

**FAMILY PLANNING AND
ILLINOIS HEALTHY WOMEN
WORKING TOGETHER TO
ASSIST PEOPLE IN NEED**

BEVERLY SIMMONS RN
EXECUTIVE DIRECTOR
FAMILY PLANNING, INC. QUINCY

**GOAL: Increase your client
numbers, services and revenue
utilizing the IHW program**

OBJECTIVES

- Understand the ease and efficiency of enrolling client into the IHW program
- Increase your numbers of Family Planning clients
- Increase your revenue with the IHW utilizing the State Medi system and Ahlers software to efficiently file claims electronically

Enrolling clients into the IHW

- Who is responsible
- Staff buy in
- Assessing eligibility
- Acquiring materials for enrollment
- Required documents
- Mailing application
- Evaluating enrollment numbers

Who is responsible?

- All staff!
 1. First , our receptionist,
 2. Medical Personnel, Nurses, Medical Assistants, CNP and MD's
 3. Executive Director
 4. Billing Manager

Staff Buy in

- Staff have been trained on the IHW program
- They understand the financial consequence of not utilizing the program
 1. Possible decrease in hours
 2. Most important the services we're able to provide to the clients (exp. NuvaRing and Ortho Evra Patch)
 3. Benefits to the clients

Assessing Eligibility

- Assessing age, income and residence guidelines
 1. May obtain a copy of our income assessment form on web site www.familyplanningquincy.com go to printable tab, then client info - 2 pages
 2. Age between 19 – 44
 3. Illinois resident (this includes college students residing in Illinois for the year)

Materials

- Must have in office!!
- Are available online
- Order from the website
www.illinoishealthywomen.com, IHW
Material Request

Required Documentation

- Proof of US citizen
 1. Passport
 2. Certificate of Naturalization or U.S. Citizenship
 3. If none of the above there is a list of verifying documents
 4. If employed a pay stub within the past month
 5. Our office offers to copy forms or they may fax to us

Mailing applications

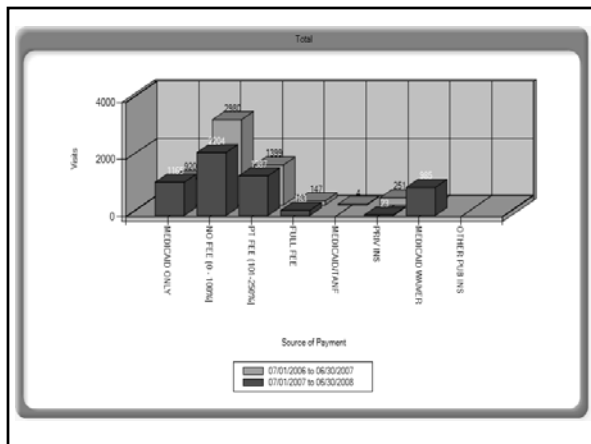
- Applications are mailed every Friday in bulk, or individually when we have the envelopes
- We do not keep a copy of form or required documents
- We encourage all documents, but have mailed forms without all the forms allowing HFS to follow up on needed documentation
 1. Clients have informed us of additional documents being needed

Evaluating Enrollment Numbers

- Not followed up
- Ahlers documents, shift from one pay source to another (discussed later in presentation)
- Few clients have been denied

Increase your number of Family Planning Clients

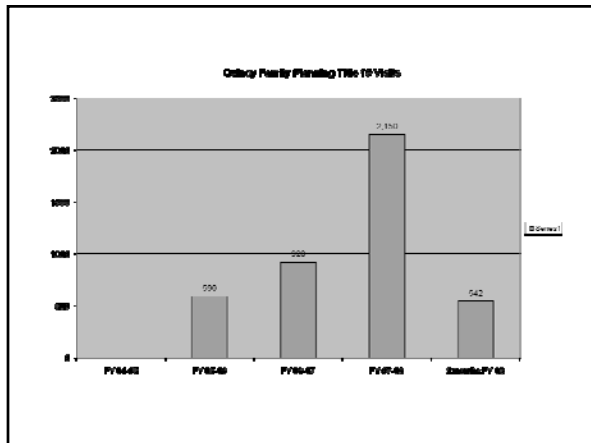
- Comparison Data from for SFY 06 to SFY-08
- Obtained from Ahlers
 1. **9% increase in client visits**
 2. No Fee clients: 50% - 37%, a **12% decline**
 3. No Fee and Partial Fee: 84% - 61%, **23% decline**
 4. Medicaid Waiver (IHW): 0 - 17%, **17% increase**
 5. Medicaid Clients: 11% - 20%, **9% increase**



Increasing the clients served

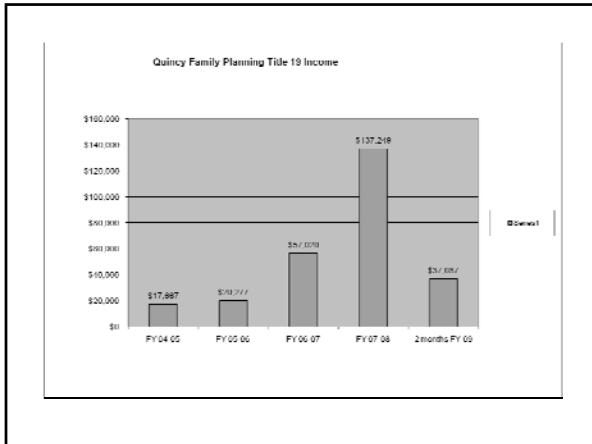
- Again comparison data from SFY 06 to SFY 08
 1. Client Age 18-19: 21% increase
 2. Clients Age 20-24: 7% increase
 3. Client Age 25-29: 15% increase
 4. Client Age 30-34: 12% decrease
 5. Client Age 35-44: 10% decrease

We clearly have potential to increase our services and enroll women into the IHW program!!



Increase revenue with the IHW by utilizing the State Medi and Ahlers software

- Our Agencies financial and claim numbers
- The State Medi System
- The Ahlers Software



Total Medicaid claims and receivables

- Total Billed **\$269,300.00**
- Received **\$210,892.00**
- In A/R **\$ 58,408.00**

• Only 22% of the billed is yet to be paid!!
We've received 78%!!

Claims

- Were initially filled in the office on paper claims
- We now utilize the electronic Medi System and have purchased the Ahlers Insurance module for filing and tracking the claims
- The number of claims I can share are those since purchasing the module

State Medi System

- Signing up for the Medi System to
 - Determine eligibility
 - File claims
 - Check claims

Getting into the Medi System

- Go to www.hfs.illinois.gov
- Getting started, must ok privacy info
- Must sign up to be an authorized user
- Signing up with your specific name/password
- Required Information, includes but not limited to provider number, clinic name and address then authorize employees you want to have access
- Go to myhfsillinois.gov

Authorized users

- Go to myhfs.illinois.gov
- Log into the Medi System
 - Check eligibility
 - File claims
 - Check claim status

Ahlers Insurance Module

- Already doing a medicaid match
- Don't need the module to have them file claims
- Purchase the software
- Module helps to monitor and track accounts receivables

Purchasing the Module

- Contact- Rich Ahlers or Gary Garcia
 - www.ahlerssoftware.com,
 - www.Rich@ahlerssoftware.com,
 - www.Gary@ahlerssoftware.com
- Cost depends on what you have and what you want
- Great customer service and support

Filing claims

- Don't have to have Insurance Module to file
- Contact Ahlers
- Receive packet/ complete info
- Return to Ahlers,
- They enter into your data into the system
- Processed through clearinghouse (Zirmed) charge is \$.25 per claim
- After monthly transmission, receive list of claims filled, including claims you must file (ECP, NuvaRing & Patches)

Tracking Claims

- You must have Insurance Module
- Enter into Insurance module payments received from the remittance advice
- Can run reports at end of each month to show accounts recievalbe

Pulling it all together

- Family Planning wants to provide services to clients, having the increased revenue allows everyone to increase their user numbers, services and revenue.
- **EVERYONE JUMP ON BOARD WITH THE IHW**

Closing

- We're all a piece of the puzzle! Working together to help improve our communities and pregnancy outcomes is what we all are about.
- Inform clients of IHW, the importance to them as well as the Family Planning Program
- **Together we all can make a difference!**
