



Medicaid Redetermination June Listening Session

On June 29, NACHC held its fifth and final listening session for health centers and PCAs to discuss the challenges, promising practices, and other issues they have faced thus far during the Medicaid redetermination process. During this session, the group was split into two breakout discussion groups based on topic area: Patient Communications and Data Sharing. The following are key takeaways from each discussion.

We learned from the Patient Communications discussion that:

Patient Engagement

- Most participating health centers reported that their patients are very aware of redeterminations and are taking action.
- With that said, there are still a large number of patients not reading the letters being sent out by health center staff regarding the importance of renewing coverage.
- Medicaid beneficiaries may have a health center listed as their PCP despite having never been seen there; when health centers are outreaching to patients included on MCO renewal lists, they don't have contact information to reach these patients.

Outreach Strategies

- Kansas PCA has purchased pizza box ads within local communities. The ads contain a QR code that educates the community on redeterminations.
- Georgia PCA has purchased gas station pump ads that explain the Medicaid redeterminations process while individuals fill up their car.
- An Arizona health center is putting flyers up within their internal pharmacies and locally owned pharmacies.
 - This health center requested that NACHC contract with CVS and Walgreens at the national level to allow FQHCs to put up educational flyers within their stores, which is currently not allowed.
- A health center in Utah brings iPads to events with Medicaid enrollees to show how to access account information (username, password, how to log-in).

Resources Needed to Enhance Patient Communications

- Technology-related resources. Patients aren't always tech savvy and need assistance accessing Medicaid websites and portals online.
- Newsletter templates for PCAs to customize and send to other state associations/partners.

We learned from the Data Sharing discussion that:

Data Sharing from the State is Still Not Streamlined

- The level of data sharing and utilization of data dashboards varies widely from state to state.
 - Wyoming Medicaid is not sharing any data with partners or stakeholders.
 - Illinois can easily access renewal dates for FFS patients, but it is more difficult to do so for patients under managed care.
- Information being shared with Oklahoma health centers includes the reasons patients have been determined ineligible for renewal, however it is not always accurate.
- Data dashboards are not being widely used, yet
 - Michigan is waiting to see if their Medicaid office will implement a dashboard, for now the state shares updates with PCA C-suite.

Application Processing Time – Widely Variable and Still a Lot of Unknowns

- In Wyoming, a small percentage of renewals have been redetermined, as of May the majority remained in pending status.
- In Oklahoma enrollees' eligibility is determined immediately upon submitting an electronic application.
 - OK is also not conducting any ex parte renewals or implementing any waivers to ease unwinding or decrease the number of individuals losing coverage.

Resources that would be valuable for PCAs and Health Centers related to redeterminations

- Support with CMS MAC for Navigator grantees
- Advocacy for publicizing data at the state level
- A quick guide on CMS extensions/waivers/requirements related to redeterminations.
- How to model for potential financial loss associated with redetermination and end of continuous eligibility.