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Overview

This bill requires the commissioner of human services to report recommendations on improving the application process for MA and long-term services and supports to legislative committees, by November 1, 2019. The bill also requires the commissioner to administer customer service surveys to applicants for MA and long-term services and supports, and use these survey results and other information when preparing the report.

Section

- 1 Department of Human Services report to legislature on applications for public assistance services.** (a) Requires the commissioner of human services to work with lead agencies to develop a customer service survey for MA and long-term services and supports applicants by October 1, 2018. Requires the survey to be offered to each applicant applying for these services between November 1, 2018, and May 31, 2019, and to collect information on each applicant's satisfaction with wait times and form complexity.
- (b) Requires the commissioner, by November 1, 2019, to submit a report on MA and long-term services and supports applications, including recommendations for legislative changes, to the chairs and ranking minority members of the legislative committees with jurisdiction over human services. In preparing the report, requires the commissioner to: (1) use information gathered from modifying the MnCHOICES assessment tool and related policies; (2) use information gathered from the customer service surveys required under paragraph (a); and (3) consult with lead agencies responsible for administering applications.

Section

- (c) Requires the commissioner to report findings and make legislative recommendations on:
- (1) summarizing customer service survey results and trends;
 - (2) reducing application and assessment times;
 - (3) increasing the efficacy of training for lead agency staff;
 - (4) developing an expedited application process for applicants who previously resided in neighboring states;
 - (5) developing applications that automatically populate duplicate information;
 - (6) using technology efficiently to manage caseloads, applications, assessments, and reassessments;
 - (7) aligning similar requirements for different public assistance services to reduce application length and duplication;
 - (8) developing best practices for lead agency staff for uniform administration;
 - (9) developing unified points of intake, application, and eligibility determination for public assistance services; and
 - (10) identifying federal waivers necessary to implement any legislative recommendations.
- (d) Requires the commissioner to also report on the cost, time, and resources necessary to develop a computerized interactive eligibility form that adapts to the applicant's answers to reduce duplicative information when applying for related public assistance services.