



# V-CAN CONNECTOR

Voluntary Community Assistance Network

Indiana Eligibility Modernization

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## Director's Update

### V-CAN Member Feedback Leads to Enhancements!

**By Cathy Boggs, Director  
FSSA Division of Family  
Resources**

I joined the FSSA Division of Family Resources (DFR) on February 9, 2009, after serving as the Director of the Division of Mental Health and Addiction (DMHA). During my transition, I've learned more about the wide range of human services agencies and community organizations that participate in the Voluntary Community Assistance Network (V-CAN). I'd like to share with you some of the upcoming enhancements that are planned for implementation this spring and how V-CAN member feedback has helped DFR develop many of these changes.

Throughout the fall of 2008, FSSA and the IBM-led Coalition met with V-CAN members in Regions 1 and 2. These visits provided an opportunity to talk about the

new system and understand which tools work well and what can be improved for both clients and V-CAN members who use the system.

V-CAN members use the system in a variety of ways. Some V-CAN members assist clients when completing an application for assistance. Others may apply for or manage benefits on behalf of a client who may not be able to apply on his/her own. Some V-CAN members use the system to check the status of an application or case, to remind clients of upcoming appointments or deadlines for submission of requested documents. Modernization creates more options for interaction with DFR. Applicants, clients and V-CAN members have taken advantage of those options to apply for and manage benefits when, where and how it is most convenient for them.

In addition to learning more from V-CAN members about what's working well or what can improve, the visits provided a way to share ideas and suggestions on enhancements to the new tools. Based on the feedback during those visits, FSSA and the IBM-led Coalition began to develop several enhancements to the new tools. Many of the changes targeted for implementation during spring and summer 2009 resulted from suggestions from V-CAN members.

For example, several V-CAN members said it would be helpful to know which documents the FSSA Service Center has received for an application or redetermination. A recent addition to the online case status tool is a link to view a list of documents provided for a case within the last six months, including the date of receipt.

Some V-CAN members make home visits or sit next to a hospital bed to help a patient complete an application. Others have clients who prefer to complete an application on paper, rather than online.

*Continued on Page 2*

#### Inside this Edition

Director's Update	1/2
V-CAN Profile	2
Q&A Corner	3
The DFRv Travels Across the State	3
New Initiatives for Pregnant Women	4
HIP Enrollment Update	4

#### Reminder!

The **V-CAN** was developed as a way to provide information to organizations and providers working with clients. ***If you know of organizations or service providers in your community that would be interested in eligibility modernization updates and the V-CAN, please let us know!*** E-mail the V-CAN Team at [vcn@us.ibm.com](mailto:vcn@us.ibm.com) if you know of organizations or service providers in your area that should know more about eligibility modernization and the V-CAN.

**V-CAN Membership***(Statewide, as of 3/27/09)***Access Points.....692***Publicized... 198**Non-Publicized... 494***Referral.....322****Informational.....437****Total.....1451****Check Out New DFR Client Videos!**

A series of four informational videos are posted on the FSSA website and in local DFR offices for clients in modernized counties. The videos focus on what has changed and how to use the new system. To view the videos, go to:  
[www.in.gov/fssa/dfr/3839.htm](http://www.in.gov/fssa/dfr/3839.htm)

1. What has changed at DFR?
2. What happens when I apply for benefits?
3. I'm already getting benefits. What do I need to do?
4. How do I get started on the phone?

*More informational videos will be available in summer 2009!*

## Director's Update, cont.

V-CAN members also said the paper application was too long and difficult for some clients to understand. In March 2009, a redesigned, four -page paper application became available. Another recent enhancement that was suggested by V-CAN members is the "Upcoming Appointments View" link on the Registered Agency Web

Portal homepage. This allows Registered Agencies to view a list of their clients who have interviews scheduled during the next two weeks.

Regardless of the ways clients and V-CAN members use the system to apply for or manage benefits, we want to hear

what is working well and what we can improve to make the system better. Your continued feedback helps us improve the system, so please e-mail the V-CAN Team at [vcan@us.ibm.com](mailto:vcan@us.ibm.com) when you have ideas or suggestions. We value your input and want to hear from you!

## V-CAN Profile: Stone Belt Arc, Inc.

*This V-CAN Profile is the ninth in a series of profiles highlighting V-CAN members throughout Indiana. This article focuses on a unique service offering from Stone Belt Arc, Inc., a V-CAN Access Point.*

Stone Belt Arc, Inc. provides education and support for individuals with disabilities. Stone Belt Arc, Inc. is one of the oldest and largest agencies of its kind in south central Indiana, offering a full range of programs and services to over 1,300 clients in Monroe, Lawrence, Owen, Bartholomew, and surrounding counties.

The mission of Stone Belt Arc, Inc. is to prepare, empower and support persons with developmental disabilities and their families to participate fully in the life of the community. Striving toward this mission, Stone Belt Arc, Inc. offers residential and day services, life-skills training, a certified out-patient clinic, a non-perishable food collection program, employment services and Art & Craft, a dynamic art studio that encourages Stone Belt

consumers to take part in the vibrant art community of Bloomington, Indiana.

Stone Belt Arc, Inc. is a V-CAN Access Point, providing residents of eleven group homes, approximately 120 people in supported living, and around 180 people in the community employment program, assistance when applying for and renewing their public assistance benefits. Lieu Anna Morrow, Financial Services Fiscal Coordinator, recently organized a V-CAN Training session for approximately 25 Stone Belt Arc, Inc. staff to learn more about the modernized system and its many helpful tools. During the session, the V-CAN team received a tour of the facility, including a stop by the Stone Belt Art & Craft studio.

Stone Belt Art & Craft is a creative studio where Stone Belt consumers design, create and sell fine art and wood-working pieces. Products such as mixed-media mosaics, paintings, Adirondack-style wood furniture and greeting cards

are crafted and available for purchase. Stone Belt Art & Craft paintings and drawings are displayed throughout the community at local restaurants and a small gallery in Bloomington. The Stone Belt Arc, Inc. artists earn commissions and wages on these products as they are successfully marketed to an enthusiastic customer base. Any remaining product revenue from sales is funneled back into Stone Belt Arc, Inc. programming to benefit independent living services. Stone Belt's Business Development Director Larry Pejeau sees the Art & Craft program as one more way that the clients are empowered to participate in the community. "The creative talents and imagination of our clients brighten our community in unique ways." The piece titled "Bee Happy" is below:



For more information, go to [www.stonebeltartandcraft.com](http://www.stonebeltartandcraft.com) or contact Larry Pejeau at [lpejeau@stonebelt.org](mailto:lpejeau@stonebelt.org).

## Q&A Corner



This V-CAN Q&A Corner focuses on several commonly asked questions gathered from recent V-CAN training sessions. If you have questions about these commonly asked questions or tips, please e-mail [vcan@us.ibm.com](mailto:vcan@us.ibm.com).

**Q: My computer blocks pop-ups. How do I disable the pop-up blocker when using the online application or Registered Agency Portal?**

A: Perform the following steps to disable the pop-up blocker:

- 1) Open Internet Explorer;
- 2) Go to <https://www.ifcem.com>; and
- 3) Select Tools ⇒ Pop-up Blocker ⇒ Turn Off Pop-up Blocker.

**Q: How do I remove a case from my Registered Agency Portal page?**

A: If there is a case that you would like removed from the list of clients on your Registered Agency Portal,

please do the following:

- The Agency's Primary Contact Person should e-mail [agencyaccesshelp@ifcem.com](mailto:agencyaccesshelp@ifcem.com) to request that the client be removed from the agency's view; and
- Make sure to provide the case number and case name in the e-mail to assist in removing the correct case.

### Reminders for Case Inquiry E-mail users!

When submitting a Case Inquiry E-mail form, make sure to include all case-specific questions and details in Section B of the form. **Do not** type information in the body of the e-mail. **Do not** reply to e-mails from [eAssociate@ifcem.com](mailto:eAssociate@ifcem.com).

If you have a follow-up question to a response, complete Section D of the Case Inquiry E-mail form and re-submit the form within three business days. If three business days have passed since you received the response, submit the follow-up question on a new Case Inquiry E-mail form.

**Case Inquiry E-Mail Tip:** Case Inquiry e-mails are saved for 31 days in the Secure Message Center Inbox. After 31 days, e-mails are automatically deleted from the Inbox. Rather than storing e-mails in your Inbox, create a folder and move any messages you want to keep to the folder.

## The DFRv Travels Across the State!

The DFRv, a mobile application unit staffed by Division of Family Resources (DFR) and IBM-led Coalition staff, has been traveling around the state. The DFRv is equipped with a satellite dish, four staff, four laptop PC processing stations and a printer, allowing mobile access to workers. DFRv staff assist individuals who wish to apply or learn more about Food Stamps, Cash Assistance (TANF), or Health Coverage benefits, including the Healthy Indiana Plan (HIP).

The DFRv was first used in fall 2008, to assist with disaster relief efforts. When flooding occurred in northern and southern parts of the state, the mobile unit was a key component of the efforts to provide Emergency Food Stamps to more than 80,000 Hoosiers. Since January 2009, the DFRv has been on the road, making stops in Bloomington, Evansville, Fort Wayne, Kokomo, Logansport, Marion, Muncie and Terre Haute to assist clients in need. More stops

are planned throughout Regions 1 and 2 during spring 2009. To date, the DFRv has served over 580 applicants and clients.

V-CAN members are welcome to visit the DFRv to ask case-specific questions, when it stops in your community. *NOTE: Only applicants, clients, Authorized Representatives or Registered Agencies may inquire about specific cases. If an agency inquires about multiple cases, DFRv workers*

*may look at a limited number of cases on-site (as time allows), and take other cases with them to do follow-up after the event.*

To learn more about the DFRv, to view the current DFRv travel schedule or to request a stop in your community, go to the DFR homepage and select the DFRv logo or e-mail [DFRv@fssa.in.gov](mailto:DFRv@fssa.in.gov).



## Coming Soon! New Initiatives for Pregnant Women

Indiana's commitment to improving the health status of Hoosiers continues with two new initiatives aimed at improving birth outcomes for babies born to mothers covered by Medicaid.

The FSSA Office of Medicaid Policy and Planning (OMPP) will roll out the Presumptive Eligibility for Pregnant Women (PE) program on July 1, 2009. V-CAN members will be important partners in the state's outreach plan by explaining these initiatives to patients, providers and the general public.

PE is a program that offers immediate health coverage for pregnant women who meet the basic eligibility requirements for Hoosier Healthwise (HHW). PE allows pregnant women coverage for ambulatory, prenatal services while they are in the

process of applying for HHW coverage. A pregnant woman's PE coverage will be initiated by Medicaid providers who are designated as Qualified Providers (QPs). Providers must meet the following requirements to be considered as a QP:

- Enrolled in the Indiana Health Coverage Programs (IHCP);
- Capable of verifying pregnancy (home administered tests do not meet this requirement);
- Currently provide outpatient hospital, rural health clinic or clinic services;
- Attend a QP training session and enter into an agreement with the OMPP before performing QP duties; and
- Have Web Interchange access and allow PE applicants to use an office

phone and fax machine to facilitate the PE and HHW enrollment process.

Providers who become QPs will benefit from PE by having patients with Medicaid coverage earlier in their pregnancies, which will result in the provider receiving earlier Medicaid reimbursement for those patients.

OMPP is planning a series of QP training sessions in May and June 2009. **Look for upcoming announcements about QP training dates!**

The Notification of Pregnancy (NOP) initiative will also begin on July 1, 2009. This program encourages early identification of risk factors for pregnant HHW and PE women. With NOP, physicians will be paid a new fee for submission of a NOP via Web Interchange.

Physicians will be eligible for reimbursement when the electronic submission is completed within five calendar days of the prenatal visit. Other details about submission guidelines will be available in future IHCP publications.

Information gathered from the NOP may result in additional services being offered to the member (e.g. home visits and prenatal case management). OMPP will use the data to monitor identified risk factors and outcomes for Medicaid pregnancies. Providers will receive more information in future IHCP publications.

*If you have questions, contact Glenna Asmus, OMPP Quality and Outcomes Manager, at [Glenna.Asmus@fssa.in.gov](mailto:Glenna.Asmus@fssa.in.gov) or (317) 234-4753.*

## HIP Enrollment Update: Childless Adult Cap Reached

• 34,000 childless adults (non-caretakers) have enrolled in HIP. ***This is the limit the Federal government allows Indiana to enroll in the program.***

• If a childless adult applicant is denied due to program closure and all other eligibility requirements are met, the applicant will be placed on a waiting list.

• Enrollment remains open for parents and other caretaker relatives living with dependent children.

1-877-GET-HIP-9 for more information.

If you have questions, go to [www.HIP.in.gov](http://www.HIP.in.gov) or call



## How can you get more information?

If you have questions about Eligibility Modernization or the V-CAN, there are several ways you can get more information:

- Attend V-CAN training prior to regional implementation
- Visit [www.in.gov/fssa](http://www.in.gov/fssa) and

click "Eligibility Modernization" then "Communications" to review presentations, common questions and answers, and other helpful information about the V-CAN and Eligibility Modernization

- Email Us! Send your questions

to [vcan@us.ibm.com](mailto:vcan@us.ibm.com).

Mark your calendars! The next issue of the V-CAN Connector will be published in June 2009.

