

Districtwide Training on Medicaid Renewal #5

August 31, 2023

Department of Health Care Finance



Presentation Overview



- Background on Medicaid Renewals
- Understanding the Renewal Timeline and “Grace Period”
- Key Messages for Beneficiaries and Stakeholders
- Using District Direct (with Training Videos)
- Communication and Outreach
- Next Steps



Each District Medicaid Renewal Outreach Meeting Has a Different Audience and Purpose



- The District is providing ~monthly Stakeholder Trainings on the District Direct enrollment process, updating addresses, and renewing Medicaid –**this is it**
 - *Intended audience: Anyone who will help someone else with Medicaid coverage online*
- The District is holding monthly Beneficiary-Focused Meetings on ‘How Do I Renew My DC Medicaid Health Insurance’ meetings—the 4th is this **Thursday, September 14, @ 5:30 PM.**
 - *Intended audience: Anyone who wants to renew their own Medicaid coverage*
- The District is hosting regular Community Stakeholder meetings such as this every other week - continuing every-other-Wednesday at 2:30 p.m. -**next is on Wednesday, September 13, 2023**
 - *Intended audience: Anyone who wants to learn about new updates or provide questions or comments*
- To join any of these meetings if you are not already on the list, please email Medicaid.renewal@dc.gov



Medicaid Beneficiaries Have to Renew Their Coverage for the First Time in 3+ Years



- In March 2020, CMS temporarily waived the need to renew Medicaid coverage.
- Medicaid enrollment has increased ~20% since the start of the public health emergency –just over 300,000 District residents are now enrolled in Medicaid.
- In December, Congress passed legislation ending the continuous eligibility requirement on March 31, 2023.
- The District restarted Medicaid eligibility renewals beginning April 1, 2023 and the first group required to renew were required to do so before May 31, 2023.
 - **These are distributed ~evenly over 12 months.**
 - Alliance and Immigrant Children’s Program renewals started in July 2022.
- DHCFC is required to contact people via mail to renew their coverage –but if our address on file is outdated or does not work for someone, it creates a challenge.



Using District Direct to Update Addresses and Renew Coverage



- DHCF expects approximately 186,000 people (77% of MAGI beneficiaries) to passively renew, meaning no action by the beneficiary is needed to keep coverage.
- Beneficiaries who are eligible for Medicaid through disability or age-related reasons (non-MAGI) are more likely to have to complete a renewal form
- Eligibility for Medicaid, SNAP, TANF has moved to District Direct. Using it may be the best way to renew!
- District Direct is available online or as a phone App.
- You can use District Direct to update contact info and find when a beneficiary needs to renew.
- A call center and in person renewal options are also available.
 - DHS Public Benefit Call Center, Option 5 (Medicaid Renewals): 202-727-5355



The District 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 May cohort ends on 8/31 (TODAY); From 9/1/23 and forward, this cohort will be required to submit a new application to reactivate their benefits.



Non-MAGI Renewal Form Timelines



- The District sends out most renewal forms for Non-MAGI groups **90 days** in advance based on their recertification end date:
 - *Example: On August 1, 2023, a 90-Day* renewal form notice was sent to Non-MAGI individuals who had a renewal due **October 31, 2023**. If the renewal is not received by the agency or the beneficiary is determined to be no longer eligible, Medicaid benefits will end **October 31, 2023**.
 - The District has given a month extension to non-MAGI beneficiaries in the first 4 groups due
 - The grace period follows this
- Beneficiaries are encouraged to submit renewals upon receipt to avoid any delays in processing. Once the agency has received the renewal form the beneficiary will receive a notice informing them that the renewal has been received.
- If the agency needs additional verification, a request for information (RFI) notice will be mailed and all requesting verifications must be submitted by the designated due date. This will allow sufficient time for the agency to review and process the renewal.



Example Passive & Non-Passive Renewal Timeline

Passive Renewal Initiation
DCAS electronically verifies eligibility factors using Federal & Local data. ↓

Passive Renewal Notice
If the beneficiary is found eligible for Medicaid, DCAS sends an approval notice with information used for the determination.

Renewal is Due
If pre-populated form and verifications are not received, Medicaid coverage must be discontinued. ↓

Grace Period Ends
From this point on the beneficiary must submit a new application. ↓



Non-Passive Renewal and Verifications
If Medicaid cannot be determined electronically, a pre-populated form will be sent to the beneficiary asking for outstanding verification and detailing how to submit documentation and complete the renewal.

30-Day Notice
If pre-populated form and verifications are not received, DCAS will send the beneficiary another notice informing that Medicaid closure will occur in 30 days.

Grace Period
Beneficiary may still submit outstanding verifications during this period and such submission will be considered as a renewal.

***BEC- Before the End of Certification Period**

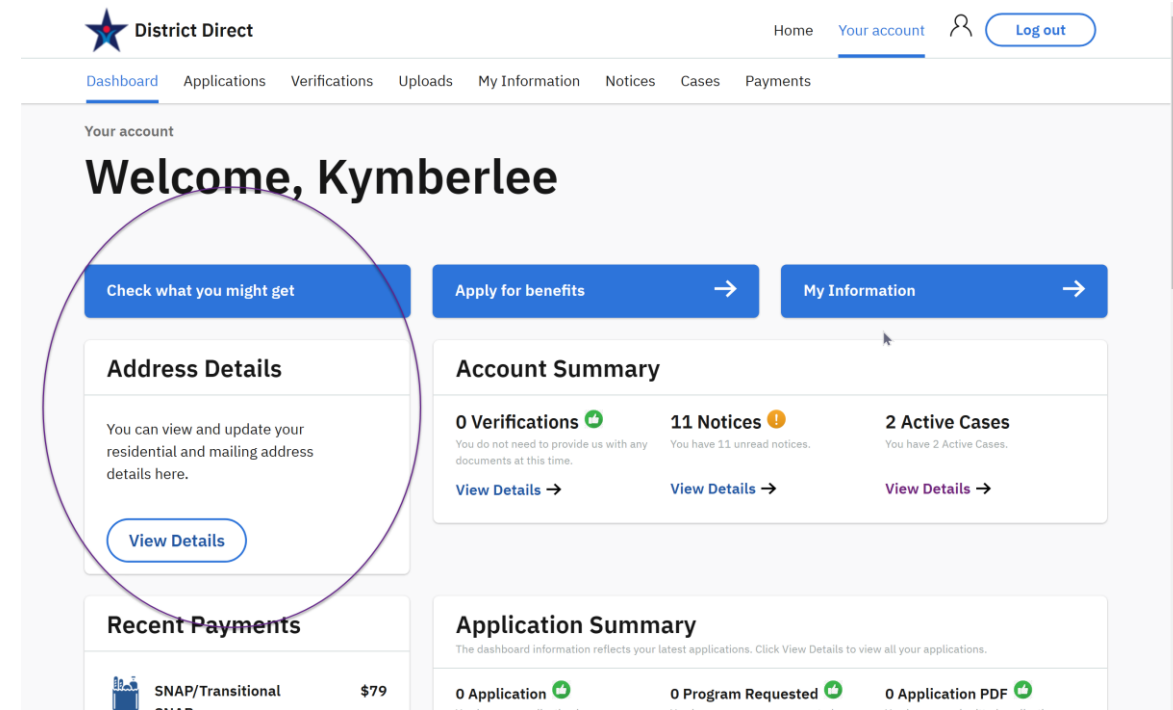


Key Messaging for Beneficiaries: Don't Wait to Update! Act Now! Stay Covered!



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

- Act Now! Stay Covered!: Complete your renewal by using districtdirect.dc.gov, visit a Service Center, or fill out the form and mail/fax/drop at Service Center immediately to help avoid a gap in your coverage.



District Direct's Interface Emphasizes Starting an Account or Checking on an Applications



District First Home Create Account Log in

Welcome to District of Columbia Benefits Portal

Apply for SNAP, TANF/Cash, Assistance and Medical Benefits or learn more about all our offered benefits

Apply Now See Offered Benefits

How else can District Direct help you?

- Check your benefit eligibility**
Answer a few question to find out what benefits you're eligible for.
- Renew or recertify your benefits**
Are your benefits expiring? Submit a request to renew or recertify your benefits.
- Report a change**
New baby? Got a new address or a new job? Update and report any changes to your Household Information.
- Health Care Coverage**
Do you own a small business? Go to DC HealthLink and apply for healthcare coverage for you and/or your family.



DHCF Created Tutorial Videos to Assist with Using District Direct



- Can be found at <https://dhcf.dc.gov/medicaid-renewal>

To register for an account, fill in the new account information required below. You must complete all fields.

First Name

Last Name

Email (optional)

Username Use Email Address

Entering your email address will make it easier to recover your password if you ever forget it.

Password

Confirm Password

I agree to the [terms and conditions](#).

Already have an account? [Login](#)

Beneficiaries Have a Variety of Methods to Submit Renewals



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. **Please encourage beneficiaries to complete their renewal online!**

By Phone: Call Center (202) 727-5355; Language & Translation Line 1-855-532-5465

Mail

Department of Human Services | Economic Security Administration

Case Record Management Unit

P.O. Box 91560 Washington, DC 20090

Drop-off at a Service Center

Fax at (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 also be the first place some beneficiaries go to find or renew coverage



DC Health Link: <https://www.dchealthlink.com/>

Your Home for Quality Affordable Health Insurance



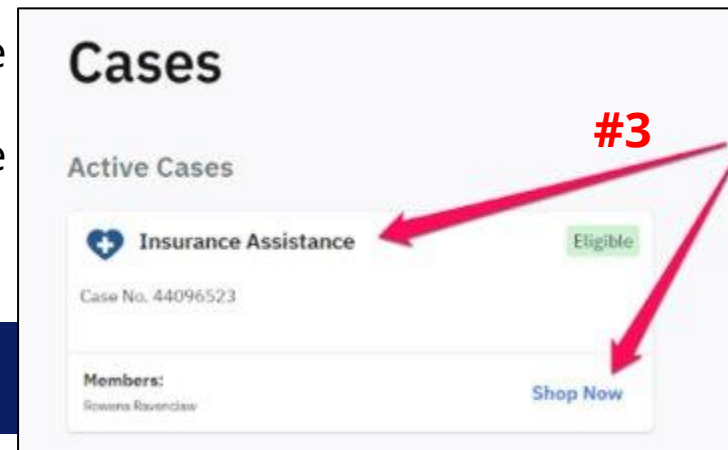
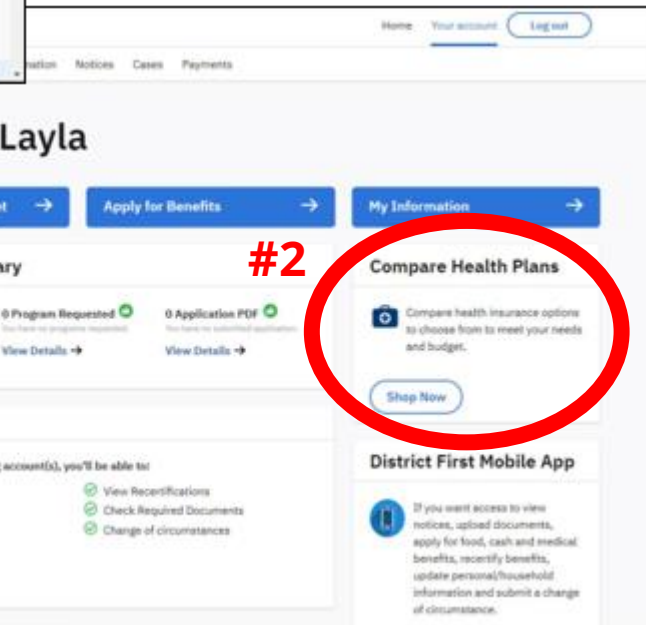
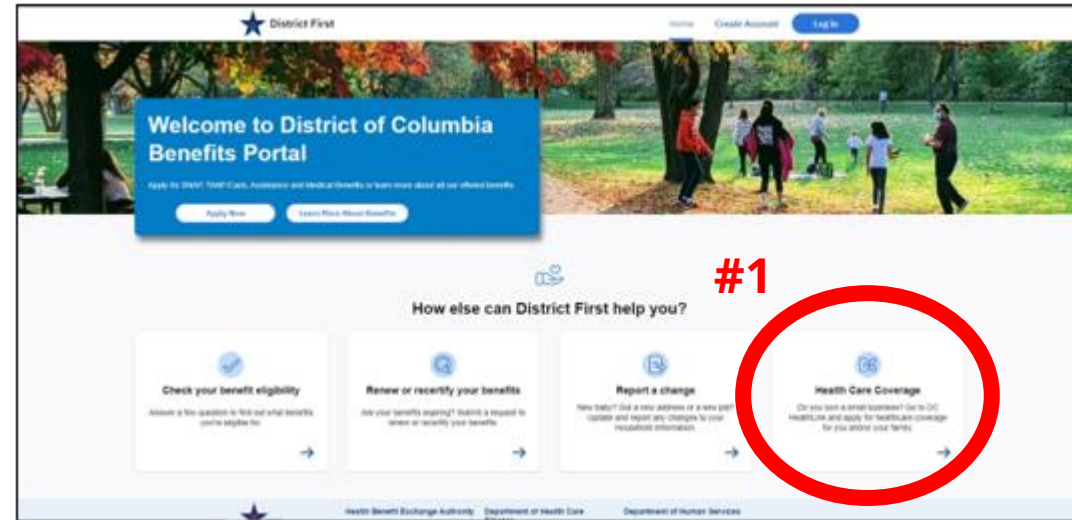
Individual & Family Marketplace through DC Health Link



How to get to DC Health Link from your District Direct account

There are 3 ways to redirect to DC Health Link from your District Direct account:

- 1) From the District Direct home page, you will get to dchealthlink.com
- 2) Select 'Shop Now' in the 'Compare Health Plans' tile to get to our Plan Match Tool
- 3) If you are determined for 'Insurance Assistance' or 'Unassisted Qualified Health Plan', select 'Shop Now' to be directed to your DC Health Link account to enroll





DHCF Created a Sample Renewal Form to Assist with the Process



- Sample form can be found at <https://dhcf.dc.gov/medicaid-renewal>

***Check "Yes" if a language interpreter is needed. If not, check "No" and sign below.**

Do you want free language interpretation?

Yes (a case worker will assist you) No (complete and sign waiver below)

I, Full Name, acknowledge that The Department of Human Services (DHS) has notified me of my right to a professional and trained interpreter as required by the D.C. Language Access Act of 2004 at no cost to me. By signing below, I agree that I have refused this service and opted to rely on interpreter assistance by someone I have identified. I am aware that this individual was not identified by or vetted through DHS and that DHS is neither responsible for the provision of these services nor does DHS incur any liability that may result from these services. I am also aware that this waiver only applies to this one instance. If I require interpreter assistance from DHS in the future, I will notify the agency directly to request this service.

Sign here _____ Date _____
Signature Today's Date
 Applicant or Representative Signature

Do Not Use. For Translator Only.

OFFICE USE: This statement was orally translated into English by _____ by (name) _____, who is a language line interpreter, professional in-person interpreter, or multilingual DHS employee because a written translation was not available in that language or the customer was unable to read in his/her spoken language.





Next Steps



- The District is holding bi-weekly Community Meetings on Medicaid Renewal. The next one is Wednesday, September 13 at 2:30 pm.
- The District is holding beneficiary-focused meetings on Medicaid Renewal requirements monthly- the next meeting is Thursday, September 14, 2023 @ 5:30 AM.
- The District is holding monthly trainings on Medicaid Renewal in a virtual environment. This is the fourth of the series and the next one will take place on Friday, September 29 @ 2:00 PM.
- Email questions and feedback or your request to join regular meetings to medicaid.renewal@dc.gov.
- Visit <https://dhcf.dc.gov/medicaid-renewal> to learn more
- Start identifying beneficiaries that need assistance and help them update their information/renew their coverage.



Questions and Feedback

