

DPA Workload Activities
Week of 02/23/2105

Despite another slight uptick in the total applications over 30 days, progress is being made. Over 2,100 actions were completed during protected time last week. The 20,666 actions taken on applications last month was another great effort to meet immediate needs and to address the aged applications. Support units continue to pitch in with SD&T registering applications and working cases and SysOps also helping to register applications and work returned mail. Central Office staff are also handling returned mail and assisting at the JDO. What a team!

Even as it looks like we are beginning to turn the corner, there might be another bump in the road when another unanticipated batch of Marketplace account transfers is registered. It's unclear whether or not these are recent account transfers or ones that could add to the backlog.

2/23/2015 Weekly Workload: Medicaid and All Other Programs
(Including New and Renewal Applications)

| Program | 12/1/2014 | 2/16/15 | 2/23/15 |
|--------------------|--------------|---------------|---------------|
| Medicaid | 6,325 | 7,242 | 7,441 |
| All Other Programs | 3,662 | 3,413 | 3,243 |
| Total | 9,987 | 10,655 | 10,684 |

NOTE: EIS applications or cases in "Received" status; ARIES applications in "Complete" or "Received" status.

On a more positive note, and in the spirit of every hand making a heavy load lighter, the Office of Children's Services, and the Divisions of Behavioral Health, Public Health, and Senior and Disability Services are recruiting volunteers to give us assistance, largely with administrative support. The Field Services Support Unit is coordinating this effort with our sister divisions. Please give these volunteers a warm welcome when they arrive.

We also received confirmation this week that the Office of Management and Budget has approved about 40 long-term non-permanent positions to help address the backlog and to support the anticipated growth in Hospital Presumptive Eligibility as more and larger hospitals pursue this option. Every effort will be made to get these positions filled and new staff trained and in the field as quickly as possible.

In addition, this week we met with representatives from the Centers for Medicare and Medicaid Services to learn about additional strategies that can help to address the backlog and may assist with streamlining enrollment of adults in the expansion group who are SNAP and Interim Assistance recipients. –More to come on this later!

We are getting numerous inquiries from legislators, the governor's office, the commissioner, other divisions, and service providers requesting immediate help for a constituent, patient, applicant or recipient. Most people inquiring on behalf of our customers understand that not all claims of emergent need are justified. While requests to act on some less than urgent situations have been sent, we try to ensure that requests for immediate action are related to an emergent need or help a high risk individual or family. To help redirect some of the calls, information about expedited service for pregnant women and for emergency medical services should soon be on DHSS' Facebook. To date 20 pregnancy-related calls have come in to the BABY hotline.

I am awed by everyone's perseverance and pluck in dealing with all of the activity and hard work going on every day in DPA offices across the state. I am especially grateful for the positive response

and rapid action taken on requests to expedited processing for our most vulnerable fellow Alaskans. Thank you.

2/23/2015 Weekly Workload: Medicaid and All Other Programs by Application Type

| | All Other Programs | | | | Medicaid | | | | Total Case Counts | |
|--------------|--------------------|---------|-----------------|---------|--------------|---------|-----------------|---------|-------------------|---------|
| | Applications | | Reviews/Recerts | | Applications | | Reviews/Recerts | | 2/16/15 | 2/23/15 |
| | 2/16/15 | 2/23/15 | 2/16/15 | 2/23/15 | 2/16/15 | 2/23/15 | 2/16/15 | 2/23/15 | | |
| Case Count | 2,329 | 2,403 | 1,084 | 840 | 7,207 | 7,400 | 35 | 41 | 10,655 | 10,684 |
| Average Days | 50.85 | 53.04 | 49.12 | 54.44 | 118 | 118.37 | 81.46 | 69 | | |
| Median Days | 47 | 47 | 41 | 47 | 101 | 98 | 73 | 58 | | |

NOTE: EIS applications or cases in "Received" status; ARIES applications in "Complete" or "Received" status.

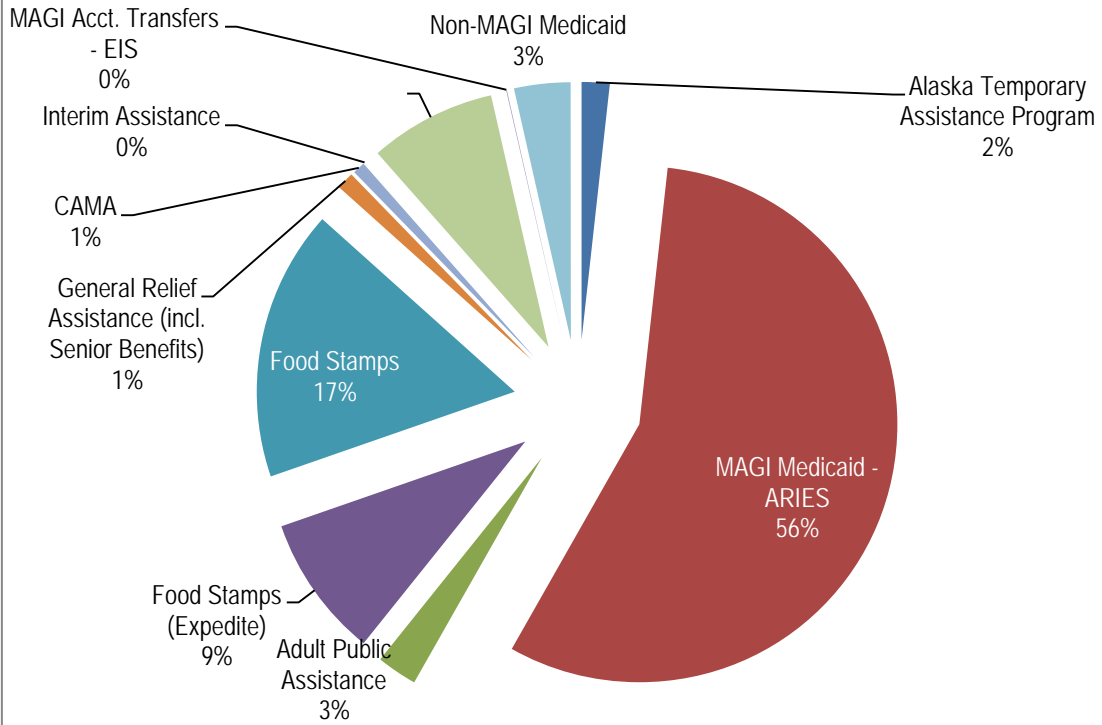
2/23/2015 Weekly Workload by Program

| Program | Applications | | | Reviews/Recerts | | | Totals | | |
|--|--------------|--------------|-------------|-----------------|------------|---------------|---------------|---------------|-------------|
| | 2/16/15 | 2/23/15 | Pct. Change | 2/16/15 | 2/23/15 | Pct. Change | 2/16/15 | 2/23/15 | Pct. Change |
| Alaska Temporary Assistance Program | 162 | 171 | 5.6% | 25 | 18 | -28.0% | 187 | 189 | 1.1% |
| Adult Public Assistance | 232 | 250 | 7.8% | 39 | 28 | -28.2% | 271 | 278 | 2.6% |
| Food Stamps (Expedites) | 950 | 989 | 4.1% | - | - | N/A | 950 | 989 | 4.1% |
| Food Stamps | 807 | 806 | -0.1% | 999 | 776 | -22.3% | 1,806 | 1,582 | -12.4% |
| General Assistance (incl. Senior Benefits) | 114 | 119 | 4.4% | 2 | 1 | -50.0% | 116 | 120 | 3.4% |
| CAMA | 64 | 68 | 6.3% | 19 | 17 | -10.5% | 83 | 85 | 2.4% |
| Interim Assistance | - | - | * | - | - | * | - | - | * |
| MAGI Med. (ARIES) | 6,016 | 6,260 | 4.1% | - | - | N/A | 6,016 | 6,260 | 4.1% |
| MAGI Med. (EIS) | 844 | 760 | -10.0% | - | 1 | * | 844 | 761 | -9.8% |
| MAGI Med. Acct. Transfers (EIS) | 5 | 3 | -40.0% | - | - | N/A | 5 | 3 | -40.0% |
| Non-MAGI Med. | 342 | 377 | 10.2% | 35 | 40 | 14.3% | 377 | 417 | 10.6% |
| Total | 9,536 | 9,803 | 2.8% | 1,119 | 881 | -21.3% | 10,655 | 10,684 | 0.3% |

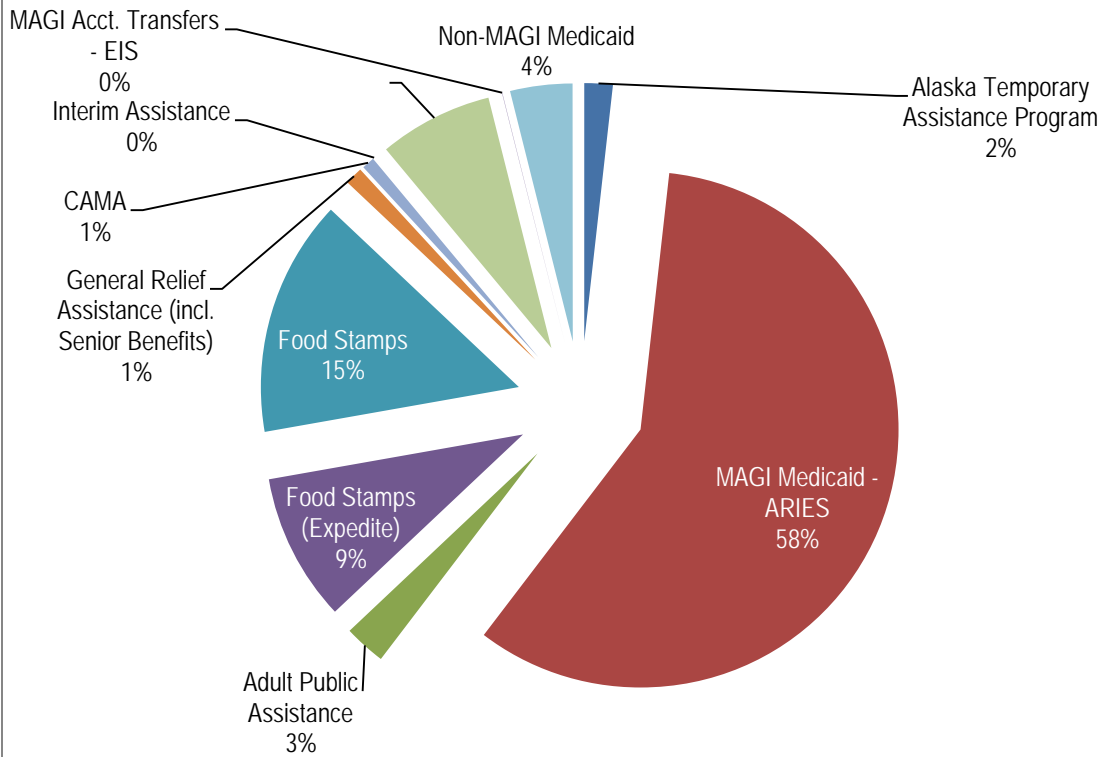
NOTE: EIS applications or cases in "Received" status; ARIES applications in "Complete" or "Received" status.

*Cannot be divided by 0.

2/16/2015 Weekly Workload Composition



2/23/2015 Weekly Workload Composition



Total Application Determinations by Program, January 2015

