

## HB 174 Requirements

“The department shall work with the Department of Workforce Services, the Department of Human Services, and the Privatization Policy Board created in Section 63I-4-201 to study the state's eligibility determination system for the state Medicaid program in accordance with this section.” (HB174, 31-34)

The study shall include the state's eligibility determination system for the following programs:

- (1) the state Medicaid program, (2) the Utah Children's Health Insurance Program, (3) the Primary Care Network, (4) the Utah Premium Partnership, (5) other eligibility systems administered by the Department of Workforce Services.

The study shall include:

- the workflow and operations of the eligibility determination systems
- efficiencies that may be obtained through:
  - consolidation of the eligibility determination systems
  - privatization of the eligibility determination systems
  - other technology or organizational solutions for the eligibility determination systems.

## Study Scope of Work and Interim Report

The Utah Department of Health has contracted with a research team from Southern Utah University and Utah State University to complete the study. The scope of work consists of seven research and analysis tasks.

### 1. **Workflow analysis of eligibility determinations in each of the five categories**

Initial analysis of each program's process of eligibility avenues, as well as the statutory authority for the establishment of the programs, has been completed. Information has been provided by the Department of Health about each of the programmatic areas. Meetings with the Department of Workforce Services are being scheduled to explore DWS eligibility processes.

### 2. **Benchmarking key performance measures for each of the five categories**

The Department of Health's preferred standard of “right program, right decision” has provided an initial benchmark about the way in which performance is currently measured. This approach appears to meet the statutorily required error prevention requirements. Additional information about DWS's internal benchmarks will be collected and an evaluation of those benchmarks will occur prior to the production of the final report.

### 3. **Cross State Comparisons**

The study is currently collecting information from all 50 states regarding eligibility error rates. Agency personnel in each state have been called—and in most cases—have been redirected to department managers or the state's website for publicly accessible information. The study is following up with this information.

### 4. **Processes eligible for privatization**

The study is gathering information from independent websites, the secondary literature and state websites to determine which states could serve as appropriate comparative case studies. The study plans a minimum of 6 states for more detailed case studies.

5. **Impact of the prioritized privatization suggestions on cost, quality, and timeliness of service provision and current service delivery systems**

The study continues to gather the benchmark standards of each agency as well as the statutorily required benchmarks. This evaluation will occur after additional information is received from the Department of Workforce Services.

6. **Controls required to protect public interest and statutory mandates under privatization**

The study is conducting a regulatory review of the federal statutes that govern each of the programs identified. This review is progressing with an emphasis on the federal standards required of each program as well as how those protections must be implemented. This review will provide a regulatory context for privatization.

7. **Internal potential for improvement in eligibility determination**

At this point few, potential improvements can be readily identified until information needed to fully complete the task is gathered from the Department of Workforce Services.