

# ASSEMBLY, No. 4569

## STATE OF NEW JERSEY 218th LEGISLATURE

INTRODUCED OCTOBER 15, 2018

**Sponsored by:**

**Assemblywoman JOANN DOWNEY**

**District 11 (Monmouth)**

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**District 11 (Monmouth)**

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**Co-Sponsored by:**

**Assemblywomen Tucker, Mosquera, Lampitt and McKnight**

**SYNOPSIS**

Provides for improved system for eligibility determination for Medicaid and NJ FamilyCare.

**CURRENT VERSION OF TEXT**

As introduced.



**(Sponsorship Updated As Of: 6/21/2019)**

1 AN ACT concerning eligibility determination for Medicaid and  
2 supplementing Title 30 of the Revised Statutes.

3

4 **BE IT ENACTED** by the Senate and General Assembly of the State  
5 of New Jersey:

6

7 1. a. The Commissioner of Human Services shall develop an  
8 information technology platform for use by the State, county  
9 welfare agencies, and State contractors for the purpose of intake,  
10 processing, and tracking of applications for benefits under the  
11 Medicaid program established pursuant to P.L.1968, c.413  
12 (C.30:4D-1 et seq.) and the NJ FamilyCare program established  
13 pursuant to P.L.2005, c.156 (C.30:4J-8 et al.). The goals of the  
14 system shall be: to simplify the applications and eligibility  
15 determination processes for both applicants and eligibility  
16 determination staff; to standardize the application of eligibility  
17 policy across the various agencies responsible for eligibility  
18 determination; to allow for real-time tracking of the status of  
19 applications; to allow the rapid exchange of data relevant to  
20 applications among various State and county agencies and  
21 contractors; and to provide a platform to expand the system to  
22 encompass other social service program applications and eligibility  
23 determinations as the technology permits.

24 b. The Commissioner of Human Services shall establish a  
25 system to evaluate the performance of all entities responsible for  
26 intake and processing of applications for the Medicaid and NJ  
27 FamilyCare programs, including all county welfare agencies and the  
28 State's contracted health benefits coordinator. The system shall  
29 allow for the measurement of a set of relevant common metrics,  
30 including but not limited to: the number of complete and incomplete  
31 applications of each type received; the time between receipt of  
32 completed applications and the completion of the eligibility  
33 determination; the time between receipt of an application and the  
34 request for supporting documentation sent to the applicant; the  
35 number of applicants granted extensions; and the accuracy of  
36 eligibility determinations.

37 Nothing in this section shall be construed to permit a county  
38 welfare agency to deny an application for which an applicant  
39 requires additional time to provide information or documentation to  
40 a county welfare agency, and a county welfare agency shall grant  
41 extensions, as appropriate, when needed.

42 The Commissioner shall annually publish on the Department of  
43 Human Services website, the results, including those for each of the  
44 common metrics and by individual entity, of the performance  
45 evaluation system to be established pursuant to this section.

46 c. The Commissioner of Human Services shall establish a  
47 system of rewards and penalties for all entities responsible for  
48 intake, processing of applications, and processing of

1 redetermination applications that provides incentives for  
2 performance on the metrics established pursuant to subsection b. of  
3 this section. This system shall include incentives for county  
4 welfare agencies to streamline their processes and utilize the  
5 information technology platform required by subsection a. of this  
6 section.

7 d. The Commissioner of Human Services shall designate a  
8 customer service liaison team, which shall be composed of  
9 employees of the Department of Human Services, to receive  
10 complaints that result from the eligibility application process. The  
11 customer service liaison team shall have authority to review all  
12 records of the cases about which complaints are submitted; to  
13 interview individuals who submit complaints, the individuals who  
14 have assisted with their applications, and the State and county staff  
15 who have worked on their cases; and to recommend corrective  
16 actions to State and county agencies to address specific complaints  
17 and reduce future complaints.

18

19 2. The Commissioner of Human Services shall apply for such  
20 State plan amendments or waivers as may be necessary to  
21 implement the provisions of this act and to secure federal financial  
22 participation for State expenditures under the federal Medicaid  
23 program or any other federal program.

24

25 3. The Commissioner of Human Services shall adopt rules and  
26 regulations pursuant to the "Administrative Procedure Act,"  
27 P.L.1968, c.410 (C.52:14B-1 et seq.) to effectuate the purposes of  
28 this act.

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30 4. This act shall take effect on the first day of the sixth month  
31 next following enactment.

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#### STATEMENT

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36 This bill requires the Commissioner of Human Services to  
37 develop an information technology platform for the intake,  
38 processing, and tracking of applications for benefits under the  
39 Medicaid and NJ FamilyCare programs. The goals of the system  
40 will be: to simplify the applications and eligibility determination  
41 processes for both applicants and eligibility determination staff; to  
42 standardize application of eligibility policy across the various  
43 agencies responsible for eligibility determination; to allow for real-  
44 time tracking of the status of applications; to allow the rapid  
45 exchange of data relevant to applications among various State and  
46 county agencies and contractors; and to provide a platform to  
47 expand the system to encompass other social service program

1 applications and eligibility determinations as the technology  
2 permits.

3 The bill requires the commissioner to establish a system to  
4 evaluate the performance of all entities responsible for intake and  
5 processing of applications for the Medicaid and NJ FamilyCare  
6 programs, including all county welfare agencies and the State's  
7 contracted health benefits coordinator. The system will allow for  
8 the measurement of a set of relevant common metrics related to  
9 applications intake and eligibility determination.

10 The bill requires the commissioner to annually publish on the  
11 Department of Human Services website, the results, including those  
12 for each of the common metrics and by individual entity, of the  
13 performance system.

14 The commissioner is to establish a system of rewards and  
15 penalties for all entities responsible for intake, processing of  
16 applications, and processing of redetermination applications that  
17 provides incentives for performance on these metrics. This system  
18 will provide incentives for county welfare agencies to streamline  
19 their processes and utilize the information technology platform  
20 required by the bill.

21 The bill also requires the commissioner to designate a customer  
22 service liaison team, to be composed of employees of the  
23 department, to receive complaints that result from the eligibility  
24 application process. The customer service liaison team will have  
25 authority to review all records of the cases about which complaints  
26 are submitted; to interview individuals who submit complaints, the  
27 individuals who have assisted with their applications, and the State  
28 and county staff who have worked on their cases; and to  
29 recommend corrective actions to State and county agencies to  
30 address specific complaints and reduce future complaints.

31 The bill would take effect on the first day of the sixth month next  
32 following enactment.