

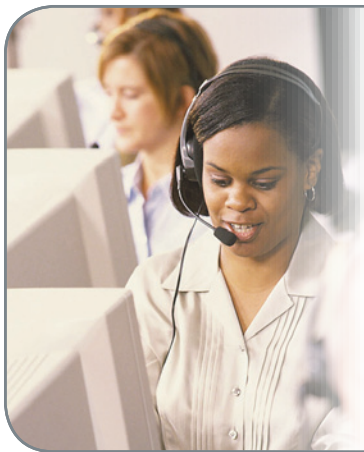
Helping Government Serve the People.®



## Health Care Reform Solutions

### Helping to Deliver Expanded Health Care Coverage

The Affordable Care Act (ACA) aims to expand access to health coverage for over 30 million Americans, expand the protection of patient rights, control health care costs, and improve the health care delivery system. As a leader in health and human services program administration, MAXIMUS understands the challenges government organizations face and offers a suite of health care reform solutions designed to help improve their citizens' access to health insurance while also meeting the new requirements of health care reform.



#### Health Insurance Exchanges

Leaders must make critical decisions regarding how they extend health insurance coverage through a Health Insurance Exchange. With an operational deadline of January 1, 2014, they must also act swiftly.

As an "eligible entity" and a leader in providing solutions to state health insurance programs, MAXIMUS helps states assess, design, implement and operate cost-effective and efficient Health Insurance Exchanges that meet federal and state policies and requirements. MAXIMUS provides:

- Navigator services and customer support
- Eligibility determination and health plan enrollment
- Exception and exemption processing
- Consumer assistance for complaints, grievances and appeals
- Health plan oversight

#### Modernizing Eligibility and Enrollment

Even before health care reform, government agencies needed to streamline eligibility and enrollment processes for public health insurance programs such as Medicaid and CHIP. These processes must be cost-effective and easy for consumers to navigate, yet continue to satisfy program requirements. Medicaid expansion and Exchange eligibility under health care reform further underscore this need.

Our proven processes for eligibility determination, enrollment and renewal are rigorous yet accessible, transforming complex program rules, processes and system linkages into a straightforward, seamless application process for program consumers. MAXIMUS provides:

- Technology enhancements and business process re-engineering
- Streamlined processes to support program eligibility and enrollment
- Multilingual customer support centers
- Self-service tools for consumers
- Easily accessible educational materials, forms and websites for applicants with diverse language and literacy levels



MAXIMUS is the nation's foremost expert on the administration of public health insurance programs.

For more information, visit our website [www.maximus.com](http://www.maximus.com), contact us at 1.800.MAXIMUS (1.800.629.4687) or by email at [healthservices@maximus.com](mailto:healthservices@maximus.com)



## Medicaid Expansion

Medicaid expansion will provide new coverage to millions of Americans. This rapid increase in coverage means states must find innovative and efficient means to reach and enroll an ever-evolving, diverse population.

As the preferred enrollment and education contractor for public health insurance programs, MAXIMUS provides proven solutions to help states reach these newly eligible consumers, including:

- Multilingual outreach and customer support centers
- Effective choice counseling
- Educational materials created for all literacy levels and languages

## Health Plan Oversight

The effective oversight of health plans is critical to gaining consumer confidence and ensuring their protection. Existing oversight models, such as Insurance Department Market Conduct Examination Reports, Medicaid EQRO and Medicare Advantage and Accreditation, provide a range of strategies and process that can be applied to any state Exchange to establish an effective oversight program. The clinical, legal and technical experts at MAXIMUS have direct experience with establishing and managing oversight programs, including:

- Review of benefit plans, contracts, coinsurance and riders
- Assessment of marketing materials and audit of marketing/agent conduct
- Provider network adequacy
- Grievance and appeals
- Utilization management and claims payment



## Health Information Technology (HIT)

Although not directly funded by ACA, the integration of health information technology into the expansion of health insurance coverage is a crucial component. As government agencies look to find new efficiencies, provide better health care, safely share patient data and meet numerous federal and state mandates, HIT has become a top priority.

With a strong blend of technology and program management experience in state Medicaid programs, MAXIMUS is uniquely positioned to assist states with developing and implementing all of their HIT efforts, such as:

- Medicaid HIT planning
- Health Information Exchange (HIE) strategic and operational planning
- Program management support and outreach for Regional Extension Centers (REC)



## Long-Term Care and Dual Eligibles

Health care reform offers increased flexibility and funding for state LTC programs and the opportunity to better coordinate those that are Dual Eligibles. The programs require a wide range of Long-term Care support services to assist consumers, family members and caregivers of seniors and individuals with disabilities, as well as the need to coordinate these services for the Dual Eligibles. As the demand for these services grows, along with the ever-present need to manage costs, now is the time for states to reassess the models they use to determine eligibility, deliver services and facilitate communication among all stakeholders.

MAXIMUS will ensure that programs are efficient and responsive, emphasizing accountability while reducing conflicts of interest. MAXIMUS can help scale programs to meet the increase in demand, improve service quality and build a Long-term Care workforce through:

- Streamlined eligibility and enrollment
- Outreach and public awareness campaigns
- Programs to locate and train workers for this unique population
- Coordinated care wrap-around programs for Dual Eligibles

