

Medical Assistance renewal update

Julie Marquardt | Interim Assistant Commissioner and State Medicaid Director

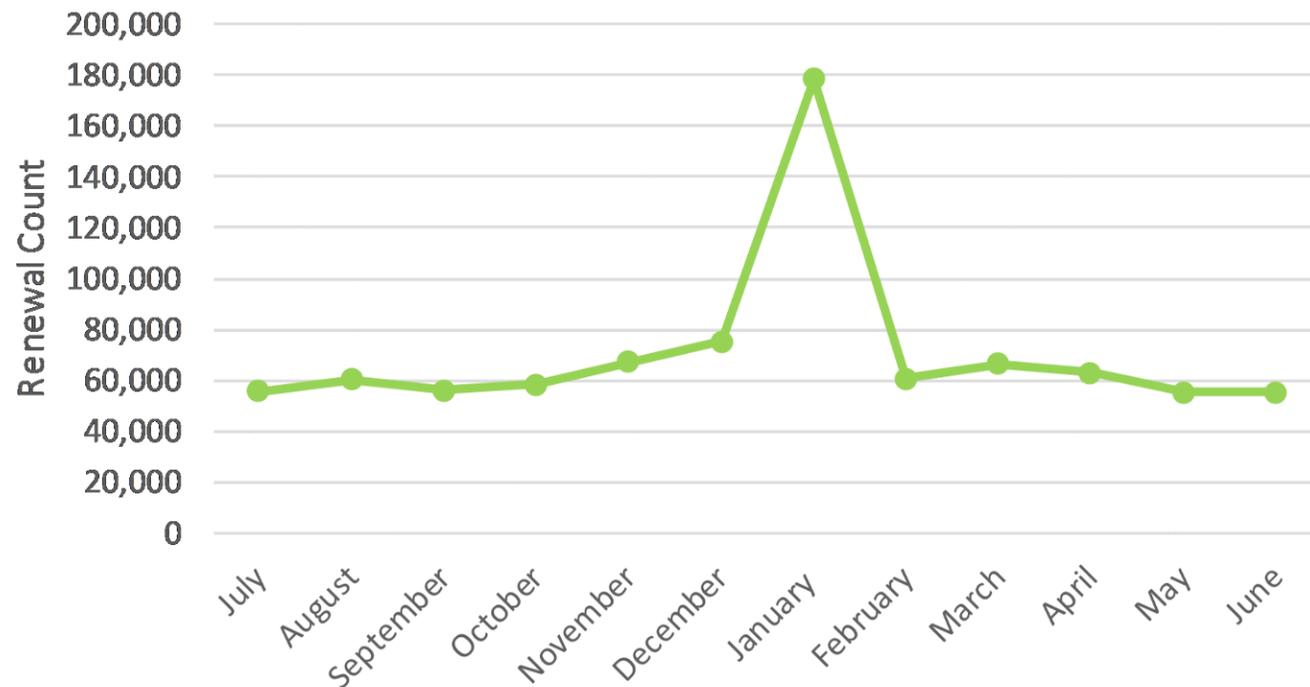
Background

- March 2020: DHS stopped most annual eligibility renewals, other eligibility checks and most adverse action on enrollment
- Continuous coverage ended March 31, 2023. Medicaid redeterminations have begun.
- 1.5 million Minnesotans need to have eligibility reviewed



The unwind in Minnesota

Estimated Household Renewals by Month



- 12 monthly cohorts for renewals
 - Renewal month based on initial application date.
 - July and August cohorts are currently in a redetermination

July, August renewal cohort extensions

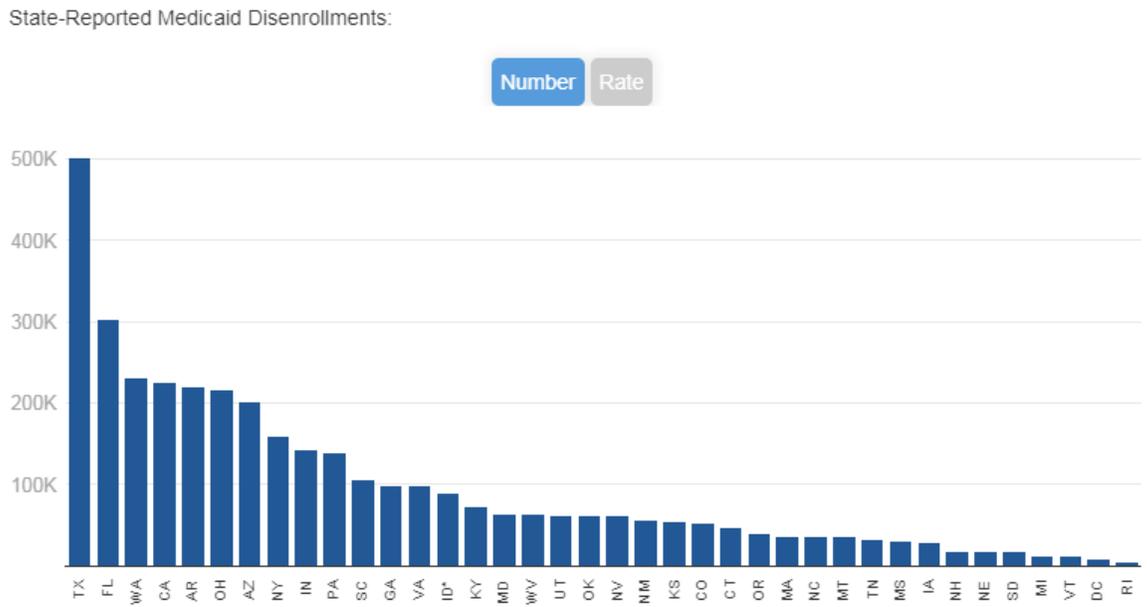
- Planned to start closures for the first group of renewals on July 1.
- Deadline extended one month over concerns about the number of people who had not renewed. First cohort renewals now due by July 31.
- Extra month allowed for additional outreach with thousands more submissions.
- Extending coverage brings fewer people to county and Tribal offices after being disenrolled while those offices must continue to process renewals.
- This week, Minnesota announced a decision to extend coverage for people who need to renew by July 31. Second cohort renewals now due Aug. 31.

Renewal extension impacts

- Keeps low income families in Minnesota covered
 - Reduces disruption in care that impacts providers and patients
- Counties, Tribes, and State
- Health plans, provider organizations, community organizations
 - Outreach efforts
- Forecast impacts
 - Forecast anticipates staggered renewals, churn.

The national landscape

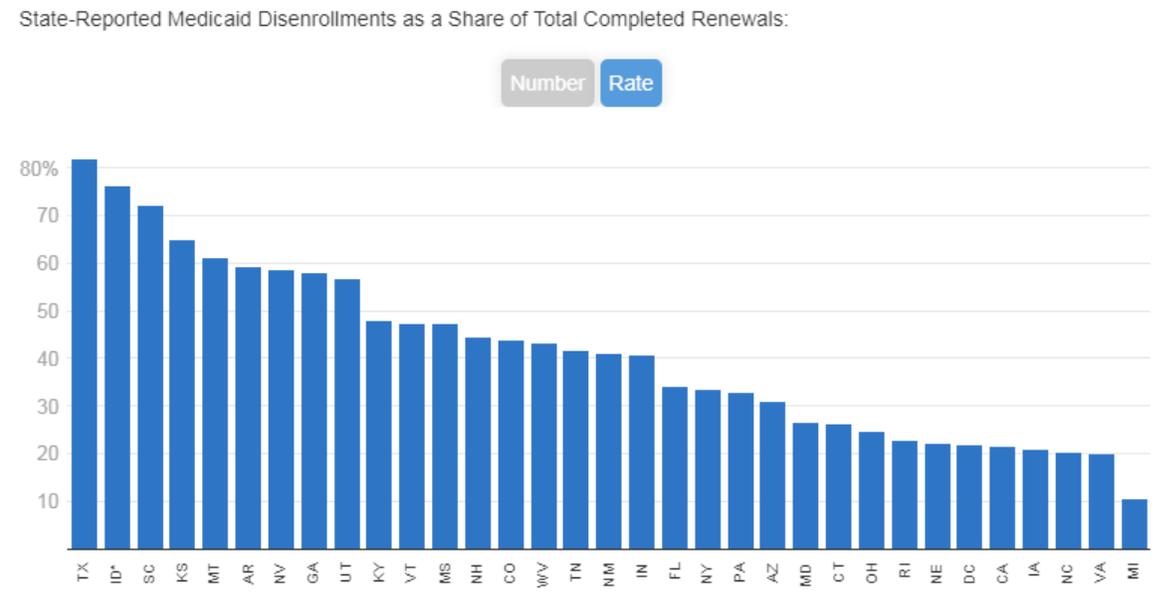
Figure 1
At least 3,618,000 Medicaid enrollees have been disenrolled in 37 states and DC with publicly available unwinding data, as of July 24, 2023



NOTE: Based on the most recent state-reported unwinding data available. Time periods differ by state. *Idaho reports disenrollments for the Medicaid Protected population only.
SOURCE: KFF Analysis of State Unwinding Dashboards and Monthly Reports Submitted to CMS • Get the data • PNG



Figure 1
There is wide variation in disenrollment rates across reporting states, ranging from 82% in Texas to 10% in Michigan



NOTE: Based on the most recent state-reported unwinding data available. Time periods differ by state. Rates are calculated as total disenrollments divided by total completed renewals (number whose coverage was renewed + number disenrolled); pending renewals are excluded. Several states report unwinding data on renewals without enough information to calculate a disenrollment rate. * Idaho's disenrollment rate is among only those enrollees whose coverage was maintained during the pandemic and who the state believes are no longer eligible, which may explain, in part, the higher disenrollment rate.
SOURCE: KFF Analysis of State Unwinding Dashboards and Monthly Reports Submitted to CMS • Get the data • PNG

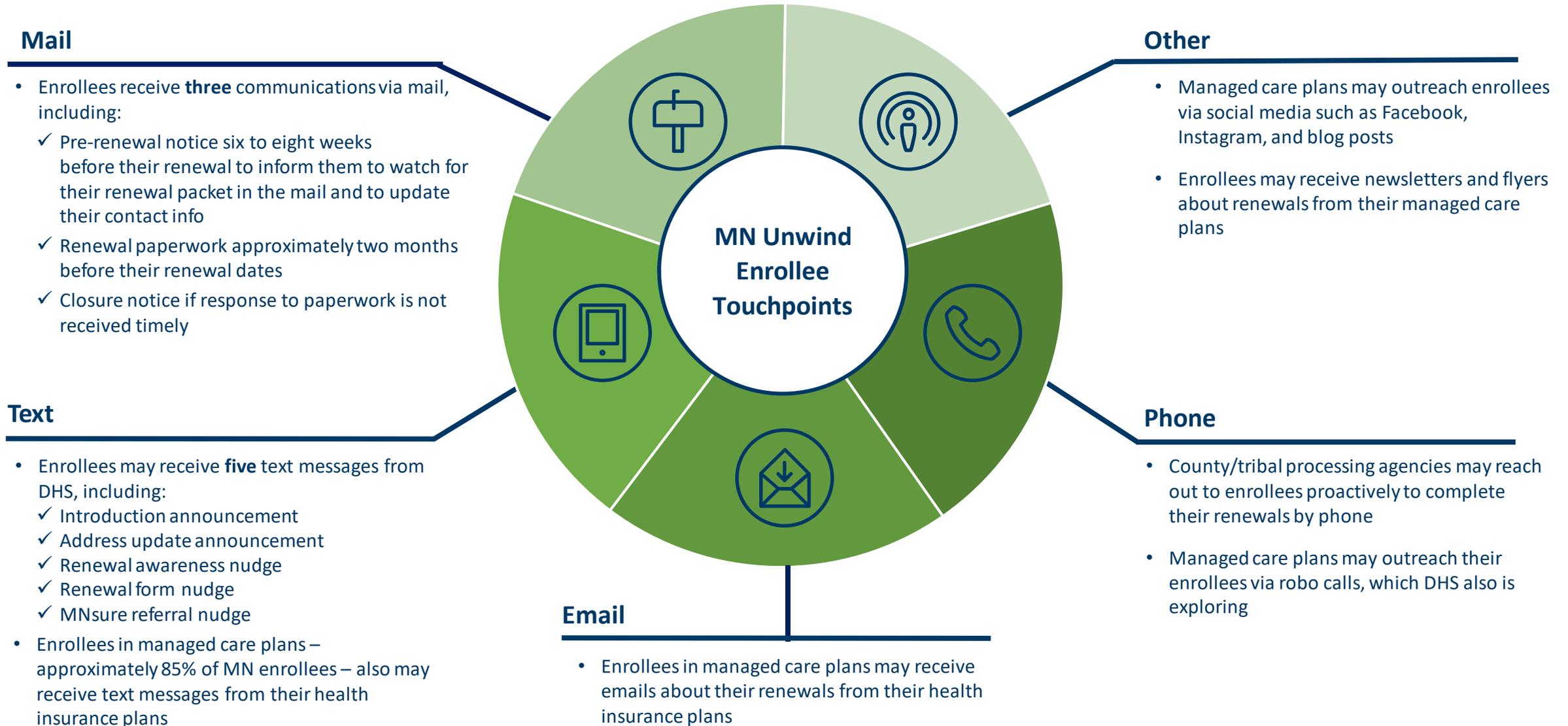


Commitment to health care access:

Funding from the State Legislature to support renewals

- \$36 million in flexible funding for county and tribal nation processing agencies
- \$3 million increase to navigator payment pool
\$1.96 million in supplemental funding to navigator organizations
- \$4.5 million to implement a temporary disregard of excess assets for people who are age 65+ and who are blind or who have a disability
- \$5 million to suspend MinnesotaCare premiums to ease transitions from MA
- \$23 million to DHS for additional administrative resources
- \$1.8 million for the state share of systems funding

Commitment to health care access: Enrollee outreach



Increased touchpoints with enrollees

Mail

- DHS: 292,970 mailings to July/Aug households

Text

- DHS: 92,182 texts to July/Aug households
- DHS: 1.33M total texts sent since May 15

Phone

- DHS: 14,000 robo calls to July households

Email

- From health plans who have accurate email addresses

Other

- Social media
- Community outreach

Commitment to health care access

- Worked with CMS to create flexibility for clients and county/tribal processing entities
- Developed and implemented enrollee-focused renewal resources
- Refined escalation process with messaging to direct enrollees to support in case of a crisis or emergency



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Where would you like to send your health care renewal documents today?

Choose the county **OR** Tribal Nation that is managing your health care case.

Select a county

-OR-

Select a Tribal Nation

You can find what county or Tribal Nation is managing your health care case on your Minnesota Health Care Programs Renewal notice, or in other letters about your health care case.

If you're not sure or don't have this information:

- Choose the county where you live; or
- Choose White Earth Nation if they provide your services.

Innovative approaches: Document uploads, phone renewals

- Minnesota doesn't have an online renewal portal
- Renewal process is paper-based
- CMS required Minnesota to have a mitigation plan
- Uploading renewal documents, phone renewals are in the plan

Innovative approaches: Renewal lookup tool



When is my renewal?

This service allows you to determine your Minnesota Health Care Program renewal month. It's important you complete your renewal paperwork on time to keep your health insurance. Determine when to watch for your renewal paperwork in the mail with this tool.

Enter the information below to find your renewal month. Find your Case Number on your notice or premium bill and your Member Number on your Minnesota Health Care Program card. Select the question mark icons to view where you can find your Case Number or Member Number.

Note: People in your household may be on different programs. This service provides the renewal month for the Member Number entered.

Providing this information is voluntary, but without it you cannot use this service. Your information is only available to DHS and is used to confirm your identity. The information provided is not a guarantee of coverage. This service reflects information in our systems as of **04/18/2023**.

Case Number (required)

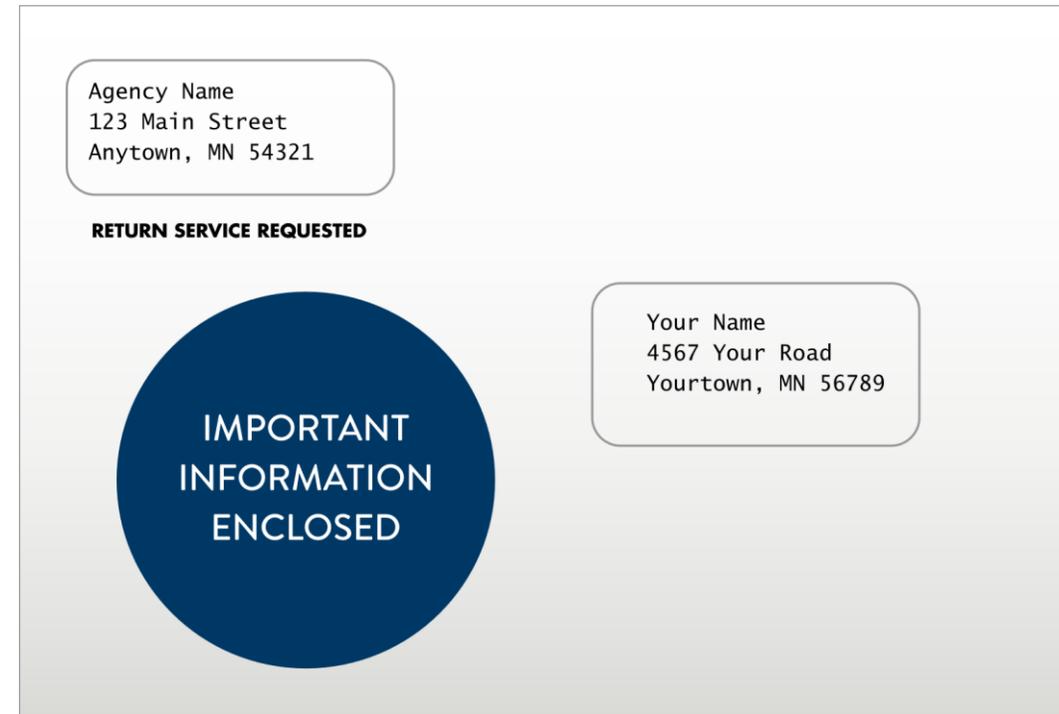


Member Number (required)

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Innovative approaches

- Developed, implemented process enhancements
- Produced distinguishable envelopes for renewal notices
- Revised renewal forms



Collaboration and partnership:

Partner toolkits

Don't risk a gap in your health insurance



Covered by Medical Assistance or MinnesotaCare?

Keep your address, phone number and email updated to avoid losing your health insurance

Visit mn.gov/dhs/mycontactinfo to learn how to keep your contact information up to date.



Keep your health insurance

If you have Medical Assistance or MinnesotaCare, your health insurance needs to be renewed annually. Be prepared for your renewal.

Visit mn.gov/dhs/renewmycoverage



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DEPARTMENT OF HUMAN SERVICES

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mn.gov/dhs/renewmycoverage

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DEPARTMENT OF HUMAN SERVICES

<https://mn.gov/dhs/renewmycoverage/communications-toolkits/>

Collaboration and partnership

- Develop, share training materials for eligibility workers
- Biweekly roundtable calls with providers, plans, navigators, counties/tribes
- Provide reports to managed care plans to support communication with their enrollees
- Coordinating with other state agencies to share relationships

Smart approach keeps Minnesotans insured

At least 3.7 million Medicaid enrollees nationally have been "disenrolled." This state's flexibility and thoughtful strategy puts priority on health care coverage.

By Editorial Board Star Tribune | JULY 25, 2023 — 5:45PM



DAVID GOLDMAN, ASSOCIATED PRESS

A sign points visitors toward the financial services department at a hospital.

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Transparency and accountability: Active engagement with media

Health

As Medicaid sign-up deadline looms, Minnesota health officials urge recipients to act now

Dana Ferguson Minneapolis June 8, 2023 5:21 PM

LOCAL

Thousands of Minnesotans at risk of losing health insurance get a one-month reprieve

The state pushed back a deadline for Medicaid re-enrollment to Aug. 1.

By Jeremy Olson Star Tribune | JUNE 29, 2023 — 12:58PM



July 24, 2023

People whose Medical Assistance renewals are due July 31 urged to submit forms as soon as possible



How to re-enroll in Medicaid and MinnesotaCare as deadlines approach

Wright County Journal-Press

Text messages to remind people to renew their insurance

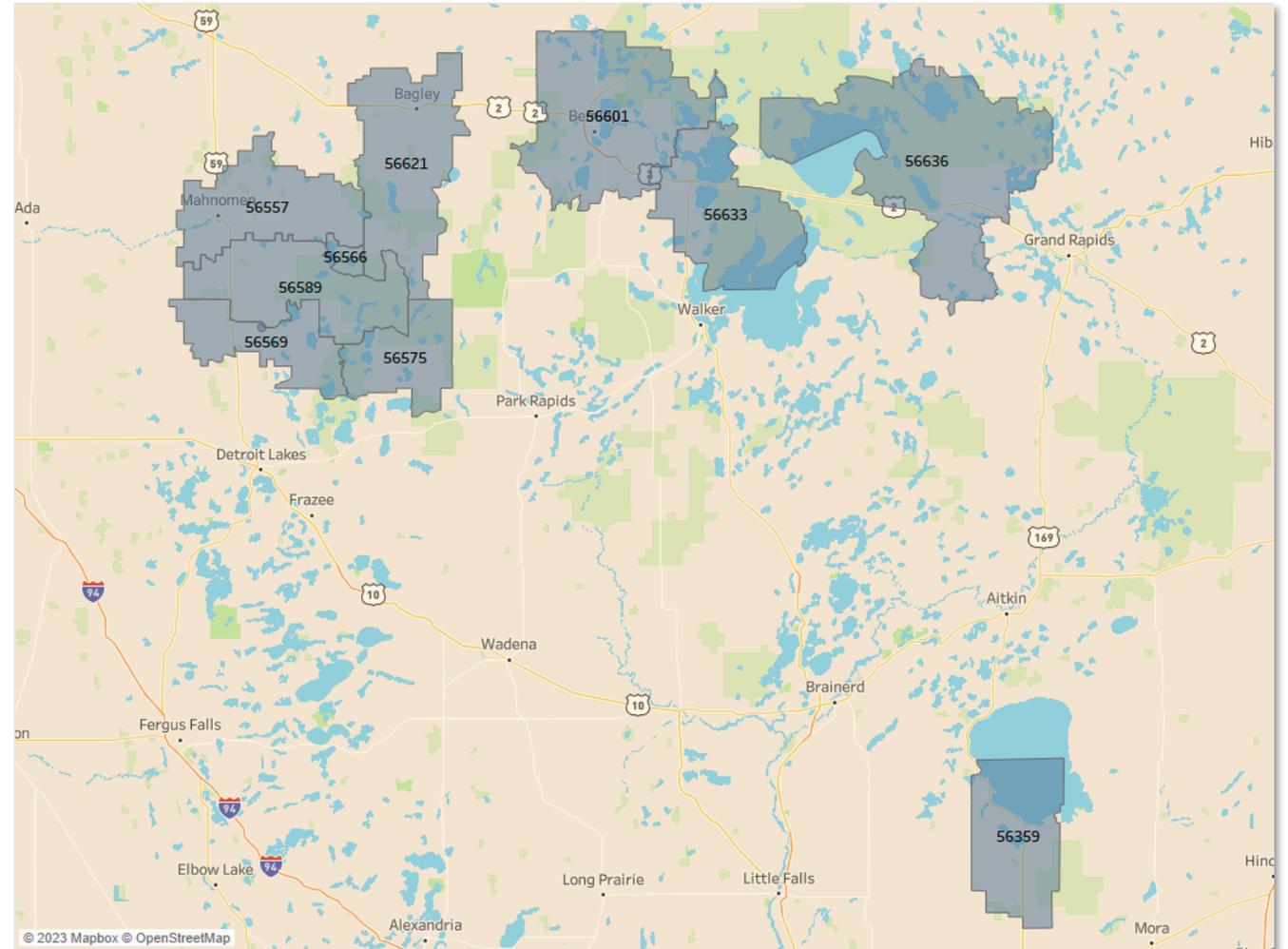
Transparency and accountability

- Keeping the public informed during the renewal processes
- Taking ownership of issues within our control and mitigating issues outside of our control
- [Invite subscribers to updates](#) as they emerge
- Will be proactive in communicating information about how Minnesota is doing

Address disparity, enable equity:

Targeting areas where people are most vulnerable

- Know where there is a high density of enrollees who also are most vulnerable
- Best opportunities for targeted community outreach
- Provide most value for social media, online and traditional advertising
- Showing success



Address disparity, enable equity

- Planned and hosted equity forums
- Process for community organizations to request resources, technical support
- Materials in five languages other than English
- Engaging with other agencies, community partners

People on Medical Assistance and MinnesotaCare should:

- Contact county/tribe if their address or phone number has changed
- Go online to look up when their renewal is due
- Watch their mail for the envelope with a blue dot
- Complete and return forms as soon as possible to avoid gaps in coverage
- Visit mn.gov/dhs/renewmycoverage for more information
- Navigators offer free support to help with paperwork: mnsure.org/free-help.



Questions

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