

Medicaid eligibility system

HENNEPIN COUNTY MINNESOTA

Fund METS system improvements

Counties help people apply for Medical Assistance and make appropriate changes in their cases primarily using the Minnesota Eligibility Technology System. The computer system's substantial inefficiencies are difficult to manage, causing many manual work-arounds and poor customer service outcomes. Because METS does not function well, counties have been forced to add staff to meet state requirements.

At least \$20 million in state appropriations is needed to accelerate efficiency, reliability and effectiveness of METS. Minnesotans depend on county workers' ability to enroll them in Medical Assistance. Their success depends on an efficient system.

System needs at least \$20 million in state appropriations

Governor Dayton should include in his proposed budget and the Minnesota Legislature should appropriate at least \$10 million for each year of the coming biennium to improve the METS system.

The current budget for the next biennium has little money for system improvements. Resources needed to achieve these improvements should not compete with other priorities.

Federal funding is available now, at a 90 percent match rate

For the biennium, \$20 million in state funds will pull in approximately \$200 million in federal funds under current law.

More staff needed due to increased caseload and cumbersome system

- Medicaid cases have increased 40 percent in the past 3 years with the number of individuals enrolling increasing 58 percent.

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- Hennepin County has 70,000 Medicaid cases comprised of 120,000 individuals in METS. Statewide, nearly 550,000 individuals (300,000 cases) receive Medicaid healthcare coverage through METS.
- As of November 30, 2016, almost 5,500 Hennepin County residents applied through the MNsure open enrollment process and are eligible for Medicaid as of January 1, 2017.
- Hennepin County has almost 45,000 households that will need to go through the migration process (health care moving from MAXIS legacy system to METS). This began in September 2016 and will continue through the end of 2017.

To meet the needs of applicants and clients, Hennepin County hired additional workers. The net property tax cost of these additional staff is \$595,000.

This includes:

- 54 full time employees in 2016
- 20 full time employees in the 2017 budget

Without METS, counties cannot provide Medical Assistance coverage for over half a million Minnesotans

Alternatives, such as putting these individuals on the MAXIS legacy system, are not viable. Moving to the federal exchange also is not a viable option, because counties would lack a fully functioning electronic system to determine eligibility for Medicaid. The federal hub does not provide that. MAXIS is over 25 years old. The federal government would not fund the changes needed to fix an antiquated system. Scrapping METS and building a new system would take years, and the federal government would not pay for a new system.

