

NJ FamilyCare Enrollment Barriers

Reported March 2007

Number of Responses: 8 (HMO, CBOSS, FQHC, WIC and other communities)

∞ BARRIERS FOR FAMILIES ∞

COMPLAINT	FREQ.
Difficulty completing one-page application	1
Unclear application instructions	1
Literacy level too high (Languages: <i>Spanish</i>)	2
Confusing layout	2
Other: <i>Questions are not specific. Language barriers.</i>	2
Difficulty completing online application	2
Unclear questions	1
Literacy level too high (Languages: n/a)	
Difficult to navigate	
Technical difficulties experienced with completing or submitting applications	1
Other: <i>Difficulty getting verification to complete application – takes longer because must contact client after receive online app to tell them what is needed. No internet access.</i>	2
Unable to gather documentation (too much)	6
Receiving confusing “missing information” letters	5
Receiving “missing info.” letters requesting documents that do not apply to family	5
Multiple requests for the same documents that were sent more than once	5
Not receiving NJ FamilyCare correspondence of any kind	4
Not able to get through to an HBC over the phone for help	2
Having problem(s) with an HBC operator who was rude	1
Having problem(s) with an HBC operator who was not knowledgeable about program	2
Having problem(s) with an HBC operator who was not helpful with completion of application	4
Difficulty selecting an HMO or primary care provider	2
Auto-assigned to the wrong HMO or primary care provider	5
Difficulty switching HMOs or providers	4
Difficulty navigating the managed care system	
Not enough providers	3
Poor treatment by healthcare staff	2
Having a problem with renewing an application (Specify: <i>Too much paperwork; Father’s information is difficult; Clients tell CWA that they have problems with ACS renewing their application; Not receiving info on how to renew or when to renew; Missing info</i>)	5
Being dropped incorrectly from NJ FamilyCare	4

Other / Additional Comments:

- *NJ FamilyCare phone staff not knowledgeable or helpful enough in getting results for applicants.*
- *Income eligibility needs to increase.*
- *I've had numerous families tell me they've sent the info in multiple times; it seems disorganized and unhelpful.*

➤ OBSTACLES FOR APPLICATION ASSISTANCE STAFF ➤

COMPLAINT	FREQ.
Policies difficult to understand	
Not receiving timely policy updates	1
Inadequate explanation of changes	
Difficulty navigating the online application	
Technical difficulties experienced with completing or submitting online applications	
Vendor requesting documents that are not relevant or not required from family	3
Vendor inefficiency (lost documentation, etc.)	2
Difficulty following up on clients' applications with state vendor	2
Difficulty following up on clients' applications with county (County: Atlantic; Essex; Cumberland)	3
Having problem(s) with an HBC operator who was rude	1
Having problem(s) with an HBC operator who was not knowledgeable about program	1
Having problem(s) with an HBC operator who was not helpful with resolving issues	2
Not able to get connected to supervisors as needed/requested	2

Other / Additional Comments:

- *You need more phone reps or vendors to handle the call volume of applications. Takes too long to respond back to member in respect to application you receive.*
- *Assistant staff needs to be in permanent enrollment sites at least four times a month.*
- *They do not know when and when not to take applications and so submit duplicate applications. They don't always tell clients what documentation CWA will need to complete application.*
- *We've only interacted with one HBC and she was great (Tamara Brown).*
- *Lack of awareness of eligibility (Plan D).*

➤ WAYS TO RESOLVE BARRIERS ➤

- *Making an available list of reasons why a policy could be terminated for members and potential members.*
- *Please hire another vendor, and hire phone operators who know how the program works in and out.*
- *I have a problem with the vendor in Essex County (Park Place). The phone reps are too rude. I tried to assist a member by phone; the rep put member on hold then disconnected the phone.*
- *You need assistance staff (permanently) per county, not throughout the state.*

- *Online application should tell clients they will need to provide verification to CWA.*
- *ACS needs to complete renewal timely, communicate better with clients, and keep track of applications and documentation they receive.*
- *Outside agencies should utilize CWA outstationed workers more instead of other application assistance staff since it confuses clients.*
- *Better organization; shorter approval process; ability to get help from one person and not someone different every time you call; sooner contact for renewal and explanation of how to do it.*
- *Application should state under income must have documents (Plan A) and for all others just pay stub.*

❧ OTHER ISSUES/ANECDOTES ❧

- *Parents of illegal immigrants should not be asked about their information to provide services for their citizen children.*
- *Farika Barrett – ACS liaison for CWA does not always return calls to CWA or clients. There was an irate client with an unpaid bill from the fall that called us constantly because Farika was not returning her (or our) calls and was not correcting problem. This took place over a period of weeks.*
- *It's a great concept and idea! It seems to need more manpower. I know we're all doing our best – good luck!*
- *Boards of Social Services need to be updated on policy changes.*