

THE BOARD OF COUNTY COMMISSIONERS HELD AN INFORMAL REGULAR SESSION ON MONDAY, FEBRUARY 24, 2014, WITH COMMISSIONERS DAVID H. UIBLE, ROBERT L. PROUD AND EDWIN H. HUMPHREY IN ATTENDANCE.

ALSO IN ATTENDANCE WERE STEPHEN H. RABOLT, COUNTY ADMINISTRATOR, AND DEBORAH BRITTON, CLERMONT COUNTY COMMISSIONERS' OFFICE. ADDITIONAL ATTENDEES AT THE INFORMAL REGULAR SESSION ARE LISTED ON THE ATTACHED ATTENDANCE SHEET.

LET THE RECORD SHOW THAT THE FEBRUARY 24, 2014 INFORMAL REGULAR SESSION WAS VIDEOTAPED AND IS AVAILABLE FOR PUBLIC INSPECTION MONDAY THROUGH FRIDAY BETWEEN THE HOURS OF 8:00 A.M. TO 4:30 P.M. LOCAL TIME. IN ADDITION, THE INFORMAL REGULAR SESSION IS AVAILABLE FOR PUBLIC VIEWING THROUGH THE COUNTY GOVERNMENT WEBSITE AT <http://www.clermontcountyohio.gov/videos-worksession.aspx>.

Started shortly after 11:30 am

THE FOLLOWING ISSUES WERE PRESENTED FOR DISCUSSION:

1. Issue - Medicaid Expansion Update, Judy Eschmann, DJFS Director

Discussion - Ms. Eschmann provided discussion along with a presentation on the changes to the Medicaid program as mandated by the Affordable Care Act (ACA). She explained the roll-out process and timeline of Ohio Integrated Eligibility System (OIES) and the system relationship with the Federal Marketplace. She provided an overview of Modified Adjusted Gross Income (MAGI) Medicaid covered groups: children, pregnant women and adults younger than 65 years old. Ms. Eschmann discussed the current Clermont County application backlog and action plan to address the backlog.

Ms. Eschmann explained that the ACA has changed the Medicaid program significantly by requiring on-line, real-time web-based applications, verifications and determinations. She discussed new eligibility requirements for the Modified Adjusted Gross Income (MAGI) Medicaid groups. MAGI eligibility applies to Medicaid Expansion individuals as well as children, parents and pregnant woman who would have been eligible under the Covered Families and Children Medicaid Program.

On-line, real-time verification is accomplished through the federal hub which is a data warehouse comprised of Immigration and Naturalization Services (INS), Social Security Administration and Internal Revenue Service (IRS) database information.

The Ohio Integrated Eligibility System (OIES) is currently programmed to do eligibility for MAGI Medicaid. Other Medicaid programs along with cash and food assistance programs will be added to OIES in phases over the next 18-24 months. OIES will eventually replace the Client Registry Information System Enhanced (CRIS-E) system that has been used for many years. In the interim, local DJFS agencies are required to use two systems. Customers may receive benefits through both CRISE and OIES. Loading customer data multiple times and searching two systems to respond to customer inquiries creates duplication, confusion and is time consuming.

Ms. Eschmann described the OIES application process flow from start to finish from both a 'no touch' perspective and from a manual process (slide 12). Currently most applications require some manual intervention by caseworkers as illustrated in Slide 12. Once the system issues are resolved and the system is fully functional, the result should be that most applications will not require local DJFS intervention. The expectation is that 90% of applications will be processed on-line as 'no-touch'. Applicants that are denied have the right to request a State hearing.

OIES was not fully functional on October 1, 2013 which was a mandated 'go-live' date for customers to apply for Medicaid coverage to be effective January 1, 2014. On October 1, 2013, local DJFS agencies had limited system access. Only a handful of staff could inquire or work within OIES which created customer service issues. Medicaid processing mandates allow for applications to be processed within 30 days from the application date. With a limited number of system users along with system functionality problems and using two systems, the application processing mandate as well as responding to customer inquiries timely has been an impossible task.

Clermont County DJFS is training public assistance staff through the month of February. Intake applications are processed through both CRIS-E (cash and food assistance and other types of Medicaid) and OIES for MAGI Medicaid. Data entering the same application in two systems is time consuming. DJFS completes less than 50 intake applications daily. As of February 20, 2014, Clermont DJFS had approximately 2800 applications to process in OIES. Approximately 375 applications have been approved and 150 have been denied to date. An additional 106K Ohio applications have been filed at the Federal Marketplace. Of these, 2056 are Clermont County applications. These applications are expected to be available to the local DJFS agencies on February 26, 2014. This brings the total number of applications to be processed in Clermont County to approximately 5000.

Ms. Eschmann stated overtime will be approved in March for public assistance staff to process the backlog of OIES applications. The additional overtime, along with other work flow changes incorporated in the daily work schedule will provide an opportunity to get caught up with the backlog and be able to process applications within the 30 day mandated timeframe.

The Ohio Department of Job and Family Services Directors' Association is working with the State and the vendor on recommendations to increase the number of 'no touch' applications. Suggesting some changes to allow for a simplified system, rule changes and decrease the restrictions placed on additional funding provided to DJFS agencies to roll-out OIES.

Ms. Eschmann stated this should be a great system when all the bugs are worked out, the system is functioning as it was intended, and all staff are fully trained and confident. The estimated timeframe for system completion is late 2015.

Commissioner Uible asked what the current stress level is for our staff at DJFS. Ms. Eschmann stated that call center workers who are answering the majority of phone calls have found this task to be stressful. Call Center workers are answering calls for all programs as well as calls from people who are trying to purchase health insurance through the Marketplace and need a Medicaid denial to continue. These callers are unhappy and don't understand this is a system issue. DJFS is making every effort to expedite cases that are emergencies if we are made aware of the need.

Commissioner Humphrey asked if we are not providing the services that we need to our citizens. Ms. Eschmann stated the caseload and number of citizens receiving public assistance benefits have increased about 50% over the last few years due to the recession and the DJFS staffing levels have decreased because of continuous budget cuts. The DJFS is doing the best job possible considering the situation and staffing levels.

Conclusion/Follow-Up Action Needed – The Commissioners asked Ms. Eschmann to express their gratitude and appreciation to the workers for their determination and dedication.

2. **Issue - Board of Elections Health Insurance Request, Judy Miller, Director, and Mike**

Discussion – Mr. Rabolt reviewed a letter received from Tim Rudd, Chairman of the the Board of Elections (BOE) requesting the continuance of health insurance coverage for two of

the reappointed BOE members.

Ms. Miller stated in accordance with Ohio Revised Code (ORC) 3501.141(B) the BOE is requesting continued insurance coverage for the two board members that the BOE reappointed to a one-time three, year term starting 3/1/14 through 3/1/17 due to the election cycle. (see letter dated 2/18/14 attached)

According to the statute each term renewal requires the approval of the Commissioners to provide health insurance. These two BOE board members are currently on the health insurance plan and the BOE is simply requesting permission from the Board to continue coverage through 2014 as required by ORC 3501.141(B).

Mr. Rabolt noted the Board sent a letter dated 11/19/13 to the BOE, stating that the BCC would be providing BOE board members with health insurance through the end of 2014, however they would not be offering coverage in 2015. Commissioner Uible pointed out that the Board agreed to provide insurance for BOE board members through the end of 2014 in the letter dated 11/19/13 and that offer should stand, regardless of the reappointment. The Board was in agreement the letter was a commitment to provide insurance through 2014 and they would stand by that commitment.

Commissioner Proud took a moment to recognize Ms. Miller for being elected as Election Official of the Year by the Ohio Secretary of State. Ms. Miller thanked the Board of Elections, her staff, the Commissioners as well as Mr. Rabolt for all of the support and for making our Board of Elections one of the best in the State.

Commissioner Uible asked if anything was new on the polling equipment. Mike Keeley, Assistant Director of the Board of Elections described the equipment status of the polling equipment replacement plan. The current equipment is approximately 7 years old and is starting to fail, the BOE is currently negotiating with a vendor on a complete package to replace all equipment at once and finance the package over the multiyear budget. The BOE has also looked at a leasing agreement where the agreement provides for upgrades to the equipment every so many years as long as we continue the lease.

Conclusion/Follow-Up Action Needed – Mr. Rabolt's office will prepare a letter authorizing the BOE to provide health coverage through 2014 and terminating 2015.

3. **Issue – Clermont County Veterans Service Commission for recommendation regarding Mr. Joe Whitt**

Discussion – Mr. Humphrey brought up a letter received last week from the Clermont County Veterans' Service Commission for recommendation regarding Mr. Joe Whitt as a nominee for the Ohio Veterans Hall of Fame. Commissioner Humphrey would like to suggest we write the recommendation letter as requested.

Conclusion/Follow-Up Action Needed - The Commissioners agreed and will prepare a letter of support for Mr. Whitt as requested.

Adjournment

Informal Regular Session was adjourned.

**BOARD OF COUNTY COMMISSIONERS
CLERMONT COUNTY, OHIO**

Absent

DAVID H. UIBLE, PRESIDENT

ROBERT L. PROUD, VICE PRESIDENT

EDWIN H. HUMPHREY, MEMBER

STEPHEN H. RABOLT, COUNTY ADMINISTRATOR

3/28/14
DATE APPROVED