



Restarting Medicaid Renewals: The End of the Continuous Enrollment Requirement Bi-weekly Meeting #32

Medicaid Renewal Community Meeting

Department of Health Care Finance

July 31, 2024



Presentation Overview



- **Medicaid Renewal Background**
- What's New This Week
- Key Information on Outreach and Medicaid Renewal
- Next Steps
- Q&A



All Beneficiaries Enrolled in Medicaid as of April 1, 2023 Have Received An Initial Renewal Following End of PHE



- DC Medicaid restarted Medicaid eligibility renewals beginning April 1, 2023 following the end of the continuous eligibility requirement and conclusion of the public health emergency.
- As of March 1, 2024, all beneficiaries enrolled in the program prior to Unwinding/Medicaid have had a Medicaid renewal initiated to determine their continued eligibility
- As of April 1, 2024, there are two groups of Medicaid beneficiaries: 1) Those who have **only** received their first renewal after the end of unwinding; and 2) those who have been successfully renewed once and have been re-initiated/re-determined again this year.
 - Eventually, everyone will fall into this second category.
- The key message going forward is that DC has returned to the **annual Medicaid renewal process**, even as "Unwinding/Medicaid Restart" continues for some.
- This does **NOT** mean the automatic end of flexibilities (e14 waivers; Unwinding verification procedures; etc.) established during Medicaid Restart. States are authorized to keep most flexibilities in place through **Summer of 2025**.



Overview of the DC Medicaid Renewal Process for MAGI and Non-MAGI populations



- Modified Adjusted Gross Income (MAGI) Medicaid Beneficiaries (most adults under 65, pregnant women and children under 21, parents/caretaker relatives)
 - A *passive renewal* happens at the end of the month prior to mailing of renewal packets. If passively renewed, beneficiaries receive a notice their coverage is renewed and require no further action.
 - The first renewal notice is sent at the end of the month 60 days prior to certification end date.
 - If renewal not received or there are outstanding verifications a second notice of pending termination is sent 30 days prior to certification end date.
- Non-MAGI Medicaid Beneficiaries (Age 65+, blind, or person with a disability, SSI recipients, waiver participants)
 - The first renewal notice is sent at the end of the month 90 days prior to certification end date.
 - If renewal not received or there are outstanding verifications a second notice of pending termination is sent 30 days prior to certification end date.
- District Direct renewal sample notices are available on the [DHCF Website](#).
- Medicaid renewal packages have distinctive markings on the envelope (thick green line under return address).



DC Medicaid Has a 90-Day Renewal Reinstatement Period for Those Who Do Not Return by Their End Date



- There is a 90-day grace period for individuals who do not renew Medicaid ahead of their certification end date. The grace period allows additional time for individuals who fail to recertify timely in submitting their renewal.
- If the beneficiary is determined eligible for continued coverage, coverage will retroactively go back to the certification end date. If a provider provides care in this period, they will be reimbursed -if the individual recertifies within the grace period.
- Individuals can recertify their coverage in District Direct, mail, service center, fax, etc. by submitting their renewal form or completing a renewal online up to 90 days after their recertification end date.
- **Individuals attempting to recertify their coverage after 90 days following their recertification end date will be required to submit a new application.**
 - **The grace period for the April 2024 cohort ends on 7/31/24. From 8/1/24 and forward, this cohort will be required to submit a new application to reactivate their benefits.**

Key Messaging: Beneficiaries with LTC and Waiver Coverage SHOULD Have Their Renewal Completed by a Case Worker



- We expect case workers assigned to beneficiaries in long term care (LTC) and waiver programs in DC Medicaid to complete those beneficiary's renewal applications
- Case workers use a version of District Direct specifically for their use called the Partner Portal
- Case workers do not need to act until a beneficiary's coverage is up for renewal
- If you do not know who your case worker is and you are in a LTC or waiver program, please contact the LTCA hotline at 202-442-9533; OR the agency where the case manager works
 - If you are enrolled in UHC, you should contact UHC Enrollee Services at 1-(866)-242-7726
 - If you are in PACE, contact the PACE Center at (571)-622-0555 or Toll Free 1-(877)-324-7223



Key Messaging: Qualified Medicare Beneficiaries (QMB) Must Renew Through DC Medicaid to Keep Their Coverage!



- While Qualified Medicare Beneficiaries (QMB) may receive most coverage through Medicare, QMBs are considered Medicaid beneficiaries and need to take part in Medicaid Renewal
- The QMB program helps District residents who are eligible for Medicare pay for their Medicare costs. This means that Medicaid will pay for monthly Medicare Part A and Part B premiums and cost sharing (e.g. doctor's office visit copays).
- Income and residency are the primary eligibility factors reviewed at renewal for QMBs (no resource test).
- More information on QMB eligibility is available on the DHCF website:
<https://dhcf.dc.gov/service/qualified-Medicare-beneficiary-qmb>
- **If you know any seniors who are QMBs and may need to renew, please connect them to us!**



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NEW THIS WEEK: DHCF Gives 30 Day Extension for Non-MAGI Beneficiaries with 7/31 Certification End Dates



- DHCF extended Non-MAGI certification end dates for those with June 2023 through June 2024 end dates **by 30 days**
 - During this time, which reflected the unwinding period, DHCF worked with LTSS providers, Case Managers, MCO partners, and care teams to ensure that required elements of renewal submissions are submitted and requested in a timely manner
- Non-MAGI beneficiaries due in **July 2024** will also be receiving a 30-day extension, which goes into effect on 8/1 for those whose certification end date is **7/31/2024**.
- DHCF extends the coverage of those who returned their renewal form on time but for whom DHCF could not complete an eligibility determination before the certification end date
 - Anyone who submitted their renewal timely is extended in MMIS
 - The extension will last until DHCF processes the application
- DHCF will continue to review the effectiveness of these extensions to inform strategy going forward



NEW THIS WEEK: DHCF Surveyed Stakeholders on Outreach Efforts and Has the Results to Share



- DHCF conducts online biweekly Community Meetings on Medicaid Renewal
 - Started in April 2023
 - DHCF conducted monthly sessions on Alliance/ICP Restart starting in August 2022 when those programs restarted eligibility renewals, going through March 2023
- DHCF conducts online monthly “How Do I Renew My DC Medicaid Health Insurance?” sessions
- DHCF conducts online monthly Districtwide Trainings on Medicaid Renewal
- DHCF used to run the bimonthly Eligibility & Enrollment MCAC Subcommittee on eligibility issues
- DHCF surveyed participants the past 2 weeks to learn what you’ve found useful and what hasn’t been useful at these meetings, what else you’d like to see from the agency’s outreach on eligibility issues, and more
- **DHCF will summarize survey results from the 17 people who answered over the coming slides**
- DHCF will use your replies to design the timing, content, and frequency of outreach going forward
- **DHCF will report on any proposed changes to our established cadences at a future bi-weekly meeting**

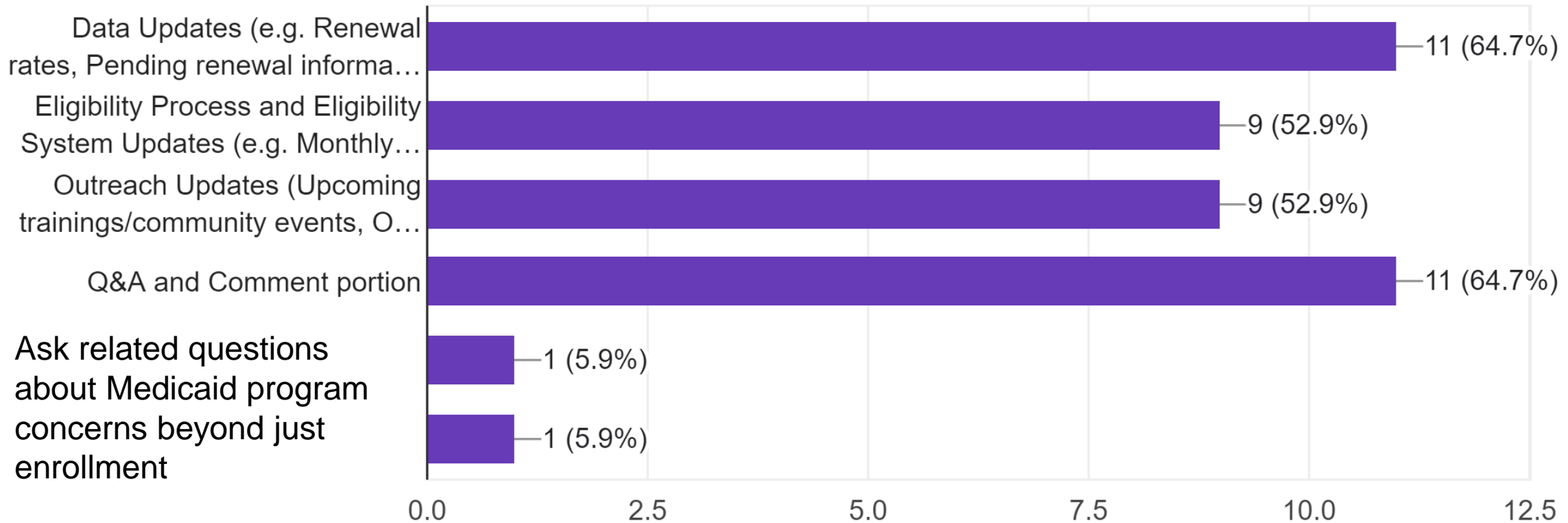


Participants Found Data Updates and the Q&A the Most Useful Elements of the Meetings



Which elements do you find most useful about DHCF's eligibility meetings?

17 responses



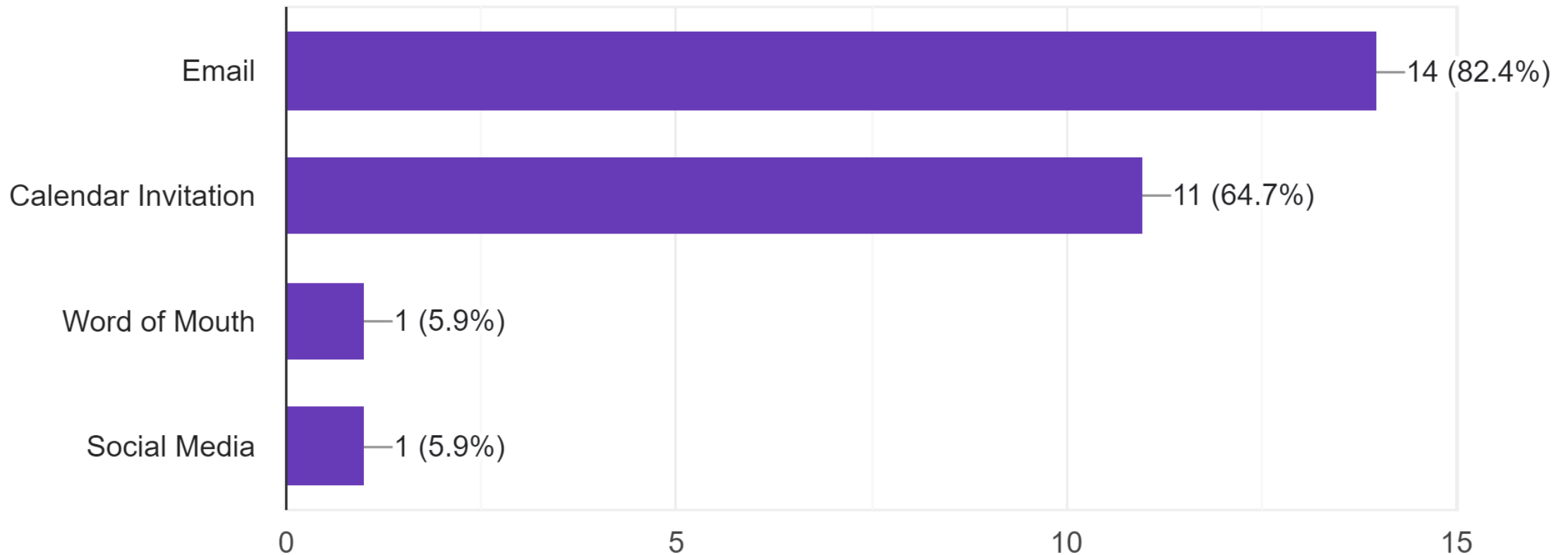


Participants Who Answered the Survey Overwhelmingly Find the Meetings Through the Email and the Calendar Invitation



Which methods prompt you to attend eligibility-related public meetings?

17 responses





Participants Attend Meetings for a Variety of Reasons but Most Commonly for an Overview of Medicaid Renewals



Why do you attend eligibility-related public meetings hosted by DHCF?

17 responses



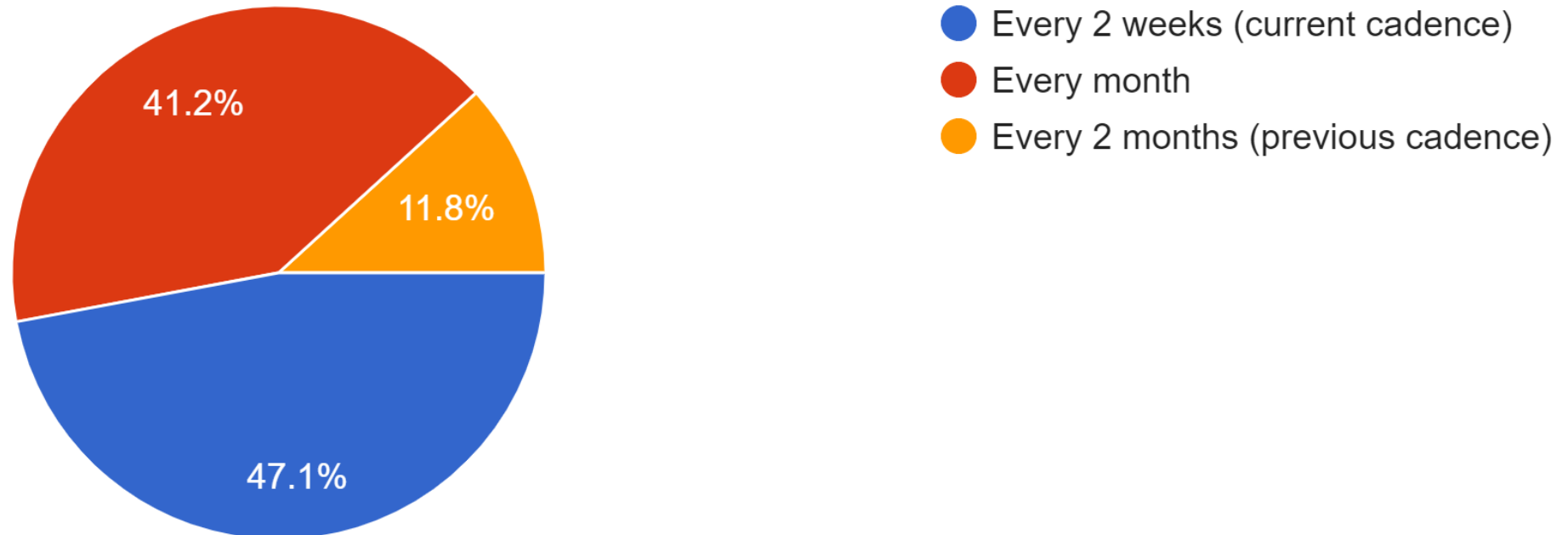


Participants Favor a Lower Frequency of Community Meetings on Eligibility by a Slim Margin



How frequently would you like the agency to hold public meetings related to eligibility going forward?

17 responses

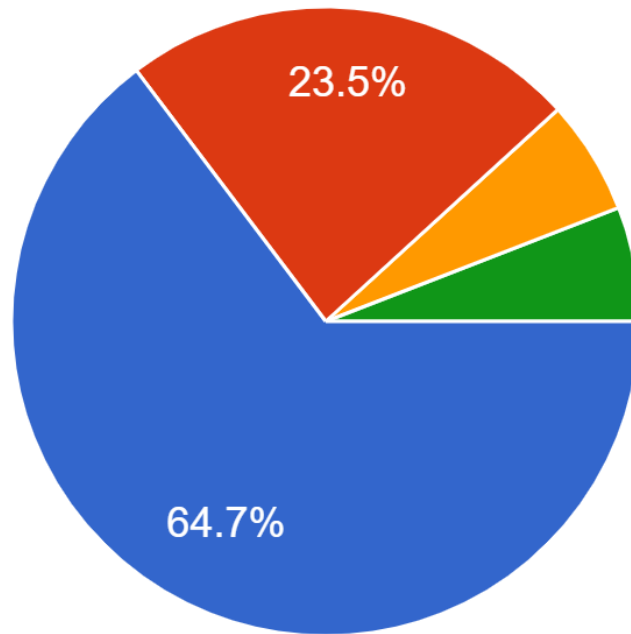


*** Participants Favor Keeping Training Meetings on a Monthly Basis



The District has been hosting Districtwide Trainings on Medicaid Renewal on a monthly basis on weekdays, focused on basic District Direct functio...ibes your opinion on these meetings going forward?

17 responses



- Keep them monthly
- Keep doing them, just less frequently
- No need to make them regular public meetings
- Participant indicated interest in making sure trainings accurately reflect the capabilities of software that work with eligibility and Medicaid renewals

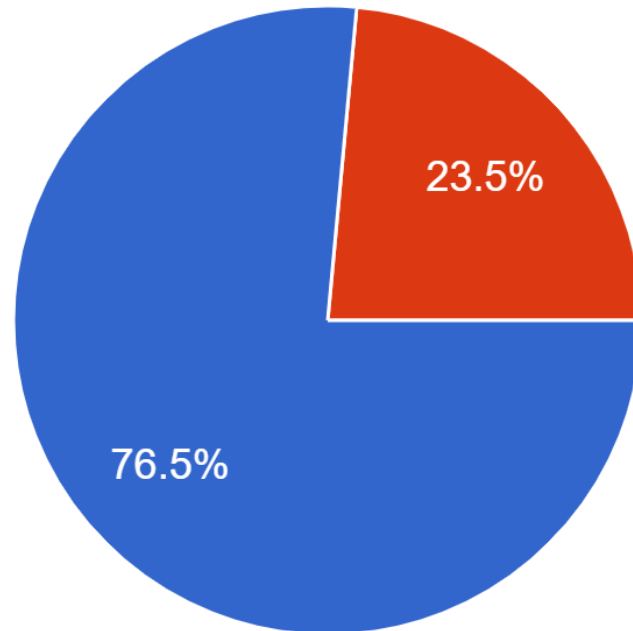


Over 3/4ths of Participants Believe “How Do I Renew My DC Medicaid Health Insurance? Meetings Should Continue



The District has been hosting "How Do I Renew My DC Medicaid Health Insurance?" meetings on a monthly basis on weeknights and weekends, focuse...s your opinion on these meetings going forward?

17 responses



- Keep doing them
- Keep doing them, just less frequently
- No need to make them regular public meetings

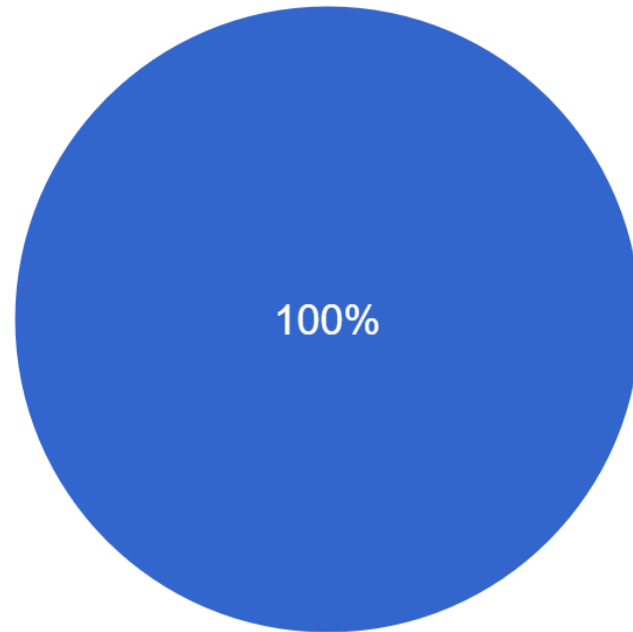


All Participants Are Comfortable With the Current Meeting Time for Community Meetings



Community Meetings on Medicaid Renewal have been held at 2:30 pm on Wednesdays. How does the time of the week work for you?

17 responses



- Would prefer to keep it
- Would prefer another time on a weekday
- Would prefer weekday evenings



Participant Responses Included Customizing Presentations, Following Up on Information, and Having Direct Contacts



- **“What would you like to add or improve about DHCF’s eligibility-related meetings?”**
- “Any parking lot questions should be given an update or outcome on real time.”
- “Be more accurate with enrollee's information”
- “Possibly have them more individualized or focused on a particular audience. For example concerns that a disability service provider has will be different than an individual handling their own account. Also the view of the portal is different so what is discussed is not always relevant.”
- “I do not think you need to start with such a detailed background at this stage, it should be truncated. Additionally, more insight into interactions with CMS/federal regulators about the District’s timelines, flexibilities used, etc.”
- “Direct contact phone and email for point persons in administration”
- *The others responded expressing approval of the information in the meetings or did not put in comments*
- **▶ What else would you like to see from the agency's outreach on eligibility issues?”**
- *The agency received a comment expressing concern about the accuracy and the need for justification for eligibility notices*



DHCF Has No Current Changes to the Cadence of Meetings –But They Could Be Announced in the Coming Months



- DHCF is currently analyzing the information from the surveys and may use it to change the cadence of meetings related to renewals and eligibility in the future
- Lead time would be provided between the announcement of changes to the meeting cadence and the implementation of it
- A training, “How Do I Renew My DC Medicaid Health Insurance”, and 2 Community Meetings are planned in August



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DC Medicaid Has Multiple Ongoing Methods of External Outreach And Wants to Join Your Meetings Too!



- DC Medicaid wants to join meetings of key stakeholders to explain Medicaid Renewal
 - DHCF staff would attend meetings hosted by your stakeholder group -or that you know about –*send invites to us via email at Medicaid.restart@dc.gov*.
- DC Medicaid created a website with information on Medicaid Renewal and the End of the Public Health Emergency that hosts the Unwinding Plan, Stakeholder Toolkit, meeting recordings and slides, etc.
- DC Medicaid is hosting regular Community Stakeholder meetings such as this ~every other week - continuing every-other-Wednesday at 2:30 p.m. and **next is Wednesday, August 14, 2024**
 - *Please email Medicaid.renewal@dc.gov to join the meetings and related mailing list if not on it already*
- DC Medicaid is holding monthly Beneficiary-Focused Meetings on ‘How Do I Renew My DC Medicaid Health Insurance’ – the tenth is **on Wednesday, August 21 @ 6:00 PM.**
- DC Medicaid is continuing monthly Districtwide Trainings on Medicaid Renewal designed for stakeholders and anyone helping others with renewals – the 14th is **Monday, August 19 @ 12 PM.**



Save Time! Submit Your Renewal Online!



Medicaid beneficiaries may submit their completed renewals:

- **Online:** District Direct allows beneficiaries to complete their renewal, report changes, submit verifications, and view notices online or through the mobile app. Beneficiaries may visit <https://districtdirect.dc.gov/> or download the mobile app through the Apple App Store or Google Play.
- **By Phone:** Public Benefits Call Center at (202) 727-5355
- **By Mail:**
Department of Human Services | Economic Security Administration
Case Record Management Unit
P.O. Box 91560 Washington, DC 20090
- **In-Person:** Drop-off completed forms at or receive in-person assistance at a DHS Service Center.
- **By Fax:** You may fax renewals to **(202) 671-4400**



DHCF is Working with The Health Benefits Exchange and DC Health Link to Ensure Continuity and Access of Health Coverage



- DC Health Link: DC Health Link is the health care exchange program in the District of Columbia ensuring access to quality and affordable health care to all DC residents. DC Health Link, coordinates benefits and create a "no-wrong-door" environment for District residents seeking help with insurance coverage and costs.
- Relationship with Medicaid Renewal: DC Health Link can find health coverage if a beneficiary no longer qualifies for Medicaid but may qualify for other health plans
 - DC Health Link may be the first place some beneficiaries go to find or renew coverage
- DC Health Link representatives are active participants at this meeting and at future meetings



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Medicaid Renewal: Next Steps



- Outreach is ongoing. Look for our messaging, advertising, and fliers throughout the community!
 - *Act Now. Stay Covered!*
- DC Medicaid hosts monthly meetings to answer Medicaid beneficiary questions on the Medicaid Renewal process. The next meeting called “How Do I Renew My DC Medicaid Health Insurance?” will be Wednesday, August 21 @ 6:00 PM.
- The next Community Meeting on Medicaid Renewal will be Wednesday, August 14, 2024 @ 2:30 PM and continue every 2 weeks until we take stakeholder input and re-evaluate the cadence
- DC Medicaid will hold monthly trainings on how to use District Direct for Medicaid Renewal. The next Districtwide Training on Medicaid Renewal will be Monday, August 19 @ 12:00 pm.
- Please contact Medicaid.renewal@dc.gov for more information or to get connected to the meetings



Questions and Comments



Learn more about DC Medicaid Renewals:

<https://dhcf.dc.gov/medicaid-renewal>

Medicaid Renewal

Medicaid.Renewal@dc.gov



Appendix A: Acceptable Verifications of Income



The following types of documents can be used to verify income for DHCF programs:

- Recent pay stubs (four weekly, two bi-weekly, or one monthly);
- Completed employer verification form;
- Statement showing retirement income, disability income, workers compensation income or pension statement;
- Bank/Checking account statement;
- Paper, electronic, or telephonic documentation;
- A written statement which explains the discrepancy if other documentation is not available.



Appendix B: Acceptable Verifications of Residency



The following types of documents can be used to verify residency for DHCF programs:

- An active lease agreement, certified deed, or mortgage statement with a District address and their name;
- Phone or Utility bill within the past 2 months;
- D.C. Voter Registration Card;
- Non-expired D.C. motor vehicle registration or D.C. DMV identification card;
- Cancelled check or receipt of mortgage or rental payments within the past 2 months;
- Utility bills and payment receipts with a D.C. address within the past 2 months;
- Non-expired automobile insurance statement with a D.C. residency address;
- D.C. One Card; or
- Completed and signed proof of D.C. Residency Form



Appendix C: Key Tips to Connect District Direct Accounts to Beneficiaries



- Some individuals recertifying will need to connect their account to their established case profile in District Direct.
 - **Note:** This is a result of DC Medicaid switching from the legacy eligibility processing system (ACEDS) during the PHE
- Primary Applicants can connect their account using their Social Security Number, Medicaid ID Number, or Person Reference Number
- A SSN is **NOT** needed to connect a newly created District Direct account to a primary applicant's case profile
 - **Note:** Primary applicants in a household can use their Personal Reference Number instead of an SSN
- *Please note that the name used to connect must match what is currently in the system. Names listed on notices reflect what is in the system. For example, if the name in the system is John Doe-Smith, that must be used to connect instead of John Doe.*



Appendix D: What Can Stakeholders Say to Beneficiaries?



What Beneficiaries Can Do Right Now

- Don't Wait to Update!: Update your contact information by logging into District Direct. If DHCF does not have the proper contact information, you will not receive notice of the need to renew your coverage through the mail or other means!
- Check Your Mail: DHCF will mail you a letter about your Medicaid, Alliance, or ICP coverage. This letter will also let you know when it's time to complete your renewal.

What To Do After Receiving Your Renewal Notice

- Complete your renewal by using districtdirect.dc.gov or fill out the form and mail/fax/drop at Service Center immediately to help avoid a gap in your coverage.



Appendix E: DC Healthy Families MCOs are Engaged in a Variety of Medicaid Renewal Activities



The MCOs continue to conduct Medicaid renewal outreach activities which include:

Community Outreach Events	Sending text messaging	Social media updates and posting videos	Home visits (door knockers)	Mailing flyers	Robo and staff calls	Ads in community publications	Participate in DHCF trainings community updates
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MCOs may have wellness centers that offer access to Wi-Fi, computers, and printers to assist with completing renewals. MCO staff are available to answer questions as well.



For enrollees who are slated to lose Medicaid coverage the end of June, the MCOs are conducting targeted phone calls, text messages, and home visits.



Appendix F: DC Medicaid is Doing Dedicated Outreach to Special Populations



- **Senior Beneficiaries**

- DHCF is partnering with DACL to train their staff and senior service network on the renewal process.
- Seniors are able to access in-person assistance at Senior Wellness Centers and 40+ Community Dining Sites across the District.
- The Deaf and Hard of Hearing Senior Center and Senior Center for the Blind have also committed to assisting seniors with applications.

- **Beneficiaries Living with Disabilities**

- DHCF is training employees at DDS and their providers to help beneficiaries.

- **Beneficiaries Experiencing Homelessness**

- DHCF is meeting with outreach staff, shelter case workers, and adult day centers that work with beneficiaries experiencing homelessness to ensure they are prepared to spread the word and assist beneficiaries with completing their renewals.



Appendix G: District Direct is available online in English, Spanish, and Amharic!



The screenshot shows the District Direct website interface. At the top left is the logo for District Direct, which consists of a blue star with a red dot in the center and the text "District Direct" to its right. To the right of the logo are three navigation links: "Home" (underlined), "Create Account", and "Log in" (which is highlighted with a blue background). Below the navigation links are three language options: "English", "Español", and "አማርኛ". The main content area features a large banner image of a park with autumn foliage and people walking. Overlaid on the left side of the banner is a blue box with the text "Welcome to District of Columbia Benefits Portal" in white. Below this text is a smaller line of text: "Apply for SNAP, TANF/Cash Assistance and Medical Benefits or learn more about all our offered benefits". At the bottom of the blue box are two buttons: "Apply Now" (white with blue text) and "Learn More About Benefits" (blue with white text).







Appendix H: Look Out For These Renewal Documents in the Mail!



GOVERNMENT OF THE DISTRICT OF COLUMBIA



SAMPLE NOTICE: Non-MAGI Renewal Form

Renewal Form for Medical Assistance

It is time to renew your **Aged, Blind, Disabled (ABD)** medical assistance coverage. You must renew your medical assistance coverage at least once a year. You must complete and return this renewal form and copies of all required documents by **6/30/2023** to keep your medical assistance coverage. As you complete this form, please tell us any changes that have occurred.

If there is a change in your benefits, you will get

GOVERNMENT OF THE DISTRICT OF COLUMBIA

SAMPLE NOTICE: Long Term Care Renewal Form

Notice Date: 04/01/2023 Account ID: 999999999

JOHN DOE
441 4TH STREET, NW
WASHINGTON, DC 20001

Subject: Important Message About Determining Your Medical Assistance Coverage

Dear JOHN DOE:

It is time to renew your **long term care** medical assistance coverage. You must renew your medical assistance coverage at least once a year. You must complete and return the attached renewal form and copies of all required documents by **6/30/2023** to keep your long term care medical assistance coverage.

Please return this page in the enclosed envelope

GOVERNMENT OF THE DISTRICT OF COLUMBIA

Medical Assistance Renewal Form D2

April 1, 2023

John Doe
441 4th Street, NW
Washington, DC 20001

Integrated Case #: 99999

It is time to renew your health coverage. Please respond by **<Date Field>** to avoid gaps in your coverage.

You can renew your Health Coverage in any one of these

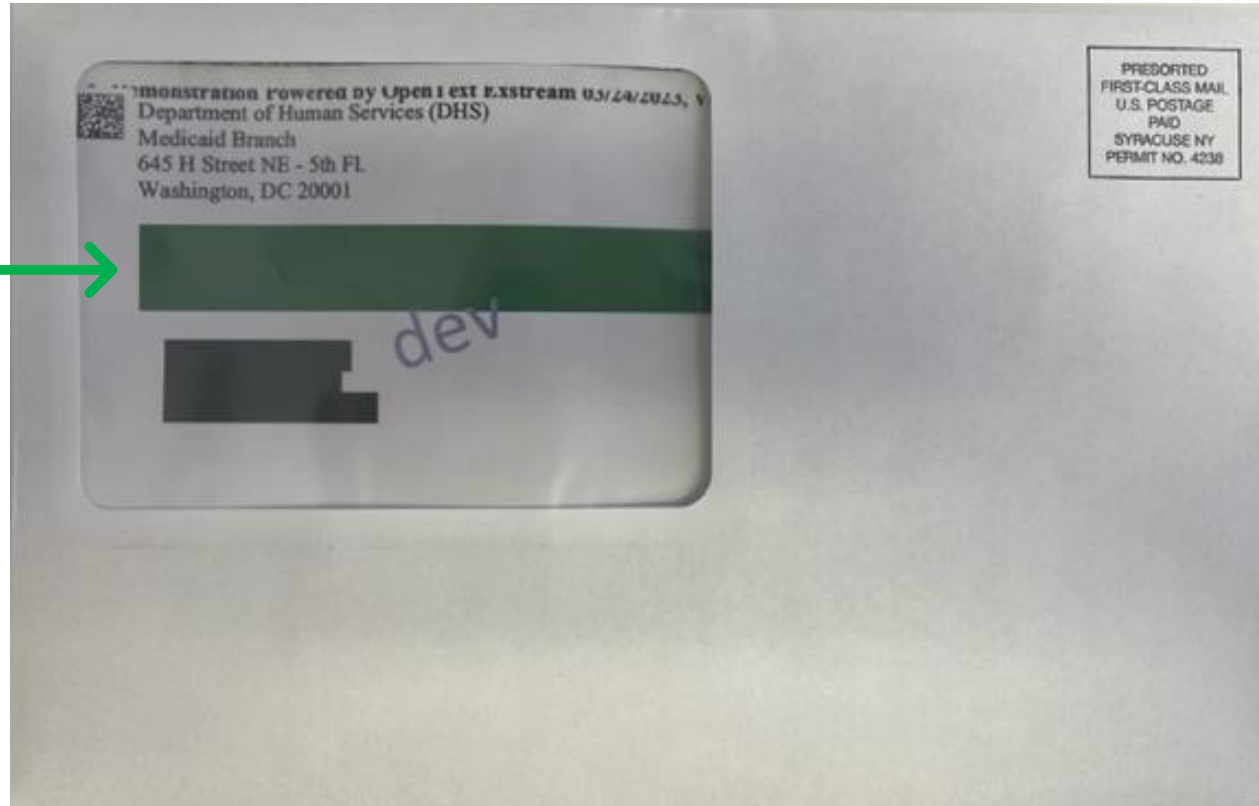
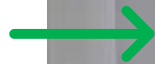
- **By mail:** Complete this form and mail it in the enclosed envelope to:
Attention:
Department of Human Services
Economic Security Administration
Outstation/Medicaid Renewal Unit



Appendix I: Look Out For An Envelope that Looks Like This!



Look for the green line here





Appendix J: Consumer Alert: Beware of Medicaid Renewal Scams!



Beware of Medicaid Renewal Scams

The DC Department of Insurance, Securities and Banking (DISB) is warning District consumers to be on guard against fake Medicaid renewal scams. During the COVID-19 pandemic, the review of Medicaid eligibility for enrolled clients was paused. Jurisdictions, including the District of Columbia, are now returning to pre-pandemic renewal plans. As a result, scam artists may increase efforts to defraud unsuspecting consumers!

How is the Scam Perpetrated?

Scammers impersonate Medicaid representatives, and claim coverage is being canceled or benefits have been lost. Personal information such as social security number, Medicaid ID, and bank account information is requested immediately to renew enrollment, resulting in identity theft. Scammers may also threaten you with civil or criminal penalties and demand that you pay a fee to continue receiving benefits.