

Resumption of Standard Medicaid Operations

The Covid-19 Public Health Emergency Unwind
April 2023



MISSION:

Michigan Department of Health and Human Services (MDHHS) provides opportunities, services, and programs that promote a healthy, safe and stable environment for residents to be self-sufficient.

Agenda



PHE Unwind Overview



Renewals & Redeterminations



Communication Strategies



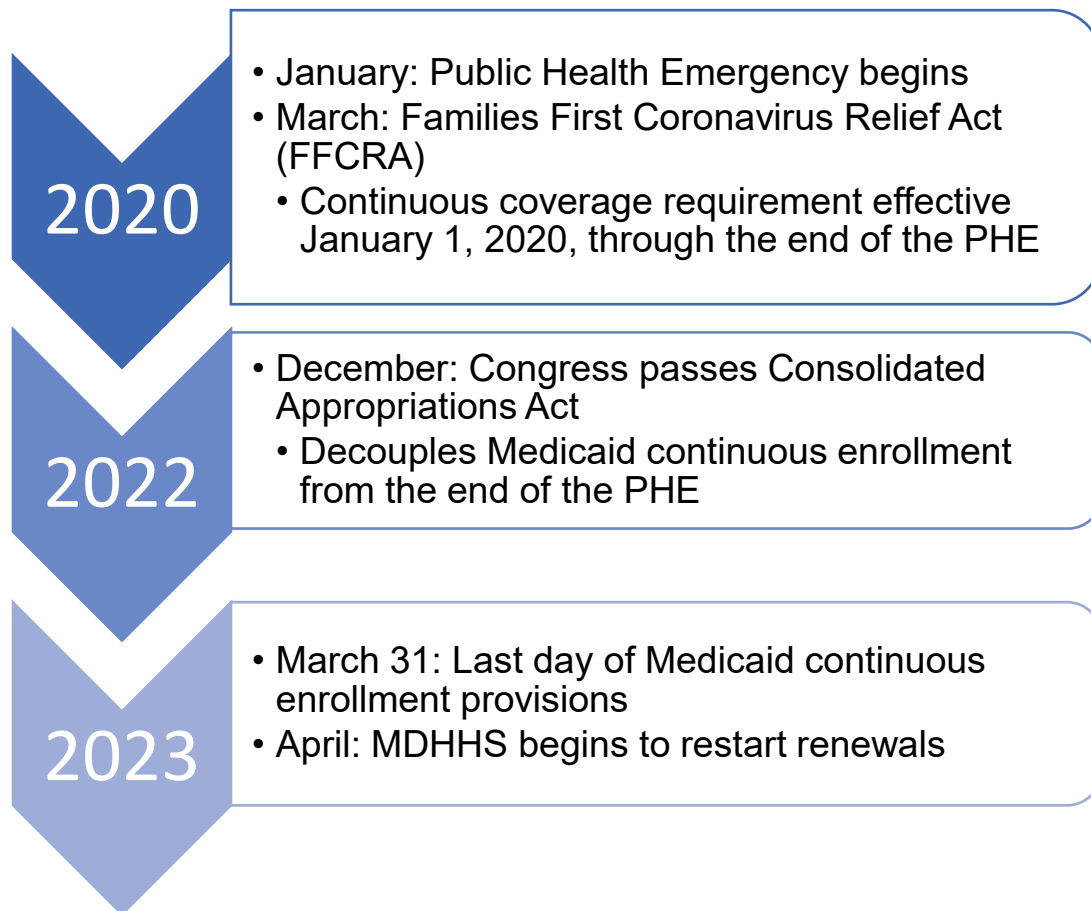
Marketplace Coordination



Questions

PHE Unwind Overview & Timeline

PHE Unwind Overview



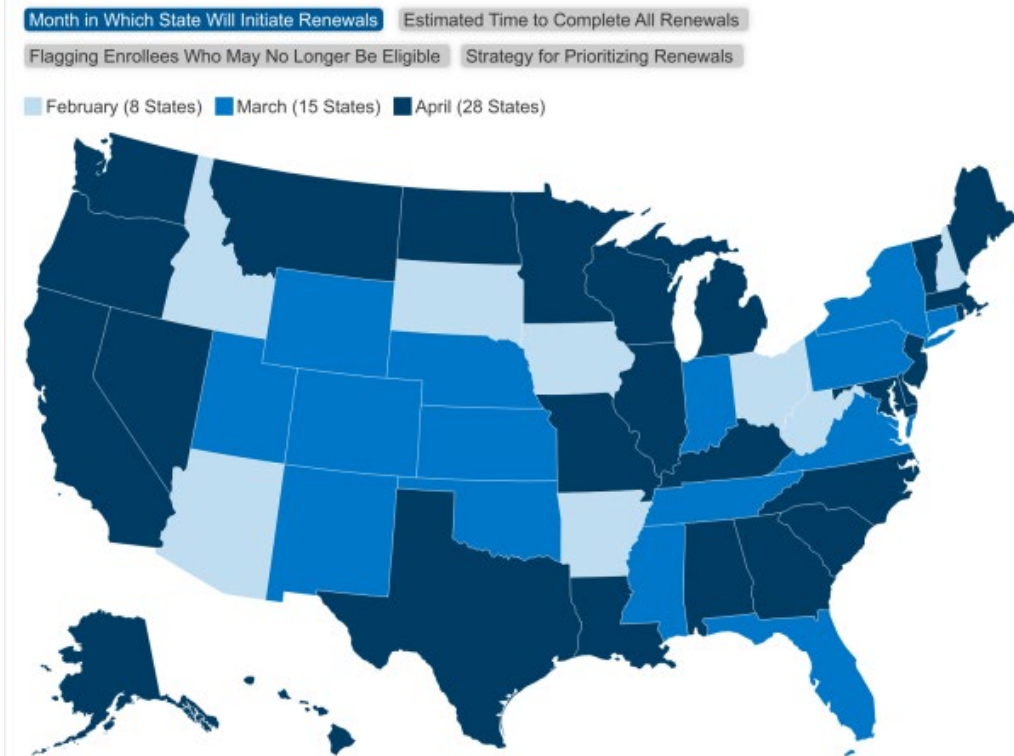
Current Status:

- States can begin renewals and terminate Medicaid enrollment of individuals who no longer meet Medicaid eligibility requirements on or after April 1, 2023.
- MDHHS will begin renewals for the June 2023 cohort, starting with passive renewals in April 2023.
- July 1, 2023: first day beneficiaries will have coverage terminations in Michigan.

Unwinding Timeline

- Michigan, and 27 other states, will begin the renewal process in April 2023.
- States have up to 14 months to finish unwinding activities.
- Michigan will complete all redeterminations by May 2024.
 - The longer timeline allows for robust communications to beneficiaries.
 - Enable MDHHS to efficiently distribute work among local office staff.
 - Help to ensure adequate time to process each redetermination packet.

State Approaches to the Unwinding: Month in Which States Will Initiate Renewals, January 2023

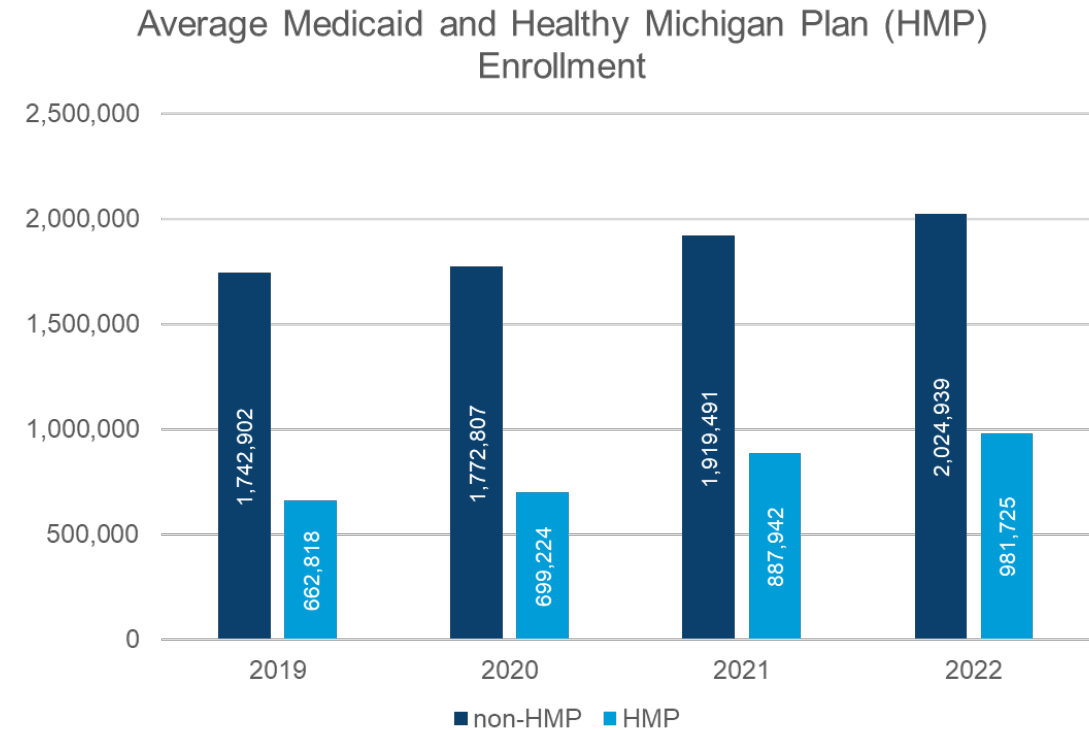


SOURCE: Based on results from a national survey conducted by KFF and the Georgetown University Center for Children and Families, 2023 and "Anticipated 2023 State Timelines for Initiating Unwinding-Related Renewals, as of February 24, 2023," CMS. **KFF**

Source: Kaiser Family Foundation

Medicaid Enrollment Growth

- March 2020 enrollment: 2,395,319
- Current enrollment: 3,157,250
- **761,931 additional individuals covered (31.8% increase)**



Renewals & Redeterminations

Passive Renewals



Attempting to renew eligibility based on reliable information and data sources available to MDHHS

- For example, if the beneficiary is receiving services from other assistance programs, such as SNAP, and has provided updated information for those programs, that information can be used for the Medicaid determination



If available information is sufficient to determine continued eligibility, MDHHS renews eligibility and notifies the beneficiary that their coverage has been renewed

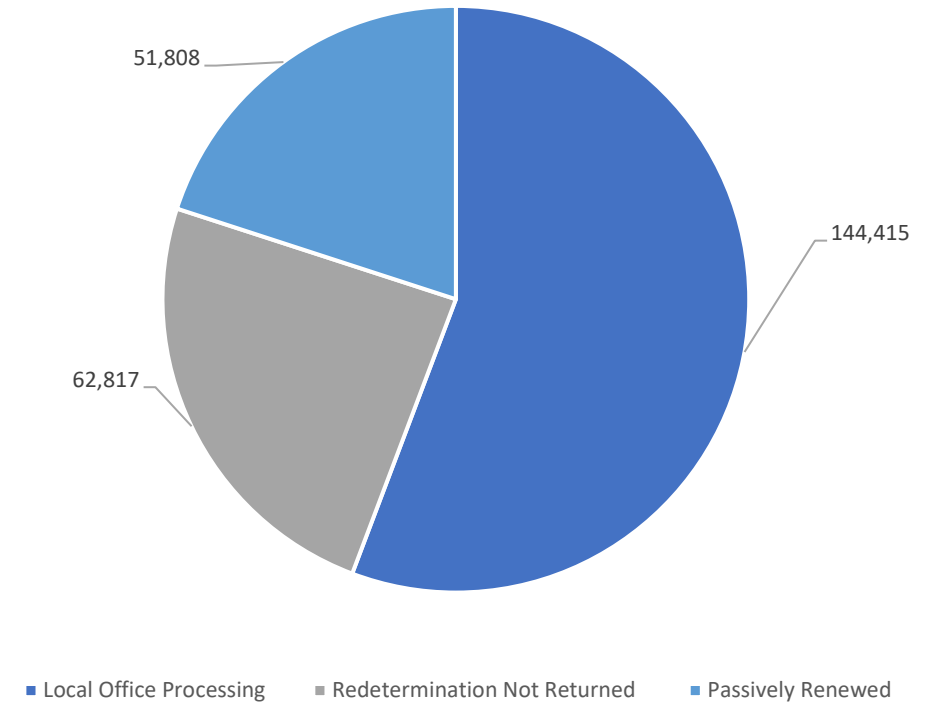


If available information is insufficient to determine continued eligibility, MDHHS will send a renewal form and request additional information from the beneficiary

Michigan Medicaid Renewals Timeline



Projected Average Monthly Beneficiary Renewals
(259,040)



Medicaid Redeterminations Timeline



Individual's Renewal Month	Awareness Letter Sent	Renewal Packet Sent*	Month Renewal Packet is Processed	Last Date of Coverage (No Longer Eligible or No Packet Returned)
June 2023	March 2023	May 2023	June 2023	June 30, 2023
July 2023	April 2023	June 2023	July 2023	July 31, 2023
August 2023	May 2023	July 2023	August 2023	August 31, 2023
September 2023	June 2023	August 2023	September 2023	September 30, 2023
October 2023	July 2023	September 2023	October 2023	October 31, 2023
November 2023	August 2023	October 2023	November 2023	November 30, 2023
December 2023	September 2023	November 2023	December 2023	December 31, 2023
January 2024	October 2023	December 2023	January 2024	January 31, 2024
February 2024	November 2023	January 2024	February 2024	February 29, 2024
March 2024	December 2023	February 2024	March 2024	March 31, 2024
April 2024	January 2024	March 2024	April 2024	April 30, 2024
May 2024	February 2024	April 2024	May 2024	May 31, 2024

- Full eligibility redetermination timeline available at: <https://www.michigan.gov/mdhhs/end-phe/medicaid-benefit-changes/eligibility-notification-timeline>

Monthly Alert Letter

Michigan Department of Health and Human Services
PO Box 30809
Lansing, MI 48909



John Smith
1234 Main Street
Anytown, MI 48044

<Date>

About your Medicaid renewal

Dear Beneficiary,

At the start of the COVID-19 pandemic, the federal government declared a public health emergency (PHE). We stopped the Medicaid renewal process during the PHE. We are restarting renewals. A renewal is when we check if you are still eligible for free or low-cost Medicaid coverage. To keep your coverage, you may need to fill out a renewal form. If you need a form, we will send you one in the next 3 months.

What to do now

- 1. Update your address, phone number, and email address now.**
Update your information at michigan.gov/mibridges or contact your local MDHHS office.
- 2. Report any changes to your household or income now.**
Report changes at michigan.gov/mibridges or contact your local MDHHS office.
- 3. Check your mail or text messages for a renewal packet.**
Learn more about renewals and filling out the forms at michigan.gov/mibridges.

What to do if you get a renewal packet

Be sure to fill it out, sign the forms, and return them by the due date with any proof we need. If you do not complete your renewal, you may lose your Medicaid coverage.

If you are no longer eligible, you can choose to buy health insurance through HealthCare.gov.

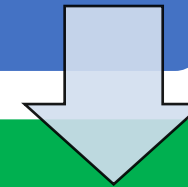
Questions?

Call the Beneficiary Help Line at **1-800-642-3195** (TTY: 1-866-501-5656), Monday – Friday, 8 a.m. to 7 p.m. To learn more, go to michigan.gov/2023benefitchanges.

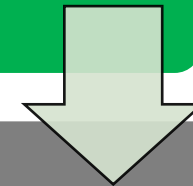
Thank you,
Michigan Department of Health & Human Services

Building Staff and Partner Capacity

Adding eligibility staff to process redeterminations



Further supplementing MDHHS local office staffing levels temporarily



Adding Help Desk staff and call center support teams

Communications Strategy

Communication Resources

Get ready to renew now.

Following these steps will help determine if you still qualify:



Make sure your contact information is up to date.



Check mail or text messages for a letter.



Complete your renewal form (if you get one).

- Media campaign: Radio, social media, minority media outlets.
- Toolkit for community and provider partners:
 - Social media and web resources
 - Beneficiary letters and flyers
 - Additional print materials such as wallet card, posters, and brochure
- Earned media: Press release and media interviews.
- Many of the materials have been translated into Spanish and Arabic.

Ensure ongoing
Medicaid health services.

UPDATE MY CONTACT INFO



أعضاء برنامج Medicaid

تعرف إلى المزيد



Have you heard the news?

Michigan will restart Medicaid eligibility reviews.



Don't risk a gap in your Medicaid, Healthy Michigan Plan or MIChild coverage.

GET READY TO RENEW NOW.

Following these steps will help determine if you still qualify:

- Make sure your contact information is up to date.
- Check your mail or text messages for a letter.
- Complete your renewal form (if you get one).

For help or to update your contact information today:

Visit michigan.gov/mibridges or contact **Your Local MDHHS Office**

Have Questions?
www.michigan.gov/mdhhs/end-phe Rev. 0323



What you need to know about your Medicaid Renewal

Important Information About your Medicaid Renewal

You may have to fill out a new Medicaid renewal yearly to stay in the Medicaid program. If you receive the renewal form, you must complete it. Information such as your income or immigration status may change from year to year, so you will be asked to provide an update every time you renew your Medicaid. Your Medicaid coverage may be closed because of incomplete information on the renewal form.

Before you submit your Medicaid renewal, be sure to have the following documentation ready:

You May Need to Provide These Documents (Send copies not originals)

- Proof of age (birth certificate or driver's license).
- Proof of all sources of income (paystubs or tax return, Social Security, Veteran's benefits, retirement accounts, and any other income).
- Proof of assets and other resources. Include copies of bank statements or other financial items if paid to on your Medicaid renewal form.
- Proof of citizenship or immigration status.
- Proof of your disability: if you think you qualify because you are disabled, you may need to include documentation in your Medicaid renewal form.
- Proof of other insurance: include a copy of your other insurance ID card(s), or red, white, and blue Medicare card with your Medicaid renewal form.

After you send in your renewal, you may receive a Verification Checklist if any documentation is missing. **BE SURE TO REVIEW AND RESPOND TO THIS REQUEST.** If you do not, your Medicaid may be closed.

Toolkit Materials



CONOZCA MÁS

sobre la **Emergencia de Salud Pública (PHE)** por COVID-19.



Accessing Toolkit Materials

- Toolkit materials can be requested by filling out the form here: [Request Form](#)
- Materials will be sent within a few minutes (depending on file size)

Restart of Medicaid Redeterminations Outreach and Educational Documents

This form is for various Michigan Medicaid stakeholders to request documents developed by MDHHS to educate and encourage beneficiaries to prepare for the restart of the Medicaid eligibility redetermination process. Stakeholders must request new materials each time a new outreach effort is initiated.

*** Required**

1 Requester Name *
Please enter first and last name of person submitting request

Enter your answer

2 Documents desired *
please check [below](#) preview picture for each file that you would like to receive - out of 12 choices

<input type="checkbox"/> AskMedicaid_MHHS_12620_Learn_Ar.pdf	81.5 K	10.00
<input type="checkbox"/> AskMedicaid_MHHS_12620_Learn_Eng.pdf	81.5 K	10.00
<input type="checkbox"/> AskMedicaid_MHHS_12620_Learn_Sp.pdf	81.5 K	10.00
<input type="checkbox"/> AskMedicaid_MHHS_12620_Learn_Ar.pdf	81.5 K	10.00
<input type="checkbox"/> AskMedicaid_MHHS_12620_Learn_Eng.pdf	81.5 K	10.00
<input type="checkbox"/> AskMedicaid_MHHS_12620_Learn_Sp.pdf	81.5 K	10.00
<input type="checkbox"/> AskMedicaid_MHHS_12620_Learn_Ar.pdf	81.5 K	10.00
<input type="checkbox"/> AskMedicaid_MHHS_12620_Learn_Eng.pdf	81.5 K	10.00
<input type="checkbox"/> AskMedicaid_MHHS_12620_Learn_Sp.pdf	81.5 K	10.00
<input type="checkbox"/> AskMedicaid_MHHS_12620_Learn_Ar.pdf	81.5 K	10.00
<input type="checkbox"/> AskMedicaid_MHHS_12620_Learn_Eng.pdf	81.5 K	10.00
<input type="checkbox"/> AskMedicaid_MHHS_12620_Learn_Sp.pdf	81.5 K	10.00

11 English animated files

Digital Banners - ZIP (English)

Digital Banners - ZIP (Arabic)

3 Arabic animated files

Digital Banners - ZIP (Arabic)

6 Spanish animated files

Digital Banners - ZIP (Spanish)

3 Arabic animated files

Digital Banners - ZIP (Arabic)

6 Spanish animated files

Digital Banners - ZIP (Spanish)

Email Layout Example

Email - JPG

3 Stakeholder Group Representing *
please select organization you are requesting for

Local Health Dept

- Community Partner / Professional Assoc.
- Local Health Dept
- Provider
- State of Michigan
- Tribal Partner
- Aetna Better Health
- AmeriHealth Caritas
- BCBSM Dental
- Blue Cross Complete
- Delta Dental

Providers

State of Michigan

5 Method of Outreach *
please select all ways that you plan to communicate these documents

Email (sent to members/patients)

Paper Handouts (Brochures, Flyer, Poster, etc.)

Social Media (Twitter, Facebook, etc.)

USPS Mail (direct mailing to members/patients)

Website (posting to your site, please enter in next question)

Other

6 Website Address

If you plan to post to your website, please enter the website address below. thank you!

Communication Strategies



Established a dedicated website at michigan.gov/2023benefitchanges for all beneficiary and stakeholder information



Convening regular meetings with key partners and statewide associations



Ensuring timely and frequent briefings to inform, educate, and support our legislative partners



Hosting educational webinars to support broad awareness and engagement



Proactive phone and email outreach to beneficiaries who have not returned paperwork and could be subject to closure

Coverage Transitions

MDHHS & DIFS Partnership to Help Michiganders Stay Covered



- Implemented a joint Marketplace Coordination Workgroup to support robust interagency communication and coordination.
- Released joint guidance to MDHHS's contracted Medicaid Health Plans (MHPs) regarding permissible beneficiary outreach, including establishing an outreach strategy for MHPs that offer a Marketplace plan.

MDHHS & DIFS Partnership to Help Michiganders Stay Covered (cont.)



- Developed an outreach strategy to assure that individuals who are transitioning from Medicaid coverage due to excess income are aware of their options for staying covered.
 - Includes providing education about the Federal Marketplace and how to find additional resources, including navigators and assisters in their community.
- Developing website and other resources to help impacted Michiganders understand their coverage options.
 - <https://michigan.gov/staycovered>

Local Assistance for Health Insurance Marketplace



Local assistors can help set up a time to talk in-person, over the phone, or by email to provide enrollment assistance



Search for help at:
<https://localhelp.healthcare.gov/>

Find Local Help

Search our online directory and set up a time to talk in-person, over the phone, or by email.

An agent, broker, or assister near you can help you with your application and more.

Enter city & state or ZIP code

Search

Use your current location

Important Resources & Phone Numbers

Resources and Phone Numbers

- MDHHS Website: michigan.gov/2023benefitchanges
 - Information for providers and beneficiaries
- DIFS Website: michigan.gov/staycovered
 - Information on Marketplace coverage
- MI Bridges Help Desk: 1-844-799-9876
 - Available 8 a.m. – 5 p.m. Monday - Friday
 - Assistance with accessing MI Bridges account
- Local Office/UCL Phone Number: (844) 464-3447
 - Available 9 a.m. – 3 p.m. Monday - Friday
 - To reach a specialist

Questions