

Medicaid Redetermination March Listening Session

On March 29, 2023, the National Association of Community Health Centers held an open listening session for health centers, primary care associations (PCAs), and Health Center Controlled Networks (HCCN). NACHC had 163 total individuals attend (65 health centers and 18 PCAs from a total of 44 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.

In our session, we reviewed the following key topics.

- Five States are beginning terminations on April 1.
 - Arizona, Arkansas, Idaho, New Hampshire, South Dakota
- Updates from the Georgetown University Health Policy Institute and Kaiser Family Foundation 50-State Survey.

We learned from 163 attendees that:

- **45%** of attendees had seen their state's notification letters to patients (**45%** had not and 11% were unsure)
- **54%** of attendees encountered patients asking about eligibility or the renewal process or needing help with renewals.
- **11%** of attendees had patients canceling appointments due to concerns surrounding losing Medicaid coverage (**55%** did not have patients canceling appointments and **34%** were unsure).
- **61%** of attendees had concerns about their state's call center wait times (**16%** No, **22%** Unsure).
 - **Attendees from Iowa, the City of Los Angeles, Missouri, Wisconsin, Montana, Michigan, Illinois, Nevada, and Ohio shared information on their call center wait times.**
- **79%** of attendees were participating in local/state stakeholder calls on Medicaid redeterminations.
- **53%** of health centers had been communicating with their PCAs regarding feedback/issues they were experiencing with Medicaid redeterminations.
- **63%** of PCAs were unsure if their HRSA project officer had been asking how Medicaid redeterminations were going within their state (**17%** of PCAs had their HRSA project officers asking about Medicaid redeterminations, and **19%** of PCAs reported their project officer had not asked about Medicaid redeterminations).

***Please note that not all attendees voted in every poll, these estimates are approximations*

Georgetown Health Policy Institute & Kaiser Family Foundation 50 State Survey Results:

- **23 States have already started the renewal process.**
 - February (8 states), March (15 states), and April (28 states).
- **Most states are taking the full 12-14 months to unwind.**
 - <9 months (1 state), 9 up to 12 months (5 states), and 12-14 months (43 states).

- **Over half of the states are flagging potentially ineligible enrollees.**
 - 27 states are flagging individuals who may no longer be eligible.
 - 11 states are prioritizing renewals of individuals potentially no longer eligible.

- **Fewer than one in five states completed 50% or more of renewals using ex parte processes.**
 - >50% completed using ex parte (18 states)
 - < 50% completed using ex parte (20 states)
 - Completed ex parte renewals, but share not reported (5 states)
 - Not completing ex parte renewals (8 states)

- **Two-thirds of states plan to follow up with enrollees to complete renewals during the unwinding period.**
 - 36 states sending reminders.
 - 32 states are sending mail reminders.
 - 24 states sending text reminders.
 - 19 states are sending email reminders.
 - 17 states are making individual phone calls.
 - 7 states are using automated calls.

- **State Staffing Shortage Leading up the Unwinding Period:**
 - > 20% (7 states)
 - 10%-19% (9 states)
 - <10% (10 states)
 - N/A-County Administered (8 states)

- **Steps States are Taking to Boost Eligibility Staff Capacity During the Unwinding:**
 - Approving Overtime (30 states)
 - Hiring New Eligibility Workers (25 states)
 - Hiring Contractors (15 states)
 - Bringing Back Retired Workers Temporarily (14 states)
 - Hiring Temporary Workers (13 states)
 - Borrowing Staff from Other Units/Agencies (9 states)

- **Over Half of States Have Created Online Portals for Application Assisters or Community Partners**