

P.L. 2019, CHAPTER 246, *approved August 23, 2019*
Senate, No. 499 (*Second Reprint*)

1 AN ACT concerning eligibility determination for Medicaid and
2 supplementing Title 30 of the Revised Statutes.

3

4 **BE IT ENACTED** by the Senate and General Assembly of the State
5 of New Jersey:

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7 1. a. The Commissioner of Human Services shall ²[, in
8 consultation with the Office of Information Technology,]² develop
9 an information technology platform for use by the State, county
10 welfare agencies, and State contractors for the purpose of intake,
11 processing, and tracking of applications for benefits under the
12 Medicaid program established pursuant to P.L.1968, c.413
13 (C.30:4D-1 et seq.) and the NJ FamilyCare program established
14 pursuant to P.L.2005, c.156 (C.30:4J-8 et al.). The goals of the
15 system shall be: to simplify the applications and eligibility
16 determination processes for both applicants and eligibility
17 determination staff; to standardize the application of eligibility
18 policy across the various agencies responsible for eligibility
19 determination; to allow for real-time tracking of the status of
20 applications; to allow the rapid exchange of data relevant to
21 applications among various State and county agencies and
22 contractors; and to provide a platform to expand the system to
23 encompass other social service program applications and eligibility
24 determinations as the technology permits.

25 b. The Commissioner of Human Services shall establish a
26 system to evaluate the performance of all entities responsible for
27 intake and processing of applications for the Medicaid and NJ
28 FamilyCare programs, including all county welfare agencies and the
29 State's contracted health benefits coordinator. The system shall
30 allow for the measurement of a set of relevant common metrics,
31 including but not limited to: the number of complete and incomplete
32 applications of each type received; the time between receipt of
33 completed applications and the completion of the eligibility
34 determination; ¹the time between receipt of an application and the
35 request for ²[verification letters] supporting documentation² sent to
36 the applicant; the number of ²[extensions granted to an applicant in
37 order to permit the applicant an opportunity to provide additional

EXPLANATION – Matter enclosed in bold-faced brackets **[thus]** in the above bill is not enacted and is intended to be omitted in the law.

Matter underlined thus is new matter.

Matter enclosed in superscript numerals has been adopted as follows:

¹Senate SBA committee amendments adopted September 13, 2018.

²Senate floor amendments adopted September 27, 2018.

1 documentation; the number of fair hearings requested, including the
2 specific determination or action that gave rise to the request for a
3 fair hearing;¹] applicants granted extensions; and² the accuracy of
4 eligibility determinations ²]; and corrective actions taken to correct
5 errors in eligibility determination]².

6 ¹Nothing in this section shall be construed to permit a county
7 welfare agency to deny an application for which an applicant
8 requires additional time to provide information or documentation to
9 a county welfare agency, and a county welfare agency shall
10 ²[liberally]² grant extensions ², as appropriate,² when needed ²[in
11 the spirit of cooperation and assistance]².

12 The Commissioner shall annually publish on the Department of
13 Human Services website, the results, including those for each of the
14 common metrics and by individual entity, of the performance
15 evaluation system to be established pursuant to this section.¹

16 c. The Commissioner of Human Services shall establish a
17 system of rewards and penalties for all entities responsible for
18 intake ²[and] ², processing of applications ², and processing of
19 redetermination applications² that provides incentives for
20 performance on the metrics established pursuant to subsection b. of
21 this section. This system shall include incentives for county
22 welfare agencies to ²[provide extended hours of operation for in-
23 person intake of applications and information requests, and to
24 provide in-person navigators to assist applicants with their
25 applications when necessary. The system shall further provide
26 incentive for the use of administrative renewals that do not require a
27 beneficiary to file a renewal application, when such administrative
28 renewals are permissible under State and federal law and can be
29 completed with information from tax records and clinical and
30 financial determinations made by other public entities] streamline
31 their processes and utilize the information technology platform
32 required by subsection a. of this section².

33 d. The Commissioner of Human Services shall designate ²[an
34 ombudsperson, who shall be an employee] a customer service
35 liaison team, which shall be composed of employees² of the
36 Department of Human Services, to receive complaints that result
37 from the eligibility application process. The ²[ombudsperson]
38 customer service liaison team² shall have authority to review all
39 records of the cases about which complaints are submitted; to
40 interview individuals who submit complaints, the individuals who
41 have assisted with their applications, and the State and county staff
42 who have worked on their cases; and to recommend corrective
43 actions to State and county agencies to address specific complaints
44 and reduce future complaints.

1 2. The Commissioner of Human Services shall apply for such
2 State plan amendments or waivers as may be necessary to
3 implement the provisions of this act and to secure federal financial
4 participation for State expenditures under the federal Medicaid
5 program or any other federal program.

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7 3. The Commissioner of Human Services shall adopt rules and
8 regulations pursuant to the "Administrative Procedure Act,"
9 P.L.1968, c.410 (C.52:14B-1 et seq.) to effectuate the purposes of
10 this act.

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12 4. This act shall take effect ²**[immediately]** on the first day of
13 the sixth month next following enactment².

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18 _____
19 Provides for improved system for eligibility determination for
Medicaid and NJ FamilyCare.