



Medicaid Redetermination May Listening Session

On May 18, NACHC held its fourth 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 discussions: a health center and a PCA group. The following are key takeaways from each discussion.

We learned from Community Health Centers that:

Patient Awareness

- Patients are exhibiting a lack of urgency when it comes to renewing Medicaid benefits, despite messaging advising people to renew.
 - Some health centers indicated the amount of messaging over the last three years about extending continuous enrollment has led to patients not taking this renewal process seriously.
 - Many patients disenrolled due to not filling out paperwork.
- Patients are beginning to find out about redetermination at their health center appointments.
 - A health center in Georgia has observed that their low-income patients are not renewing coverage until it is urgent, finding out they've been disenrolled at their doctor visits because their day-to-day needs have taken priority.

Data Sharing

- Many health centers are working with Managed Care Organizations (MCOs) to obtain renewal data on their patients and conducting direct outreach via telephone.
 - Proving to be effective when patients answer the phone; if not, it is hard to get a call back.
- In some states, health centers can access their Medicaid eligibility portal, where they can input patient info as well as obtain renewal info.
- In other states, health center enrollment staff are tasked with hunting for information, like Medicaid ID numbers, other case ID numbers and Social Security Numbers to verify and/or update patients' eligibility.

We learned from State Primary Care Associations that:

Notification Letters

- In the month of June 2023, approximately 113,600 Medicaid beneficiaries are up for renewal in Illinois.
 - In Illinois, the state Medicaid agency was able to automatically renew 51% of Medicaid beneficiaries due in June through ex-parte methods.
- Medicaid terminations began in the state of Wyoming during the month of May 2023.
 - Health Center patients are beginning to receive notices and are having questions surrounding enrollment processes. The assistance being provided by health centers within Wyoming is starting to pick up.
- Michigan will begin terminations in July 2023 and expects the influx of patients needing assistance surrounding notification letters and calls by health center staff to increase.

Reaching Medicaid Beneficiaries

- The Kansas Primary Care Association launched an educational campaign via pizza boxes.
 - The campaign targeted populations with a high risk of losing coverage.
 - A QR code was developed to take beneficiaries to relevant websites to update contact information.
- The Michigan Primary Care Association is considering billboard campaigns along major highways to educate communities about Medicaid redeterminations.
- Within Arizona partners are mailing ads to community members relating to redeterminations.
 - Advertisements have also been placed on grocery carts at stores and within coupon books.
- The Illinois Primary Care Association is developing ads for different social media platforms.
 - A text campaign will also be launched to target community members for educational purposes.
- In Minnesota the Primary Care Association is exploring state vendors to help with warm handoffs regarding rural patient enrollment assistance.