



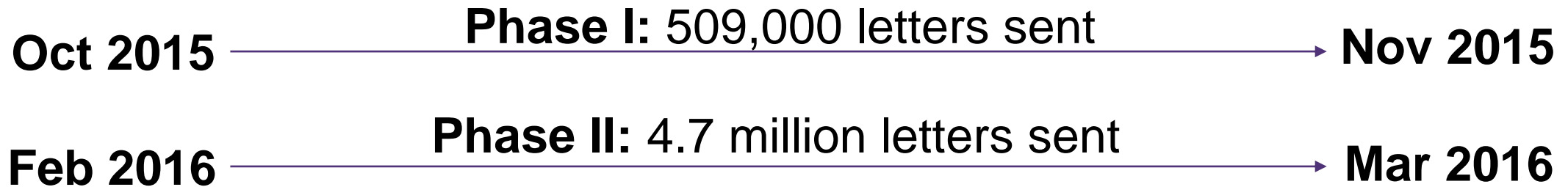
**Department
of Health**

**Medicaid
Redesign Team**

DSRIP Opt Out Update

April 8, 2016

Opt-Out Mailing Status to Date:



- Letters sent to the “good addresses” meeting USPS standards
- Eligibility as of 9/25/15 in Phase I
- Eligibility as of 2/2/16 in Phase II
- Total sent 5.2 million and additional clean up volume remains

Undeliverable to the “good addresses”

- Letters that met USPS address standards considered “good addresses” but returned as undeliverable
- Attempt additional updated or address cleanse options
- Rerun eligibility
- Resend any updated found addresses 1x
- Important because members not notified of DSRIP data sharing are automatically opted out

Member files held because of “bad/maybe” addresses

- Addresses do not match to USPS standards
- Attempt address cleanse options and rerun eligibility
- Resend 1x to those found with updated “good” addresses
- If not able to be mailed, will be processed as automatically opted out

Implication of Undeliverable and Bad/Maybe Addresses

- These members expected to be the bulk of opt out
- Not the same as those who have chosen to opt out of data sharing
- Attempt to minimize through address cleanse and re-mailing
- Currently the clean up from both Phase I and II is about 900,000
- Where possible letters are being re-mailed
- This will be completed by late May (30+ 5 days)
- May be flagged differently in rosters

Maximus call volume & trends

- The DSRIP call center number is 1-855-329-8850
- 64,000 calls to date: 67% general and 33% opt in/out decision
- General Questions:
 - Why did I receive this letter?
 - What is DSRIP? (Consumer Education)
 - Who would get access to my information?
 - Do my benefits or doctors change?
 - Do I have to pay for this program?
 - Translation needs

Member Opt Outs to be processed against:

- Member Roster
- Dashboard (removed from drill down PHI View; included in aggregate)
- Comprehensive Provider Attribution(CPA) [but are included in the aggregate Individual Provider Attribution (IPA)]
- Claims/Encounters Extract
- Supplementary monthly PHI Discontinued/Shred Roster

Official Opt outs processed

	Roster	Dashboard Drill down	CPA	Claims/Encounters	PHI Discontinued Roster
Cycle #1 33,210 January	Yes	Yes	Yes	Not yet available	n/a
Cycle #2 late April 40,000 estimate					In development
Cycle #3 late May All new call center activity and the bulk balance of undeliverable & bad/maybe addresses from Phase I & II					

Monthly process

- Beginning May 2016, newly and re-eligible will receive the opt out mailer.
- Estimate approximately <200,000 a month
- Undeliverable and bad/maybe addresses will have tight timeframes for address cleanse options, redistribution, and applying opt outs to the Rosters/Dashboards/CPA /Claims within a 60 day timeframe.
- PHI Discontinued/Shred Rosters

	Roster	Dashboard Drill down	CPA	Claims/Encounters	PHI Discontinued Roster
Cycle #4 June Begins monthly cycling					
Cycle #5 July and so on					

Thank you.

Questions?

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