

The State of Health April 2015 (Episode 1) Transcript

(ON-CAM)

Welcome to 'The State of Health.' I'm your host, Karen Bowling, Cabinet Secretary of the West Virginia Department of Health and Human Resources.

I'm really excited to bring you the first of many "State of Health" shows here on the West Virginia Library Television Network.

We'll take a look at services and programs inside DHHR that could help you and your family.

You may not know this, but our programs touch just about everyone in West Virginia.

The Department of Health and Human Resources is a huge agency. Nearly 6,000 employees across the state work as a team to offer a wide range of services that help make life better for West Virginians.

We're going to start by taking you inside your state DHHR and give you a glimpse of the five Bureaus that make up the Department -- and how **our services** can help **you**.

(Take Pkg)

| Hello, I'm Garrett Jacobs, Commissioner of DHHR's Bureau for Child Support Enforcement.

Chances are...you probably know someone who has gone through a divorce, or ended a relationship for whatever reason, or you may have experienced it yourself.

Our agency comes in when there are children involved. When the relationship between a child's parents ends, it does not end both parents' responsibility for their child. Both parents remain financially and legally obligated to their child.

We don't represent either of the parents, but work to help **both** parents... for what is in the best interest of the child and **the state**.

Our Bureau, with field offices in 54 counties, makes sure there is income stability for families where the parents do not live together ... because we believe children benefit socially, emotionally and financially from having both parents involved in their lives. This is important because the breakup of two parents throws a family into emotional turmoil and financial hardships, which increases dependence on --social service programs.

The Bureau for Child Support Enforcement promotes family stability in these cases in several ways.

- We provide assistance in locating parents; establishing legal fatherhood or paternity; and establishing and enforcing fair support orders.
- We educate parents and prospective parents regarding their rights and responsibilities.
- We also enforce existing alimony orders.

And we perform these activities in a customer-friendly atmosphere.

The Bureau has about 480 employees. About 15 work in **our Customer Service Unit** here. Our trained customer service agents field more than 3000 calls a month. Questions range from payment inquiries to “what is happening with my case.”

Our employees do their best to help navigate this process. However, we can’t help with custody and visitation matters or the division of property. Those are handled through the court system.

As of February 2015, West Virginia has approximately 138,000 open child support cases. Today, a significant number of single-parent households are primarily supported by the child support that they receive.

Nationally, child support is the most cost effective government program because for every \$1 of taxpayer money spent, the child support program collects \$5.31.

If you have questions, you can call our Customer Service Unit at 1-800-249-3778... or go to our interactive website, which you can reach at dhhr.wv.gov.

Our services are free of charge and available to everyone in West Virginia who is entitled to receive child support or who pays support for a child.

My team and I share DHHR’s commitment to improving the lives of West Virginians.

--Wipe to BCF--

I’m Nancy Exline, Commissioner of DHHR’s Bureau for Children and Families.

Our Bureau provides a wide variety of services and programs – more than 20 – that help families during times of financial, medical or personal crisis.

We help provide them with food, clothing, shelter and quality childcare, among other services.

You may know of someone who used, or needed, our services – services such as the Supplemental Nutrition Assistance Program, known as **SNAP**; Temporary Assistance for Needy Families program, or **TANF**; the Low Income Energy Assistance Program known as **LIEAP**...and many more.

We also process applications for Medicaid, which is administered through DHHR's Bureau for **Medical** Services.

The Bureau for Children and Families provides clothing vouchers for low-income school-aged children.

During 2013, more than 108,000 children received \$200 in vouchers that allowed them to buy new school clothing at participating retailers across the state. The program is funded through a **TANF** block grant.

We provide social service programs that protect children and vulnerable adults who may be in harm's way because of abuse and neglect.

We administer programs that include foster care, adoption and financial assistance.

The Bureau for Children and Families has more than 2,300 employees who work closely with the staff of DHHR's four other Bureaus.

Together, we make sure families in need receive the maximum help to improve their quality of life.

If you need information about our family assistance programs, you may call our Customer Service Center at 1-877-716-1212.

We also have a hotline if you believe a child or adult is in harm's way. That number is 1-800-352-6513.

And for any customer concerns or complaints, you can call our Client Services number at 1-800-642-8589.

We have local offices in all 55 counties. You can find out more about what our Bureau offers by going to the DHHR website – at dhhr.wv.gov.

The Bureau for Children and Families is a helping agency. It is a Bureau that has a vision that we want our children, adults and families to be safe, to be healthy, to be supported by their communities.

But most of all we want them to be successful – successful like the children and adults and families we know in our lives.

And we want our customer service, we want it to be respectful and we want it to be responsive.

Because in the end, from the Commissioner to every employee I the Bureau, we are public servants and we are here to serve the people of West Virginia.

--Wipe to BMS--

Hello, I'm Cindy Beane, Acting Commissioner for DHHR's Bureau for Medical Services.

Our Bureau is responsible for administering the Medicaid Program in West Virginia – a state and federal partnership that provides essential health care coverage to the most vulnerable populations in society:
low-income children, adults and the disabled.

Medicaid is the largest program in the federal "safety net" of public assistance programs.

In 2014, the Affordable Care Act expanded Medicaid eligibility to working age adults who make up to 138-percent of the federal poverty level.

For example, if you're single and earn up to \$16,000 a year, you qualify. If you have a family of four and earn up to \$32,000 a year – you qualify.

In the last fiscal year, we provided health care benefits to more than 551,000 West Virginians who couldn't afford medical insurance.

They ranged from mandated services such as in-patient and out-patient hospital services, home health and physician services -- to optional services such as prescription drugs and in-home Medicaid Waiver services.

In 2014, we started our first-ever Health Home for Medicaid members with chronic illnesses in a 6-county pilot area.

Our first Health Home focuses on members with bi-polar disorder and those at-risk for hepatitis.

Beginning in April, Medicaid is moving from issuing monthly Medicaid cards...to issuing a yearly card. This change will save Medicaid about 2-and-a-half million dollars a year in printing and mailing costs.

By January of next year, we hope to have a Medicaid card that looks similar to the cards issued by private insurance to reduce the stigma that is sometimes associated with being on Medicare.

In July, we plan to include behavioral health services and the expansion population in our Managed Care Program. Just like the Health Home model, we believe that treating the whole person will improve the quality of their health care and decrease costs.

Another program we're starting this year protects our elderly. It's called WV CARES. This program will allow long-term care providers to do a quick and easy background check on employees and potential employees.

We have about 75 employees who work closely with our sister bureaus under DHHR to make sure we provide the very best quality healthcare services to West Virginia's most vulnerable residents who are unable to obtain healthcare coverage on their own.

I invite you to visit our website to learn more about our Bureau and also like us on Facebook to get the latest updates.

You may also contact our office at 304-558-1700.

Thank you.

--END OF PKG--

(BOWLING ON CAM)

So, that's a quick look at three of our five Bureaus: Child Support Enforcement, Children and Families and Medical Services.

When we come back, a look at the other two...and you may find it a bit surprising about how the other two Bureaus affect your life. Plus, a critical piece of the DHHR puzzle that keeps everyone inside and outside the Department on their toes.

<<BREAK>>

(ON CAM)

Welcome back. From the time you're born...to the food you eat....we've got you covered. If you or someone you know is in crisis, we can help.

Here's a look at how the critical services our other two Bureaus provide help you.

(TAKE PKG)

Hello. I'm Dr. Rahul Gupta, Commissioner of DHHR's Bureau for Public Health and the State Health Officer for West Virginia.

Public Health is -- Your Health, Your Safety -- and Our Purpose.

As State Health Officer, my primary responsibility is to protect your health and well-being across our great state.

From the prevention of foodborne illnesses when you eat out -- to preventing disease outbreaks like measles through effective immunization policies -- to protecting your drinking water -- we are actively involved in ensuring your and your family's health and safety.

How do we do all this?

Our Bureau works 24/7 across many sectors and along with many partners across the state.

Whether it's in your environment like safe streets and schools -- or our ability at the state laboratory to test for the latest biological threats or keeping your public swimming pools and food establishments safe -- if it's Health Protection, we are there helping you stay safe.

Through our Office of Emergency Medical Services we ensure the quality and effectiveness of EMS services across the state.

Our staff at the Chief Medical Examiner's Office is working tirelessly to ensure that our work in this area is second to none in the nation.

We are also active in coordinating the health and medical response to disasters in our state through the Center for Threat Preparedness.

Additionally we have an entire work force dedicated to improving your health and preventing disease across West Virginia.

We work with health systems and partners in your community to promote health and to combat chronic diseases like obesity, diabetes, arthritis, and heart disease.

Our Maternal and Child Family Health office houses programs such as Birth to Three, and Right from the Start.

In our Office of Nutrition Services, the WIC program is administered and serves more than 40,000 West Virginia residents.

Finally, our Health Statistics Center tracks health data across the state and is an invaluable resource in helping us figure out whether what we are doing is working or not.

This is just a brief snapshot of what we do in the Bureau for Public Health.

I look forward to hearing from you on how we can better serve you. You can always contact us at **(304) 558-2971** to provide suggestions and comments.

You can learn more at our DHHR website.
Thank you.

--WIPE--

Hello, I'm Vickie Jones, Commissioner of DHHR's Bureau for Behavioral Health and Health Facilities.

We provide services to West Virginia residents....children and adults....who suffer from substance abuse, mental illness, intellectual and developmental disabilities and those at risk.

The Behavioral Health part of our name means we partner with 85 different behavioral health providers, as well as other non-profit organizations to provide these community based supports

Fighting substance abuse is one of our priorities in the Bureau. Across our state, we work with, and fund, behavioral health agencies to provide essential services to those battling substance abuse such as counseling, medication prescribing, housing, employment and recovery supports.

The substance abuse services directory, located on our website, is a valuable tool to locate specific services you or a loved one may need.

The Health Facilities part of our name means that we are responsible for the operations of 7 state-owned hospitals, including 2 psychiatric hospitals, 4 nursing homes and 1 acute care hospital.

In these facilities, we provide care for the most vulnerable individuals in the health care system – those requiring behavioral health, acute care and long-term care services.

Our Bureau has nearly 2,000 employees, most of who work at the hospitals to provide direct care services. And with their dedicated efforts, both state and federal regulatory agencies have consistently given our facilities high marks for quality of care and safety.

We collaborate closely with our sister Bureaus under DHHR, and with our community-based providers, our court system, educators, housing and many others at the federal, state and local levels.

I have an amazing team at the Bureau. They are dedicated to the work we do and to those we serve -- because it is important. Like so many of my staff, these issues have touched us, our family members or someone we know. And, we are all working and dedicated to make a difference in people's lives.

We are working together to help you move forward -- because we believe life doesn't have to stop just because of a health care issue or because you have made a mistake.

If you need help, or know of someone who does, please go to our website where you can access national and local crisis hotlines, along with a directory of all of our services.

Just go to DHHR.WV.Gov.

--END OF PKG--

(ON CAM)

So the Bureau for Public Health and the Bureau for Behavioral Health and Health Facilities rounds out the five areas in DHHR that provide services to you in West Virginia.

But, there's one final--very important piece--to our family. You could say it's the one that keeps the troops inline.

(TAKE PKG)

Hello, I'm Kathy Lawson, Inspector General for the West Virginia Department of Health and Human Resources.

The Office of Inspector General works to combat and eliminate fraud, waste and abuse in West Virginia -- from within and outside the agency.

We operate as an autonomous, independent and neutral arm of DHHR.

We have a statewide team of investigators, reviewers, surveyors and hearing officers who work tirelessly to ensure the Office of Inspector General succeeds in protecting vulnerable citizens and the integrity of department programs and services.

Our Board of Review Unit conducts hearings for DHHR customers and providers who feel they've been wronged in some way by Department action.

Those hearings are presided over by State Hearing Officers or an administrative law judge.

We have an aggressive **Medicaid Fraud Control Unit**. In the last two years, this unit opened more than 30 fraud investigations that led to criminal charges and the recovery of about 40-million dollars.

27-million dollars of that was pumped back into the state's Medicaid program, which provides health care insurance to low-income and disabled people.

Most of the remaining money was sent back to the federal government and helped fund Medicare programs.

Our **Investigations and Fraud Management Unit** investigates welfare fraud, employee misconduct within the agency, and any criminal activity involving DHHR benefits or services.

And, our Quality Control Unit conducts audits of those receiving certain DHHR benefits, to ensure the funds are being distributed according to Federal and State policies.

Also, we apply in West Virginia the **Olmstead Decision**, a landmark 1999 U.S. Supreme Court case that bans the unnecessary institutionalization of people with disabilities by upholding their civil rights to live in the most integrated setting possible.

The Inspector General's Office, through a regulatory agency known as OHFLAC, also makes sure health care facilities are in compliance with the law and regulations, and investigate any complaints.

If you suspect someone of committing Medicaid provider crimes or elder abuse or financial exploitation in West Virginia, call our tipline at **1-888-FRAUD-WV**.

We also have a tipline if you suspect someone of committing **welfare** fraud. That number is **304-558-1970**.

To make a complaint regarding the care received in a healthcare facility, you may contact **OHFLAC** to file a complaint at **304-558-0050**.

Or, you can go to our website to file a complaint.

Fraud affects everyone. It affects you, the taxpayer— and it affects the integrity of the programs.

The Office of Inspector General makes sure the services DHHR oversees get to the people who really need them.

Thank you.

--END OF PKG--

(BOWLING ON CAM)

So, we've taken you on a quick tour inside your DHHR. When we come back, a special guest joins us as we take a look at some of the changes you may be seeing from as a result of legislation just passed by our state lawmakers.

We'll be right back.

<<BREAK>>

(BOWLING ON CAM)

Welcome back. The 2015 legislative session ended on March 14th and out of that session, many health care-related bills were introduced. Some of those bills were passed and signed into law by Governor Tomblin and will affect how DHHR delivers our services to you.

I'd also like to thank each member of the West Virginia Legislature for their hard work during the session.

I have had the opportunity to meet with many lawmakers this year to discuss DHHR initiatives, and look forward to continuing this partnership to improve the overall well-being of our citizens.

I thank each of you who have made the effort to better our great state in some capacity and am eager to see the success that will result from new and continued collaborations in 2015.

We're going to touch on some of the more significant bills that affect your health.

Joining me now is Dr. Rahul Gupta, our Bureau for Public Health Commissioner and State Health Officer....

(LIVE Q&A)

(BOWLING ON CAM)

That is all the time we have left for today's show. Thank you for watching "The State of Health" – brought to you by the State's Library Television Network. The Network offers its services free to DHHR and other public agencies as a service to you, the viewers.

I'm Karen Bowling, Cabinet Secretary for the state Department of Health and Human Resources. Thank you for watching "The State of Health."