



TEXAS
Health and Human
Services

Complaints Improvements

Claire Middleton, *Senior Policy Advisor*
Medicaid and CHIP Services Department

Complaints

- Opportunities
- Previous Complaint Process
- Complaint Journey
- Data
- Timeline



TEXAS
Health and Human
Services

Complaints

- The Health and Human Services Commission (HHSC) has identified opportunities to improve the managed care complaints process and data collection
 - Activities align with Deloitte recommendations in the Rider 61 (b) report
- An HHSC workgroup is focused on the following:
 - Streamlining the complaint process
 - Providing consistency in how complaints are routed, collected, and recorded
 - Aggregating data to identify trends and early warning signs
 - Increasing transparency around data



TEXAS
Health and Human
Services

Previous Process

- Managed Care complaints may be submitted through a variety of channels some of which have independent processes including:
 - Managed Care Organization (MCO)
 - HHSC Ombudsman's Office
 - HHSC Medicaid CHIP Services (MCS)
 - Department of Family and Protective Services (DFPS)
 - 2-1-1, Option 2
 - MAXIMUS
 - Texas Medicaid and Healthcare Partnership (TMHP)



TEXAS
Health and Human
Services

Complaints Journey

- Improving the HHSC complaints process for clients includes:
 - No wrong door for complaints
 - Standardizing complaint resolution and recording
 - All managed care complaints will be funneled to the Ombudsman's Office
 - New process is implementing in phases
 - Educating clients and staff on process
 - Complaint journey infographics
 - Soliciting stakeholder feedback
 - Website updates
 - Updating manuals and handbooks



TEXAS
Health and Human
Services

Complaints Data

- Data Improvements include:
 - Standardization of complaint data submitted by MCOs
 - Clarifying the requirement to submit data for complaints resolved during initial contact
 - Aligning HHSC and MCO complaint categories and definitions
 - Improving data analysis to promote early issue resolution
 - Use of data in contract oversight
 - Improving data transparency



TEXAS
Health and Human
Services



TEXAS
Health and Human
Services

Thank you

Claire.Middleton@hhsc.state.tx.us