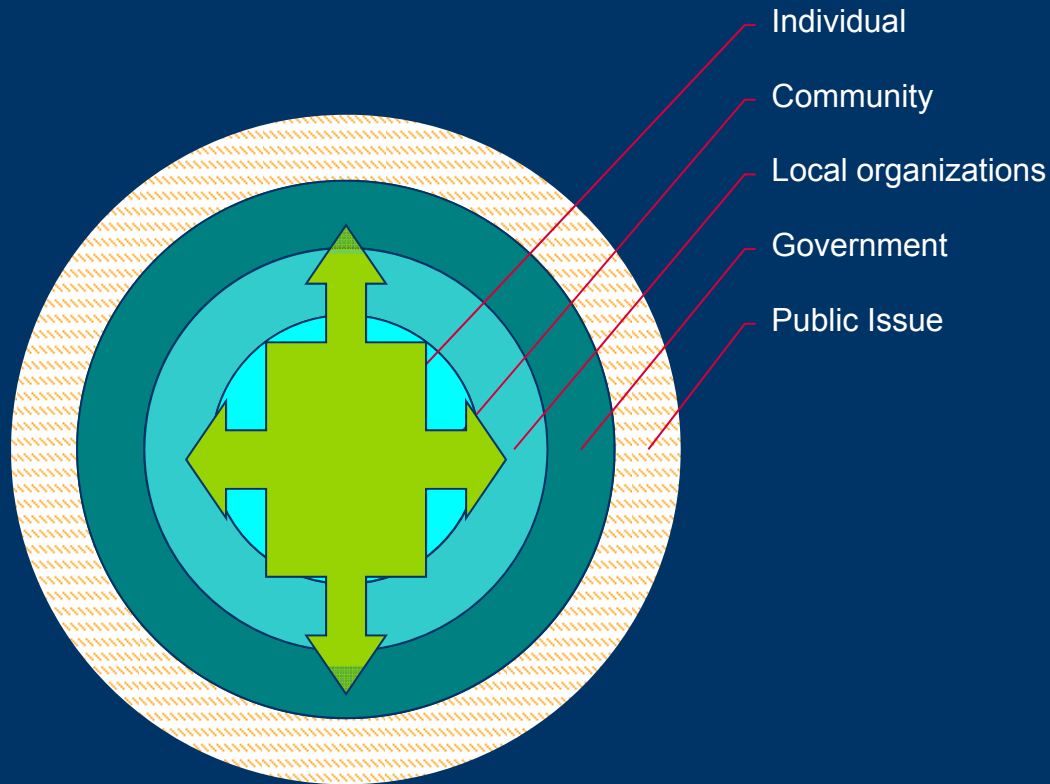
Virginia's Outcomes - Year One

- Launched the first site after six months of planning

- Served 753 clients in the first year

- Able to complete re-certifications for the first time

- Strong tool to prepare for Healthcare Reform!

- Richer data

- Cost containment

Discussion & Questions?

- Thank you for your time!