

MINUTES
GENERAL ASSISTANCE MONITORING COMMITTEE
TUESDAY, APRIL 16, 2019 AT 1:30 P.M.
COUNTY-CITY BUILDING,
CONFERENCE ROOM 214

Present: Kerry P. Eagan, Joan Anderson, Linda Becker, Sara Hoyle, Shirley Terry, CJ Johnson and Jennifer Brinkman

Absent: Tami Lewis

Approval of Minutes for General Assistance Monitoring Committee Meeting September 11, 2018: Becker moved, and Anderson seconded to approve the minutes from the September 11, 2018 General Assistance Monitoring Committee Meeting.

Reports:

Hoyle distributed the General Assistance Application Status Statistics for October, November, December (2018) and January, February, March (2019) (Exhibit A). Hoyle said GA received approximately 50 applications per month. She explained that even though the denial rate is high most of the denials are for incomplete applications within that month that will roll over to the next month. The last six months GA has been seeing people who are here legally, have the proper identification and are being refused for SNAP benefits. Appleseed has been contacted and is trying to figure out exactly what is happening. The denials state illegal alien with no other information.

The second page of the report shows types of assistance that were offered and is broken down by numbers and amount that GA is billed. The difference in the billed and paid amount is due to the fact that GA pays at the Medicaid rate and holds payments for hospitals when the client is pending SSI/SSDI. Hoyle explained the report is pulled directly from the new database system and bills are logged as they are received. The third page includes non-food vouchers as well as bus passes and cremation numbers. Hoyle pointed out the statistics on page four, five and six look different from the first page summary because this information is captured during that month. She also noted there were over 10,000 web hits in March and almost 15,000 in October 2018.

DATABASE UPGRADE:

The database upgrade has been completed and GA is now able to track billing and different data sets. Hoyle stated with the new database there are a number of different reports and extraction of information that can be done and if anyone is interested in different reports to let her know.

General Assistance Budget:

Hoyle distributed the General Assistance Budget (Exhibit B). Hoyle pointed out the new database tracks items entered more accurately than the old one. For example, in the old system if a medical provider, pharmacy and hospital bills were paid at the same time the system would show each payment as a line item under the medical provider rather than individual line items for each category.

The new database shows the actual numbers for each line item. GA is currently over budget for hospital payments due to two clients who had lengthy hospital stays and were denied SSI. Approximately 20% remains in client services and there is a possibility GA may need to request an increase for this year's budget from the County Board. Hoyle stated GA will be receiving approximately \$35,000 from Gage County in reimbursements.

Bluestem Health

Linda Becker, GA Coordinator at Health 360, distributed two reports. The first one was based on data from September 1st through November 30, 2018 and the second one December 1, 2018 through February 28, 2019. See Exhibit C for the full reports. Becker noted office visits with Bluestem providers have been averaging about 200 visits per month. She also noted on the December through February report the active clients per week were higher than the previous year. Johnson pointed out on the first report there is a discrepancy on the last line of the last bullet point. It states "of those 40 cases", it should read, "of those 54 cases".

Becker said Bluestem has hired a half time patient support services individual who will be working exclusively with GA patients on the medication assistance program (MAP). Her focus will be exclusively on the GA patients and getting them on MAP, closely tracking them and monitoring the applications. This should have an impact on the pharmacy cost. The position is located at the administration building. Hoyle stated that CenterPointe has been brought on board and a system has been set up so if there is a GA client at CenterPoint, GA is working with them to make sure their medications are being processed through MAP. A process has been put into place for applications of GA clients who have been referred to a specialist to be part of MAP.

Bluestem now has a fourth clinic, Bluestem Kreshel Clinic previously known as North Lincoln Family Medical Center, 3100 N 14th Street, Suite 201. This clinic and Dr. Kreshel, a family practice physician, have been established for years. Becker has not met with them to explain the GA process yet, as they came on board April 1st. There was a brief discussion on the hiring of a provider for Health 360 which was part of the Blue-Ribbon Task Force, with input from Hoyle, Anderson and Becker.

Pharmacy Update:

Hoyle gave a brief update stating an RFP had been issued last year for the General Assistance pharmacy and there were three applications: Hy Vee, Genoa and Kohls. All three were accepted. However due to the cost for Hy Vee to participate in the 340B process and not wanting to provide durable medical equipment there was a mutual agreement for them to no longer be a pharmacy provider.

SSI/SSDI Outreach, Access, and Recovery(SOAR):

Hoyle said all three caseworkers can now provide assistance through SOAR with filling out both SSI and SSDI applications.

MEDICAID EXPANSION:

There was a brief discussion regarding the impact of Medicaid expansion on Region V and GA and the possibility of no dental and eye coverage with input from Johnson, Hoyle, Anderson, Terry and Eagan.

Hoyle offered to send the GA meeting reports electronically prior to the meetings for the committee to review.

The next meeting will be Tuesday, June 18, 2019, Room 210, second floor of the County-City Building.

There being no further business the meeting was adjourned at 3:00 p.m.

Submitted by Minette Genuchi, Aide to the Lancaster County Board of Commissioners.

Exhibit 1

LANCASTER COUNTY GENERAL ASSISTANCE

Application Status Statistics

<u>OCT</u> (10/1/2018 TO 10/31/2018)	<u>NOV</u> (11/1/2018 TO 11/30/2018)	<u>DEC</u> (12/1/2018 TO 12/31/2018)	
STATUS	STATUS	STATUS	
NEW APPLICATIONS	NEW APPLICATIONS	NEW APPLICATION	
54	34	47	
CLOSED -16	CLOSED - 15	CLOSED - 14	
DENIED - 38	DENIED - 19	DENIED - 33	
PERCENTAGE DENIED - 70.37	PERCENTAGE DENIED - 55.88	PERCENTAGE DENIED - 70.21	
DENIAL REASONS	DENIAL REASONS	DENIAL REASONS	
Available Resources - 1	Failure to Comply - 11	Available Resources - 2	
Employment Terminated - 1	Over Assets - 2	Employment Terminated - 1	
Failure to Comply - 25	Over Income - 2	Failure to Comply - 17	
Outstanding Warrant - 1	Other - 3	No Urgent Medical Need Listed - 1	
Over Income - 5	Outstanding Warrant - 1	Not W/I Scope of Program - 2	
Not U.S. Citizen - 1		Over Assets - 2	
Other - 1		Over Income - 3	
SSI/Medicaid Approved - 1		Sufficient Income For Need - 1	
Not W/I Scope of Program - 2		Needs Met - 2	
		SSI/Medicaid Approved - 2	
TOTAL - 38	TOTAL - 19	TOTAL - 33	
OCT WEB HITS - 14,522	NOV WEB HITS - 2,597	DEC WEB HITS - 6,489	
ASSISTANCE TYPE 10/1/2018 THRU 12/31/2018 Bus Passes - 154 Mortuary/Cremation - 23 Non-Food Vouchers - 235			
<u>CASELOAD PER WORKER</u> As of 12/20/2018			
	Active	Pending	
Cynthia	38	15	TOTAL 53
Lisa	57	9	TOTAL 66
Sandy	49	16	TOTAL 65
TOTAL	144	40	

Lancaster County General Assistance
All Assistance Types for 10/01/2018 thru 12/31/2018

<u>Assistance Type</u>	<u>Count</u>	<u>Billed</u>	<u>Paid</u>
Hospital	11	413,524.89	9,741.22
Hospital-ER	43	431,941.41	25,855.36
Hospital-ER/Inpatient	6	155,796.13	8,049.50
Laboratory	46	974.00	734.03
Medical	597	507,483.41	105,680.34
Medical Supplies	106	16,694.17	12,141.49
Mortuary Cremation	23	16,552.94	16,552.94
Personal Needs	235	5,649.75	5,649.75
Pharmacy	2,851	112,682.47	112,682.47
Physical Therapy	139	37,414.24	8,518.94
Radiology	96	80,942.54	6,481.26
Rent	8	3,850.00	3,850.00
Rent Deposit	1	250.00	250.00
Transportation	154	1,328.00	1,328.00
Total	4,316	1,785,083.95	317,515.30

Lancaster County General Assistance
Assistance Types for 10/01/2018 thru 12/31/2018

<u>Assistance Type</u>	<u>Count</u>	<u>Billed</u>	<u>Paid</u>
Bus Passes	154	1,328.00	1,328.00
Mortuary Cremation	23	16,552.94	16,552.94
Non-food Vouchers	235	5,649.75	5,649.75
Total	412	23,530.69	23,530.69

Lancaster County General Assistance
 Application Status Changes Between
 10/1/2018 and 10/31/2018

Status	Number of Applications	Percent of Applications
Closed	16	29.63
Denied	38	70.37
	54	100.00

Denied Applications

Denial Reason	Count	Percent
Available Resources	1	2.63
Employment Terminated	1	2.63
Failure To Comply	25	65.79
Not U.s. Citizen	1	2.63
Not W/ Scope Of Program	2	5.26
Other (See Remarks)	1	2.63
Outstanding Warrant	1	2.63
Over Income	5	13.16
SSI / Medicaid Approved	1	2.63
	38	99.99

Closed Applications

Closed Reason	Count	Percent
Employment Terminated	1	6.25
Failure To Comply	4	25.00
Needs Met	5	31.25
Not Of Legal Settlement	1	6.25
Over Assets	1	6.25
Over Income	1	6.25
SSI / Medicaid Approved	3	18.75
	16	100.00

Lancaster County General Assistance
 Application Status Changes Between
 11/01/2018 and 11/30/2018

Status	Number of Appplcations	Percent of Applications
Closed	15	44.12
Denied	19	55.88
	34	100.00

Denied Applications

Denial Reason	Count	Percent
Failure To Comply	11	57.89
Other (See Remarks)	3	15.79
Outstanding Warrant	1	5.26
Over Assets	2	10.53
Over Income	2	10.53
	19	100.00

Closed Applications

Closed Reason	Count	Percent
Eligibility Ended	1	6.67
Failure To Comply	1	6.67
Needs Met	4	26.67
Over Assets	1	6.67
Over Income	3	20.00
SSI / Medicaid Approved	5	33.33
	15	100.01

Lancaster County General Assistance
 Application Status Changes Between
 12/1/2018 and 12/31/2018

Status	Number of Applications	Percent of Applications
Closed	14	29.79
Denied	33	70.21
	47	100.00

Denied Applications

Denial Reason	Count	Percent
Available Resources	2	6.06
Employment Terminated	1	3.03
Failure To Comply	17	51.52
Needs Met	2	6.06
No Urgent Medical Need Listed	1	3.03
Not W/I Scope Of Program	2	6.06
Over Assets	2	6.06
Over Income	3	9.09
SSI / Medicaid Approved	2	6.06
Sufficient Income For Need	1	3.03
	33	100.00

Closed Applications

Closed Reason	Count	Percent
Available Resources	1	7.14
Eligibility Ended	1	7.14
Needs Met	3	21.43
Not W/I Scope Of Program	1	7.14
Over Income	2	14.29
SSI / Medicaid Approved	5	35.71
Unable To Contact Client	1	7.14
	14	99.99

LANCASTER COUNTY GENERAL ASSISTANCE

Application Status Statistics

<u>JAN</u> (1/1/2019 – 1/31/2019)	<u>FEB</u> (2/1/2019 – 2/28/2019)	<u>MAR</u> (3/1/2019 – 3/31/2019)
STATUS	STATUS	STATUS
NEW APPLICATIONS	NEW APPLICATIONS	NEW APPLICATION
51	31	56
CLOSED – 28	CLOSED – 7	CLOSED – 31
DENIED – 23	DENIED – 24	DENIED – 25
PERCENTAGE DENIED – 45.10	PERCENTAGE DENIED – 77.42	PERCENTAGE DENIED – 44.64
DENIAL REASONS	DENIAL REASONS	DENIAL REASONS
Available Resources – 1	Failure to Comply - 12	Available Resources – 1
Employment Terminated – 1	Over Assets – 8	Employment Terminated – 1
Failure to Comply – 17	Over Income – 2	Failure to Comply – 17
Over Income - 1	No Urgent Medical Need Listed - 1	Other – 1
SSI/Medicaid Approved – 1	Not W/I Scope of Program – 1	Outstanding Warrant - 2
Not W/I Scope of Program – 1		Over Assets – 2
No Urgent Medical Need Listed - 1		Over Income - 1
TOTAL – 23	TOTAL – 24	TOTAL - 25
JAN WEB HITS – 8,387	FEB WEB HITS – 7,426	MAR WEB HITS – 10,538

ASSISTANCE TYPE
(1/1/2019 THRU 3/31/2019)
Bus Passes – 161
Mortuary/Cremation – 12
Non-Food Vouchers - 201

CASELOAD PER WORKER
(As of 4/10/2019)

	ACTIVE	PENDING	SUSPENDED	TOTALS
CYNTHIA	36	10	1	47
LISA	48	14	0	62
SANDY	46	14	0	60
TINA	8	0	0	8

<u>Assistance Type</u>	<u>Count</u>	<u>Billed</u>	<u>Paid</u>
Cemetery Cremation	1	55.00	55.00
Hospital	3	10,418.44	0.00
Hospital-ER	26	183,924.29	10,752.83
Hospital-ER/Inpatient	3	109,670.00	2,159.76
Laboratory	11	4,638.35	894.74
Medical	367	425,775.02	56,980.68
Medical Supplies	48	7,792.63	3,066.59
Mortuary Cremation	12	8,704.00	8,704.00
Personal Needs	201	4,878.43	4,878.43
Pharmacy	1,579	60,577.09	60,577.09
Physical Therapy	190	25,055.05	8,306.21
Radiology	50	41,234.95	4,045.92
Rent	6	2,790.00	2,790.00
Transportation	161	1,376.00	1,376.00
Total	2,658	886,889.25	164,587.25

Lancaster County General Assistance
Assistance Types for 01/01/2019 thru 03/31/2019

<u>Assistance Type</u>	<u>Count</u>	<u>Billed</u>	<u>Paid</u>
Bus Passes	161	1,376.00	1,376.00
Mortuary Cremation	12	8,704.00	8,704.00
Non-food Vouchers	201	4,878.43	4,878.43
Total	374	14,958.43	14,958.43

Lancaster County General Assistance
Application Status Changes Between
01/01/2019 and 01/31/2019

Status	Number of Applications	Percent of Applications
Closed	28	54.90
Denied	23	45.10
	51	100.00

Denied Applications

Denial Reason	Count	Percent
Available Resources	1	4.35
Employment Terminated	1	4.35
Failure To Comply	17	73.91
No Urgent Medical Need Listed	1	4.35
Not W/ Scope Of Program	1	4.35
Over Income	1	4.35
SSI / Medicaid Approved	1	4.35
	23	100.01

Closed Applications

Closed Reason	Count	Percent
Available Resources	2	7.14
Eligibility Ended	3	10.71
Employment Terminated	1	3.57
Failure To Comply	1	3.57
Needs Met	11	39.29
Other (See Remarks)	1	3.57
Outstanding Warrant	2	7.14
Over Income	1	3.57
SSI / Medicaid Approved	5	17.86
Unable To Contact Client	1	3.57
	28	99.99

Lancaster County General Assistance
 Application Status Changes Between
 02/01/2019 and 02/28/2019

Status	Number of Applications	Percent of Applications
Closed	7	22.58
Denied	24	77.42
	31	100.00

Denied Applications

Denial Reason	Count	Percent
Failure To Comply	12	50.00
No Urgent Medical Need Listed	1	4.17
Not W/I Scope Of Program	1	4.17
Over Assets	8	33.33
Over Income	2	8.33
	24	100.00

Closed Applications

Closed Reason	Count	Percent
Failure To Comply	1	14.29
Needs Met	3	42.86
Outstanding Warrant	2	28.57
Over Income	1	14.29
	7	100.01

Lancaster County General Assistance
 Application Status Changes Between
 03/01/2019 and 03/31/2019

Status	Number of Applications	Percent of Applications
Closed	31	55.36
Denied	25	44.64
	56	100.00

Denied Applications

Denial Reason	Count	Percent
Available Resources	1	4.00
Employment Terminated	1	4.00
Failure To Comply	17	68.00
Other (See Remarks)	1	4.00
Outstanding Warrant	2	8.00
Over Assets	2	8.00
Over Income	1	4.00
	25	100.00

Closed Applications

Closed Reason	Count	Percent
Eligibility Ended	2	6.45
Failure To Comply	6	19.35
Needs Met	7	22.58
Not U.s. Citizen	2	6.45
Other (See Remarks)	3	9.68
Outstanding Warrant	2	6.45
Over Income	3	9.68
SSI / Medicaid Approved	5	16.13
Unable To Contact Client	1	3.23
	31	100.00

Exhibit B

GENERAL ASSISTANCE

	6-30-16 <u>EXPENDED</u>	6-30-17 <u>EXPENDED</u>	6-30-18 <u>EXPENDED</u>	FY19 <u>BUDGET</u>	4/15/2019 <u>ACTIVITY</u>	REMAINING <u>BUDGET</u>	PERCENT <u>REMAINING</u>
CLIENT SERVICES:							
CLIENT RENT	48,111	30,989	31,072	25,000	11,049	13,951	55.80%
OTHER SERVICES	133,797	71,392	28,235	26,000	22,664	3,336	12.83%
BURIALS	40,971	39,846	57,443	40,000	45,365	-5,365	-13.41%
HOSPITAL	302,841	83,163	361,817	250,000	333,530	-83,530	-33.41%
PHARMACY	434,567	412,754	367,615	300,000	306,437	-6,437	-2.15%
PHYSICIAN	782,734	676,287	546,727	500,000	348,110	151,890	30.38%
OTHER MEDICAL	39,028	49,313	137,400	78,500	121,663	-43,163	-54.99%
 SUBTOTAL	 1,782,048	 1,363,745	 1,530,308	 1,219,500	 1,188,817	 30,683	 2.52%
RENT & ADMINISTRATION:							
FACILITY RENT (HHS)	237,014	277,029	354,417	285,000	143,871	141,129	49.52%
HEALTH DEPT CONTRACT	366,670	314,784	90,211	-	17,668	-17,668	
BLUESTEM			186,181	380,000	228,448	151,552	39.88%
 TOTAL G.A.	 2,385,732	 1,955,558	 2,161,118	 1,884,500	 1,578,805	 305,695	 16.22%
 REVENUE	 622,409	 570,593	 312,441	 260,000	 226,157	 33,843	 13.02%

PHARMACY REIMBURSEMENT AT 4-15-19 TOTALS 81,872.78

PHARMACY REIMBURSEMENT YEAR ENDED 6-30-18 TOTALS 104,349.43

PHARMACY REIMBURSEMENT YEAR ENDED 6-30-17 TOTALS 310,013.17

PHARMACY REIMBURSEMENT YEAR ENDED 6-30-16 TOTALS 184,598.80

LANCASTER COUNTY
GENERAL ASSISTANCE

	Budget FY18-19	Actual (4-15-19) FY18-19	Actual FY17-18	Actual FY16-17	Actual FY15-16
REVENUES	260,000.00	226,157.15	312,440.69	570,593.16	622,409.39
<i>GA County Reimbursement</i>	10,000.00	7,141.19	15,094.98	43,142.95	9,164.69
<i>Pharmacy Reimbursement</i>	100,000.00	81,872.78	104,349.43	310,013.17	184,598.80
<i>Medical Reimbursement</i>	135,000.00	124,314.58	172,967.54	207,750.15	401,802.38
<i>SSI Reimbursement</i>	15,000.00	12,282.99	19,228.74	8,768.89	25,949.52
<i>Other Reimb & Refunds</i>	0.00	545.61	800.00	255.00	894.00
<i>Client Rent</i>	0.00	0.00	0.00	663.00	0.00
EXPENDITURES					
CLIENT RENT	25,000.00	11,048.77	31,072.27	30,989.00	48,110.68
OTHER SERVICES	26,000.00	22,663.75	28,235.09	71,392.45	133,796.61
<i>Other Misc Contracted Svs</i>	5,000.00	175.00	150.00	37,503.78	66,488.58
<i>Client Transportation</i>	5,000.00	4,184.11	4,689.84	3,944.00	5,040.00
<i>Client Sundries</i>	16,000.00	17,804.64	19,732.87	15,037.87	16,260.79
<i>Client Lot Rent</i>	0.00	0.00	0.00	3,455.00	655.00
<i>Client Room & Board</i>	0.00	0.00	0.00	11,451.80	44,084.84
<i>Client Rent Deposits</i>	0.00	500.00	0.00	0.00	1,195.00
<i>Other Client Services</i>	0.00	0.00	125.00	0.00	72.40
<i>Other Misc Fees & Services</i>	0.00	0.00	3,537.38	0.00	0.00
BURIALS	40,000.00	45,365.25	57,442.68	39,846.06	40,970.95
<i>Client Burial Expense</i>	0.00	1,300.00	0.00	0.00	255.00
<i>Client Cremation Expense</i>	40,000.00	44,065.25	57,442.68	39,846.06	40,715.95
HOSPITAL	250,000.00	333,530.02	361,816.53	83,163.16	302,840.54
PHARMACY	300,000.00	306,436.74	367,615.08	412,754.19	434,566.76
PHYSICIAN SERVICES	500,000.00	348,109.52	546,726.51	676,286.93	782,734.26
OTHER MEDICAL	78,500.00	121,663.42	137,400.03	49,313.04	39,028.33
<i>Medical Services</i>	17,000.00	41,335.17	57,468.98	16,441.81	22,517.48
<i>Dental Services</i>	2,000.00	33.00	525.00	6,100.42	6,098.44
<i>Ambulance</i>	2,000.00	0.00	0.00	0.00	0.00
<i>Laboratory</i>	2,500.00	1,628.77	2,396.37	0.00	0.00
<i>Physical Therapy</i>	30,000.00	35,251.54	34,562.63	26,770.81	10,412.41
<i>Radiology</i>	25,000.00	43,378.94	42,447.05	0.00	0.00
HHS (RENT)	285,000.00	143,871.24	354,417.46	277,029.48	237,013.79
HEALTH DEPARTMENT	0.00	17,667.62	90,210.73	314,783.86	366,669.72
BLUESTEM	380,000.00	228,448.47	186,181.44	0.00	0.00
TOTAL EXPENDITURES	1,884,500.00	1,578,804.80	2,161,117.82	1,955,558.17	2,385,731.64

2018 B

GA Monitoring Committee Report
Bluestem Health formerly known as People's Health Center
December 11, 2018
Linda Becker, RN GA Coordinator

Data for period September 1 and Nov 30, 2018

- Active clients per week ranged from: **126-144.**
- Pending clients per week ranged from: **29-42.**
- New GA cases: **45**
- Closed GA cases: **27**
- Office visits with Bluestem provider: **206**
- Wait time for new GA patient appointments averaged: **7 business days**
- After-hours calls total: **20**
- ER visits: **40 (approved 33)**
 - Clients directed to go to ER by RN or provider: **16**
 - Clients who went to ER on own and visit was deemed medically necessary: **17**
 - Clients who went to ER on own and visit was not medically necessary: **5**
 - Visits not approved for other reasons: **2 (behavioral health)**
- Medication assistance program:
 - # of current active patients receiving medications thru MAP: **40**
- Patients seeing a Bluestem Behavioral Health consultant as well as a Bluestem medical provider (June 1-Aug 31): **26 visits involving 21 patients**
- Between 9/1/17 and 9/30/18: **54 cases closed for clients who had obtained another method of coverage. Of those 40 cases, 38 have remained with Bluestem thus far.**

GA Monitoring Committee Report
Bluestem Health
March 19, 2019
Linda Becker, RN GA Coordinator

Data for period December 1, 2018 thru February 28, 2019

- Active clients per week ranged from: **138-147**.
- Pending clients per week ranged from: **28-43**.
- New GA cases: **38**
- Closed GA cases: **36**
- Office visits with Bluestem provider: **202**
- Wait time for new GA patient appointments averaged: **6 business days**
- After-hours calls total: **34**
- ER visits/Hospitalizations: **44 (approved 39)**
 - Clients directed to go to ER by GA RN: **9**
 - Clients directed to go to ER by Bluestem provider: **12**
 - Clients directed to go to ER by specialist or other provider: **5**
 - Clients who went to ER on own and visit was deemed medically necessary: **13 (6 of these were retroactive to the GA case opening)**
 - Clients who went to ER on own and visit was not medically necessary: **5 (2 of these were retroactive to their GA case opening)**
- Medication assistance program:
 - # of current active patients receiving medications thru MAP: **40**
- Patients seeing a Bluestem Behavioral Health consultant as well as a Bluestem medical provider: **39 visits involving 31 unique patients**
- Between 9/1/17 and 2/28/19: **81** cases have closed for clients who had obtained another method of coverage (Medicaid, SSI, Marketplace, etc). Of those **81** cases, **57** have been seen by a Bluestem provider since their GA case closed.