
APPENDIX H

HEALTHY KIDS WAITING LIST POLICIES AND PROCEDURES

1.0 POLICY

- 1.1 The *[insert Health Plan name]* shall establish and maintain policies and procedures for establishing and managing a waiting list for enrollment in the Healthy Kids Program.

2.0 RESPONSIBILITY: ADMINISTRATION/POLICY COMMITTEE

Healthy Kids Program Coordinator
Eligibility Specialist

3.0 REFERENCE

4.0 PROCEDURE

- 4.1 To ensure the sustainability of the Healthy Kids Program and protect the long term viability of *[insert Health Plan name]*, *[insert Health Plan name]* will establish a maximum membership number for the Healthy Kids Program. This maximum enrollment will be determined based on an analysis of the projected average cost of insuring a child and the funding that *[insert CHI/Health Plan name]* has available for the Healthy Kids Program. The maximum enrollment number will likely change with time as changes in funding occur and additional experience leads to greater confidence in cost projections.
- 4.2 As of *[insert date]*, *[insert Health Plan name]* is projecting a cost of \$1,000 per year per insured child. With current funding of *[insert funding amount]* per year for children 0 to 5 years from First 5 and *[insert funding amount]* per year for insurance coverage for children ages 5 to 19 years from the *[insert CHI/Health Plan name]*, enrollment in the Healthy Kids Program has currently been capped at *[insert number]* children ages 0 to 5 years and *[insert number]* children ages 5 to 19 years.
- 4.3 Once the Healthy Kids Program achieves membership at its current maximum enrollment levels, a waiting list will be established of individuals applying for the program, but unable to be considered for enrollment at the time of application submission.
- 4.4 As a part of the Children's Health Initiative, *[insert Health Plan name]* will contract with several community-based organizations to conduct outreach and application assistance for Medi-Cal, Healthy Families, and Healthy Kids. *[Insert Health Plan name]* will keep these agencies regularly apprised of changes in the status of the Healthy Kids Program and the current length of the waiting list. When a waiting list is in existence, these community-based agencies will accept preliminary applications to the Healthy Kids program for those children deemed likely to be eligible for Healthy Kids, but of an age where they will be placed on a waiting list. The parent(s) will be notified that the child is being placed on a waiting list and no premium will be collected at that time. The agency assisting with the preliminary Healthy Kids application will time and date stamp it and retain it in their files. Each Friday, the community partner agencies will submit a list of the preliminary applications to *[insert Health Plan name]* (with date and time of completion) that they received that week. This information will be forwarded to *[insert Health Plan name]* in a secure, password-protected spread sheet. *[Insert County or Health Plan name]* Eligibility Specialist will combine the list of preliminary

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applications from all agencies into a master waiting list. This list will be in order of the time and date the applications were received by community based organizations. In addition to tracking the time and date the preliminary application was processed, the [Insert Health Plan name] waiting list will identify the agency submitting the application.

- 4.5 [Insert Health Plan name] will monitor enrollment in the Healthy Kids Program. Enrollment may decline below current maximum enrollment due to an increase in funding and/or child(ren) dropping off of the program as the result of factors such as changes in residence, family income, age, etc. that make them ineligible as well as the lack of payment of premiums. [Insert Health Plan name] will use the master waiting list to identify the children next in line for enrollment. [Insert Health Plan name] will contact the agency that originally processed the preliminary application and notify them that the potential member's name has come up to the top of the list.
- 4.6 The CBO will contact the applicant to determine if any changes need to be made to the preliminary application. Changes will be made to the preliminary application as needed and the application finalized before submission to [insert Health Plan name] for final eligibility determination. If the agency makes the preliminary determination that the child is eligible for Healthy Kids, premium payment will be requested from the family.
- 4.7 Upon receipt of the premium payment for the child, the CBO will forward the premium and application to [insert Health Plan name]. Upon receipt of these materials, [insert CHI/Health Plan name] Healthy Kids Program Coordinator will conduct the final eligibility review. If the child is determined to be eligible, he/she will be enrolled in the Healthy Kids Program. All applications received on or prior to the 25th of the month will be processed for eligibility to the program the first of the following month. Otherwise, they will be processed for eligibility to the program for the next month.
- 4.8 Because it is possible that the [insert Health Plan name] may have a waiting list for older children and not for younger children, it is also possible that a family with two or more children may apply for the Healthy Kids program and have children of a certain age that can be immediately enrolled and others that may need to be placed on a waiting list. In such a case, the community agency will submit the original application to [Insert Health Plan name] along with premium for the child to be immediately enrolled. However, the agency will also retain a copy of the application because it will also contain the information for the child that is going to be placed on the waiting list. When the agency is notified that this child is ready to come off the waiting list, it will complete the process for enrolling the child as identified above. An application numbering system has been developed to ensure that [insert Health Plan name] can identify that the child coming from the waiting list has a sibling already in the program. This is important because the next eligibility redetermination date for all children in the family will be based on the date of most current application information.
- 4.9 [Insert Health Plan name] will track the number of children on the waiting list, monitor the length of time each child has been on the waiting list, and keep track of the number of children on the waiting list that do not enroll to enroll when they become eligible.
- 4.10 [Insert Health Plan name] will continue to seek additional funding for the Healthy Kids program and to increase the number of children that can be insured.

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