

# OUTSTATION ELIGIBILITY WORKERS

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## Key Takeaways

HHSC is **federally required** to establish outstation eligibility locations for women and children to enroll in Medicaid.

Outstation workers are HHSC employees, but the state **does not pay** for their salaries. Those costs are split between the federal government and the facility that hosts the outstation location.

HHSC cannot expand this cost-effective program because **outstation workers count against the agency's FTE cap.**

**To better serve Texans at a minimal cost to the state, the Legislature can exempt outstation workers from HHSC's FTE cap**

## Background

When eligibility cannot be determined by electronic data verification, HHSC relies on an extensive network of eligibility workers to work directly with clients in HHSC offices and at outstation locations like federally qualified health centers, clinics, and hospitals. This Outstation Worker Program (OWP) allows HHSC to comply with federal requirements that certain eligibility groups be given the opportunity to apply for and renew Medicaid at locations other than an eligibility office.

The Outstation Worker Program utilizes 435 staff members and while HHSC is taking steps to expand the OWP, one of the barriers to doing so is HHSC's FTE cap. However, **while outstation workers are HHSC employees, their salaries are paid by the facilities in which they are located and the federal government.** Through the budget rider process, the Legislature can exempt outstation workers from the FTE cap to reach more clients in a more efficient manner. Increasing the OWP's functionality would also allow the state to explore additional community-based locations for the program, perhaps with an eye towards reaching the eligible but unenrolled population, which includes an estimated 400,000 Texas children.

## Additional Information

**196**

**Total Contracts** govern the relationships between HHSC and the outstation sites

**1,098**

**Out-stationed facilities** served by OWP

**435**

**Staff** rotate between the facilities

**250K+**

**Applications** and renewals processed in CY24



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