



V-CAN CONNECTOR

Voluntary Community Assistance Network

Indiana Eligibility Modernization

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Director's Update

The V-CAN Team Visits Regions 1 & 2

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Resources

The V-CAN Team has been on the road this spring. Throughout April and May, the team conducted more than 30 site visits with V-CAN members in Regions 1 and 2. The purpose was to gather feedback on the new system and the enhancements implemented in March 2009.

Similar to the site visits conducted in fall 2008, the V-CAN team received great feedback during these visits. V-CAN members have provided suggestions, comments and concerns about ways to apply for and manage benefits. For example, the team heard positive feedback on the new electronic signature for the online application. This feature has been helpful for V-CAN members and their clients when completing the online application for Food

Stamps, Cash Assistance (TANF) or Health Coverage. Now, applicants can complete and sign their online application with the touch of a button. The application signature page **should not** be submitted if the online electronic signature is used.

The site visits also provided an opportunity for the team to hear about challenges V-CAN members and clients face when using the system. This feedback is especially helpful to FSSA and the IBM-led Coalition, and will help guide future enhancements to processes and tools used in the new system.

In addition to the site visits, the V-CAN Team also hosted booths at several conferences sponsored by the following V-CAN

members: Indiana Association of Homes and Services for the Aging (IAHSA), Hoosier Owners & Providers for the Elderly (HOPE), and Indiana Assisted Living Federation of America (IALFA); Indiana Health Care Association (IHCA); and WorkOne Southwest. Additionally, the V-CAN Team will have a booth at the Indiana Chapter Conference of the National Association of Housing and Redevelopment Officials (NAHRO) in Merrillville, June 8 – 9. Stop by the booth if you plan to be there!

Conferences are a great way for the V-CAN Team to reconnect with current members, and find new members who could benefit from the information and tools provided by the V-CAN. If your organization is sponsoring a conference this summer or fall, keep the V-CAN Team in mind. Members of the team can present at a break-out session or host a booth in an exhibit area at your event.

Continued on page 2

Inside this Edition

Director's Update	1/2
V-CAN Profile	2
Q&A Corner	3
Outreach Event Reminder	3
New System 101	4
HIP 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 or the V-CAN, please let us know!*** E-mail the V-CAN Team at 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 5/22/09)

Access Points....722

Publicized...202

Non-Publicized...520

Referral.....376

Informational.....438

Total.....1,536

Director's Update, cont.

The V-CAN Team has provided training, by request, to several V-CAN members throughout the state. The team recently trained members of the northern and southern clusters of Indiana Head Start agencies, Generations – Area 13 Agency on Aging, Samaritan Center and Evansville Vanderburgh School Corporation's Center for Family, School &

Community Partnerships. These "by request" training sessions are a great way to provide refresher training for staff members or to train new staff who may have missed previous regional V-CAN training sessions.

If you would like the V-CAN Team to train your staff or attend an upcoming conference sponsored by your

organization, please contact the V-CAN Team at ycan@us.ibm.com today!

Thank you to all of the agencies who hosted the V-CAN Team for site visits, training sessions or conferences this spring. These activities are great opportunities to continue building relationships with service providers and receive feedback on the new system.

V-CAN Profile: Indiana Association of Homes and Services for the Aging (IAHSA)

This profile is the tenth in a series highlighting V-CAN members throughout Indiana.

The **Indiana Association of Homes and Services for the Aging (IAHSA)** represents 175 not-for-profit services and facilities for the elderly. IAHSA members are non-profit organizations, providing high quality health care, services and housing for more than 25,000 seniors throughout Indiana.

The mission of IAHSA is to promote and protect the welfare and well-being of the elderly and to help achieve high standards of care and service by IAHSA members. As a full service association, IAHSA provides members with education, group services, up-to-date information, networking, and leadership development, as well as prompt, efficient service for professional staff.

IAHSA members represent the continuum of long-term care,

services and housing for seniors in Indiana. IAHSA membership is comprised of four major components including: Continuing Care Retirement Communities (CCRCs), senior housing, nursing facilities and hospitals.

Many IAHSA members provide a range of community-based services, such as home health, adult day care and congregate and home-delivered meals. IAHSA members focus on the total needs of the individual and are dedicated to the development of a seamless and integrated system of facilities and services for Hoosier seniors.

As a referral V-CAN member, IAHSA links long-term elderly care staff to the V-CAN by sharing information about modernization with member agencies. Jim Leich, IAHSA CEO, is an active liaison

between the IAHSA member agencies and the V-CAN. "Working with the V-CAN Team has increased the knowledge of IAHSA members about the new system and offers helpful tools like the Registered Agency Portal and Case Inquiry E-mails."

Leich and his team connect long-term care facilities working with clients in the new system with the V-CAN to better inform them of the tools available in the new system. In fall 2008, the IAHSA hosted the V-CAN Team, which provided training for nursing home staff. Additionally, the IAHSA has included several V-CAN article inserts about the new system and recent enhancements in the monthly IAHSA newsletter for providers.

For additional questions related to IAHSA, contact Jim Leich at jimleich@iahsa.com.

Congratulations to the following V-CAN members voted **"2009 Best Places to Work in Indiana"** in the **"Large Company Category"** by the Indiana Chamber of Commerce:

Columbus Regional Hospital

Good Samaritan Hospital

Schneck Medical Center

St. Joseph Hospital

Trilogy Health Services

Union Hospital Health Group

Q&A Corner



This V-CAN Q&A Corner focuses on commonly asked questions gathered from V-CAN members. If you have questions about these commonly asked questions or tips, please e-mail vcan@us.ibm.com.

Q: Presumptive Eligibility for Pregnant Women will be implemented soon. Will there be training on this new program?

A: Yes. A new, temporary aid

category known as Presumptive Eligibility (PE) will be implemented on July 1, 2009. Medicaid providers that meet specific criteria may become Qualified Providers (QPs). Enrollment as a QP allows providers to determine eligibility for PE. Training for QPs began in May and continues through June 2009.

NOTE: QPs MUST FIRST register on the www.indianamedicaid.com site and THEN attend a QP Training Session provided by FSSA before determining eligibility for PE. Please read the [Provider Bulletin \(BT200910\)](#) for more information on the QP enrollment process and a list of upcoming QP training dates in June.

Q: Whom do I contact if I have questions about Presumptive Eligibility (PE)?

A: If you have questions about PE, e-mail the PE Team at PEhelp@fssa.in.gov.

Q: How do I remove my name as an Authorized Representative from a client's case?

A: An Authorized Representative (AR) may request to be removed as an AR for a client in one of three ways:

1. Over the phone, by speaking with a Call Center Representative at the FSSA Call Center;
2. In-person, at a local DFR office; OR
3. In writing, by mail or FAX to the FSSA Service Center.

NOTE: If requesting the removal in writing, provide the following information:

- First and last name of the client AND the Authorized Representative;
- Client's date of birth, case number OR last four digits of the Social Security Number; and
- The date and signature of the Authorized Representative.

** Use a case-specific, bar-coded Document Coversheet to submit a request in writing to the FSSA Service Center.*

Remember, a client can remove an Authorized Representative from his/her case at any time using one of the three methods.

Q: How do I stay connected with the V-CAN if I change jobs?

A: If you change jobs or move to a different agency, yet would still like to receive V-CAN informational e-mails and alerts for upcoming trainings, be sure to update the V-CAN Team with your new contact information. E-mail the team at vcan@us.ibm.com to provide your new contact information and to provide a new contact at your former organization, if possible.

Invite FSSA & the V-CAN Team to Your Next Outreach Event!



Mark Warner, V-CAN Team member, stands with the V-CAN conference exhibit booth at the Indiana Health Care Association Conference held May 5 – 7 in Indianapolis.

Invite the V-CAN Team to be part of your next summer or fall conference. The V-CAN Team can host an exhibit booth, sharing materials and information on Eligibility Modernization and displaying informational videos and client support materials. The team will be on hand to answer questions about the new system and help human services agencies use the Registered Agency Portal. If you are looking for break-out session presenters, the V-CAN Team can provide a customized presentation on recent system enhancements targeted toward your audience. If you would like

the V-CAN Team to attend your next conference or event, e-mail vcan@us.ibm.com.

Invite the DFRv to your next health fair

The DFRv is a mobile application station allowing clients to ask questions about or apply for DFR programs. The DFRv is a great resource for your next health fair or community event.

E-mail DFRv@fssa.in.gov to schedule a visit from the DFRv.

New System 101: Tips for V-CAN Members

Tip #1: Designating an Authorized Representative (AR) when completing the online application.

If an applicant completes the online application themselves, and designates an Authorized Representative(s) on the appropriate screen, NO separate Authorized Representative form is needed. However, if someone else completes the online application for the applicant, the generic AR form should be used INSTEAD OF the AR screen in the online application (to obtain the client signature).

The generic AR form is available on the V-CAN

website at www.in.gov/fssa/2343.htm or via the link on the online application e-signature screen.

Tip #2: Using case-specific, bar-coded Document Coversheets.

Case-specific, bar-coded Document Coversheets should NOT be used when sending documents with a paper application to the FSSA Service Center (the application contains a case-specific bar-code, so a Document Coversheet is NOT needed). A Document Coversheet should be used when submitting supporting documents AFTER an application has been submitted.

Tip #3: Completing the Authorized Representative form.

When completing the Authorized Representative form, do not include multiple Authorized Representatives for the same program on the same form (only one AR per program, per form).

Tip #4: Discontinue using 2400 applications.

Remember! When applying for public assistance benefits in modernized counties, DO NOT USE the "2400 applications" (State Form 30465) to apply for benefits. These forms are being phased out in the new system. Instead, make sure to complete the online

application or print a blank paper application to apply for benefits.

Tip #5: Disable your Internet browser's pop-up blocker when using the online application or Registered Agency Portal.

Perform the following steps to disable your Internet browser's 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.

Healthy Indiana Plan (HIP) Update

Enrollment in the Healthy Indiana (HIP) Plan continues! To date, there are over 44,800 Hoosiers enrolled in the program.

Recently, the program reached capacity for childless adults (non-caretakers). There is a list of Frequently Asked Questions (FAQs) on the HIP Waiting List for Childless Adults posted on the FSSA website.

Go to www.in.gov/fssa/hip/2400.htm to view the list of FAQs. Remember, enrollment for parents and other caretaker relatives living with dependent children is still open.

Reminder: If you would like to order HIP brochures and applications for your office, go to www.in.gov/fssa, click on "Eligibility Modernization," and

"Communications," then select the "Order HIP Applications and Brochures" link.

If you or your clients have questions about HIP, call 1-877-GET-HIP-9 for more information.



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 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 the V-CAN Team at vcan@us.ibm.com.

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

