



CHANGING
Maryland
for the Better

REDETERMINATIONS

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&

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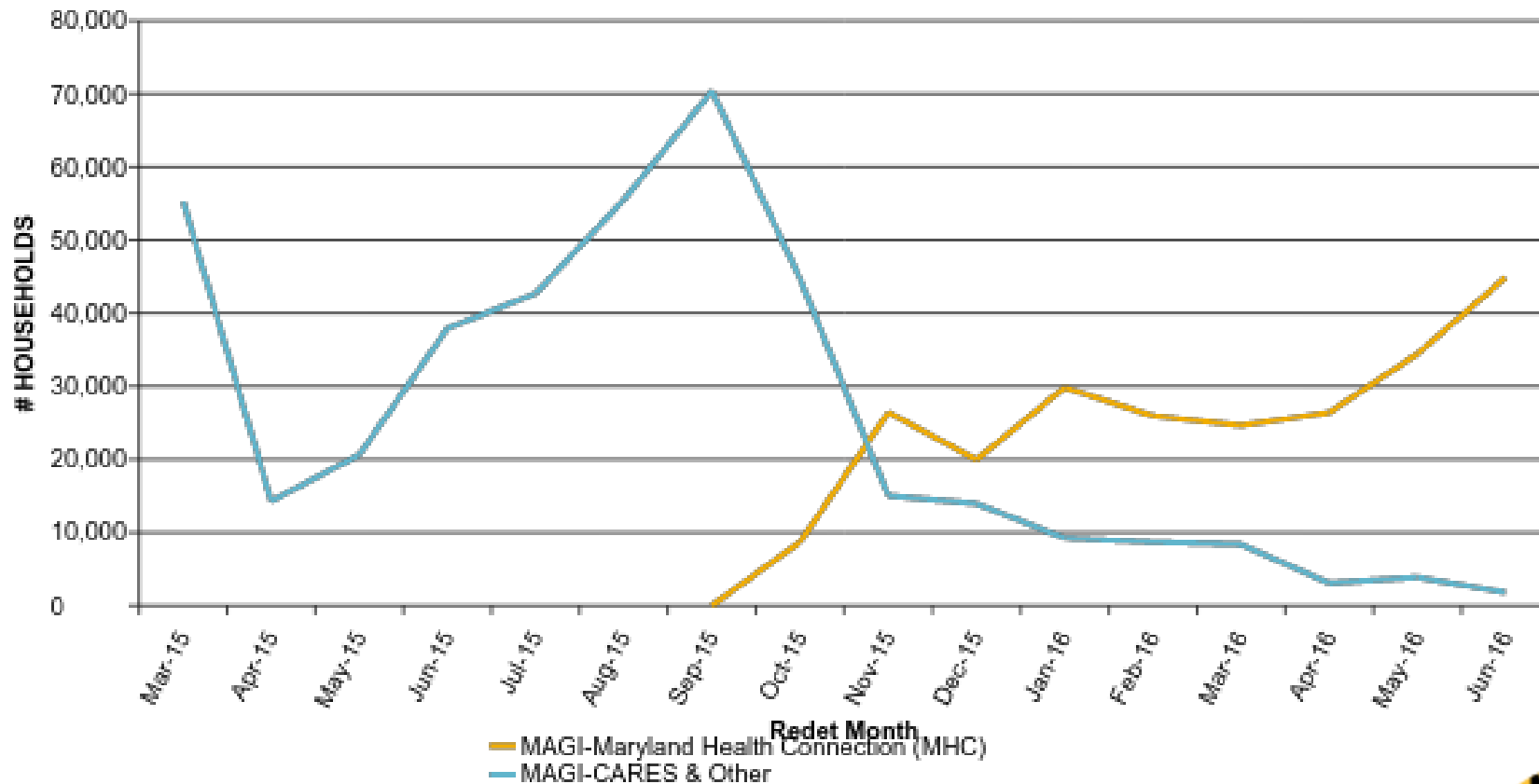
MAGI Redeterminations

- This is a transition from a mostly paper-based Medicaid redetermination process to a web-based, phone-assisted process.
- DHMH received waivers from CMS to extend redeterminations and could not data convert from old eligibility systems.
- DHMH, DHR and MHBE are taking an “All-Hands on Deck” approach so individuals can get help from:
 - Local departments of social services and Local health department offices have offered extended business hours and authorized overtime to assist with redeterminations.
 - Maryland Health Connection navigators and call center
 - Managed Care Organizations
 - Text Messages
 - Outbound calls
 - Making simple website changes
- Timeline:
 - Initial notification: 60-75 days before benefits close



Renewals transitioning from old eligibility systems will be nearly complete by April 2016

NUMBER OF MAGI MEDICAID REDETERMINATIONS
BY MONTH AND ELIGIBILITY SYSTEM



MAGI Medicaid Renewal Status by Month

	Total MAGI Redets	Completed	%
Apr-15	35,504	26,577	75%
May-15	43,489	33,357	77%
Jun-15	78,207	63,249	81%
Jul-15	75,214	60,209	80%
Aug-15	93,893	76,633	82%
Sep-15	13,728	10,219	75%
Oct-15	138,829	114,763	83%
Nov-15	47,052	30,811	65%



DHMH Approach to MAGI Redets

Local Health Departments

- Provide hands on assistance for a large walk in population to assist with completing online applications, verifications and identity proofing
- Expedite processing applications for Pregnant Women
- Expanded operating hours to include evenings and Saturdays as needed
- Initiated outbound calls to applicants who have lost coverage to assist them with re-enrollment if applicable

DHMH

- Established an escalated case unit within the Eligibility Determination Division (EDD) to handle tier 2 cases to support MHBE
- Approximately 2% of individuals are moving from Medicaid to QHP coverage



DHMH-Connector Entity/Managed Care Organization (CE/MCO) Pilot Project

- Pilot is a joint project among MHC, DHMH, and MCOs to enhance outreach efforts at renewal
- MHC, partnering with DHMH, will provide outreach services for:
 - CE sponsored enrollment events at doctors' offices and clinics; and
 - MCO sponsored events.
- Pilot begins February 2016 and ends April 2016.




Connecting Kids to Coverage: Outreach and Enrollment Grant

- Medicaid, along with partner agencies, applied for \$1 million from CMS to assist with enrolling children who are eligible for Medicaid and CHIP but are not enrolled
- Efforts will be focused during two targeted periods:
 - Back-to-School time
 - Immediately following the annual Open Enrollment period
- In partnership with MHBE, Medicaid will contribute to a statewide media campaign to
 - Drive awareness of children’s potential Medicaid eligibility
 - Promote a new mobile app for enrollment
 - Implement a school-based outreach and enrollment strategy in Title I schools
 - Enhance existing enrollment resources at LHDs



DHMH-MHBE Partnership: Reminder Text Messages

- Individuals continue to receive text messages reminding them to renew their Medicaid coverage.
- To date, 179,000 reminder texts have been sent and there have been 414,266 hits to the Medicaid renewal website.



The screenshot displays the Maryland Health Connection website. At the top, the logo for "maryland health connection" is visible, along with a green button that says "Enroll Now or Log In". Below the logo, the text "Maryland's Official Health Insurance Marketplace" is present. A navigation bar contains links for "Get Help Enrolling", "Individuals & Families", "Financial Help", "Choosing a Plan", "After You Enroll", "Small Businesses", and "FAQs".

The main content area features a section titled "Renew Your Medicaid Coverage". On the left, there is a photo of a woman. To the right of the photo, the text reads: "Reapply for Medicaid now through Maryland Health Connection or get free help." Below this, a paragraph states: "If you or a member of your family are enrolled in Medicaid, the Maryland Children's Health Program (MCHP) or MCHP Premium, you will reapply for coverage once a year. When you get a letter saying you need to reapply (or if you think it's time for you to do so), you can reapply any of these ways:"

- Online at MarylandHealthConnection.gov
 - Use this [step-by-step guide \(PDF\)](#) to create an account and complete your application.
 - Recipients renewing their Medicaid benefits should be sure to complete all questions in the application's "Special Enrollment" section.
 - At the end, be sure to click "Proceed to Enrollment."
 - After you enroll, check your account's "My Inbox" tab to see if any additional documents are needed to verify your information.

On the right side of the page, there is a sidebar with a "Next steps" graphic showing hands tying a shoelace. Below this is an "APPLICATION CHECKLIST" with the following items:

- ✓ Social Security Numbers (or document numbers)
- ✓ Birthdates and general information about you and your family members
- ✓ Employer and income information for everyone in your family
- ✓ Policy numbers for any current health insurance
- ✓ Information about any job-related health insurance available to your family

The Maryland Health Connection logo is at the bottom right of the sidebar.



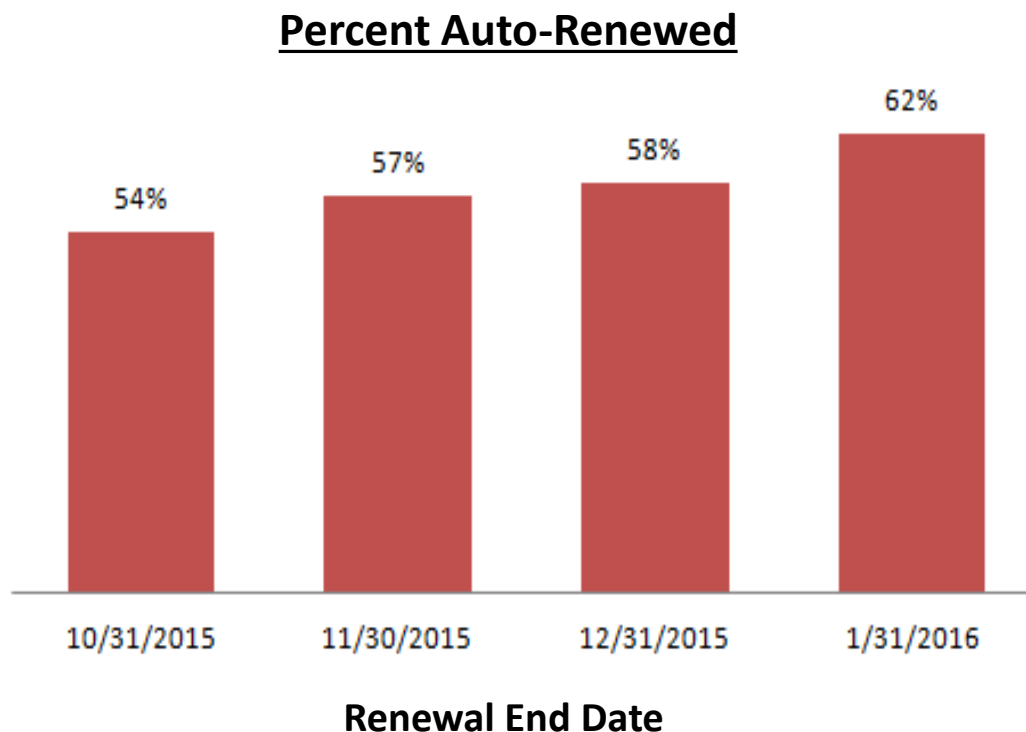
Statewide Partnership: Automated Redeterminations

- Consumers who obtained coverage in MHC last year will receive their renewal letters prior to their redetermination end dates.
- There were approximately 20,244 Medicaid households with a 12/31/15 renewal end date in MHC.
- 58% of them were “auto-renewed” and the rest received a letter indicating they should manually renew online, in-person, by phone, or by pre-populated form.
 - All information from their last application is saved, and they will need to update any changes and submit.



Auto-Renewals in MHC

- During the first four months of Medicaid renewals in MHC, an average of 58% of recipients have been “auto-renewed” using administrative data.



Online Selection of MCOs through the Enrollment Broker

- Beginning January 27, 2016, recipients who are eligible to enroll into the HealthChoice program will be able to make their initial MCO selection via an online secure enrollment portal @ www.mdhealthchoice.org
- Other available enrollment methods will continue:
 - ✓ Call into the Enrollment Line @ (800) 977-7388
Monday - Friday 7 a.m. – 7 p.m.
 - ✓ Mail completed enrollment form using prepaid envelope included in enrollment packet.



DHR's Approach to MAGI Redets

- Created an automated tool for each of our 45 local offices to track the individual cases, and to print out appointment letters offering help, in Spanish as well.
- Conduct weekly check-in calls with designated local liaisons to share ideas and tactics, ask questions and report progress.
- Created management-level reports for case manager-level productivity measures of verification tasks in MHC.
- For those customers whose redeterminations were for April – October 2015, we *continue* to assist those who did not apply timely:



Total LDSS MAGI Redets in CARES	# Converted as of 2/17/2016	Conversion Rate as of 2/17/2016
211,156	186,991	89%

DHR's Approach to MAGI Redets (continued)

- Established a **Connection Center** with 33 staff who have made >240,000 outbound calls to redet customers to help them understand the process for creating an account in MHC, entering their information and following through by providing required verifications.
- Operated a **Rapid Response Team** who have so far handled 5,791 escalated problems from the local offices, using Super Users to resolve systems issues and elevating more serious concerns to MHBE.
- Cleared more than 3 million Maryland Health Connection records through the Interim Data Base (IDB) using a systems team to assign correct individual recipient numbers for processing by MMIS.

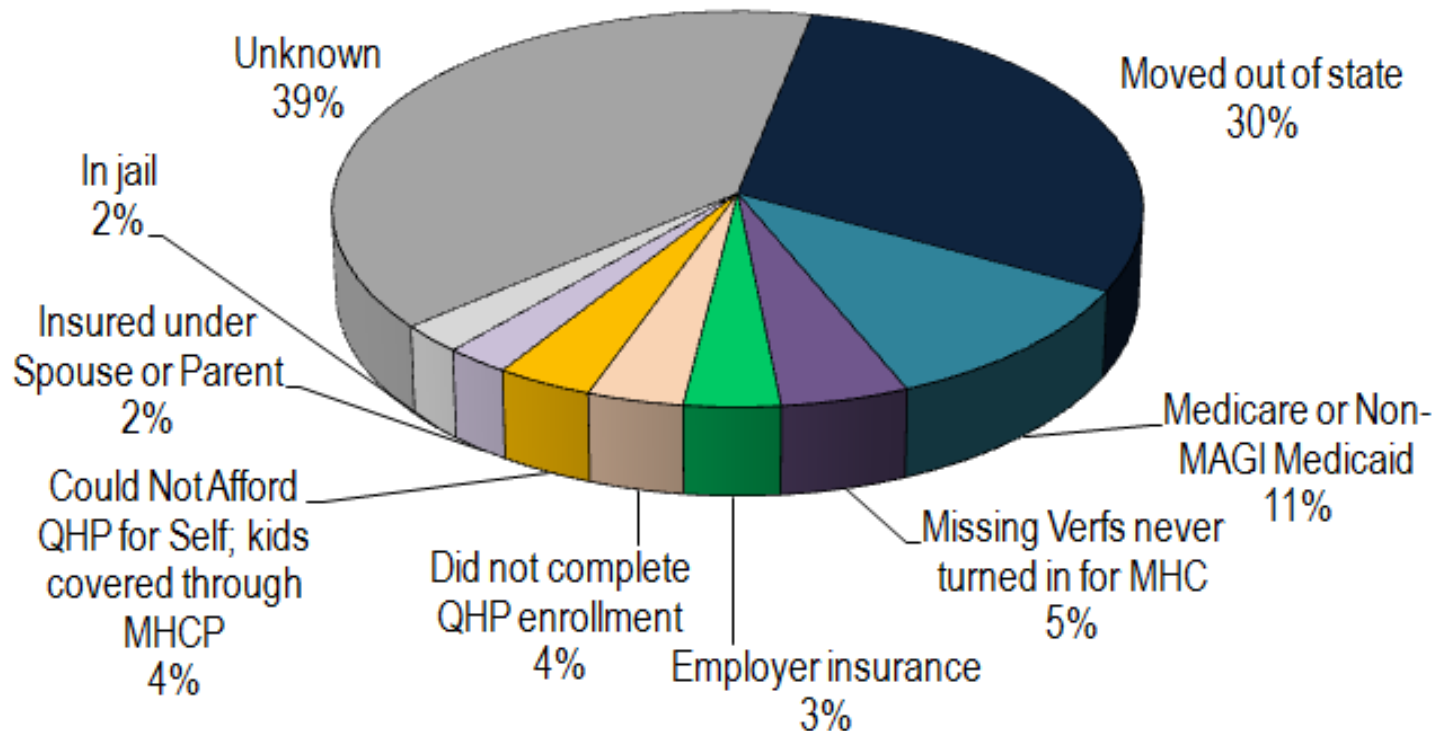
DHR's Approach to MAGI Redets

Who are the customers who are not converting to MHC?

- Garrett County Department of Social Services converted **96.4%** of its CARES redets into MHC. Staff then looked in other data systems to determine what happened to the other 84 customers:

CARESMAGI Cases Not Active in MHC

Garrett County, 84 customers from April-October 2015 Redets



DHR's Approach to MAGI Redets

Local Office Innovation



DID YOU APPLY FOR HEALTH BENEFITS THROUGH
THE DEPARTMENT OF SOCIAL SERVICES?
IF SO, YOUR COVERAGE **MAY BE ENDING SOON**



YOU MUST REAPPLY ONLINE AT
www.marylandhealthconnection.gov
or call **1-855-642-8572**

NEED HELP? VISIT ANY DEPARTMENT OF SOCIAL SERVICES

- Ads on the sides of buses
- Radio messages
 - Hip hop and R & B radio station 92 Q: Director of Baltimore City DSS
- Partnering with local school systems, inserting flyers in backpacks
- Community events: County fairs, community meetings for outreach
- Direct contact and partnership with pharmacies
- Weekend and evening hours publicized to assist in the office
- Door to door outreach in Baltimore City to get the word out