

Medicaid Transition (Unwind) Return to Regular Eligibility Operations

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MEDICAID TO SCHOOLS CONSULT HOURS



Presenter

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Learning Objectives

Build awareness that Medicaid members can now lose coverage if they do not complete eligibility renewals

Build awareness that different groups of Medicaid members are scheduled for renewals in different months – AND that a significant number of kids will be due in September and throughout the fall.

Build awareness that back-to-school time and events are ideal for reaching families to ensure they complete paperwork for their kids' Medicaid coverage

Build awareness that just because a parent might be financially ineligible, the child likely is NOT over income because different rules apply to kids' eligibility than as to parents' eligibility

Medicaid Continuous Enrollment Requirement

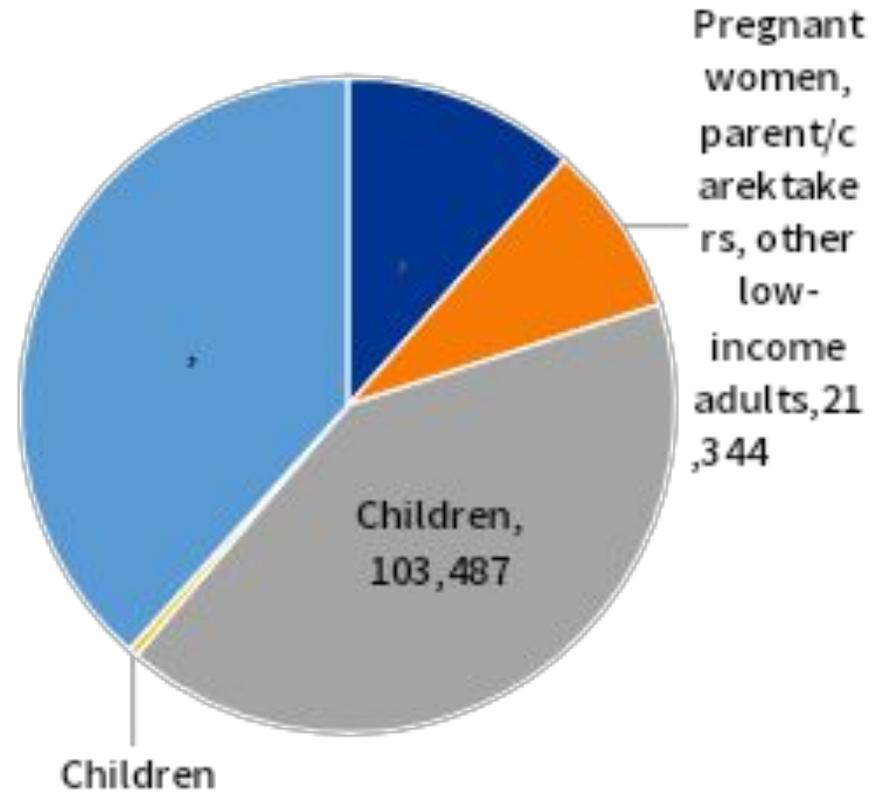
- Medicaid had a continuous enrollment requirement for all Medicaid enrollees since March of 2020, when the PHE began.
- Medicaid enrollees did not have to renew their eligibility or update their information with DHHS to keep their Medicaid coverage during that time. Typically, enrollees have to renew eligibility at least once every 12 months.
- In a spending bill in late, 2022 Congress set a time for Medicaid to return to regular eligibility requirements: April 1, 2023. The Medicaid transition back to regular operations was separated (decoupled) from the federal PHE .
- Beneficiaries who had continuous coverage due to the federal PHE had to return to **demonstrating eligibility** to keep their coverage.
- **April 1** was the beginning of the time in which beneficiaries could lose coverage for failure to renew eligibility and/or have become ineligible due to a change in circumstance.



Big Picture:

At Its High-Water Mark, Medicaid Insured 18% of New Hampshire's Population

Children are the Single Largest Eligibility Category



Medicaid Transition – *Update continued*

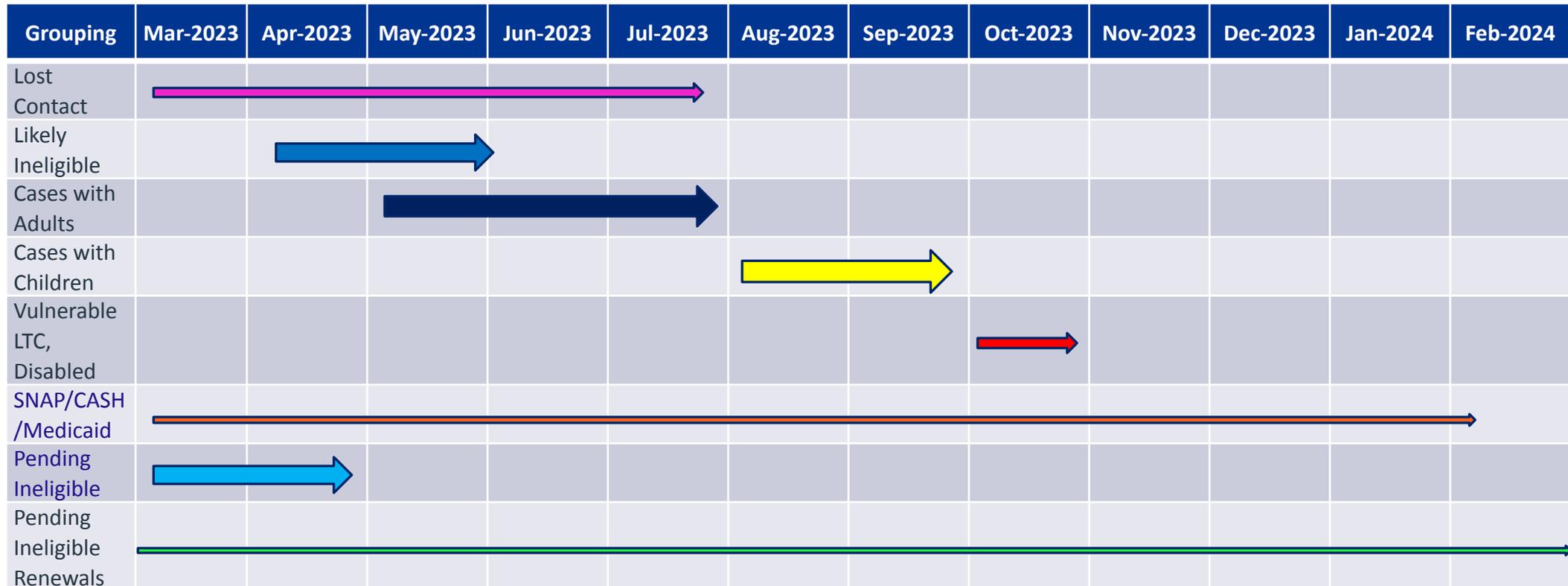
Per CMS guidance, a state cannot initiate renewals for more than 1/9th of its entire caseload in any given month.

CMS requires states to submit an Eligibility Renewal Distribution Plan to CMS in February.

NH has developed an Eligibility Renewal Distribution Plan and is refining it in response to the newest requirements and ongoing discussions with CMS.

CMS requires states to make monthly reports reflecting metrics that monitor state enrollment/eligibility activities and trends.

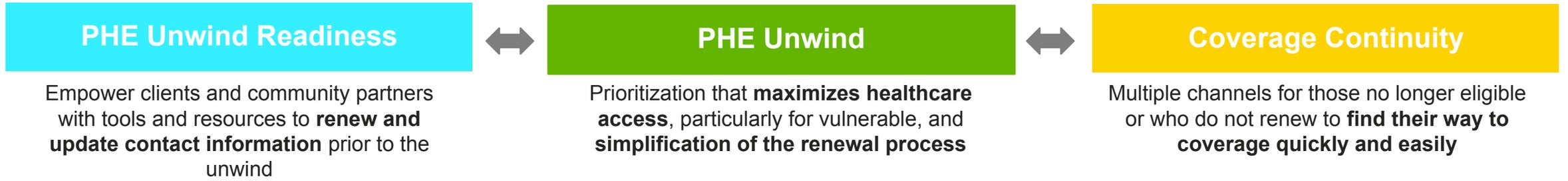
Initial Monthly Distribution of Transitions Among General Groups of Protected Individuals



Note: The above visual represents the primary distribution groupings, several individuals may overlap across groups, e.g. a lost contact case may also be a case with children. For illustrative purposes only.

DHHS's Unwind Approach

New Hampshire DHHS has invested in a community-based approach to maximize healthcare continuity helping each Granite Stater to retain or acquire the best healthcare option for them and their families.



Multi-Channel Outreach

- Called ~40K households with children, elderly, frail, disabled or high healthcare utilization coaching them to renew
- Contacted ~25K households to update contact information via text, e-mail, and calls
- Sent over ~112K “pink notices” via mail, e-mail and text coaching clients to renew increasing renewal rates by ~30% and reducing the size of the unwind population



Community Engagement

- Empowering providers with lists of overdue and pending ineligible proactively and iteratively
- Providing NH EASY for providers, guardians and other co-pilots to view eligibility due dates and assist
- Coordinated outreach via MCO’s and navigators
- Conducted numerous community outreach forums



Risk-Based Strategy and Safeguards

- Prioritizing those more likely to have healthcare choices and lessor vulnerability at unwind onset
- Maximizing passive renewal, online renewals, and other enablers
- Providing ~60 days for renewal giving families added time beyond 30 days
- Iterative nudging for clients to renew via notices, text, e-mail and calls
- Multiple modality outreach for lost contact
- Advanced analytics to monitor outcomes and outliers throughout the unwind



Post Closure Outreach

- Identification/follow up for potentially vulnerable
- Adding procedural denial for over income to FFM referral
- Navigator outreach and support including advertisements and in person community events
- Informing providers and MCO’s of outcomes via NH EASY/interfaces
- Paths back for those who don’t renew including NH EASY reapply
- Retroactive reopen within 90 days with no gap in coverage
- Post disenrollment text/e-mail nudges



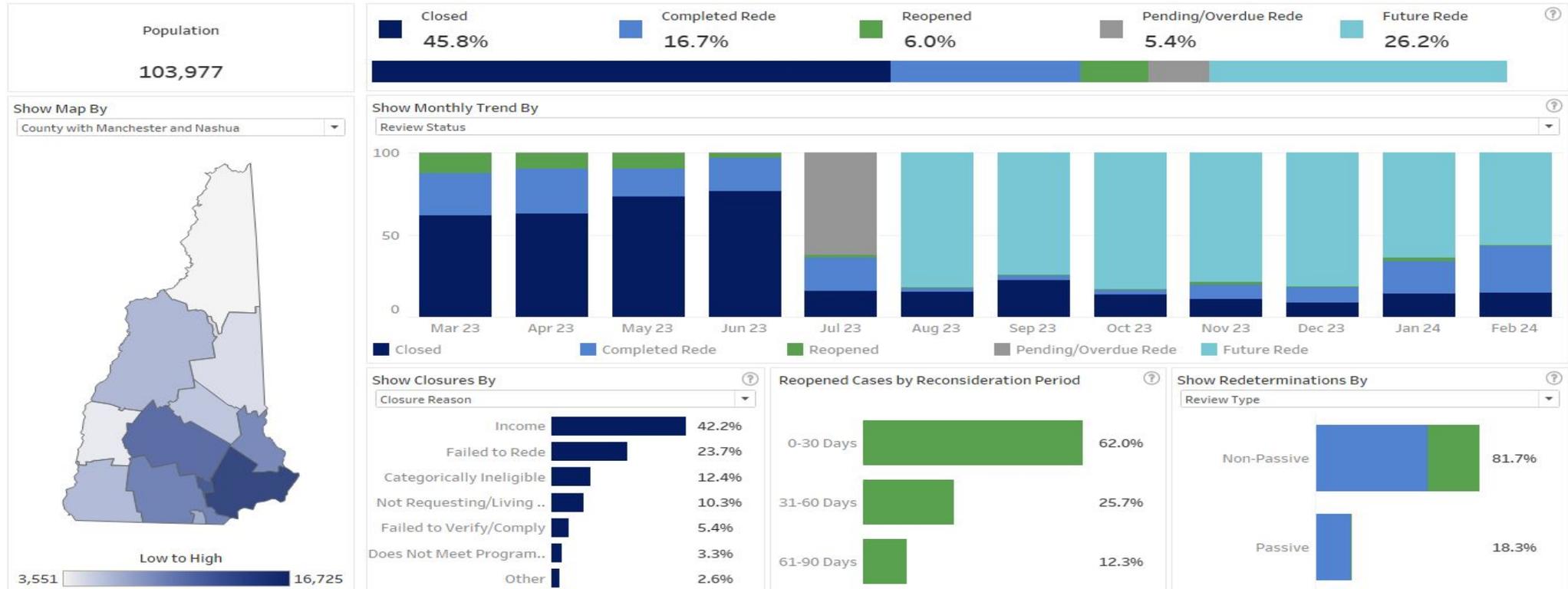
DHHS's Unwind Status to Date (Counts)

Illustrated below is a big picture view of NH's progress to date for the protected population unwind by individual counts.



DHHS's Unwind Status to Date (Percent)

Illustrated below is a big picture view of NH's progress to date for the protected population unwind by percentage.



(Children)

Illustrated below is a big picture view of NH's progress to date for children in the protected population unwind by individual counts. The remaining unwind renewals for children were previously scheduled for September and have now been distributed through December.



Extending the Renewals Distribution for Children

Children Renewal Redistribution

Redistributed 1,836 redeterminations from September extending the distribution plan as follows:

- 1,012 cases to October
- 312 cases to November
- 512 cases to December

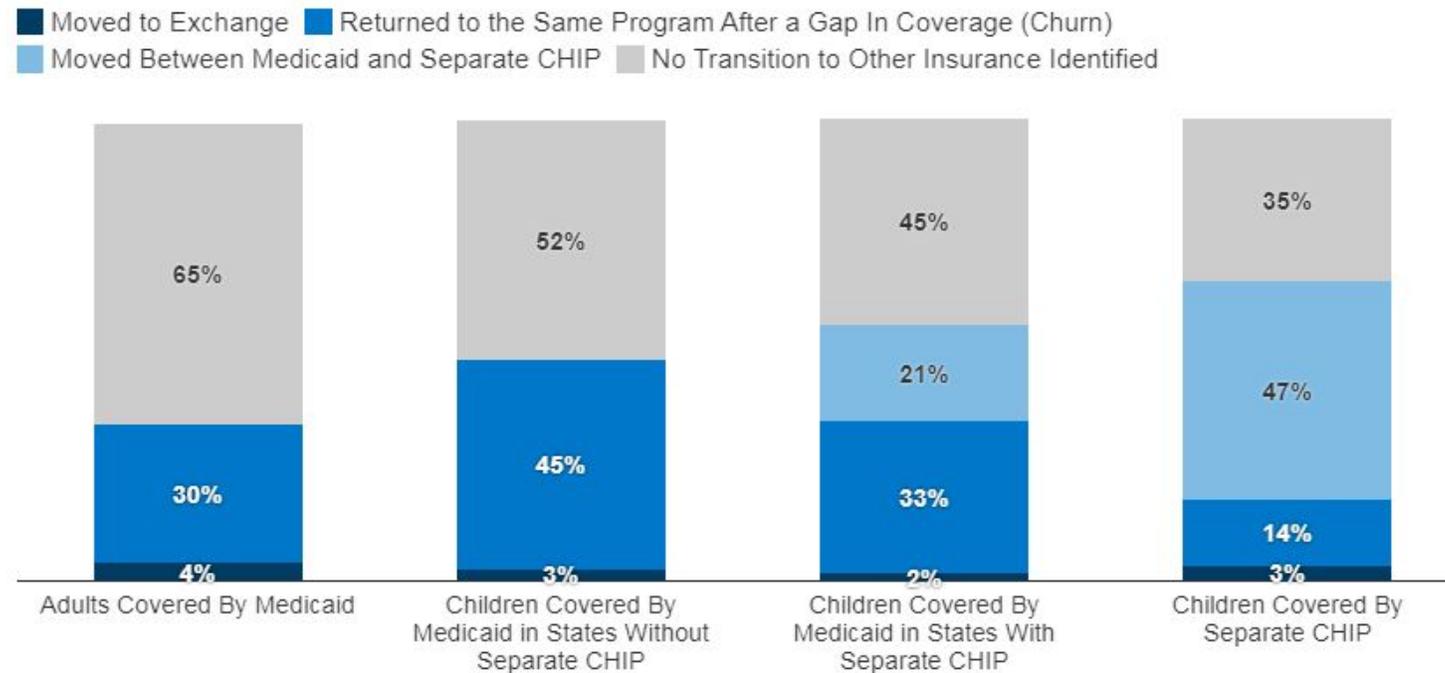


Reaching Families



National Coverage Transitions Experience: High Uninsurance, Medium Return to Medicaid, Low Exchange Coverage

Coverage Transitions For Enrollees Who Were Previously Disenrolled, 2018



<https://www.kff.org/medicaid/issue-brief/10-things-to-know-about-the-unwinding-of-the-medicare-continuous-enrollment-provision/#ten>

New Flexibilities to Enhance Renewal Success

Delay procedural terminations

(with application present)

for one month while state conducts targeted renewal outreach

Expand reconsideration period from 90 to 120 days



If a Client isn't Medicaid enrolled, Medicaid cannot reimburse for services provided to them

Children are scheduled from September-December to be renewed. It is critical to reach them to get them and their adults to renew the application.

- **Children may be eligible even if parents are not**
 - Different eligibility requirements between caregivers and children in the household
- Administrative complications
 - Outdated contact information
 - Not submitting paperwork on time
 - Language Barriers
 - Not understanding renewal process
- Parents not knowing they need to renew
 - Some children's first time needing to renew if born during pandemic



Source: <https://aspe.hhs.gov/reports/unwinding-medicaid-continuous-enrollment-provision>

Suggestions for Reaching Families

- Put poster in backpacks
- Include information at back-to school events such as school supply pick up
- Participate and collaborate at community events with school-based providers



Resources for Sharing Information

Available at:

<https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/documents2/2023-back-to-school-rede-reminder.pdf>



Pencils?

Scissors?

Notebooks?

Medicaid renewal?

**Give your student a healthy start to the school year.
Complete your Medicaid redetermination when it's due.**

Visit nheasy.nh.gov to check your child's Medicaid status, update your information, and find out when it's time to complete your redetermination.

Watch for your yellow letter from NH DHHS and follow the instructions so you can avoid a gap in your child's health care coverage.

For more information, visit dhhs.nh.gov

**No longer eligible for Medicaid? Need other coverage options?
New Hampshire Navigators can help!**

Health Market Connect
1-800-208-5164 | www.hmcnh.com

NH Navigator/First Choices Services
1-877-211-NAVI | www.acanavigator.com/nh/home



Resources for Working with Families

CMS Unwinding Homepage on Medicaid.gov:

- <https://www.medicaid.gov/resources-for-states/coronavirus-disease-2019-covid-19/unwinding-and-returning-regular-operations-after-covid-19/index.html>

CMS Medicaid and CHIP Renewals Outreach and Educational Resources Page

- <https://www.medicaid.gov/resources-for-states/coronavirus-disease-2019-covid-19/unwinding-and-returning-regular-operations-after-covid-19/medicaid-and-chip-renewals-outreach-and-educational-resources/index.html>

Insure Kids Now Toolkit:

- <https://www.insurekidsnow.gov/sites/default/files/2022-07/back-to-school-toolkit-2022.pdf>

AASA, The School Superintendent Association Unwinding Toolkit for District Leaders:

- https://drive.google.com/drive/folders/1_6ZEYofdfheF36adhDEVf8MUQb8D7qUS



Navigating Insurance Coverage – Help is Available!

If you have questions about or lose your health insurance coverage, you have options! New Hampshire offers free enrollment assistance through NH Navigator programs. Navigators can help with private insurance or Medicaid.

To contact an insurance navigator call:

1-877-211-6284 or 800-208-5164.

Please contact the New Hampshire Insurance Department if you have questions or concerns about Marketplace plans: (800) 852-3416 or email consumerservices@ins.nh.gov

Jeremy Smith, First Choices Services;
Adrian Jasion, Foundation for Healthy Communities;

<https://acanavigator.com/nh/home>

Elias Ashooh, Health Market Connect;

<https://www.hmcnh.com/>

(603) 309-2021



Thank You!



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