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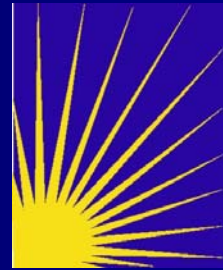
IT Solutions Management for Human Services

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# Connecticut's Rx Xpress

**Michael P. Starkowski**  
**Commissioner**



**Connecticut Department  
of Social Services**

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*Making a Difference*

# **Connecticut's Rx Xpress**

*How it all began.....*

- ❖ **There was a pressing need to educate Medicare recipients about the new Part D drug program while simultaneously promoting participation**
- ❖ **The mobile office bus was developed as a means to bring the message to the eligible Connecticut residents**

# Connecticut's Rx Xpress

## *How it all began...*

- ❖ **The Rx Xpress mobile office was purchased in October 2005 and arrived in November 2005...**



# Connecticut's Rx Xpress

## *How it all began...*

- ❖ **The unveiling, and first event, was held on December 8, 2005, to test social and medical services enrollment with DSS employees...**



# **Connecticut's Rx Xpress**

## *Fully Equipped...*

- ❖ **The modern mobile office bus is staffed with:**
  - ❖ **CHOICES Counselors**
  - ❖ **Pharmacists**
  - ❖ **DSS Eligibility Staff**
  
- ❖ **The mobile office is technologically equipped with:**
  - ❖ **Four fully functional Dell Desktop Private Workstations**
  - ❖ **Three Dell Laptops computers**
  - ❖ **Hewlett Packard Color LaserJet Printer / Copier**
  - ❖ **Satellite Dish / Internet access**
  - ❖ **DVD, VCR and Plasma Monitor w/ Smart Board**
  - ❖ **Phone and Fax**
  
- ❖ **Also, the Rx Xpress is equipped with a lift and a wide aisle to provide access for people with wheelchairs and walkers**

**DSS employee, Fred Diggs, greets a DSS client to the Connecticut Rx Xpress, as a CHOICES counselor looks on.**



# **Connecticut's Rx Xpress**

## ***Multi-faceted...***

- ❖ **DSS utilizes the Rx Xpress for multiple purposes ranging from, providing DSS program information to remote communities, to disaster recovery support**
- ❖ **The mobile office bus contains superior connectivity capabilities to the various DSS Legacy Systems as well as numerous office productivity tools**
- ❖ **The computers on the Rx Xpress interface with the Legacy Systems through a secure connection that meets HIPAA and DSS standards while providing the staff with efficient access, allowing them to perform their assigned duties effectively**

**DSS Eligibility Workers and CHOICES staff receiving a tour of the Connecticut Rx Xpress in the New Haven area.**



# **Connecticut's Rx Xpress**

## ***Connected to Connecticut...***

- ❖ **The Department's Eligibility Legacy System, EMS, handles the majority of the more than 90 DSS programs that serve over 450,000 Connecticut clients. Programs, such as:**
  - ❖ **HUSKY Medical (SCHIP)**
  - ❖ **Medicaid Title XIX**
  - ❖ **Medicaid Waiver**
  - ❖ **Medicare Savings (QMB, SLMB, QI)**
  - ❖ **Temporary Family Assistance**
  - ❖ **Food Stamps**
  - ❖ **Connecticut AIDS Drug Assistance Program (CADAP)**
  - ❖ **State Administered General Assistance (SAGA)**
  - ❖ **State Supplement for Aged, Blind, and Disabled**
  - ❖ **Refugee Assistance**
  - ❖ **Diversion Cash Assistance**

# **Connecticut's Rx Xpress**

## ***Connected to Connecticut...***

- ❖ **The Rx Xpress is also connected to DSS' Medicaid Management Information System (MMIS), which is maintained by EDS, and serves:**
  - ❖ **ConnPACE Clients (approximately 40, 000)**
  - ❖ **HealthCare Providers**
  - ❖ **Managed Care Organizations**
  
- ❖ **There are also secure connections to:**
  - ❖ **DSS Intranet**
  - ❖ **DSS E-mail**
  - ❖ **Pharmacy Free Drug Programs**
  - ❖ **Husky B Program (maintained by ACS)**
  - ❖ **Digital Imaging**

# **Connecticut's Rx Xpress**

## *Sharing the Wealth...*

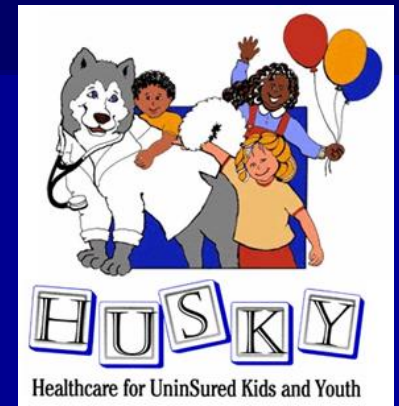
- ❖ **The original intent of the Rx Xpress was to assist over 40,000 ConnPACE clients with understanding and enrolling in Medicare Part D**
- ❖ **CHOICES counselors are available to assist clients with applications for Extra Help**
- ❖ **Assistance in reviewing drug formularies, selecting and enrolling in a Medicare Part D plan is provided**
- ❖ **Pharmacist is available to assist with client formulary/drug concerns**
- ❖ **Staff is available to review eligibility for ConnPACE**
- ❖ **Referrals to other drug manufacturer assistance programs is provided**

# **Connecticut's Rx Xpress**

## *Sharing the Wealth...*

- ❖ **DSS saw the need and immediately expanded its capabilities by redefining the mission to outreach to all clients at every event by providing program brochures and applications to DSS administered programs**
- ❖ **DSS eligibility staff is available to review eligibility for all other DSS programs such as:**
  - ❖ **Medicaid**
  - ❖ **Connecticut Home Care for Elders**
  - ❖ **Medicare Saving Programs**
  - ❖ **CHOICES Benefit Check-Up**
  - ❖ **Food Stamps**
  - ❖ **Energy Assistance**
  - ❖ **Meals on Wheels**

# DSS clients and staff at an event promoting the HUSKY Medical Program.



# **Connecticut's Rx Xpress**

*In a Time of Need...*

**The Connecticut Rx Xpress is fully equipped to serve as:**

- ❖ *a mobile emergency crisis command center in the event of a disaster*
- ❖ *a mobile office to enable a DSS Regional Office to continue conducting eligibility in the event of a power outage*
- ❖ *a mobile training center for use by DSS as well as other State Agencies, such as, the CT Department of Emergency Management and Homeland Security*

# **Connecticut's Rx Xpress**

## *The Places We Will Go...*

- ❖ **The Rx Xpress mobile bus has appeared at more than 150 events/facilities throughout the state, such as:**
  - ❖ **CMS National Medicare Rx Bus Tour**
  - ❖ **Senior Centers / Housing**
  - ❖ **Pharmacies**
  - ❖ **Farmer's Markets**
  - ❖ **Health Fairs**
  - ❖ **Community Colleges**
  - ❖ **Libraries**
  - ❖ **Social / Human Services Agencies**
  - ❖ **Expositions / Conventions / Conferences**
  - ❖ **Faith-Based Organizations**

# **Connecticut's Rx Xpress**

## ***Destination Anywhere....***

- ❖ **DSS provides advance notice of scheduled stops throughout Connecticut on websites and in paper publications such as:**
  - ❖ **[www.ct.gov/medicarerx](http://www.ct.gov/medicarerx)**
  - ❖ **[www.ct.gov/agingservices](http://www.ct.gov/agingservices): *link to CHOICES***
  - ❖ **[www.medicareadvocacy.org/CHOICES](http://www.medicareadvocacy.org/CHOICES)**
  - ❖ **The Hartford Courant**
  - ❖ **The New Haven Register**
  - ❖ **The Record Journal**

# **Connecticut's Rx Xpress**

## ***2007 Event Highlights...***

- ❖ **For 2007, the Rx Xpress made appearances at the:**
  - ❖ **North Central Connecticut AAA / CHOICES**
  - ❖ **Medicare Training Session, End Hunger CT!**
  - ❖ **Campaign, and Veterans Job Fair - Heroes for Hire**
  
- ❖ **Major upcoming events for the mobile office bus include:**
  - ❖ **The Big E - West Springfield, MA**  
**September 17 -18, 2007**
  
  - ❖ **Veterans Association Stand Down 2007 – Rocky Hill, CT**  
**September 21, 2007**

# **Connecticut's Rx Xpress**

## *Looking ahead...*

- ❖ **DSS is in the process of purchasing additional signage for the outside of the mobile office bus**
- ❖ **The new signage will be specific to various DSS administered programs, e.g., Food Stamps, HUSKY Medical, CADAP, etc.**
- ❖ **The new signage can be 'swapped' in and out as the Rx Xpress promotes different DSS programs at a variety of events.**