



FOR IMMEDIATE RELEASE  
September 7, 2010

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## **NEIGHBORHOOD HEALTH PROVIDERS IS THE LATEST NEW YORK HEALTH PLAN TO USE FEEA™ TO STREAMLINE PUBLIC HEALTH INSURANCE ENROLLMENT**

### ***Hudson Center's Revolutionary Electronic Application Speeds Medicaid, Child Health Plus, and Family Health Plus Enrollment Process by 60%***

(Tarrytown, NY).... On Sept. 7, 2010, [Neighborhood Health Providers](#) (NHP) will no longer be sending paper applications to the New York City Human Resources Administration (HRA). Instead, by sending these applications electronically using the [Facilitated Enrollment Electronic Application](#), or FEEA™, a software solution from the [Hudson Center for Health Equity & Quality](#) (Hudson Center), thousands of NHP's members will be spared the extra weeks it used to take for new enrollees to access vital health services.

“FEEA eliminates paper, speeding time to enrollment in public health insurance by more than 60 percent,” explains Georganne Chapin, President & CEO of the not-for-profit Hudson Center. “When someone applies for public health insurance — either for themselves or their children — they shouldn't have to wait 45 to 90 days for approval. It's been proven that with FEEA, electronic applications can be approved in just two weeks. FEEA means faster submissions, fewer errors, and reduced returns for re-dos.”

Before converting to FEEA, NHP hand-delivered crates filled with hundreds of paper applications to HRA weekly. The applications were bundled in batches of 10, and if even one application in any given bundle was incomplete, all 10 applications were returned, delaying access to health care for uninsured New York City residents who desperately need it.

With this new tool, applicant information is entered only once and then transmitted electronically to HRA and to the New York State Department of Health, which now will no longer have to re-enter that same data into their own systems. Required documentation, such as a birth certificate, is electronically scanned and linked with the application, eliminating lost or misplaced documentation, a common occurrence in the paper-based enrollment world. Since FEEA stores data, member recertification is easier and faster. Instead of preparing a recertification from scratch, NHP only has to update the enrollee's information online and resubmit it electronically, avoiding unnecessary disruptions in coverage.

“Through our commitment to strive for excellence in member service, and by using cutting edge technology, Neighborhood Health Providers has become one of New York City's largest managed care plans,” says Steven J. Bory, NHP's President and CEO. “Our partnership with the Hudson Center to use FEEA emphasizes our commitment to making it as easy as possible for future members to obtain insurance, and for our existing members to stay insured. As a customer-focused health plan, we want to be sure that interacting with NHP is simple and easy, every step of the way, and our implementation of FEEA is just another example of that commitment.”

Sherri Ehrlich, Director of Business Development & Account Management at the Hudson Center, notes that NHP's FEEA implementation took just over four months — a remarkably short period of time. “This is a credit to the hard work and effort every employee at the Hudson Center and NHP put into this project,” she explains.

“The beauty of FEEA is that Neighborhood Health Providers was able to adopt it and still keep its existing workflows and processes,” Ms. Ehrlich adds. “FEEA is a huge time-saver that will save NHP money, while the uninsured and NHP's renewing members will be enrolled in public health insurance sooner. It's a win-win.”

For more information about FEEA, contact Ms. Ehrlich at 914-372-2101, or [sherri.ehrlich@hcheq.org](mailto:sherri.ehrlich@hcheq.org).

### **About the Hudson Center for Health Equity & Quality**

The Hudson Center for Health Equity & Quality is an independent not-for-profit organization that promotes the delivery of humane, high quality, cost-effective health care through policy study, advocacy, and the development of information technology. For more information, visit [www.hcheq.org](http://www.hcheq.org).

### **About Neighborhood Health Providers**

NHP was created in 1995 to serve Medicaid recipients in certain zip codes of Brooklyn and Queens. Currently, NHP serves all boroughs of New York City and Suffolk County, with close to 200,000 Medicaid Managed Care, Family Health Plus and Child Health Plus enrollees. Headquartered in Manhattan, with operations in Islandia, NY, Charlotte, NC, and Albuquerque, NM, it is a not-for-profit company with a provider network comprising 55 hospitals, 225 health centers, more than 3,000 primary care physicians and more than 10,000 specialists. As a not-for-profit company, NHP is committed to taking surplus monies and reinvesting those dollars back into the community to provide benefits for its members or technologies to enhance the quality of medical care delivered by its provider community. For more information, visit [www.getnhp.com](http://www.getnhp.com).