

Unwinding Outreach, Procedural Terminations, and Reconsideration Period

NAMD Quarterly Insights Survey

July 2023

AGENDA



Overview



Outreach efforts



Procedural terminations



Reconsideration period



New e(14) flexibilities



Appendix



Overview



Overview of Insight Surveys

Purpose. Each quarter, NAMD fields a brief survey to the 56 state and territory Medicaid agencies to gain rapid insights that help Medicaid leaders drive high performing programs. These surveys also position NAMD to increase awareness about the impact of Medicaid and CHIP.

Questions about the survey findings?

Contact Neda Jasemi at neda.jasemi@medicaiddirectors.org

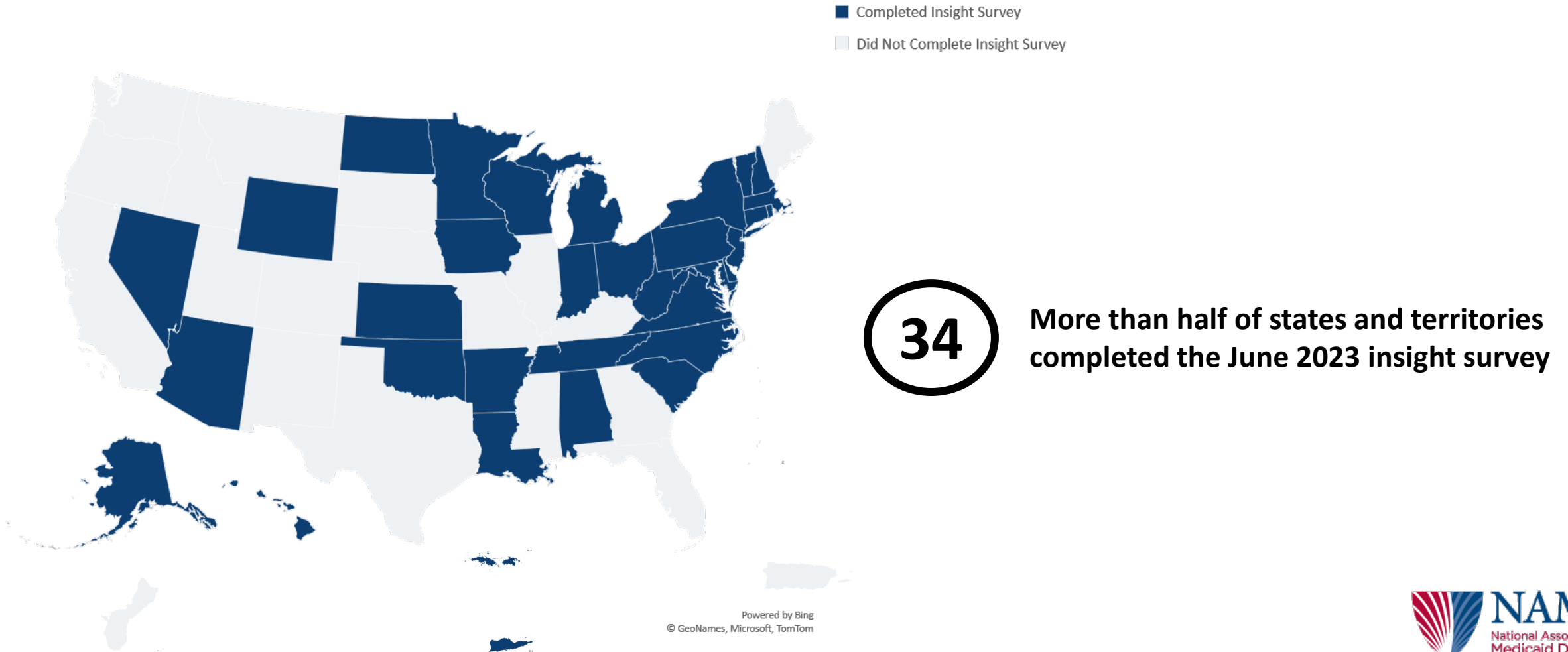
Overview. This survey was fielded in June 2023. It examines four elements of unwinding continuous coverage:

- Outreach strategies
- Early insight on procedural terminations
- Strategies in the 90-day reconsideration period
- Medicaid leaders' interest in new e(14) flexibilities from CMS

Findings. This is a member-only resource that contains state-specific survey findings. NAMD will only share aggregate, deidentified information in a public manner.



Completion Rate



Confidential: state only resource



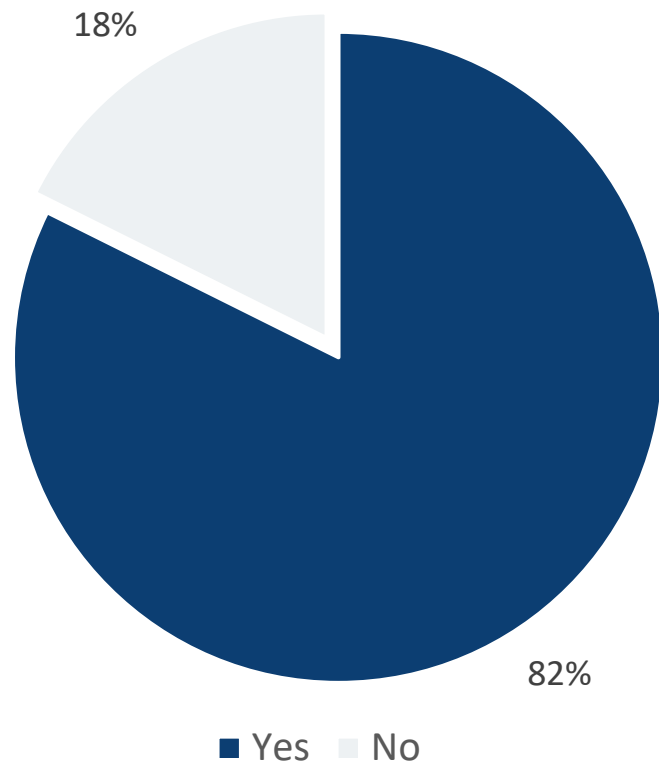
Outreach Efforts



Administrative Spending to Support Unwinding of Continuous Coverage | Increase Spending in FY2023

N=34 states and territories

Did the Medicaid agency increase administrative spending in your FY2023 budget to support unwinding of continuous coverage?



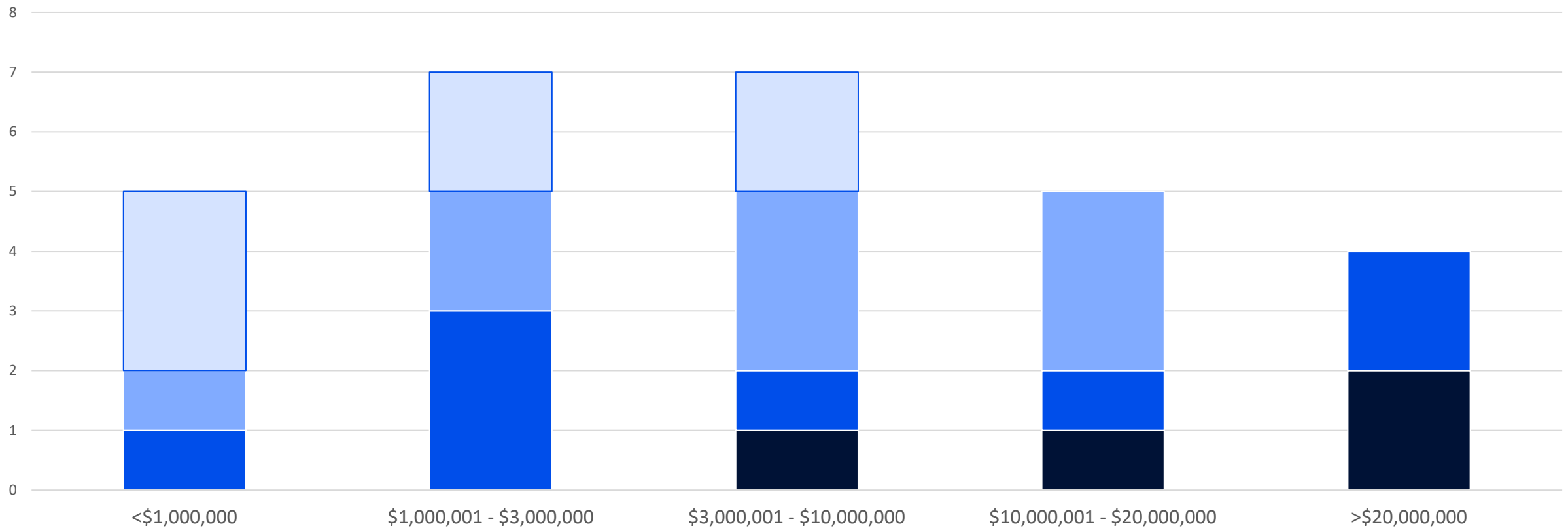
82%

More than 82% of respondents indicated that they increased administrative spending in their FY2023 budget to support unwinding continuous coverage (e.g., additional staffing or contractors, outreach, grants to navigators or community-based organizations).



Administrative Spending to Support Unwinding of Continuous Coverage | Magnitude of Increase

Approximate Increase in Administrative Spending



N=28 states and territories

■ Extra Large State ■ Large State ■ Medium State ■ Small State



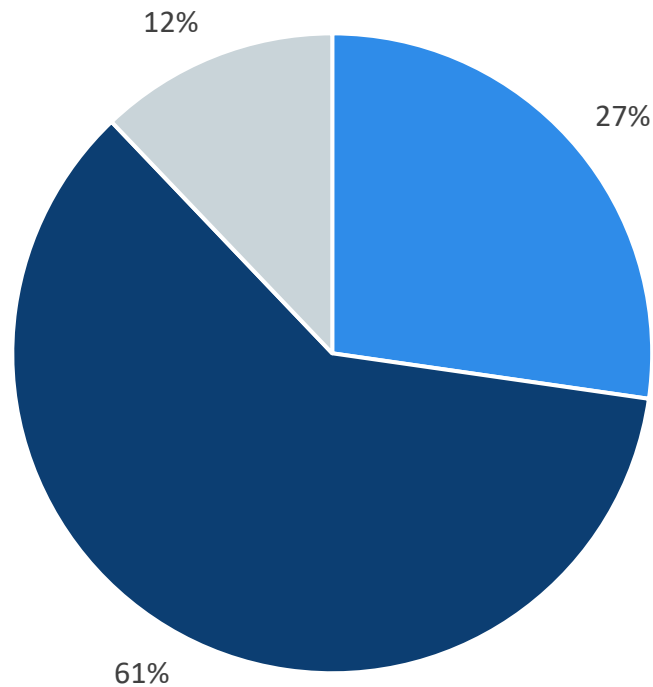
Confidential: state only resource

Note: see appendix for NAMD definitions of state size

Spending on Outreach to Complete Renewals | Pre-Pandemic

Prior to FY2021 (pre-pandemic), did your state/territory have dedicated funding for member outreach related to renewals?

N=34 states and territories



61%

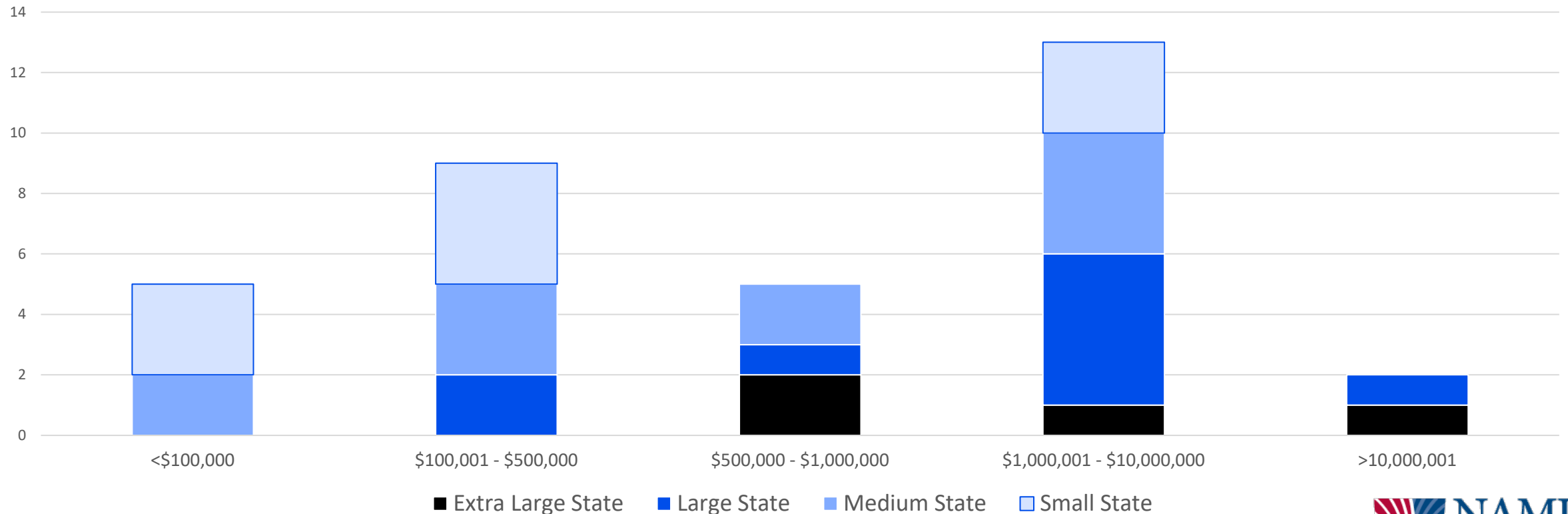
During normal eligibility operations, more than half (61%) of state/territory respondents indicated that they did not have dedicated funding for member outreach related to renewals.

■ Yes ■ No ■ I don't know or my budget doesn't have this level of specificity

Confidential: state only resource

Spending on Outreach to Complete Renewals | Since the Start of Continuous Coverage

How much has your state/territory spent on member outreach related to renewals since the start of the continuous coverage requirement?



N=34 states and territories

Confidential: state only resource



Outreach Strategies

Outreach Strategy	Percentage
Statewide advertising campaigns (update your contact/respond to our outreach or both)	94.12%
Text messaging, including from the state, MCOs, or counties	91.18%
Material translations (more than one language)	88.24%
Email	85.29%
Mail, including colored envelopes or marketing mailers	79.41%
Robocalls or outbound calls to non-responsive members	79.41%
Specific strategy with MCOs	76.47%
Specific strategy with other state agency or municipality	73.53%
Call center enhancements, such as expanded availability of translators	70.59%
Updates or enhancements to member website, such as adding bots	64.71%
Specific strategy with community-based organizations	64.71%
Specific strategy with provider organizations	64.71%
Plain language updates	58.82%
Advocate/partner review of draft notices	58.82%
Community navigator programs	50.00%
Specific strategy with schools	32.35%
Braille and large font materials	20.59%

Confidential: state only resource

N=34 states and territories

States are using a Multi-pronged Approach to Reach Members

All of respondents indicated taking a multi-pronged outreach approach that contains at least four strategies to reach Medicaid members.

94%

Nearly every state/territory who responded to this survey launched a statewide advertising campaigns (update your contact/respond to our outreach or both).

41%

More than four out of ten states/territories who respond to this survey indicated that they are leveraging more than 13 out of the 17 strategies outlined by the survey instrument to reach members. Meanwhile, 47 percent indicated that they are using up 8-12 strategies, and 12 percent indicated that their state/territory is taking between four and seven strategies outline in the survey instrument.



There may be opportunities to use new, less common strategies to reach members, including leveraging advocates and partners to review draft notices, community navigator programs, and specific strategies with schools.

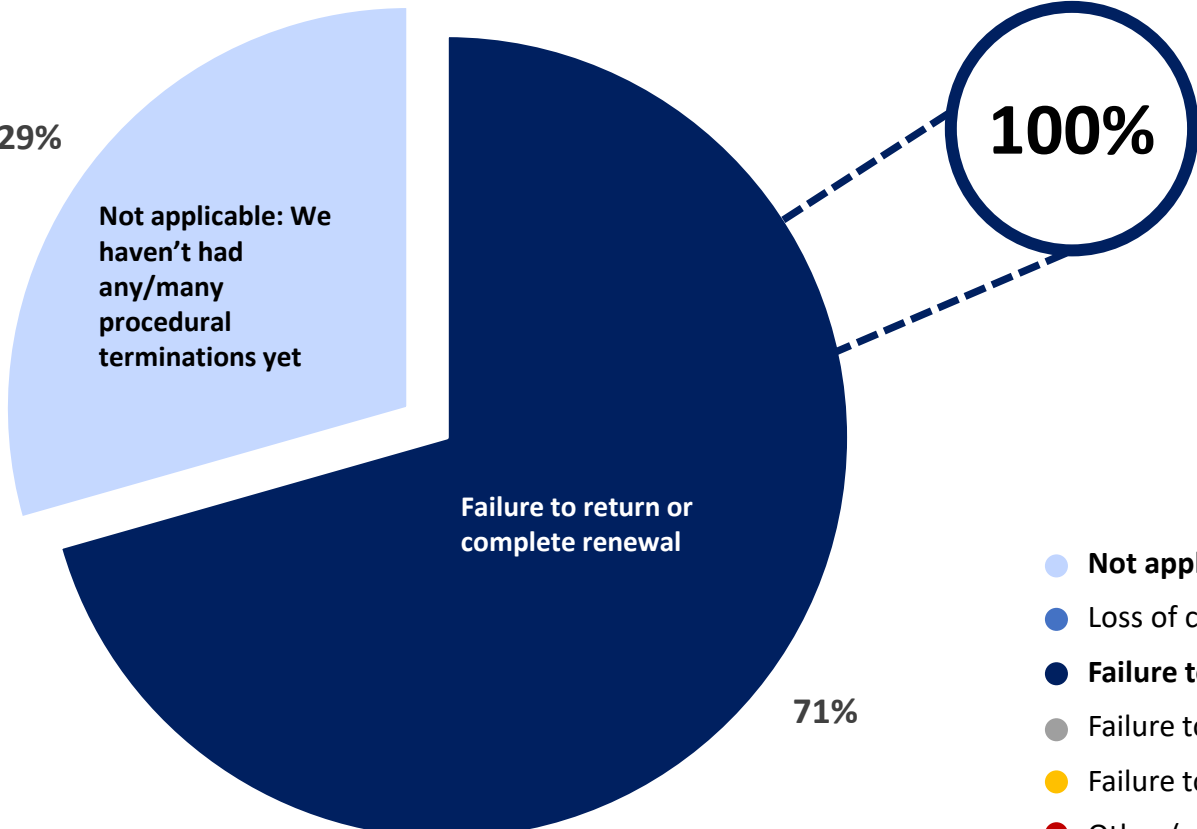
Procedural Terminations



Procedural Terminations | Common Reasons Why Cases are being Closed

What is the most common reason why cases are being procedurally terminated in your state/territory?

N=34 states and territories

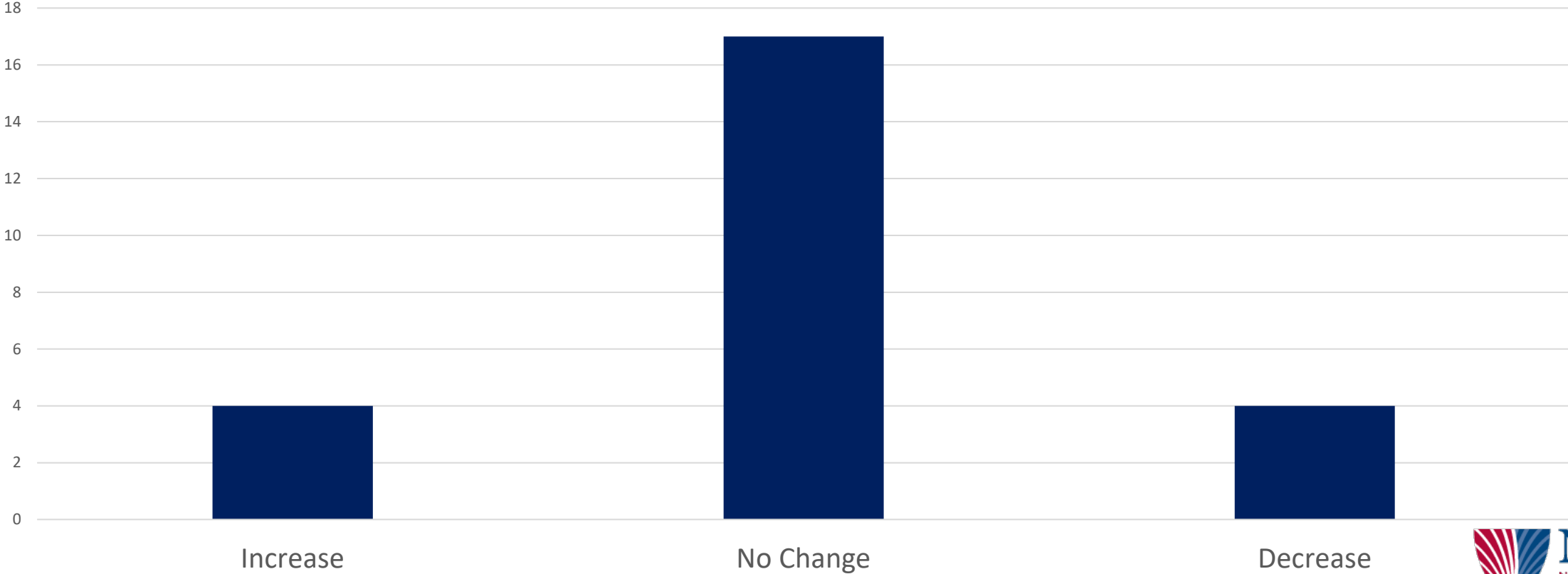


All states/territories that have initiated procedural terminations indicated that **“failure to return or complete renewal”** was the most common reason why cases are being procedurally terminated.

- Not applicable: We haven't had any/many procedural terminations yet
- Loss of contact (no states/territories indicated this category)
- **Failure to return or complete renewal**
- Failure to provide information (no states/territories indicated this category)
- Failure to provide documentation/verification (no states/territories indicated this category)
- Other (please explain):(no states/territories indicated this category)

Procedural Terminations | Loss of Contact

Have you seen an increase, decrease, or no change in the rate of cases being closed for loss of contact compared to pre-pandemic?



Procedural Terminations | Common Reasons Why

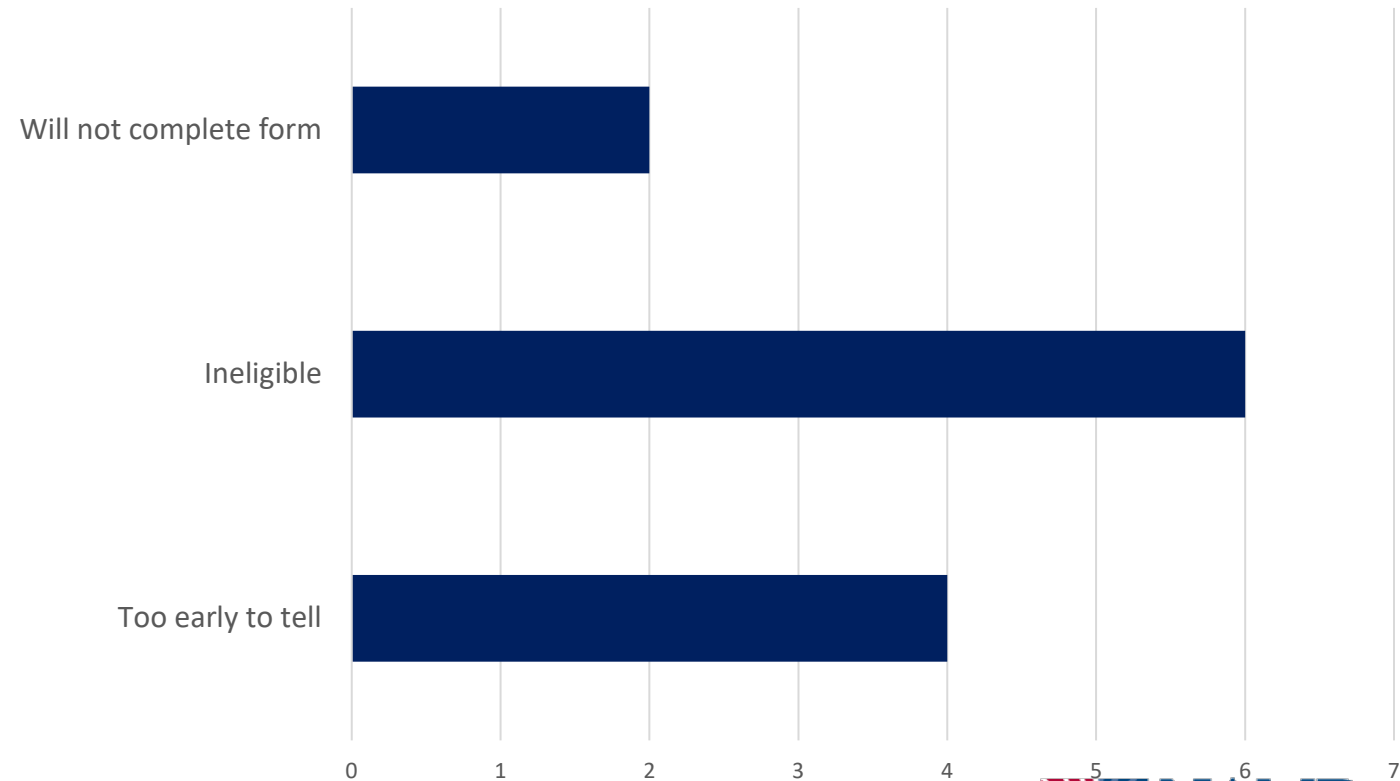
“Individuals may not return the form if they know they no longer qualify or may not understand that action is needed to keep their coverage. This most at-risk group has been the focus of our outreach, but since they have not been in touch with Medicaid or are failing due to income, additional closures were expected to be added to our normal rate of disenrollment at renewal.”

“We suspect that MANY have returned to employer sponsored coverage. Our state went from a 2% unemployment rate to a 22% unemployment rate during the pandemic and we have now returned to a nearly fully recovered rate of 3.6%.”

“Our first month of disenrollment was June. We will be looking at additional data points, such as TPL, age groups, zip codes, etc., to help us understand who and why members are failing to return or complete the renewal packets.”

Confidential: state only resource

What insight (if any) do you have into the reasons why individuals are failing to return or complete their renewal?

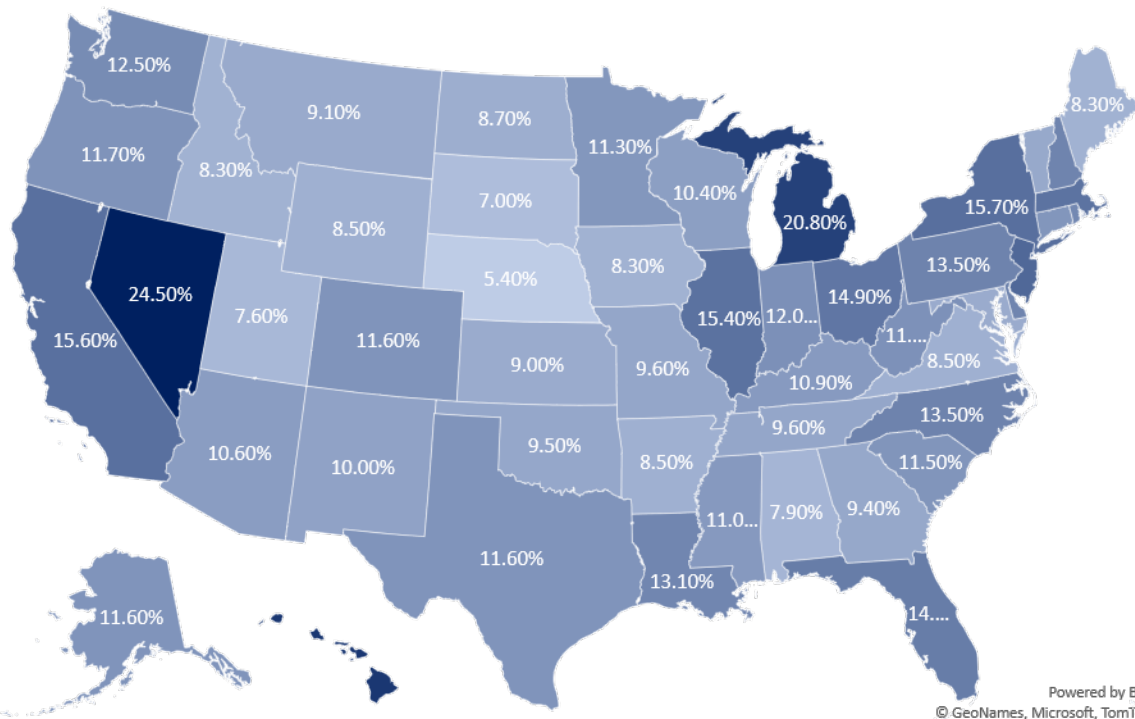


N=12 states and territories

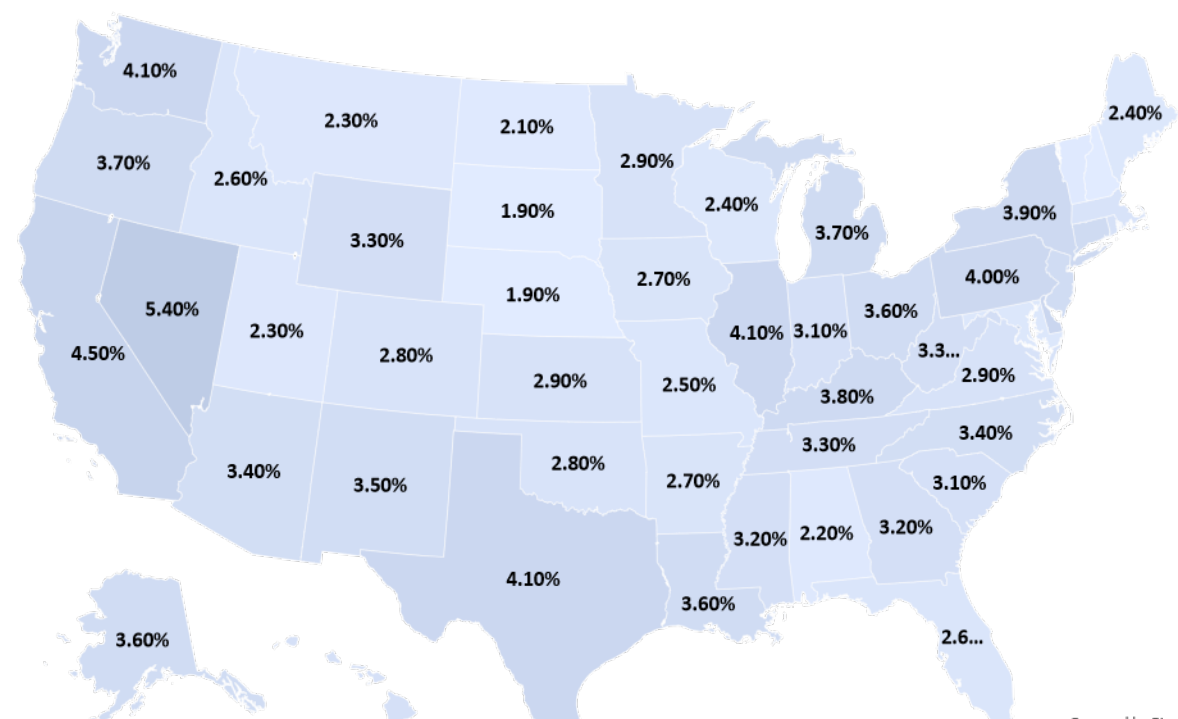


Seasonally Adjusted Unemployment Rates

May 2020

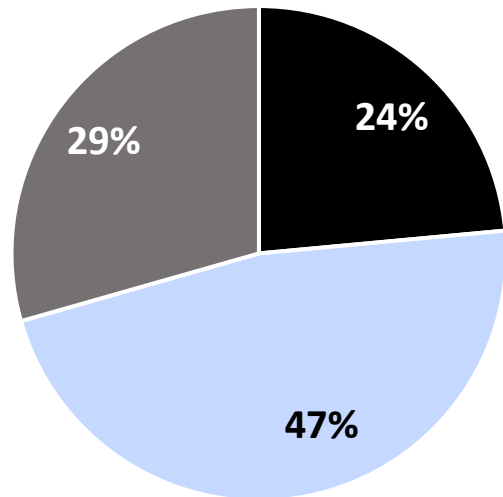


May 2023



Procedural Terminations | Public Facing Dashboard

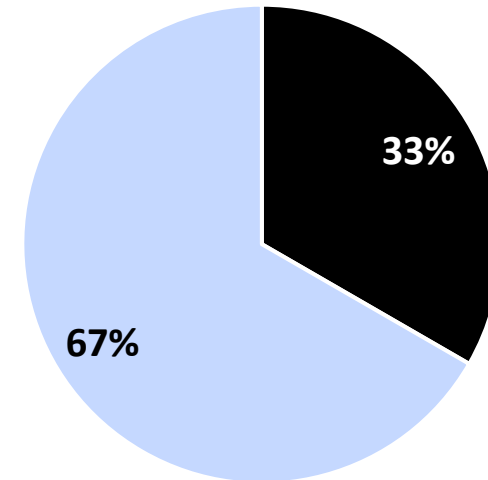
Does your public-facing dashboard show case closures by the reason for procedural termination?



N=34 states and territories

■ Not applicable; We don't have a public facing dashboard

Does your public-facing dashboard show case closures by reason of procedural terms? (only states that have a public dashboard)



N=24 states and territories

■ Yes ■ No

Of the states that indicated they have a public-facing dashboard, **33 percent** share case closures by the reason for procedural termination.

Confidential: state only resource

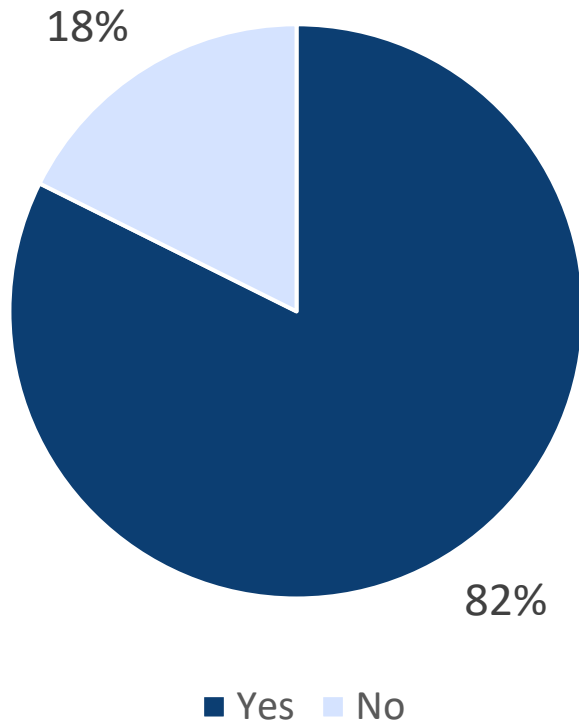
Reconsideration Period



90-Day Reconsideration Period | Extending to all Populations

N=34 states and territories

Are you extending the 90-day reconsideration period to all populations?



82%

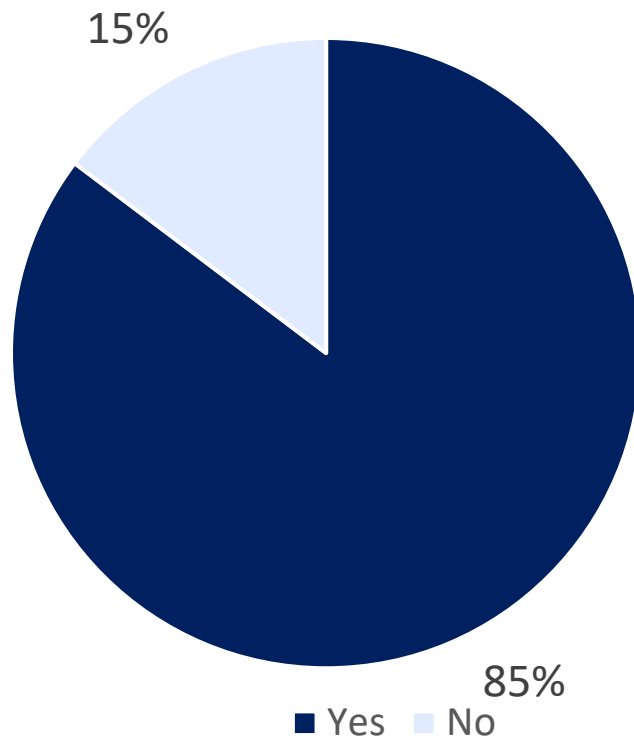
More than eight out of ten state/territory respondents indicated that they are extending the 90-day reconsideration period to all populations



Reconsideration Period | Retroactive Coverage to Date of Termination

N=34 states and territories

For people that come back in the reconsideration period, are you providing coverage retroactive to date of termination?



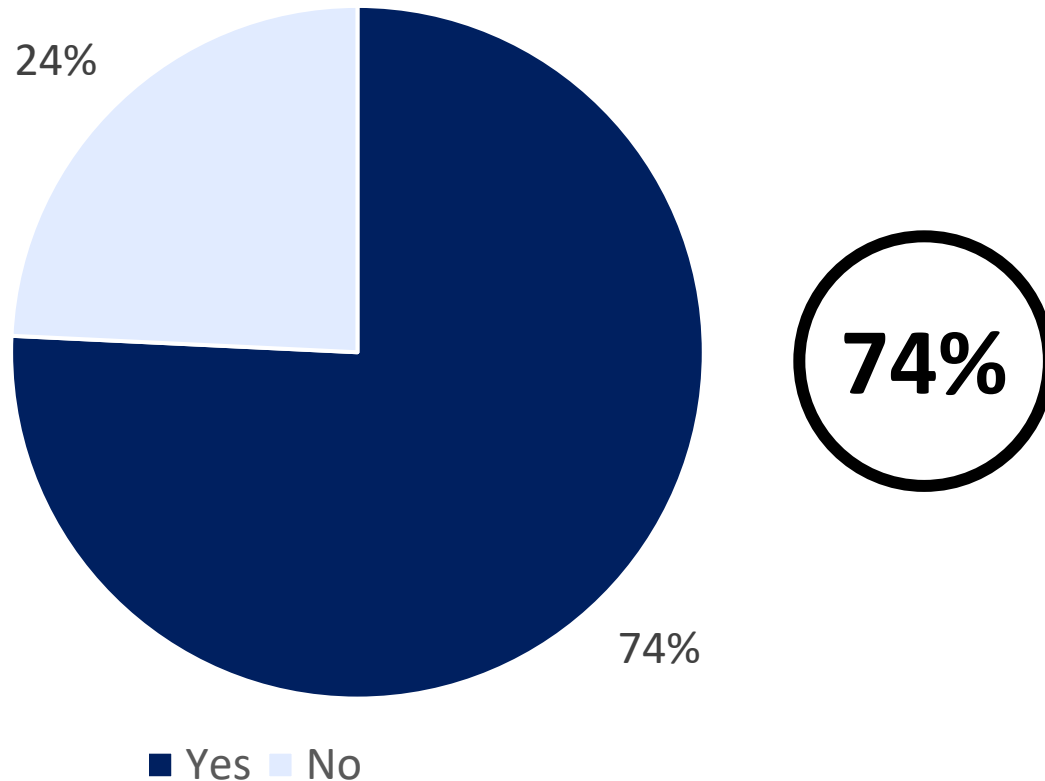
85%

More than eight out of ten state/territory respondents indicated that they are providing retroactive coverage to the date of termination.

Reconsideration Period | Tracking

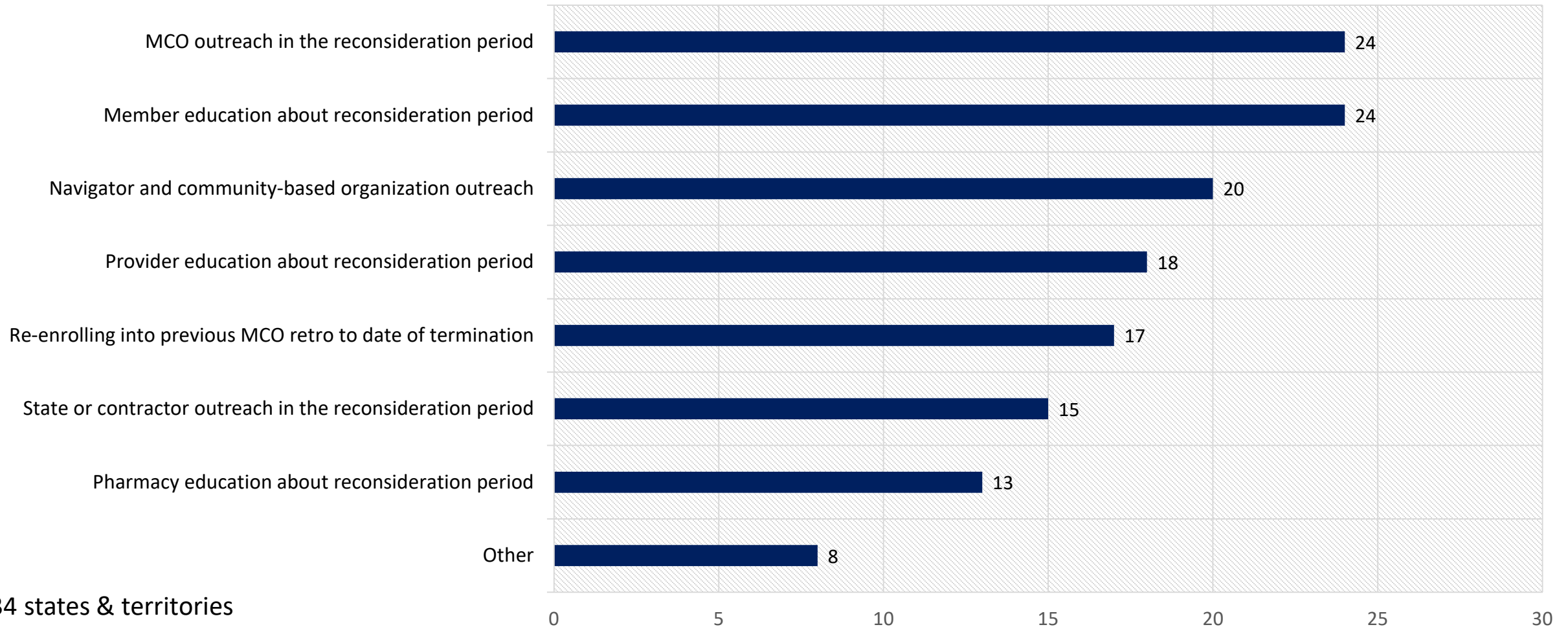
Are you tracking the number of individuals who are found eligible in the reconsideration period?

N=34 states and territories



Nearly three quarters of state/territory respondents indicated that they are tracking the number of individuals who are found eligible in the reconsideration period.

Strategies States & Territories are using in the Reconsideration Period

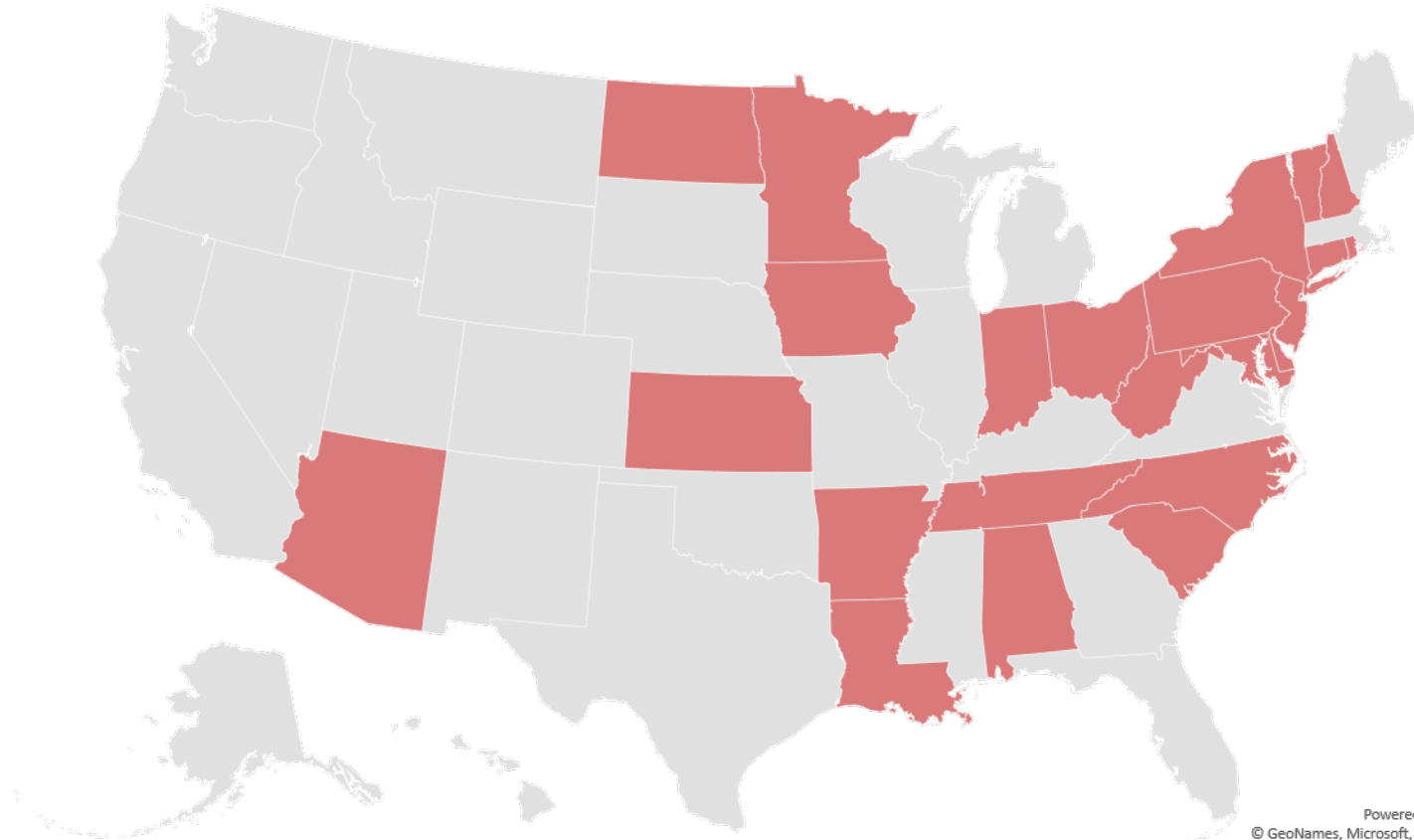


N=34 states & territories

Confidential: state only resource

Strategies States & Territories are using in the Reconsideration Period

Member education about reconsideration period



Powered by Bing
© GeoNames, Microsoft, TomTom

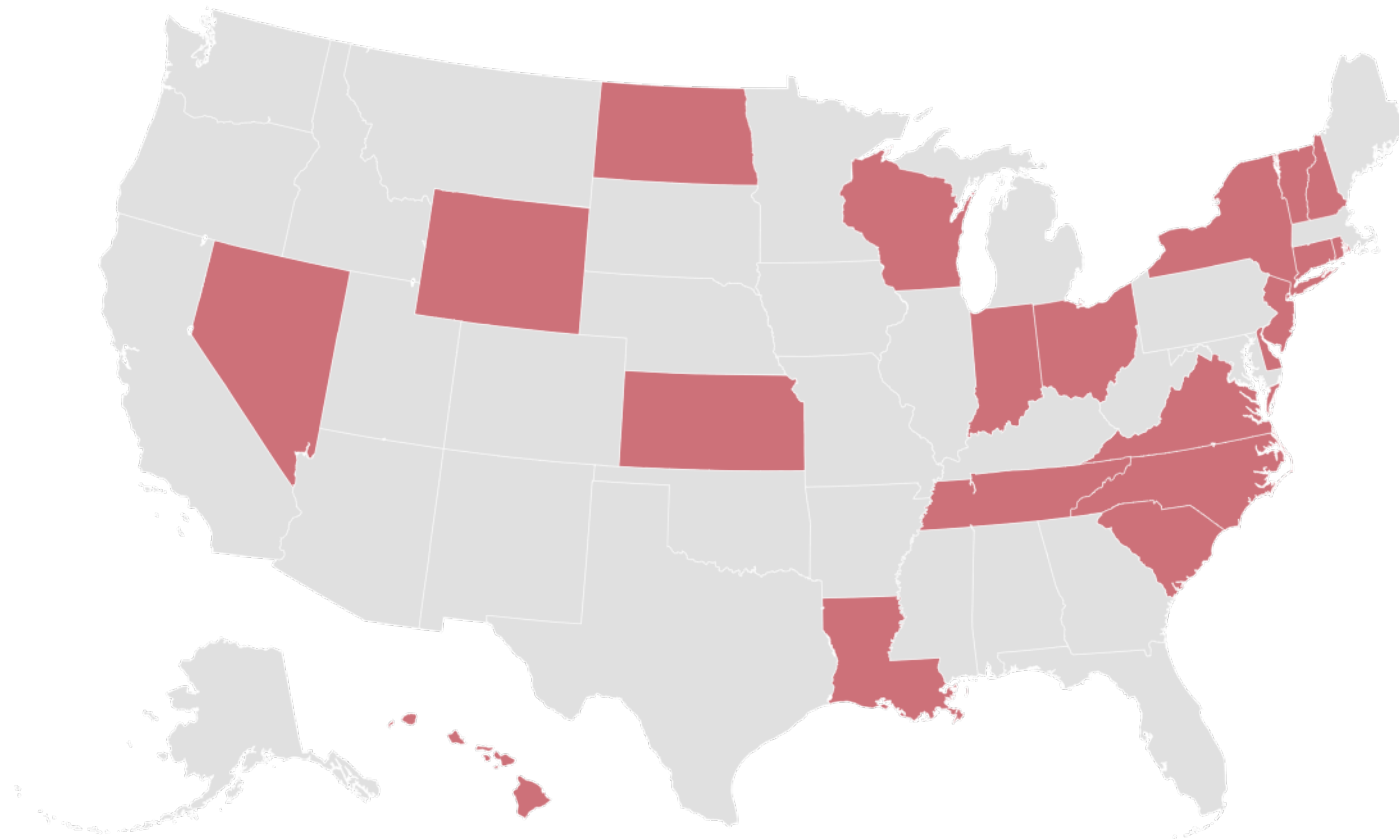


N=34 states and territories

Confidential: state only resource

Strategies States & Territories are using in the Reconsideration Period

Navigator and community-based organization outreach



N=34 states and territories

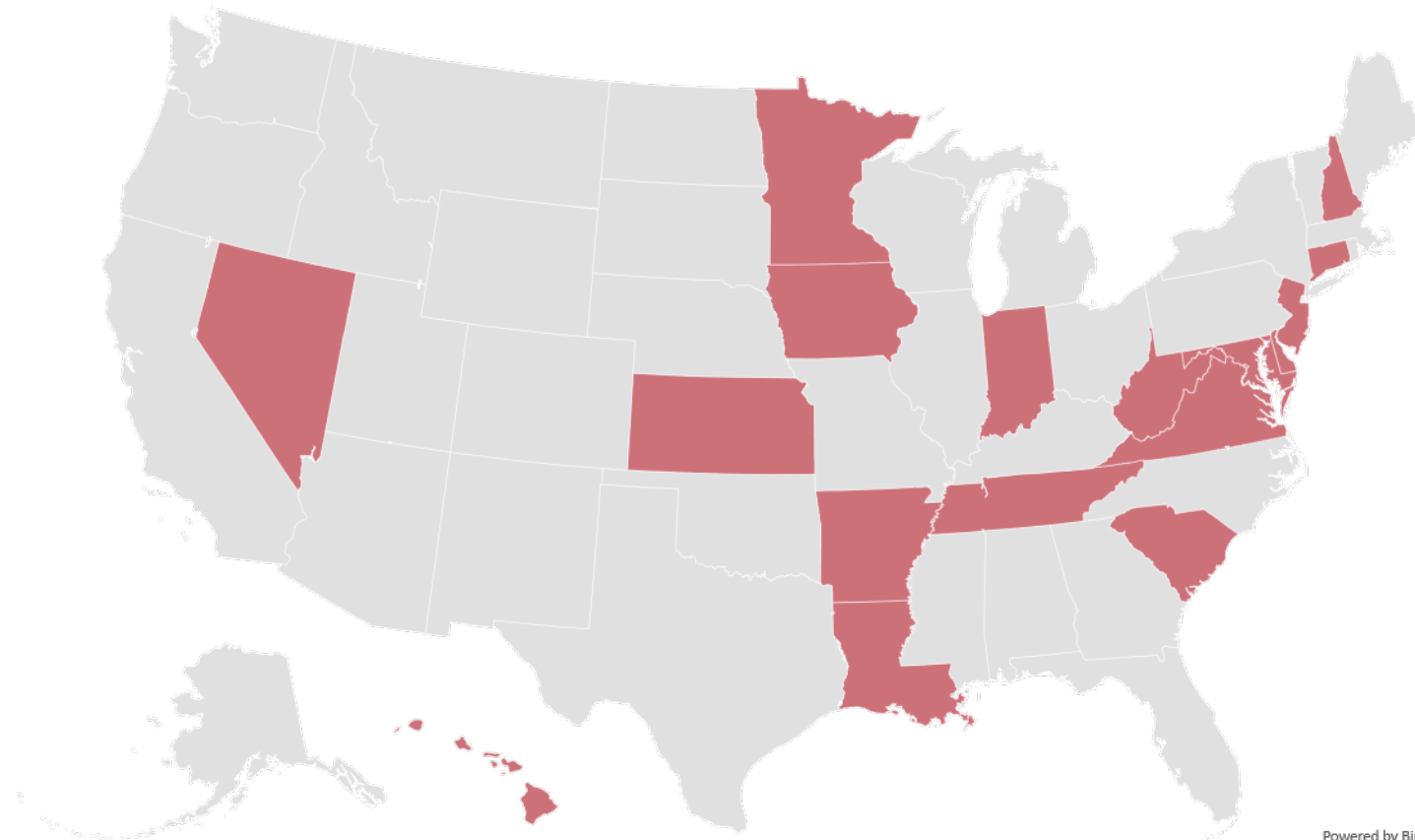
Confidential: state only resource

Powered by Bing
© GeoNames, Microsoft, TomTom



Strategies States & Territories are using in the Reconsideration Period

Provider education about reconsideration period



N=34 states and territories

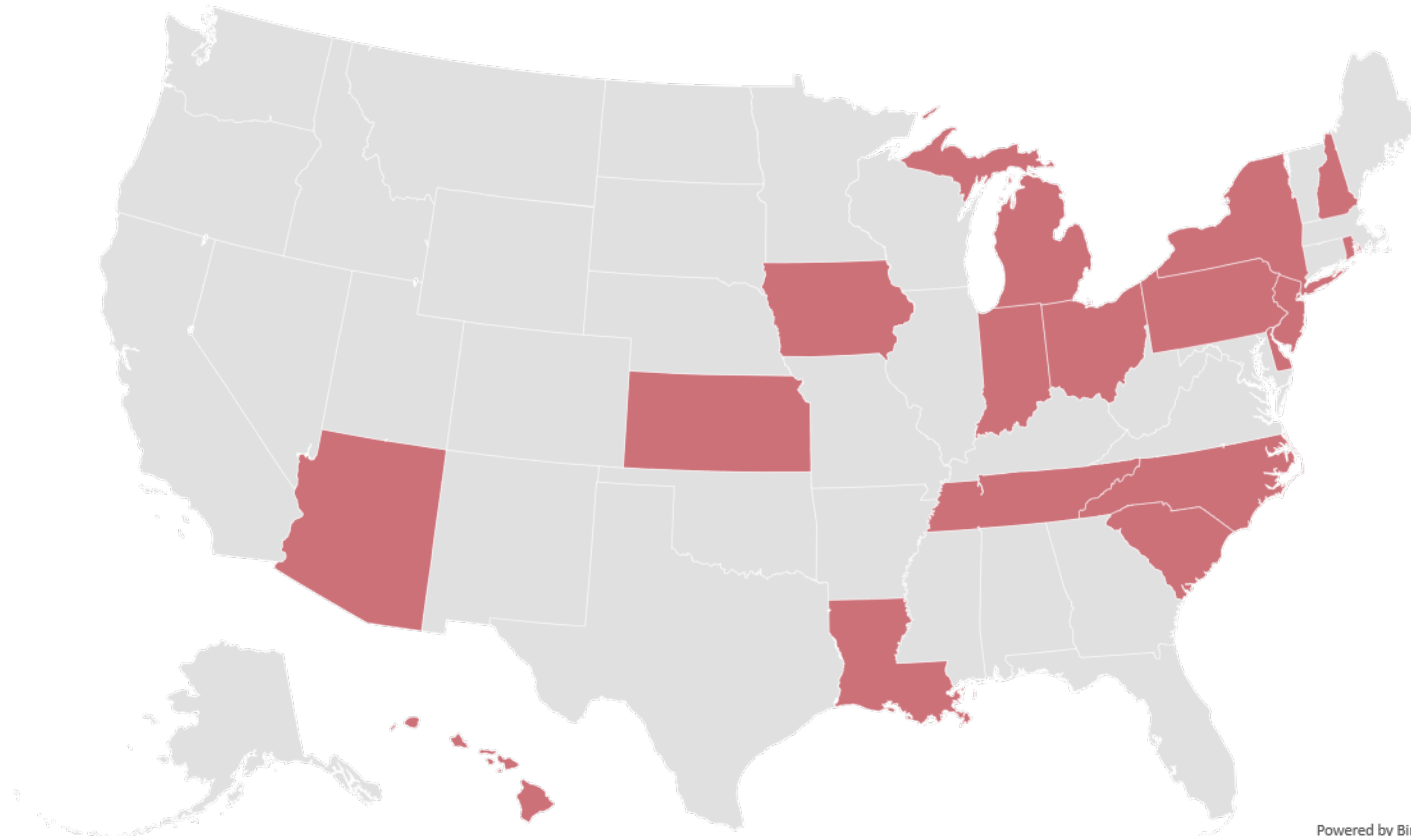
Confidential: state only resource

Powered by Bing
© GeoNames, Microsoft, TomTom



Strategies States & Territories are using in the Reconsideration Period

Re-enrolling into previous MCO retro to date of termination



Powered by Bing
© GeoNames, Microsoft, TomTom

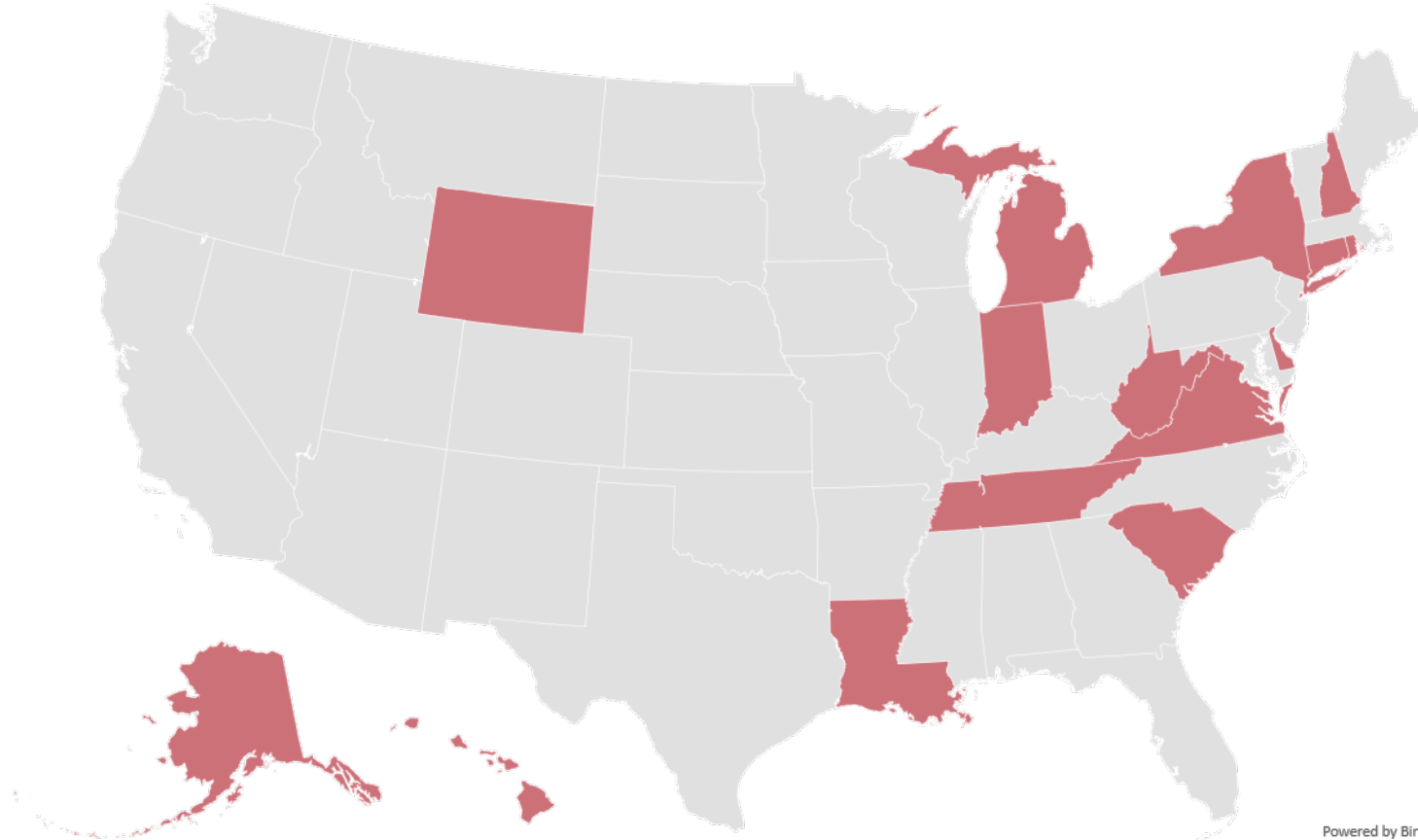


N=34 states and territories

Confidential: state only resource

Strategies States & Territories are using in the Reconsideration Period

State or contractor outreach in reconsideration period



N=34 states and territories

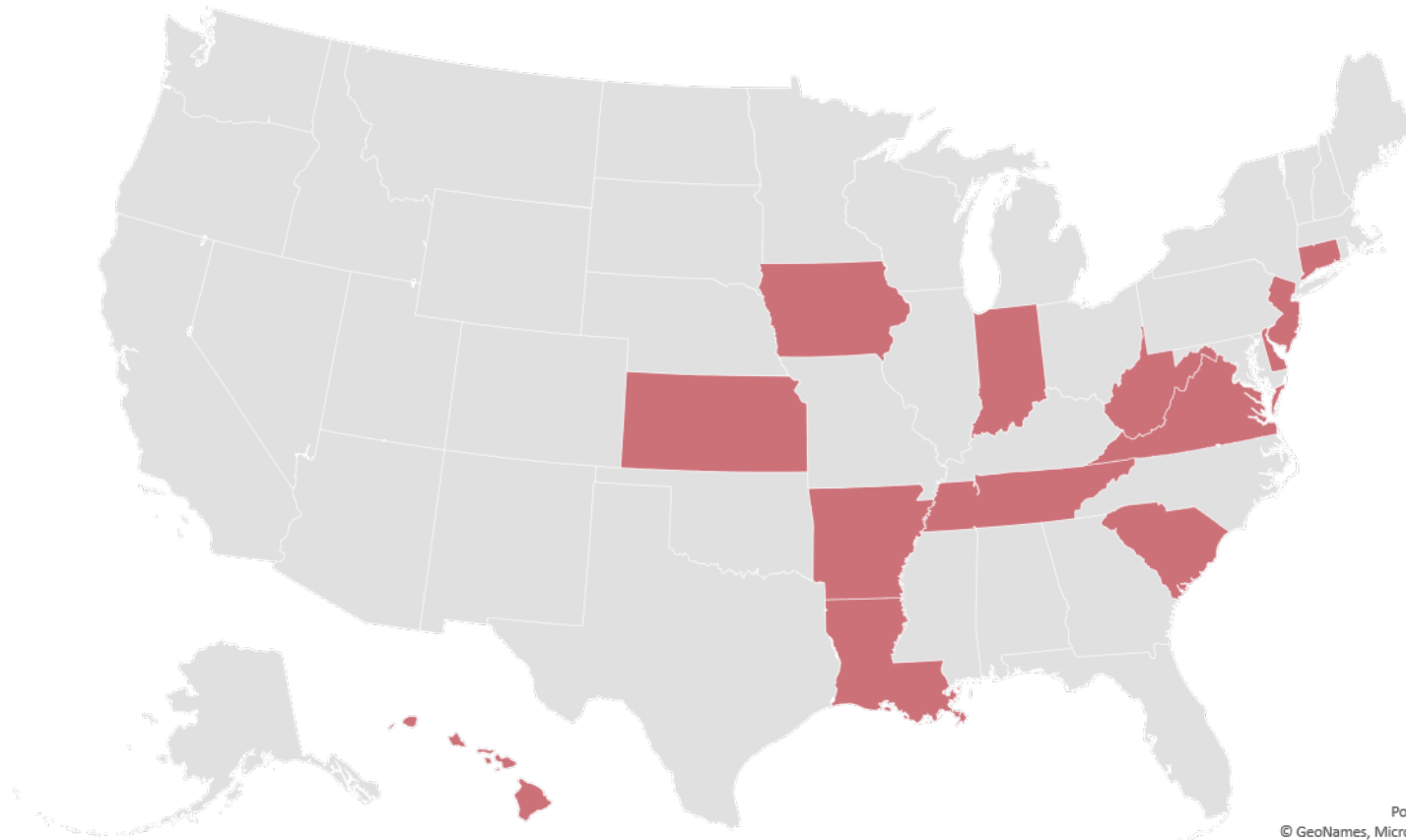
Confidential: state only resource

Powered by Bing
© GeoNames, Microsoft, TomTom



Strategies States & Territories are using in the Reconsideration Period

Pharmacy education about reconsideration period



Powered by Bing
© GeoNames, Microsoft, TomTom



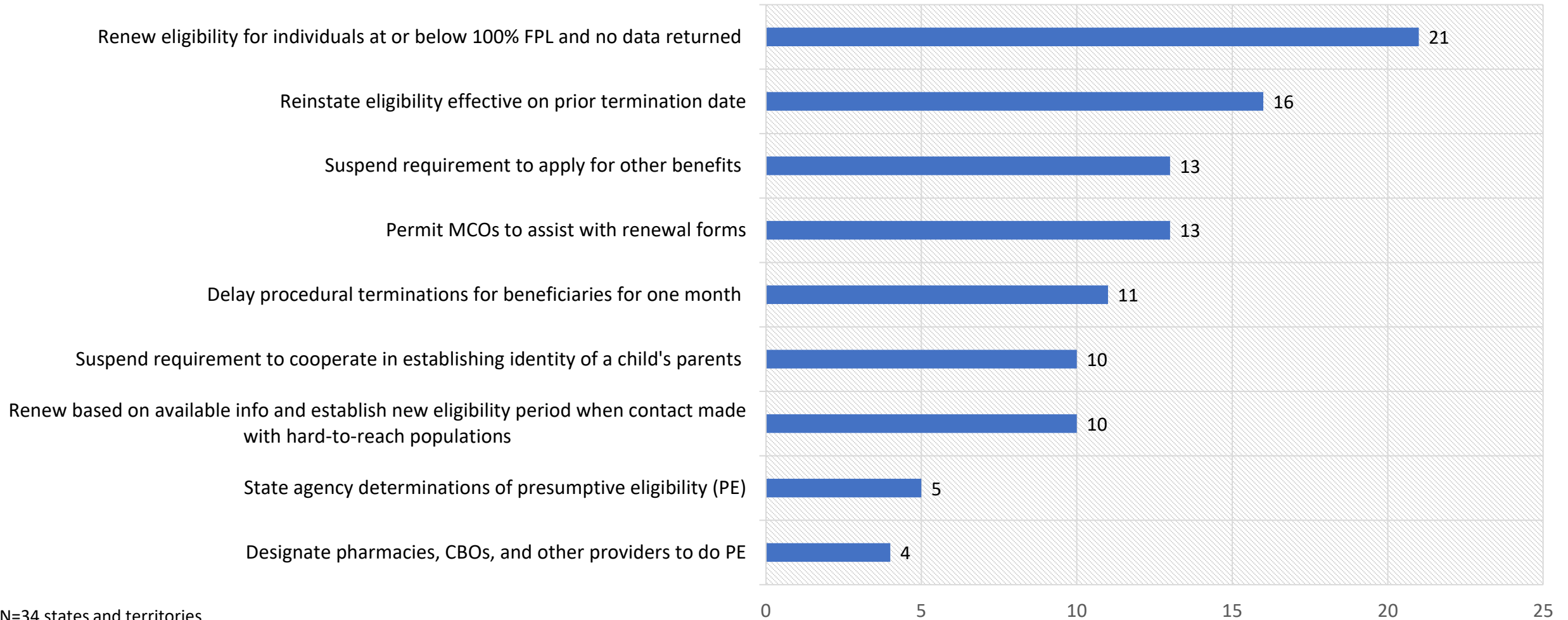
N=34 states and territories

Confidential: state only resource

New (e)(14) Flexibilities



Number of states considering new (e)(14) strategy

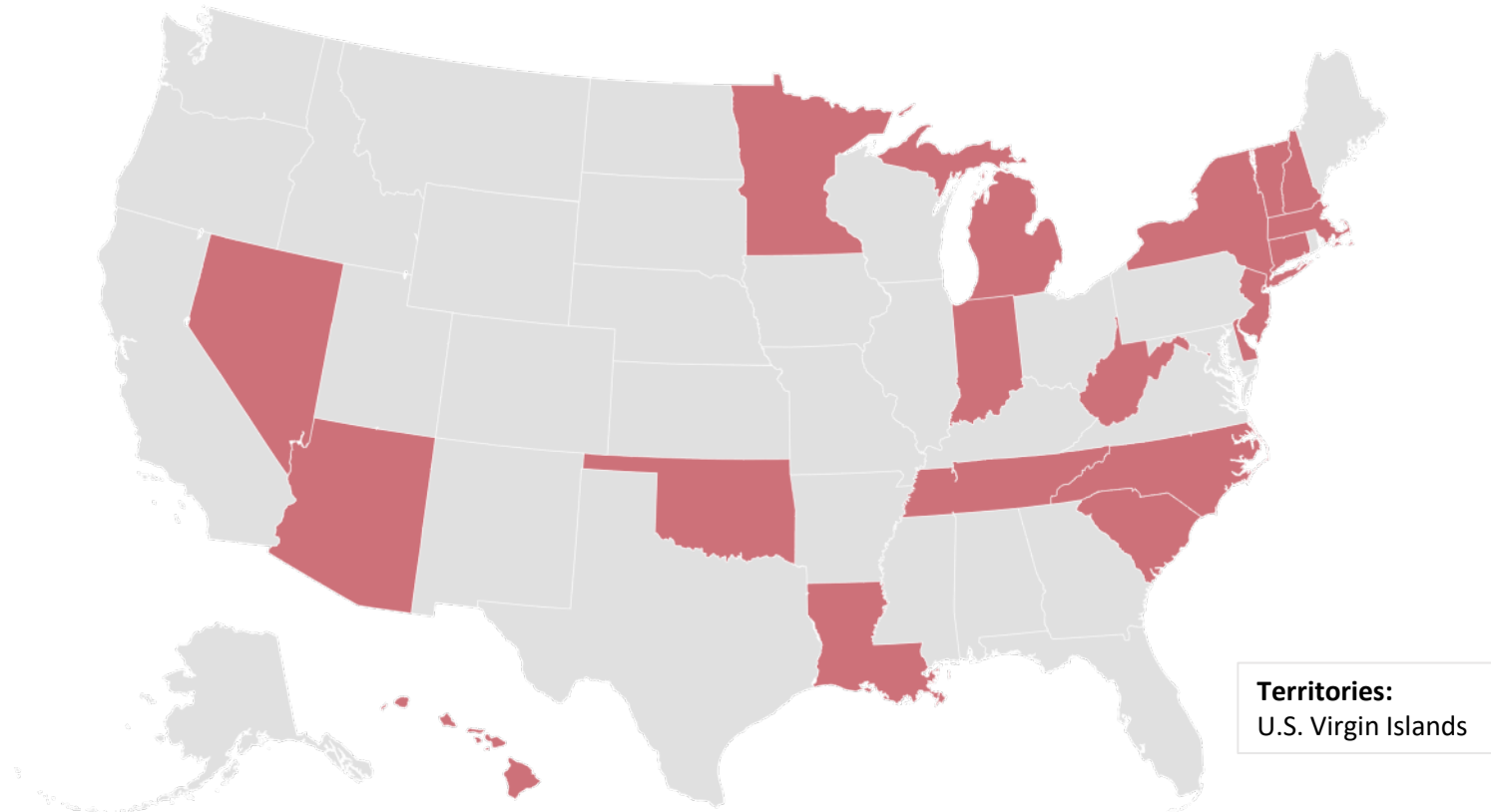


N=34 states and territories

Confidential: state only resource

States considering each new (e)(14) strategy

Renew eligibility for individuals at or below 100% of the FPL
and no data returned



Powered by Bing
© GeoNames, Microsoft, TomTom

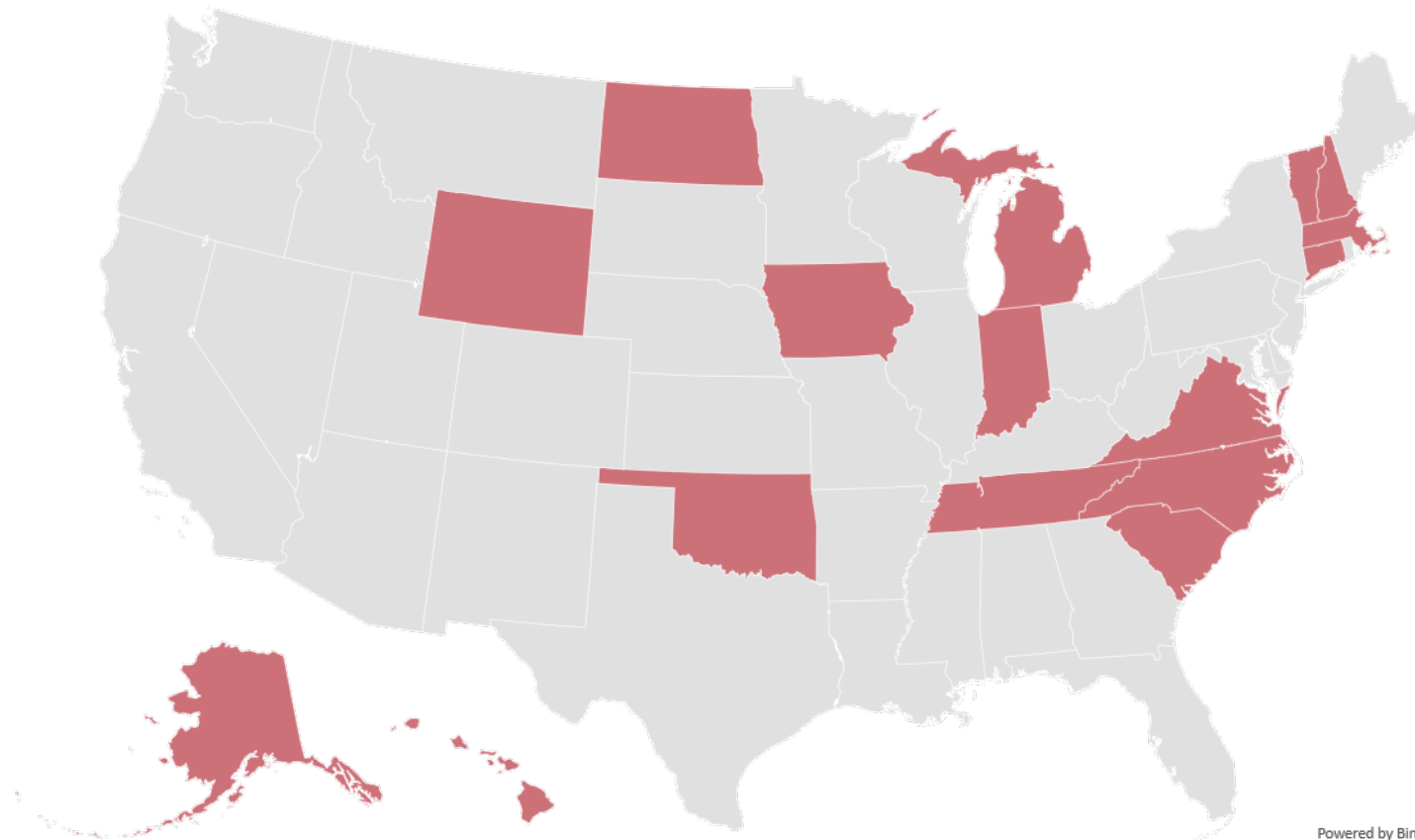


N=34 states and territories

Confidential: state only resource

States considering each new (e)(14) strategy

Reinstate eligibility effective on prior termination date



N=34 states and territories

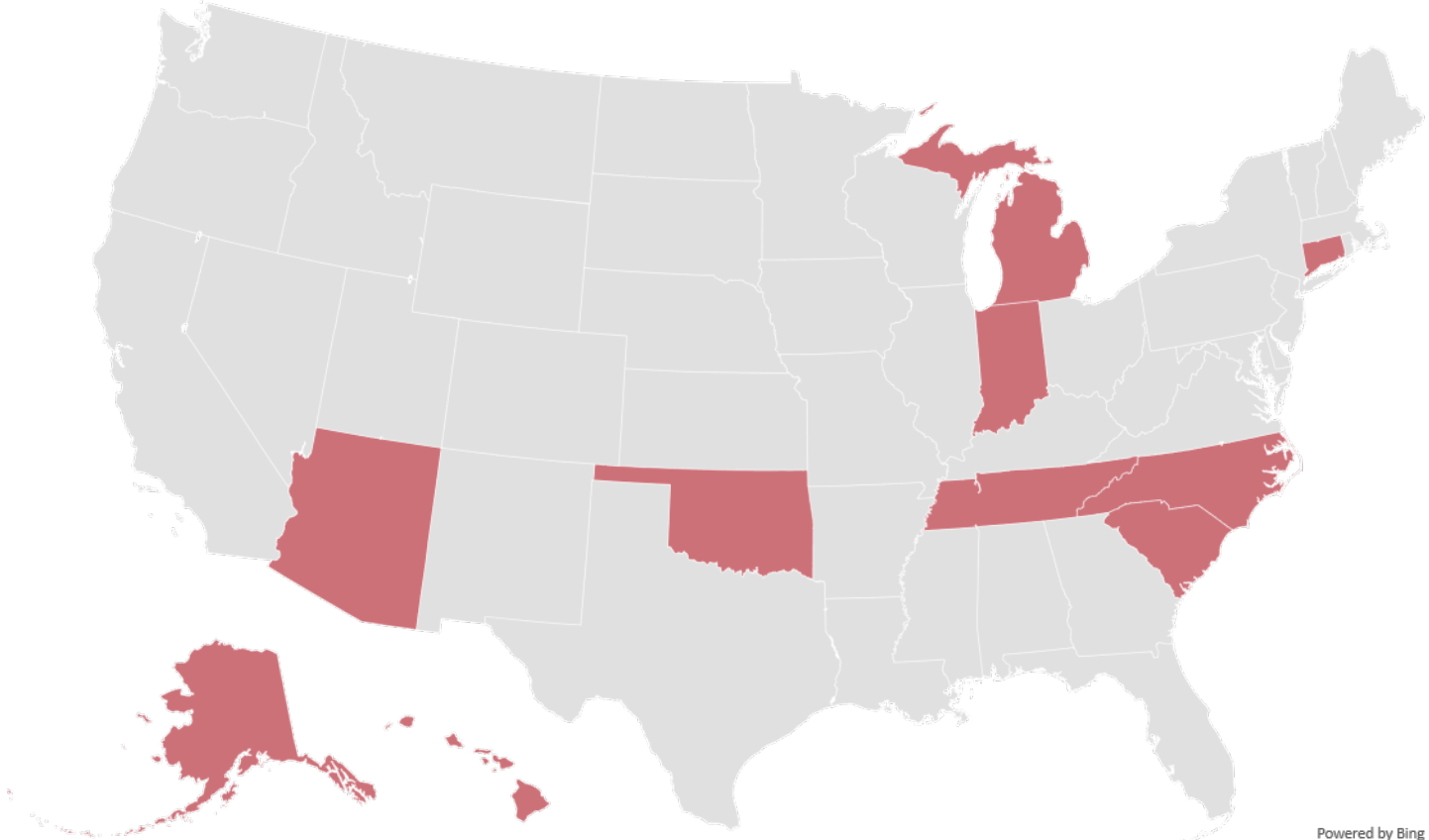
Confidential: state only resource

Powered by Bing
© GeoNames, Microsoft, TomTom



States considering each new (e)(14) strategy

Suspend requirement to apply for other benefits



N=34 states and territories

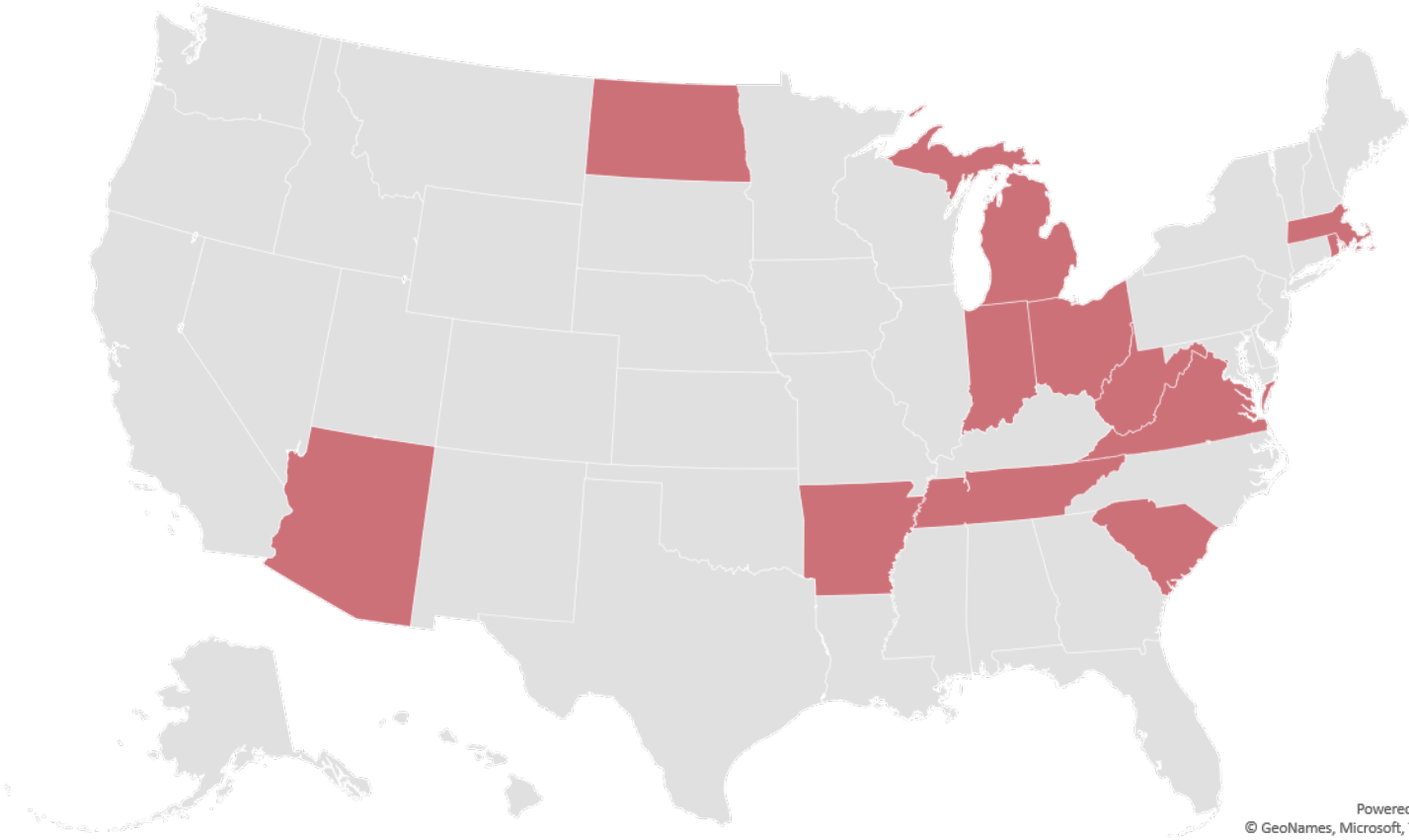
Powered by Bing
© GeoNames, Microsoft, TomTom



Confidential: state only resource

States considering each new (e)(14) strategy

Permit MCOs to assist with renewal forms



Powered by Bing
© GeoNames, Microsoft, TomTom

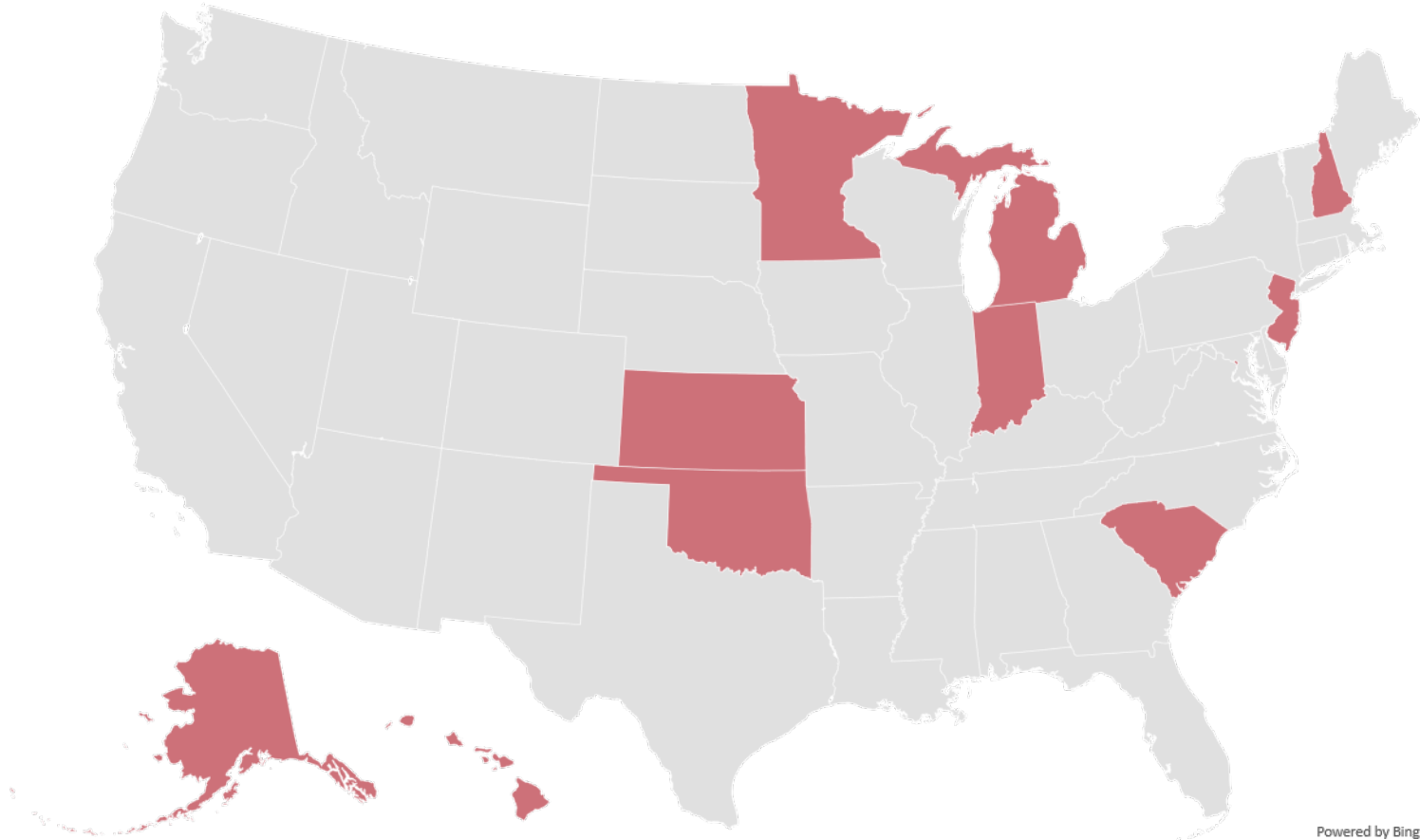


N=34

Confidential: state only resource

States considering each new (e)(14) strategy

Delay procedural terminations for beneficiaries for one month



N=34 states and territories

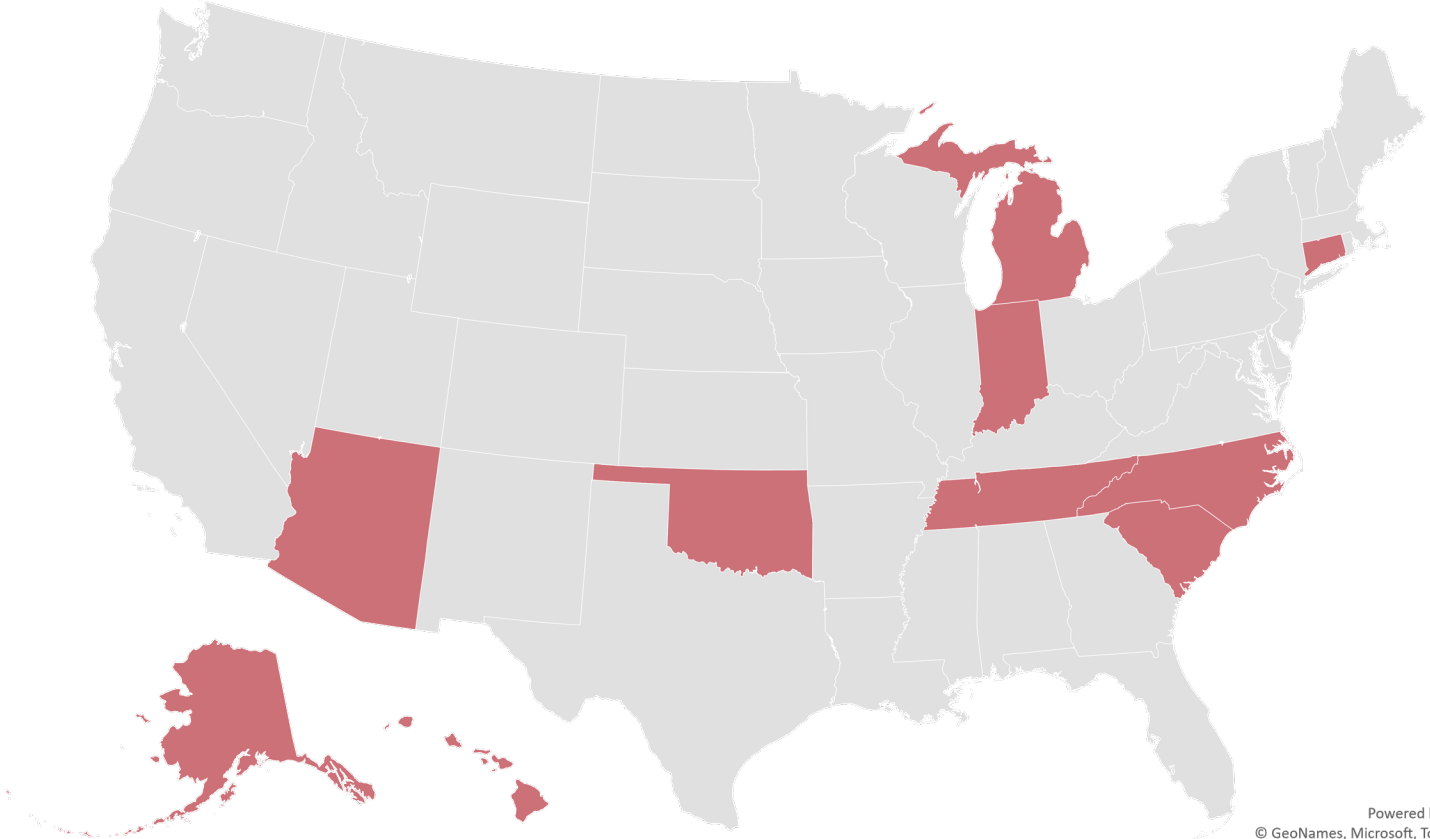
Powered by Bing
© GeoNames, Microsoft, TomTom



Confidential: state only resource

States considering each new (e)(14) strategy

Suspend requirement to cooperate in establishing identity of a child's parents



N=34 states and territories

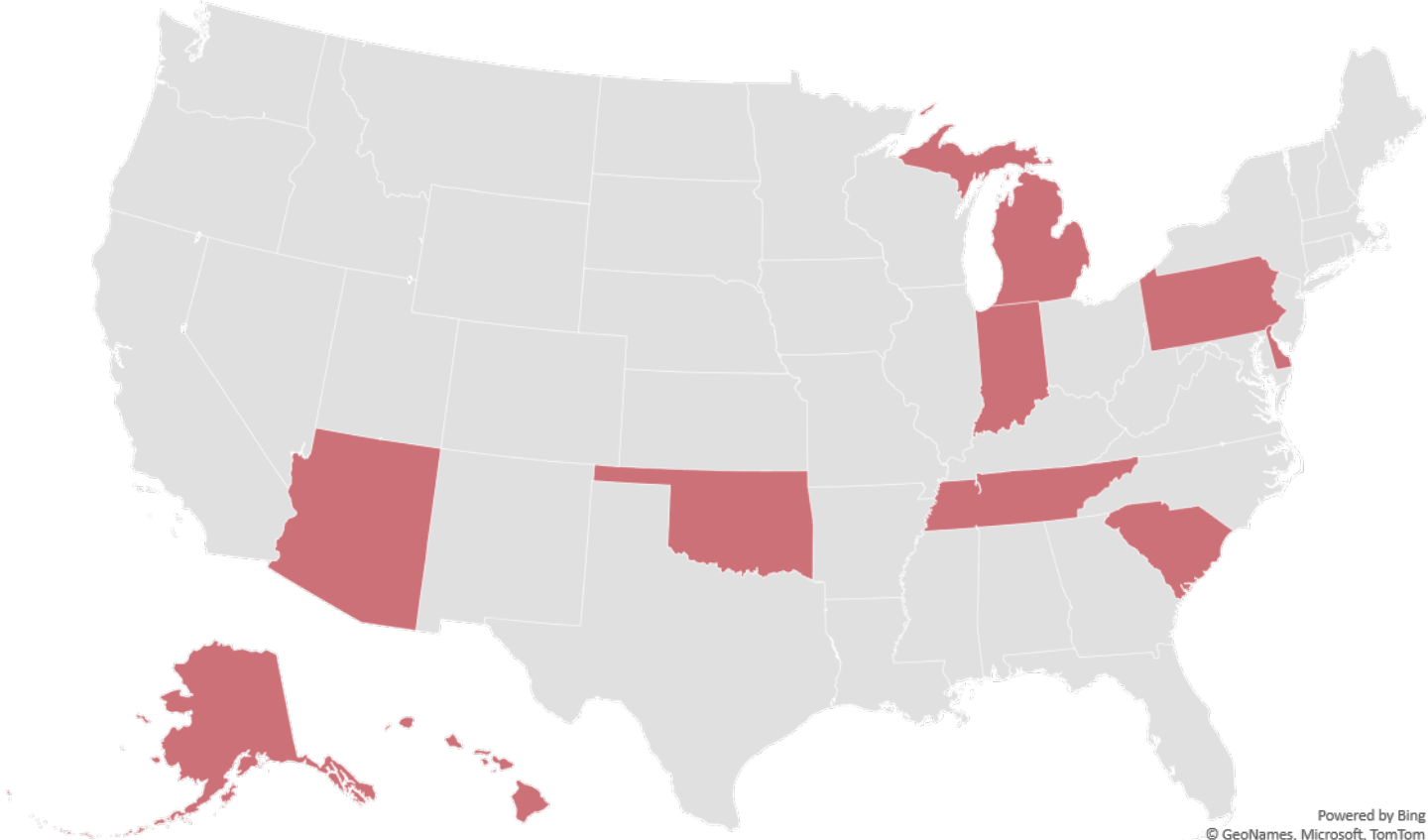
Powered by Bing
© GeoNames, Microsoft, TomTom



Confidential: state only resource

States considering each new (e)(14) strategy

Renew based on available info, and establish new eligibility period when contact is made with hard-to-reach populations



N=34 states and territories

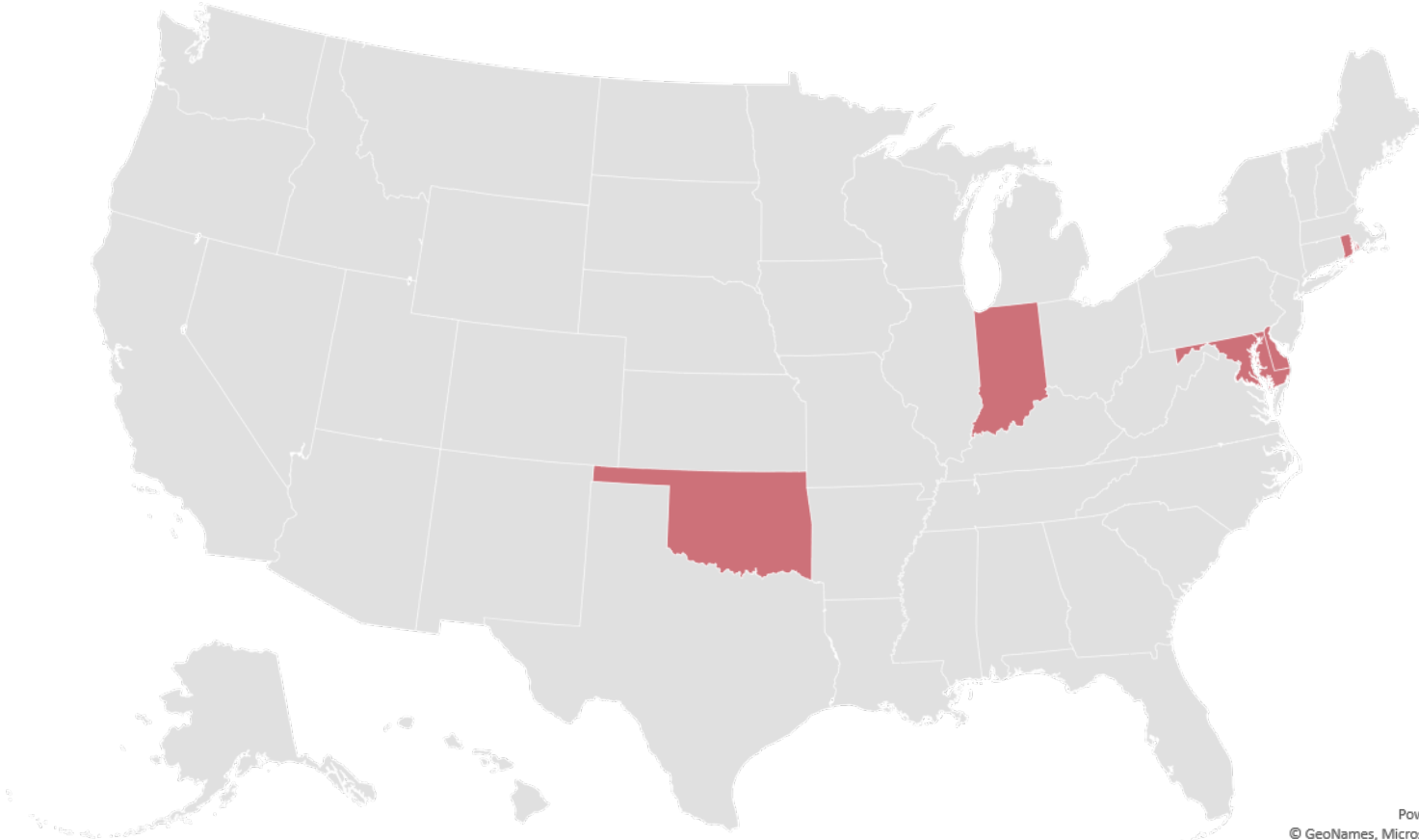
Powered by Bing
© GeoNames, Microsoft, TomTom



Confidential: state only resource

States considering new (e)(14) strategy

State agency determinations of presumptive eligibility (PE)



N=34 states and territories

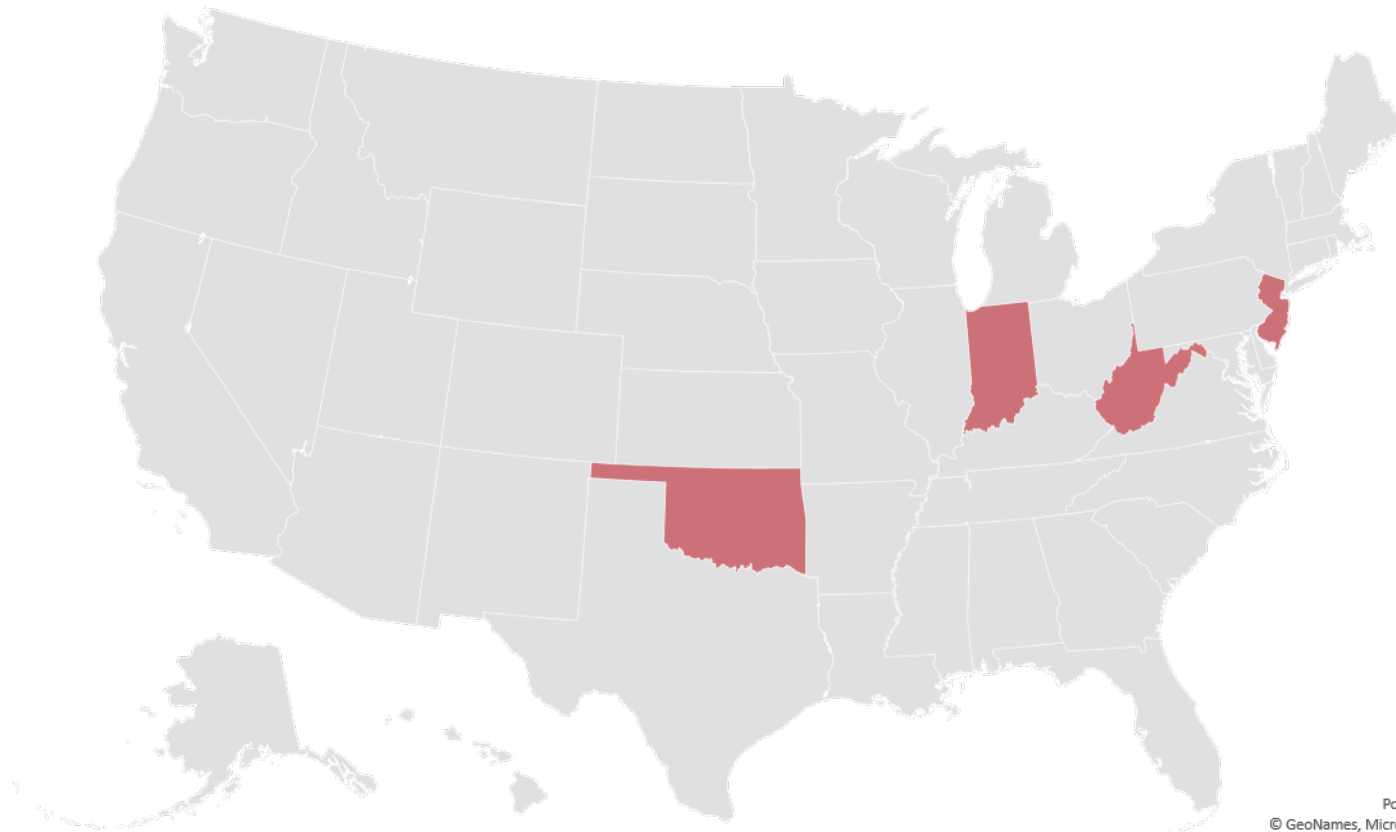
Powered by Bing
© GeoNames, Microsoft, TomTom



Confidential: state only resource

States considering each new (e)(14) strategy

Designate pharmacies, CBOs and other providers to do presumptive eligibility



N=34 states and territories

Powered by Bing
© GeoNames, Microsoft, TomTom



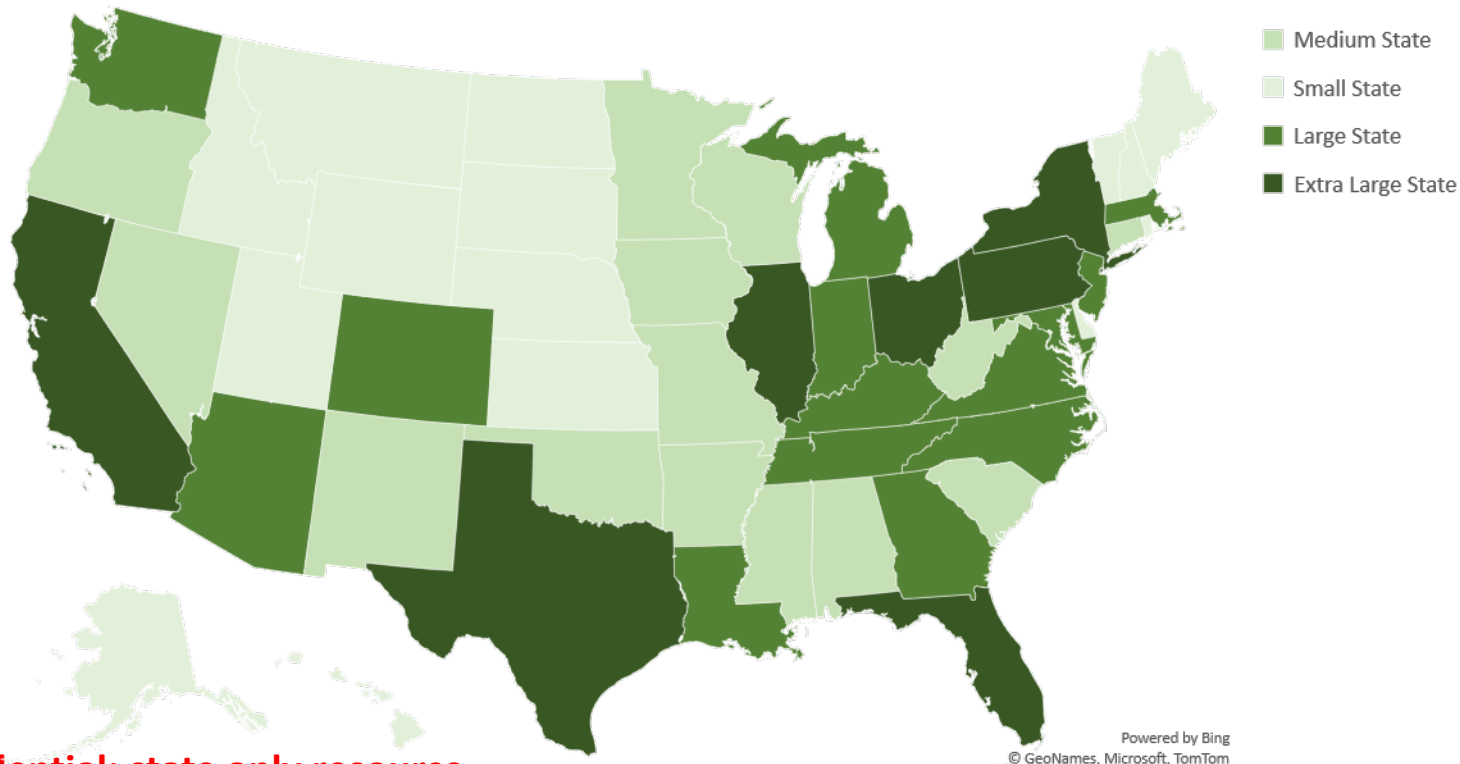
Confidential: state only resource

Appendix



Program Size Analyses

Analyses Based on Program Size: NAMD makes every effort to compare states that are similarly situated. When conducting analyses based on program size, NAMD uses the following parameters.



Enrollment	Categorized
<500,000	Small State
500,001 - 1,499,999	Medium State
1,500,000 - 2,999,999	Large State
>3,000,000	Extra Large State