

ANNUAL MONITORING REPORT
FLORIDA FAMILY PLANNING SECTION 1115 DEMONSTRATION

State: Florida

Demonstration Reporting Period: October 1, 2023 – June 30, 2024

Demonstration Year: 26

Approved start and end date of the Demonstration: March 8, 2019 – June 30, 2025

A. Executive Summary

1. The Family Planning Waiver (FPW) provides family planning services to women ages 14 through 55 years with family income at or below 191 percent of the Federal Poverty Level (FPL) who have lost or are losing Florida Medicaid eligibility and are not otherwise eligible for the Children’s Health Insurance Program (CHIP) or enrolled in health insurance coverage that provides family planning services. Eligibility is limited to a period of up to 24 months following the loss of Medicaid coverage, as authorized in section 409.904(5), Florida Statutes, to provide transitional coverage for those losing Medicaid eligibility.

The state is required to submit information for each quarter and provide an annual (July 1, 2023 – June 30, 2024) report summarizing the events that occurred during the reporting period or are anticipated to occur in the near future that affect health care delivery. This report contains information for quarters two through four during the reporting period and the annual summary.

Beginning in demonstration year (DY) 22 and continuing through DY 25, Florida and the nation were affected by the COVID-19 public health emergency (PHE) which impacted enrollment. Enrollment impacts continued in DY 26.

2. Program Updates

a. Current Trends and Significant Program Activity

i. Quarter 2:

- (1) There was an increase in FPW enrollment in the second quarter of DY 26. FPW enrollment increased as the PHE ended, and the Department of Children and Families (DCF) enrolled individuals who lost Medicaid coverage into FPW. Additionally, enrollment increased by 247,433 from Quarter 2 of DY 25 (36,407) to Quarter 2 of DY 26 (283,840). The state attributes this increase to women who lost Medicaid coverage and were enrolled in the FPW due to redeterminations resuming.
- (2) Participation within the waiver increased in Quarter 2 of DY 26 (4%) as compared to Quarter 2 of DY 25 (2%).

ii. Quarter 3:

- (1) There was an increase in FPW enrollment in the third quarter of DY 26. FPW enrollment increased as the PHE ended, and DCF enrolled individuals who lost Medicaid

coverage into FPW. Additionally, enrollment increased by 272,708 from Quarter 3 of DY 25 (35,849) to Quarter 3 of DY 26 (308,557). The state attributes this increase to women who lost Medicaid coverage and were enrolled in the FPW due to redeterminations resuming.

(2) Participation within the waiver increased in Quarter 3 of DY 26 (4%) as compared to Quarter 3 of DY 25 (2%).

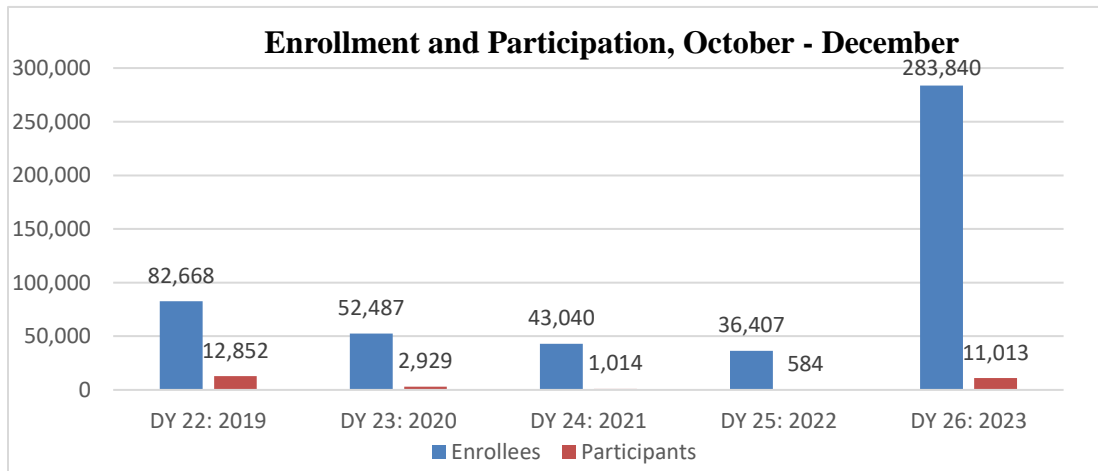
iii. Quarter 4:

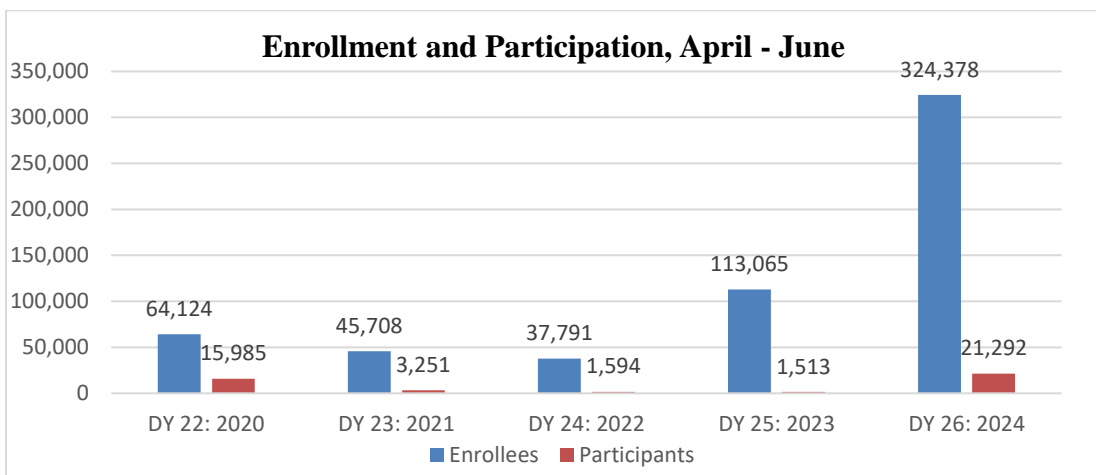
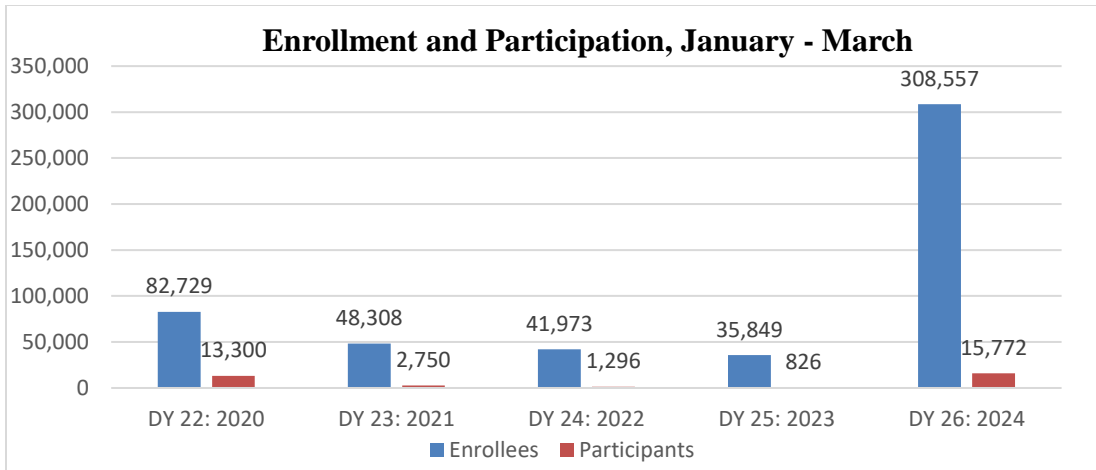
(1) There was an increase in FPW enrollment in the fourth quarter of DY 26. FPW enrollment increased as the PHE ended, and DCF enrolled individuals who lost Medicaid coverage into FPW. Additionally, enrollment increased by 211,313 from Quarter 4 of DY 25 (113,065) to Quarter 4 of DY 26 (324,378). The state attributes this increase to women who lost Medicaid coverage and were enrolled in the FPW due to redeterminations resuming.

(2) Participation within the waiver increased in Quarter 4 of DY 26 (5%) as compared to Quarter 4 of DY 25 (1%).

Quarterly Comparison

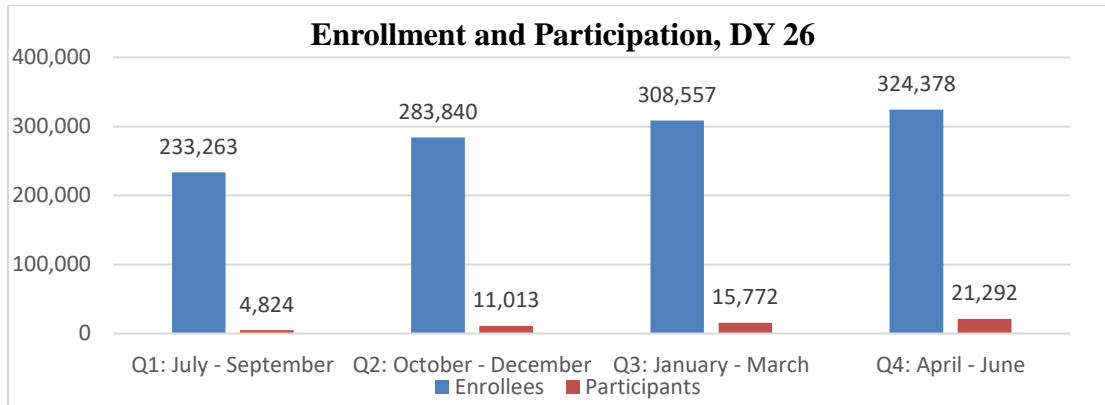
Enrollment and participation during quarters two through four for the past five years are shown in the charts below.





b. DY 26

- i. Enrollment numbers increased in the FPW during DY 26, following the end of the continuous coverage requirement. Enrollment increased by 91,115 from Quarter 1 of DY 26 (233,263) to Quarter 4 of DY 26 (324,378).
- ii. Participation within DY 26 increased over the year, with 2% of enrollees participating in Quarter 1, 4% in Quarters 2 and 3, and 5% in Quarter 4.



3. Policy Issues and Challenges

The Agency for Health Care Administration (Agency) did not experience any operational challenges or issues during DY 26. The Agency did not consider any new policies related to legislative/budget activity or amendments to the currently approved demonstration.

B. Participation Monitoring

The following tables provide a summary of activities and outcomes from the Florida Department of Health (DOH) related to improving demonstration participation and service utilization among demonstration enrollees during quarters two through four of DY 26.

Quarter 2 (October 1, 2023 – December 31, 2023)		
County	Call Type	Community Outreach
Orange	Site Visit	The FPW application process is discussed by our financial counselors with all clients. We also work in collaboration with home visiting programs such as Healthy Start/Bellies, Babies and Beyond to promote and educate women on the FPW. Brochures are distributed during their home visits and encounters.
Sarasota	Follow-up	Clients with positive pregnancy tests are given written and verbal education on FPW benefits. Healthy Start reinforces this information during post-partum visits, and informational flyers are once again provided to ensure that clients have access to this important benefit.
Citrus	Follow-up	We make sure we inform our obstetric (OB) clients about having access to FPW coverage after pregnancy and our clerical staff inform clients coming in about it.
Collier	Desk Review	Clients are informed of their qualification and instructions to contact our in-house waiver coordinator when seen at the County Health Department (CHD) and the Healthcare Network of Southwest Florida, a local Federally Qualified Health Center (FQHC).
Lake	Technical Assistance	Outreach is targeted to clients of Family Planning (FP) age, such as the World's Biggest Baby Shower recently

		completed. We bring information regarding our FPW services available including explaining the FPW program.
Lee	Technical Assistance	Frontline clerical staff ask clients about their Medicaid history and the FPW. Posters about the services are displayed on walls in waiting rooms and clinic exam rooms. We encourage uninsured women who need a colposcopy to apply for the waiver.
Volusia	Technical Assistance	CHD clerical staff confirm if a client is on the FPW and documents this in the electronic health record.
Lafayette	Technical Assistance	FPW posters are displayed in the main lobby and in patient exam rooms. Brochures are also available at the front desk and in patient rooms.
Suwannee	Technical Assistance	FPW posters are displayed in the main lobby and in patient exam rooms. Brochures are also available at the front desk and in patient rooms.

Quarter 3 (January 1, 2024 – March 31, 2024)		
County	Call Type	Community Outreach
Dade	Site Visit	When clients call to make an appointment, the FLMMIS (Florida Medicaid Management Information System) or the Change Healthcare Portal is checked to verify if there is any active Medicaid, including the FPW. The client is notified if Medicaid is active, and they are explained what the benefits cover. In the case the client does not have a current benefit but meets requirement eligibility, they are referred to the application through the DCF portal. Information about the FPW and how to apply through DCF is also displayed in the latest FP brochure.
Hardee	Site Visit	Each client is asked about their insurance status when they either call or arrive for their appointment.
Palm Beach	Site Visit	FPW information is included in the “Pregnancy Guide for Palm Beach County Families” and the “New Baby Guide for Palm Beach County Families” publications. These guides, funded by the Children’s Services Council, are available in English, Spanish and Creole. The Pregnancy Guide is provided to all pregnant women and distributed by their medical provider or the Healthy Beginning Centralized Intake and Referral Agency, Healthy Mothers Healthy Babies. The New Baby Guide is provided to all post-partum women prior to their discharge from the hospital (after giving birth) and are distributed by the Healthy Beginning centralized intake and referral agency, and HomeSafe. Nurses who provide home visits to women enrolled in a Healthy Start or Healthy Beginnings program promote the utilization of

		the FPW by providing education and facilitating appointments for FP services.
Okaloosa	Follow-up	Staff advise clients to go to DCF or apply online at MyACCESS Medicaid for the second year. FLMMIS is utilized so when a client is at their appointment the eligibility staff can see they have FPW.
Jackson	Follow-up	All FP clients are provided education on the FPW. We also distribute information about the FPW at all outreach events.
Levy	Follow-up	DOH-Levy has signs and brochures displayed in the lobbies and workup/exam rooms promoting the FPW. In addition, providers of obstetrics and gynecology (OB/GYN) care are motivated to ensure their clients have coverage.
Citrus	Follow-up	DOH-Citrus informs the OB clients about having FPW after pregnancy and clerical staff inform clients coming into the CHD about it.
Dixie	Follow-up	DOH-Dixie has signs and brochures displayed in the lobbies and workup/exam rooms promoting the FPW. In addition, providers of OB/GYN care are motivated to ensure their clients have coverage.
Gilchrist	Follow-up	DOH-Gilchrist has signs and brochures displayed in the lobbies and workup/exam rooms promoting the FPW. In addition, providers of OB/GYN care are motivated to ensure their clients have coverage.
Charlotte	Desk Review	All clients are referred to DCF to complete their application. Reminder cards/handouts are available to walk clients through the new process.
Columbia	Desk Review	DOH-Columbia participates in many community events and outreaches where staff promote FP services. CHD brochures are given with listed FP services available.
Hamilton	Desk Review	DOH-Hamilton participates in many community events and outreach opportunities where staff promote FP services. CHD brochures are given with listed FP services available.
Brevard	Desk Review	We place FPW brochures in our OB packets as well as have them available throughout our clinics. We have distributed them in our WIC clinics. We have also educated our local OBs on the FPW and encouraged them to refer their clients to DOH-Brevard for assessments and eligibility determinations. Our eligibility staff also monitor an OB client's FPW status. We notify them of the first year's eligibility and then assist with the second year's application.
Holmes	Desk Review	When clients are being worked up, the interview clerk checks their insurance status. Any client that has lost their Medicaid coverage within the last two years is

		referred to the website as applications are now processed online at DCF. Clients are given slips with website and general information sheets.
Washington	Desk Review	When clients are being worked up, the interview clerk checks their insurance status. Any client that has lost their Medicaid coverage within the last two years is referred to the website as applications are now processed online at DCF. Clients are given slips with website and general information sheets.
Volusia	Technical Assistance	We have brochures and printed material available and easily accessed within our lobby. Our front desk staff are familiar with the FPW and can answer questions and inform clients of the FPW. Nursing and Healthy Start staff are also familiar with the FPW and promote this to eligible clients during initial visits.
Lee	Technical Assistance	Frontline clerical staff ask clients about their Medicaid history and the FPW. Posters about the services are displayed on walls in waiting rooms and clinic exam rooms. We have also partnered with Young Parent Education Program (YPEP) to promote the waiver to teens and young adults.
Jefferson	Technical Assistance	We have brochures and printed material available and easily accessed within our lobby. Our front desk staff are familiar with the FPW and can answer questions and inform clients of the FPW. Nursing and Healthy Start staff are also familiar with the FPW and promote this to eligible clients during initial visits.
Madison	Technical Assistance	Our front desk staff refer the clients to our Healthy Start staff to assist the client with completing the application process.
Indian River	Technical Assistance	DOH-Indian River outreaches provide information to the community about all our available services, including FP.
Flagler	Technical Assistance	DOH-Flagler hands out flyers for the website.
Highlands	Technical Assistance	Clients are referred to the MyACCESS website, if needed. MyACCESS business cards and pamphlets are available at the checkout window and at the nursing station to give to clients.

Quarter 4 (April 1, 2024 – June 30, 2024)		
County	Call Type	Community Outreach
Bradford	Site Visit	Marketing materials and posters are utilized to promote the FPW program. Eligible clients are identified for the program by staff and clerical staff network with Healthy Start.
Union	Site Visit	Marketing materials and posters are utilized to promote

		the FPW program. Eligible clients are identified for the program by staff and clerical staff network with Healthy Start.
Sumter	Site Visit	DOH-Sumter displays FPW information throughout the clinic in multiple languages with tear-off information to take home. Clients who identify as qualifying for FPW are referred to DCF/Access Florida website to complete an application. The phone number, address, and web address for DCF are provided for any questions or concerns with the application process.
Martin	Desk Review	Prior to appointments, insurance is verified. If frontline staff notices coverage is expiring soon, clients are contacted to discuss coverage. During registration and check-in, frontline staff identify clients eligible for the FPW and offer a FPW application. Clients are directed to the DCF website.
Desoto	Desk Review	Anyone who comes in the clinic and has a positive pregnancy test is counseled on baby-spacing for optimum health of mother/baby, the FPW to promote adequate baby-spacing, and FP/Sexually Transmitted Infection (STI) Services available at the clinic.
Franklin	Desk Review	DOH-Franklin has printed information on the FPW program that we give to clients.
Gulf	Desk Review	DOH-Franklin has printed information on the FPW program that we give to clients.
St. Johns	Desk Review	The FPW is promoted in clinics utilizing the Today's Woman brochure. All outreach events promoting CHD services also include the brochure as a way to make community members aware of the program.
Monroe	Desk Review	Healthy Start staff discuss FP with every pregnant client. Healthy Start also provides literature on the FPW and benefits are discussed.
Duval	Desk Review	DOH-Duval has flyers, pamphlets and posters displayed. DOH-Duval informs potential clients that may qualify for the program.
Walton	Desk Review	The FPW is advertised on DOH-Walton's local website. Healthy Start also notifies their clients of this service as part of their routine education on how to access the FPW program and it includes handouts. The pre-natal clinic also provides information and education.
Taylor	Technical Assistance	The FPW is promoted through education during appointments. If a client has not started their paperwork, the front staff assists them at the CHD and then refers them to the library to send their completed forms to DCF.
Brevard	Technical Assistance	DOH-Brevard places FPW brochures in the OB packets and has them available throughout the clinics. We have

		distributed them in our WIC clinics. We have also educated our local OBs on the FPW program and encouraged them to refer their clients to the DCF website to apply for FPW. Eligibility staff also monitor FP and postpartum clients' FPW status. DOH-Brevard notifies clients of the services available and refers them to the DCF website to apply.
Gadsden	Technical Assistance	DOH-Gadsden continues to accept the FPW and reminds staff within the WIC program, community partners, and the Healthy Start Program about the FPW and how it can benefit patients.
Pinellas	Technical Assistance	DOH-Pinellas promotes the waiver by educating clients about the waiver during visits to the local CHD. The CHD has worked with the Healthy Start Coalition of Pinellas to create a FPW flyer that is distributed to OB/GYN offices in the county explaining the program and listing contact information for DOH-Pinellas.

Across DY 26, there were a total of nine follow-up calls, 22 desk reviews, 21 technical assistance calls, and 10 site visits.

C. Utilization Monitoring

The state will summarize utilization through a review of claims/encounter data for the demonstration population in the subsequent tables. This includes the following:

Table 1. Utilization Monitoring Measures

Topic	Measure [reported for each month included in the report]
Utilization Monitoring	Unduplicated Number of Enrollees by Quarter
	Unduplicated Number of Beneficiaries with any Claim by Quarter (by key demographic characteristics such as age, gender, and income level)
	Utilization by Primary Method and Age Group
	Total number of beneficiaries tested for any sexually transmitted disease
	Total number of female beneficiaries who obtained a cervical cancer screening
	Total number of female beneficiaries who received a clinical breast exam

Table 2: Unduplicated Number of Enrollees by Quarter

	Number of Female Enrollees by Quarter				
	14 years old and under	15-20 years old	21-44 years old	45 years old and older	Total Unduplicated Female Enrollment*
Quarter 1	1,654	27,085	180,711	23,813	233,263
Quarter 2	2,138	35,270	216,324	30,108	283,840
Quarter 3	2,140	39,149	232,933	34,335	308,557
Quarter 4	2,175	44,223	236,827	41,153	324,378

*Total column is calculated by summing columns 2-5.

Table 3: Unduplicated Number of Beneficiaries with any Claim by Age Group per Quarter in the Demonstration Year (to date)

	Number of Females Who Utilize Services by Age and Quarter					
	14 years old and under	15-20 years old	21-44 years old	45 years old and older	Total Female Users *	Percentage of Total Unduplicated Female Enrollment
Quarter 1	4	617	3,954	249	4,824	2%
Quarter 2	15	1,347	9,075	576	11,013	4%
Quarter 3	18	1,942	12,966	846	15,772	4%
Quarter 4	32	2,571	17,515	1,174	21,292	5%

*Total column is calculated by summing columns 2-5.

Table 4: Contraception Utilization by Age Group per Demonstration Year (to date)**

Effectiveness	Users of Contraceptives					
		14 years old and under	15 – 20 years old	21 – 44 years old	45 years old and older	Total
Most and Moderately Effective*	Numerator	14	1,229	5,346	177	6,766
	Denominator	32	2,571	17,515	1,174	21,292
Long-acting reversible contraceptive (LARC)*	Numerator	1	161	1,013	15	1,190
	Denominator	32	2,571	17,515	1,174	21,292
Total	Numerator	15	1,390	6,359	192	7,956
	Denominator	32	2,571	17,515	1,174	21,292

*This measure is calculated as per the Medicaid and CHIP Child and Adult Core Set measure for contraceptive care for all women.

**Guidance for Reporting on pages 42-44 of the Core Set of Health Care Quality Measures for Adults Enrolled in Medicaid 2019 Technical Specifications and Resource Manual was used to calculate the measures for Table 4.

Table 5: Number of Beneficiaries Tested for any STD by Demonstration Year

Test	Total Tests		
		Number	Percent of Total Enrolled Females
Unduplicated number of beneficiaries who obtained an STD test	Quarter 2	690	0.30%
	Quarter 3	3,619	0.997%
	Quarter 4	5,270	1.452%

*Used procedure codes: '86592', '86593', '86689', '86694', '86695', '86696', '86701', '86702', '86703', '86706', '86707', '86762', '86803', '87070', '87075', '87081', '87086', '87088', '87110', '87164', '87205', '87206', '87210', '87252', '87270', '87273', '87274', '87340', '87341', '87350', '87390', '87480', '87481', '87490', '87491', '87510', '87511', '87516', '87520', '87521', '87522', '87528', '87529', '87530', '87534', '87535', '87590', '87591', '87592', '87623', '87624', '87660', '87661', '87810', '87850'

Table 6: Total Number of Female Beneficiaries who obtained a Cervical Cancer Screening

Screening Activity		Number	Percent of Total Enrolled Females
Unduplicated number of female beneficiaries who obtained a cervical cancer screening*	Quarter 2	450	0.19%
	Quarter 3	2,226	0.613%
	Quarter 4	3,254	0.897%

*Used procedure codes: '88141', '88142', '88143', '88150', '88152', '88153', '88155', '88164', '88165', '88166', '88167', '88174', '88175'. Reported by quarter

Table 7: Breast Cancer Screening

Screening Activity	Number	Percent of Total Enrolled Females
Unduplicated number of female beneficiaries who received a Breast Cancer Screening*	0	N/A

*Breast cancer screenings are done as part of a routine physical (evaluation and management), and as such are not able to be identified in this format.

Table 8: Post-Partum Contraceptive Care*

Screening Activity	Number	Percent of Total Enrolled Females
Among female beneficiaries between the ages of 15 to 20 who had a live birth, the percentage that was provided within 3 and 60 days of delivery, a most effective or moderately effective method of contraception.	0	0.00%
Among female beneficiaries between the ages of 15 to 20 who had a live birth, the percentage that was provided within 3 and 60 days of delivery, a long-acting reversible method of contraception (LARC).	0	0.00%

Among female beneficiaries between the ages of 21 to 44 who had a live birth, the percentage that was provided within 3 and 60 days of delivery, a most effective or moderately effective method of contraception.	0	0.00%
Among female beneficiaries between the ages of 21 to 44 who had a live birth, the percentage that was provided within 3 and 60 days of delivery, a long-acting reversible method of contraception (LARC).	0	0.00%

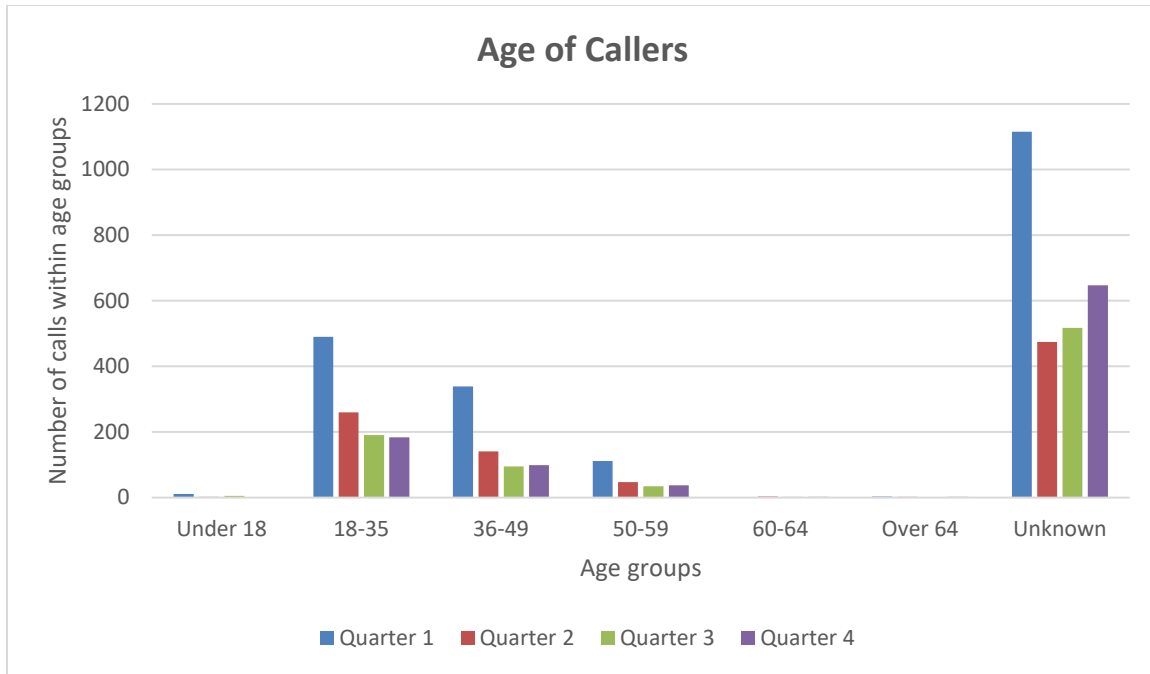
*Florida does not enroll individuals within 3 and 60 days of delivery into the Family Planning Waiver. These individuals still have access to full State Plan Medicaid coverage through 12 months postpartum.

D. Program Outreach and Education

1. General Outreach and Awareness

- a.** Provide information on the public outreach and education activities conducted this demonstration quarter; and,
- b.** Provide a brief assessment of the effectiveness of these outreach and education activities.

During the second quarter of DY 26, the Florida Family Health Line provided FPW information to 929 callers. This included 440 calls in October, 306 calls in November, and 183 calls in December. During the third quarter of DY 26, the Florida Family Health Line provided FPW information to 845 callers. This included 275 calls in January, 285 calls in February, and 285 calls in March. During the fourth quarter of DY 26, the Florida Family Health Line provided FPW information to 972 callers. This included 384 calls in April, 317 calls in May, and 271 calls in June. For the entire demonstration year, the Florida Family Health Line provided 4,816 callers with information about the FPW.



Quarter	Under 18	18-35	36-49	50-59	60-64	Over 64	Unknown	Total Calls
1	11	490	339	112	0	3	1,115	2,070
2	2	260	141	47	3	2	474	929
3	5	191	95	34	2	1	517	845
4	1	184	99	37	2	2	647	972

Additionally, 10 counties were monitored during the demonstration year. Two counties were monitored during each of the first and second quarters, and three counties were monitored during each of the third and fourth quarters. Within these counties, all requirements were met on the monitoring tools.

E. Program Integrity

DCF conducts eligibility determinations for the FPW. DCF evaluates women aged 14 to 55 who have lost or are at risk of losing their Medicaid eligibility. These individuals are assessed for potential coverage under the FPW Medicaid coverage group. To qualify, a woman must meet specific Medicaid technical eligibility requirements, including residency, citizenship, and possession of a Social Security Number (SSN).

The Agency contracts with Florida State University (FSU) to provide an independent evaluation of the FPW program.

F. Grievances and Appeals

There were no grievance/appeal or fair hearing requests received during the annual reporting period.

G. Table 9: Unduplicated Number of Beneficiaries Losing Coverage after 2-year Period of Enrollment by Demonstration Year

Annual Population 442,335	Number of Female Enrollees Losing Coverage in Demonstration Year					
	14 years old and under	15-20 years old	21-44 years old	45 years old and older	Total Females Lost Enrollment*	Percent of Total Enrolled Females
DY 26	0	152	33,523	2,335	36,010	8.14%

*Total column is calculated by summing columns 1-4

H. Table 10: Unduplicated Number of Beneficiaries Re-enrolled in Demonstration Year for a Subsequent 2-year Period of Eligibility*

Annual Population 442,335	Number of Female Enrollees Re-enrolled for a Subsequent 2-year Period of Eligibility					
	14 years old and under	15-20 years old	21-44 years old	45 years old and older	Total Females Re-enrolled**	Percent of Total Enrolled Females
DY 26	2	1,436	33,517	2,916	37,871	8.56%

*Eligibility is limited to 24 months following the loss of Medicaid coverage, but women may become eligible for a new 2-year period of family planning coverage upon each subsequent loss of Medicaid eligibility. This chart captures those individuals that have enrolled for multiple 2-year periods.

**Total column is calculated by summing columns 1-4

I. Annual Post Award Public Forum

The annual post award public forum was held on November 5, 2024, during the Medical Care Advisory Committee meeting from 3:00 to 4:00 pm. The meeting was publicly noticed in the Florida Administrative Register. The Agency presented an overview of the FPW, including information regarding enrollment and evaluation. During the post award forum presentation, the Agency received one question pertaining to results of FPW outcomes.

J. Budget Neutrality

The budget neutrality workbook for the period of April 1, 2024 through June 30, 2024 was submitted through the 1115 PMDA portal on August 30, 2024. Provided below is an overview.

	Budget	Actual
DY 25 Expenditures	\$21,213,206	\$7,079,143
Member Months	3,030,458	2,981,233
PMPM	\$7.00	\$2.37

K. Demonstration Evaluation Activities and Interim Findings

The Agency contracts with FSU to provide an independent evaluation of the FPW program.

Quarter 2:

During the 2nd quarter, FSU focused on completing the responses to the DY 24 Final Evaluation Report and the completion of the FPW Draft of Draft Summative Evaluation Report DY 20, 21, 22, 23, and 24 (SFY17/18, 18/19, 19/20, 20/21, and 21/22). Additionally, FSU constructed the quantitative and qualitative surveys to be administered during the 3rd quarter. The surveys will be used to answer research questions 6, 9, and 10 as outlined on the Center for Medicare and Medicaid Services (CMS) approved evaluation design.

Quarter 3:

During the 3rd quarter, FSU received and validated the Medicaid data needed for the DY 25 (SFY22/23) evaluation report. Additionally, FSU submitted the Draft of Draft Summative Evaluation Report DY 20, 21, 22, 23, and 24 (SFY17/18, 18/19, 19/20, 20/21, and 21/22) to the Agency on February 23, 2024, which addresses all evaluation questions as outlined in the CMS approved evaluation design. The enrollment rates among eligible women for the FPW program increased from 11% in DY 23 to 17% in DY 24.

Quarter 4:

During the 4th quarter, FSU submitted the DY 25 Interim Evaluation Report to the Agency on April 5, 2024 which addresses research questions 1, 6, 7, 8, 9 and 10 as outlined in the CMS approved evaluation design. A positive finding that remains consistent among those women who used FPW services was that they were overwhelmingly satisfied with those services and indicated that the services were easy to access. Also, the enrollment rates among eligible women for the FPW program increased from 17% in DY 24 to 23.1% in DY 25. Future activities will focus on increasing enrollment and enrollee participation rates in the FPW program.