

Medicaid Redetermination February Listening Sessions

On February 8 and 24, The National Association of Community Health Centers held open listening sessions for health centers, primary care associations (PCAs), and Health Center Controlled Networks (HCCN). NACHC had 432 total individuals registered (219 health centers, and 27 PCAs from a total of 46 states plus Washington, D.C., and Puerto Rico). If you are interested in joining future listening sessions, please complete this [online registration form](#).

The following are key takeaways from both sessions.

In our first session, we reviewed the following key communication strategies.

- *Equipping navigators & assisters with information.*
- *Emphasizing the importance of updating contact information and responding to requests.*
- *Letting enrollees know what is at stake.*
- *Drew attention to the importance of feedback loops*

We also learned from 234 attendees that:

- *76% shared there is an effort to inform HC staff at all levels about the redetermination process.*
- *67% used communication materials directed to Medicaid enrollees regarding redeterminations.*
- *68% believed their states had been proactive in sharing information about their approach to unwinding.*
- *50% reported not being able to see an enrollee's renewal date in any provider portal (and 26% were unsure).*
- *56% had not discussed what will be red flags for their center to know if the process is not going well.*

Our second listening session shared two case studies from Honor Community Health (FQHC) in Pontiac, Michigan, and Centro Med (FQHC) in San Antonio, Texas.

Topic:	Honor Community Health (FQHC) Speaker: Christina Golding-Jewett, BSN, RN, CCM	Centro Med (FQHC) Speaker: Joe Ibarra
Partnerships:	Working with the Michigan Primary Care Association, Oakland County Health Department, Michigan Council for Maternal	Working in a local coalition in the San Antonio area focused on access to health care.

	Child Health, and the Michigan state Medicaid office.	
Short-Term Strategies:	<p>Patient Update Card Campaign:</p> <ul style="list-style-type: none"> • Patients directly mailed postcards. • Health Center Staff were given buttons to wear as a conversation starter. • All staff were trained in speaking to patients regarding the upcoming redetermination period. • From the call center through the front desk check-in to the medical assistants and with the provider, all staff share a unified message which emphasizes updating contact information on the MDHHS site. • Staff incentives 	<p>Making Enrollment Staff Available</p> <ul style="list-style-type: none"> • Keeping enrollment services open until 8 PM on weekdays as well as having weekend hours. • Currently have 14 full-time navigators and 20 part-time navigators. • Part-time navigators work after-hours care & weekends. <p>Utilizing Call Centers:</p> <ul style="list-style-type: none"> • Developing a call center that will take inbound and outbound patient requests. <p>Staff Education:</p> <ul style="list-style-type: none"> • Hosting workshops with staff on redetermination updates. <p>Patient Outreach:</p> <ul style="list-style-type: none"> • Directly mailing reminders to patients about upcoming Medicaid changes. • Breaking patients out into cohorts based on the risk of losing coverage (with internal health center data). • Sending text alerts to patients.
Innovative Solutions:	<p>Patient Insurance Assistance Center:</p> <ul style="list-style-type: none"> • Established in the C-Suite waiting area • Can be staffed by anyone, up to and including the C-suite staff. • Patients can access the MDHHS sites and the Michigan.gov sites using health center equipment and the internet. 	<p>Block Party Series:</p> <ul style="list-style-type: none"> • A health fair approach with DJs, bands, and food. • Inviting all Medicaid patients who are likely to lose coverage. • Navigators will be available at the events to update patient information. • A free event for the patients-health center asked individuals to fill out a card that updates their contact information. <p>Advertising Solutions:</p> <ul style="list-style-type: none"> • Hosting telethons with local TV networks. • Filming commercials focusing on the importance of updating contact information. • Utilizing radio ads, bus advertisements, and billboards to update the community.