



FSSA UPDATE

February 2015

A Message from Secretary Wernert

HIP 2.0 Is Here!



John J. Wernert, MD

As a physician practicing in Indiana for the past 28 years, I can say from a first-hand viewpoint that many of our fellow Hoosiers have, for too long, lacked adequate access to affordable health care.

That is why Gov. Mike Pence's exciting announcement on January 27, 2015, about the approval of an extended and expanded Healthy Indiana Plan is an absolute win for all of Indiana. The approval of HIP 2.0 has opened a door for more than 350,000 Hoosiers to gain access to affordable healthcare.

The announcement also effectively thrust FSSA into the national spotlight, as HIP 2.0 has already been heralded as a potential national model for state-based Medicaid reform.

In just over two weeks since the announcement, FSSA staff have done an amazing job of converting 180,000 members into HIP 2.0 and fielded more than 23,000 calls to 1-877-GET-HIP-9 or the state's eligibility hot-line (1-800-403-0864). FSSA has also received over 40,000 applications for health coverage, with nearly 33,000 of those applications submitted online.

HIP 2.0 reforms an antiquated entitlement program into a consumer-directed health plan that works for patients, not for third parties. Provider and patient engagement is the key to success, which is why we are beginning to schedule and conduct various events around the state to educate Hoosiers about HIP 2.0. Recently Lt. Gov. Sue Ellspermann, State Health Commissioner Dr. Jerome Adams and myself visited with leadership and staff at Eskenazi Health in Indianapolis. A webinar recording of our presentation is available by [clicking here](#).

Also just added to HIP.IN.gov website is a "turnkey" communications kit. This kit is available to download and includes items like a customer/constituent email, newsletter articles, website and social media graphics and more. Already more than 120 organizations have downloaded the kit!

While we're all excited about this monumental announcement for Indiana, it's your hard work and dedications that will make the program a success. So on behalf of the thousands of Hoosier that will benefit from affordable healthcare, many for the very first time, I thank you for your service.

Dr. John Wernert, Secretary



Governor Pence stopped by the Healthy Indiana Plan team meeting on Monday, February 2, to express his gratitude to the state employees and vendors that are helping make HIP 2.0 possible.



On Friday, February 6, FSSA Secretary Dr. John Wernert visited the headquarters of [Rauch, Inc.](#), in New Albany.

Rauch provides services for people with disabilities and their families. Programs at Rauch include Children's Services, Adult Developmental Activities, Employment Services, Supported Living and more.

Founded in 1953, Rauch directly serves over 1,000 children, adults, and families from six sites.

Dr. Wernert was given a gift of margarita salt produced at Rauch Industries, an integrated workplace that employs people with and without disabilities.

Propes Honored with Diversity Award

Richard Propes, Bureau of Developmental Disabilities Services' Personal Allocation Review Unit Program director, was recently honored at the 10th Annual Champions of Diversity Awards Dinner, hosted by The Indiana Minority Business Magazine (IMBM). Propes was one of 14 individuals, organizations and institutions recognized for showing tremendous effort in the areas of diversity and inclusion.

The nomination committee, via the Recorder Media Group, which publishes IMBM and the Indianapolis Recorder Newspaper, received 40 nominations throughout the year. The committee evaluated award nominees under the following criteria.

- An individual who has transcended racial and/or gender barriers.
- A company, organization or individual who has excelled in the area of diversity relative to hiring practices.
- A company, organization or individual who exemplifies the epitome of diversity through outreach efforts and programs.
- A company, organization or individual whose main objectives include advocating for or serving an under-represented or disadvantaged demographic.
- A company, organization or individual that has made solid efforts and implementation processes to increase diversity.
- A company, organization or individual that serves as a defender of inclusiveness.



Richard Propes

Richard's commitment to advocating on behalf of those who are disabled as demonstrated by his annual [Tenderness Tour](#) and other initiatives he is involved in made him worthy of this award.

"When I look at the list of individuals and organizations being honored, I am amazed to have my efforts mentioned alongside their amazing accomplishments," Propes said. "There is still so much left to be done, but hopefully this recognition symbolizes that I am on the right path in helping to build a better community that values diversity and inclusion."

A list of the other award winners can be found [here](#).

Computer Lock Up

Locking your computer is a simple basic security practice that helps maintain the confidentiality, integrity and availability of client data. Please be sure you prevent access to your computer when you step away from it. Doing so won't shut down any programs or close any files you are working on. Your user name and password will quickly get you right back where you left off. **Remember to always lock your access if you leave your computer, even if you think you will return quickly.**



Here is how to lock your screen:

- Use the Windows logo key and the letter "L" to lock the computer, or
- Press CTRL+ALT+DELETE, and then click "Lock Computer" in the Windows Security dialog box.

[Click here](#) for other important IOT security tips.



The Hub

On January 26 FSSA launched [The Hub](#) as your new intranet with the goal to streamline communications across the agency and be your primary source for FSSA news and information about working for FSSA and the state. Parts of The Hub are still under construction, so be sure to check back often for updates. If you're having trouble finding information please email the Office of Communications and Media (OCM) at Office.Communications@fssa.IN.gov, and we'll be glad to assist you.

OCM is also always on the lookout for Hot Topics to add to The Hub. Was your division or program area recently awarded a new grant to develop or expand a service? Is there a program you'd like to know more about? Were you or one of your co-workers recognized for an award, either as part of your job or outside of the office? Send your idea or suggestion to OCM and it just might be the next Hot Topic!

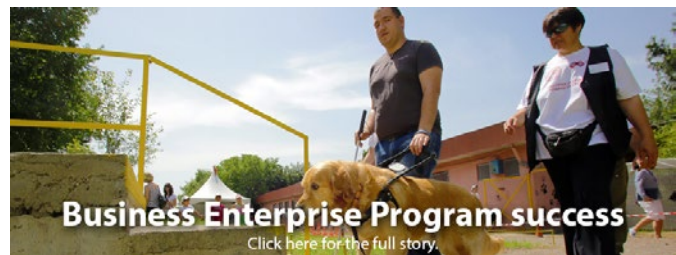
HUB HOT TOPIC

Business Enterprise Program Awarded Camp Atterbury Contract

The Randolph-Sheppard Business Enterprise Program (BEP), which provides entrepreneurial opportunities for legally blind consumers of Vocational Rehabilitation Services (VR), was recently awarded a large military food service contract at Camp Atterbury Joint Maneuver Training Center. BEP will be in charge of providing over 160,000 meals to military men and women participating in the seven week "War Fighters" exercise training

"Certainly, this task is monumental, and we feel very qualified and confident that we can meet this challenge," said Lockett Philips, manager of Blind and Visually Impaired Services, which oversees BEP. "We believe this will be one of the largest "special events" for the state and the Indiana National Guard to host and are proud to be a supporter for the Indiana National Guard and all of the service men and women who pass through this state facility."

The Business Enterprise Program trains and assists people who are blind to create and operate food service businesses in public and private facilities across Indiana. These entrepreneurs, also known as Licensed Managers, supervise and manage a variety of food service operations, including cafeterias, coffee shops, vending locations and highway area vending sites. Through this program, individuals receive training and opportunities to become productive tax-paying citizens and independent business owners. The Business Enterprise Program produced \$14 million in revenue last year with an average annual income of \$41,000 for Licensed Managers. The Business Enterprise Program employed 238 Hoosiers last year.



Upgrade to the 2016 Wellness CDHP

The State of Indiana is again offering a way to upgrade your health plan during Open Enrollment this fall. Similar to last year, the Wellness Consumer Driven Health Plan (CDHP) offers lower premiums to those who qualify. To qualify for the Wellness CDHP upgrade, employees must be covered by a State medical plan, provided by the State Personnel Department; and must enroll in HumanaVitality® and attain Silver Status within the program before **August 31, 2015**.

HumanaVitality® is an incentive-based wellness portal that empowers you to invest in your health. HumanaVitality® is available to employees, and their covered dependents, enrolled in a medical plan offered through the State Personnel Department.

The quickest path to Silver Status within the program is completing the:

- **Health Assessment**, a confidential assessment that helps you to identify health risks, as well as giving you the opportunity to create a plan to address potential risks.
- **Vitality Check** with your primary care physician or attending one of many free screening events happening around the state in coming months. These numbers are kept confidential from your employer.
- **Action Items** recommended within HumanaVitality® to take charge of your health. These items (customized for each participant) have different point totals and enough points must be earned to attain Silver Status (or higher).

Our goal is to provide you with tools and programs that assist you in improving your overall health and well-being.

If you have specific questions about the 2016 Wellness CDHP call or e-mail a Benefits Specialist in State Personnel:

- 232-1167 (within Indianapolis)
- Toll free 1-877-248-0007 (outside the 317 area code)
- Email: SPDBenefits@spd.in.gov



Use personal email for HumanaVitality

When registering for HumanaVitality®, you are asked to enter your e-mail address. The e-mail address you input is the primary means for HumanaVitality® to contact you. Because health recommendations or personalized communications may be sent from HumanaVitality®, you are strongly encouraged to use a personal e-mail address instead of your state-issued employee e-mail address. If you don't currently have a personal e-mail address, free account options are available at yahoo.com or gmail.com.

For additional information about HumanaVitality, please visit investinyourhealthindiana.com/humana.

5 Questions for Debbie Pierson, Director of Operations, Division of Aging



Debbie Pierson

Title: Director of Operations, Division of Aging

Education: Earlham College - Bachelor's;
Indiana State – Master of Public Administration

Career Highlights: Retail/restaurant management; 11 years with an Area Agency on Aging before joining the Division of Aging in 2013.

1. What attracted you to a career here at FSSA?

DP: Having been at an Area Agency on Aging, I was familiar with the programs and the mission and believed I could truly contribute to the effort and make a difference on a larger scale than I could at the area agency.

2. What gives you a sense of accomplishment professionally?

DP: I have always taken a lot of personal satisfaction in providing

the best possible customer service. No matter what the job was, it was always a source of pride to me to deliver quality products and quality service to my customers, both internal and external.

3. What do you want FSSA workers to know about the work you do?

DP: Right now is an exciting time in the Division of Aging. A number of initiatives are all converging in our No Wrong Door (NWD) Planning Grant activities. NWD requires us to develop a coordinated and integrated system of access for long term services and supports. It is a chance put the consumer at the center of the systems that serve them.

In a NWD system, individuals and their families will be empowered to make informed choices about their own long term care needs enabling them to purchase and/or utilize the right services at the right time in the least restrictive setting. Our initial efforts will focus on the preadmission screening process for nursing facilities. We know that most people entering nursing facilities come through the hospital. So, this

approach allows us to focus on the “door” of hospital discharge. The tools and process developed will then be transferable to the many other “doors” in our system.

Our NWD system will need to address all populations and all payors. So, it is also an opportunity to continue collaboration across FSSA to continue efforts to streamline access to home and community based services.

4. What is the best advice you can offer, based on your years of experience?

DP: Two things: 1) it is all about customer service and 2) everyone is your customer.

5. What about your background might your co-workers find surprising?

DP: I worked in movie theatre management for about nine years. Great training ground for all kinds of things. I spliced film, replaced projector bulbs, repaired everything from projectors to vacuums to soda machines and popcorn poppers, and faced a lot of customer service challenges too.

Ideas and suggestions

If you have an idea or a suggestion for the FSSA Update, please e-mail Office.Communications@fssa.IN.gov.