

COVID-19 Public Health Emergency Unwind

Resumption of Standard Medicaid Operations
May 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



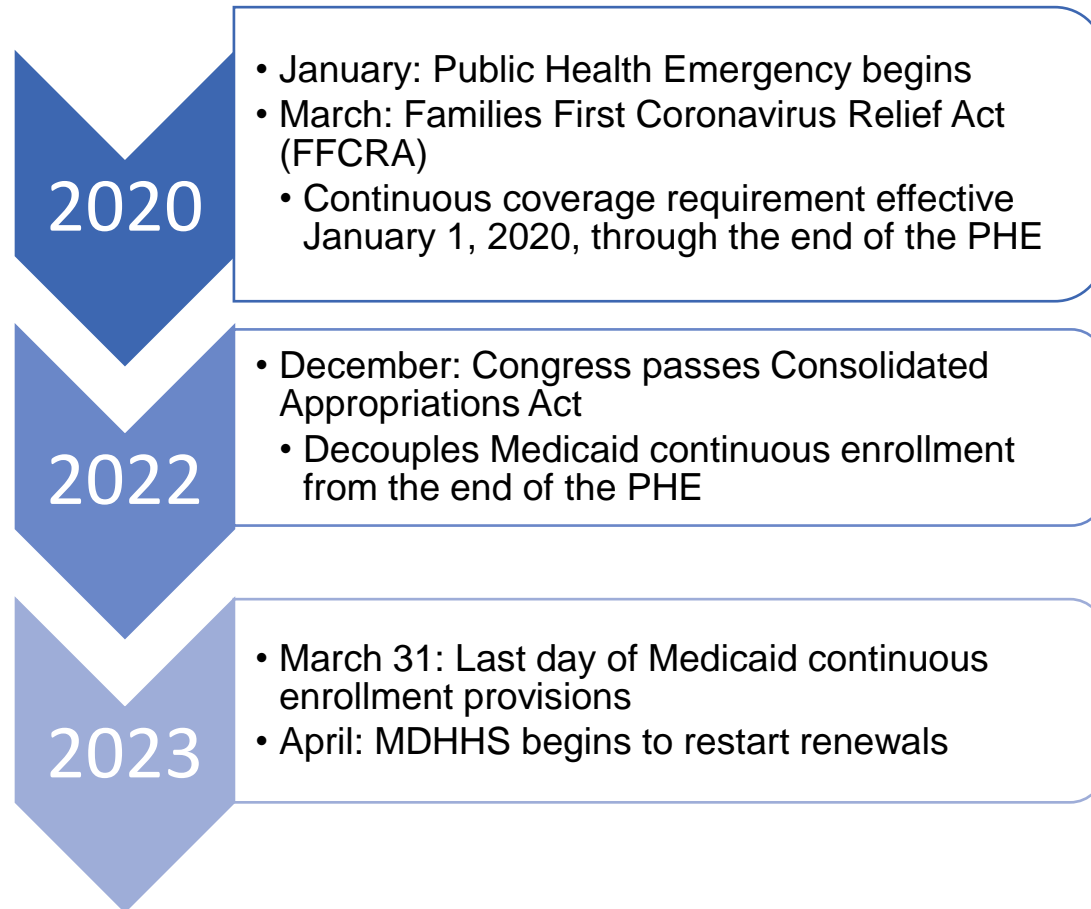
Marketplace Transitions



Questions

PHE Unwind Overview & Timeline

PHE Unwind Overview



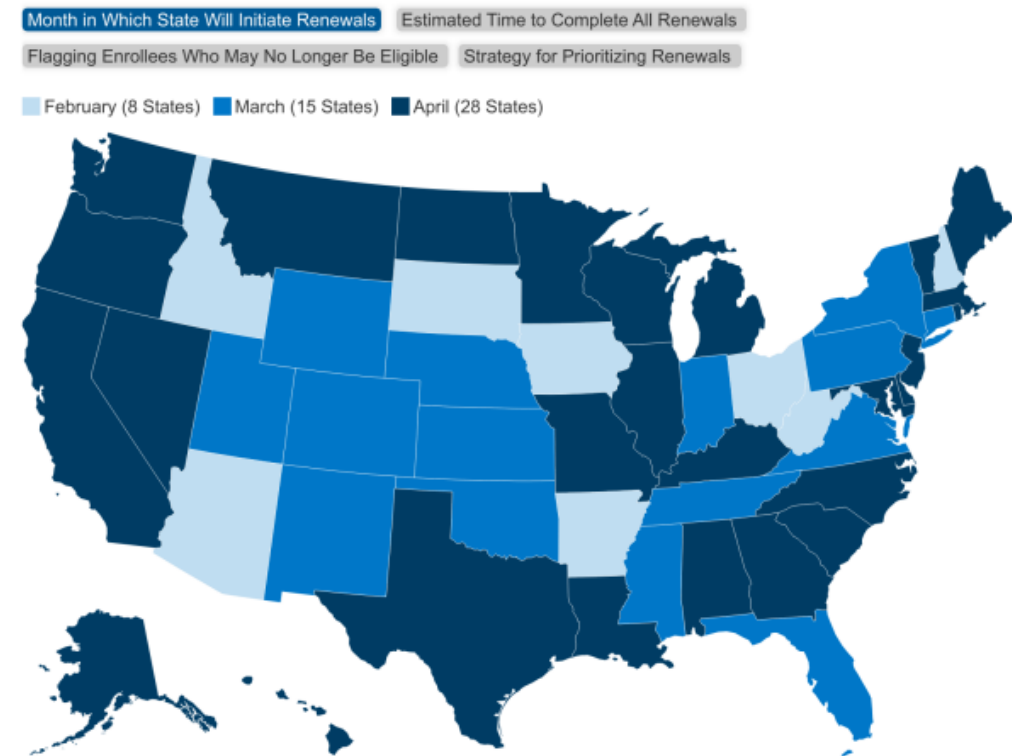
Current Status:

- 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



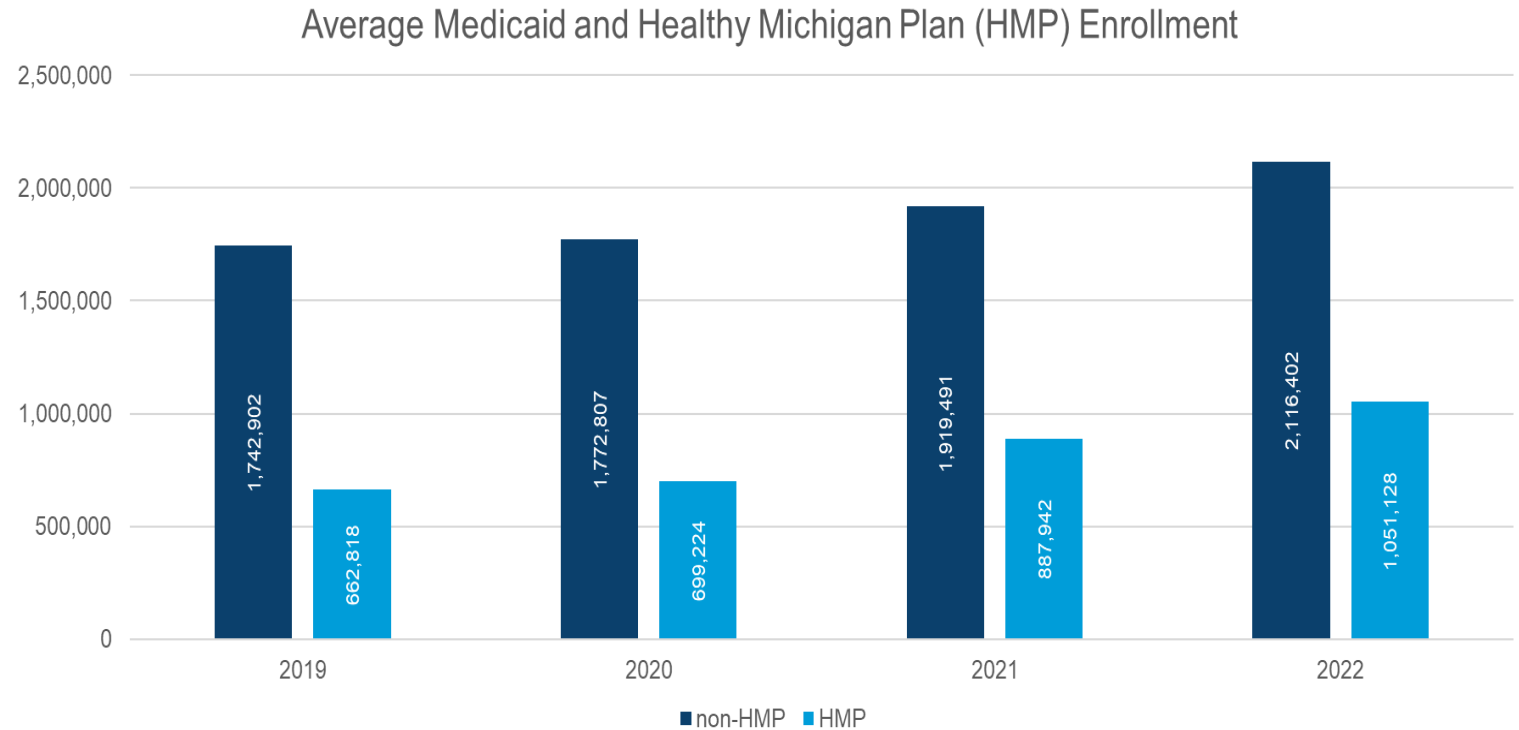
SOURCE: Based on results from a national survey conducted by KFF and the Georgetown University Center for Children and Families, 2023 and "Anticipated 2023 State Timelines for Initiating Unwinding-Related Renewals, as of February 24, 2023," CMS.

KFF

Source: Kaiser Family Foundation

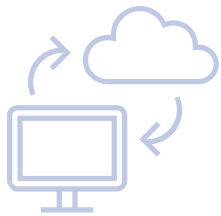
Medicaid Enrollment Growth

- March 2020 enrollment: 2,395,319
- Current enrollment: 3,214,910
- **819,591 additional individuals covered (34.2% 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

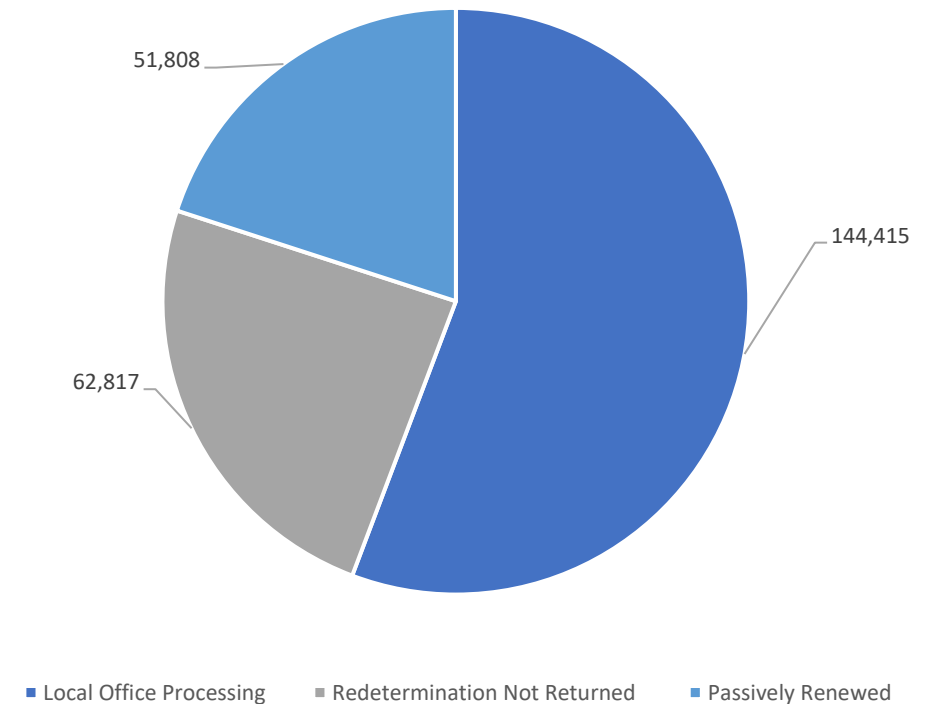


If available information is insufficient to determine continued eligibility, MDHHS will send a renewal form and request additional information from the beneficiary

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.

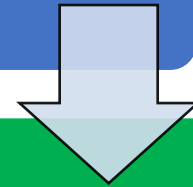
Questions?

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.

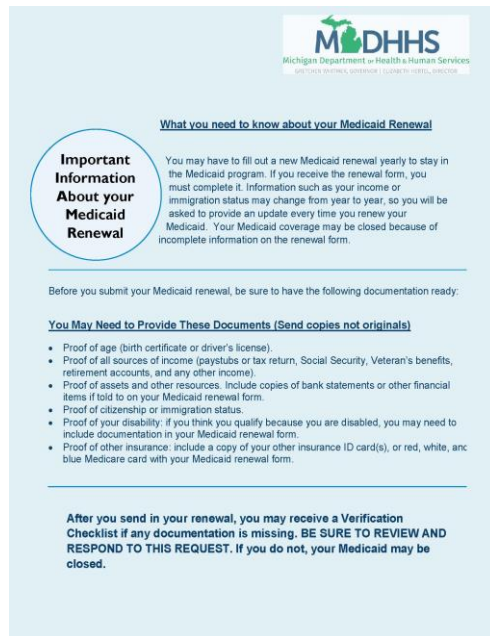


Check mail or
text messages for
a letter.



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
- Many of the materials have been translated into Spanish and Arabic



Toolkit Materials



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

11 English animated files

☐ Digital Banners - ZIP (English)

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 Cont.



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
SUBJECT TO CLOSURE

Marketplace Transitions

MDHHS & DIFS Partnership to Ensure Smooth Marketplace Transitions



- 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 Ensure Smooth Marketplace Transitions (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
- Built website for specific Marketplace information and education related to PHE
 - <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 8am - 5pm Monday - Friday
 - Assistance with accessing MI Bridges Account
- Local Office/UCL Phone Number: (844) 464-3447
 - 9am - 3pm Monday - Friday
 - To reach a specialist

Questions