



Restarting Medicaid Renewals: The End of the Continuous Enrollment Requirement Bi-weekly Meeting #21

Medicaid Renewal Community Meeting

Department of Health Care Finance

February 14, 2024



Presentation Overview



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



Medicaid Beneficiaries Are Renewing Their Coverage for the First Time in 3+ Years



- In March 2020, CMS temporarily waived the need to renew Medicaid coverage and states received a 6.2% financial boost to accommodate the increased enrollment.
- Medicaid enrollment has increased 20% since the start of the public health emergency – just over 300,000 District residents are now enrolled in Medicaid.
- At the end of 2022, Congress passed legislation ending the continuous eligibility requirement on March 31, 2023.
- The District restarted Medicaid eligibility **renewals beginning April 1, 2023**. (Alliance and Immigrant Children’s Program renewals started in July 2022). The first eight groups were **required to renew coverage before May 31, June 30, July 31, August 31, September 30, October 31, November 30, December 31 (2023), and January 31 (2024)**



The District Must Go Through the Renewal Process for all Medicaid Beneficiaries Before Taking an Adverse Action



- 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.



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 November 2023 cohort ends today on **2/29/24**. From 3/1/24 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).
- **If you know any seniors who are QMBs and may need to renew, please contact them!**



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UPDATE SINCE LAST MEETING: DHCF Gives 30 Day Extension for Non-MAGI Beneficiaries with 2/29 Certification End Dates



- In response to current Non-MAGI renewal rates, DHCF will extend Non-MAGI certification end dates for those with 2/29 end dates **by 30 days**
 - During this time, DHCF will continue to work 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
 - This goes into effect on 3/1 for those whose certification end date is 2/29
- DHCF previously extended Non-MAGI certification end dates for those with 6/30, 7/31, 8/31, 9/30, 10/31, 11/30, 12/31 (2023), and 1/31 (2024) end dates
- 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 reviewing the effectiveness of these extensions to inform strategy going forward and is building out a plan to connect with these beneficiaries further



UPDATE SINCE LAST MEETING: DHCF is Pausing Terminations and Reinstating Eligibility for Children With SSI Program Codes



- **Effective January 31, 2024, DHCF is:** **1)** temporarily **paused** SSI Terminations for children under 21; **2)** fully **reinstating** eligibility for approximately 130 improperly terminated SSI children (and any subsequently identified improper SSI terminations); and **3)** temporarily **reinstating** the targeted population of high-need disabled children to minimize disruption in access to care while DHCF conducts further review of disenrollments.
 - Temporary pauses and reinstatements will be in place through April 30, 2024 or until eligibility system functionality is corrected, whichever is later.
- DHCF has requested priority follow-up with SSA to determine root causes for SDX transmissions/reason codes that differ from SSI eligibility status verified by direct calls to SSA.
 - If you or a client has had this experience, please let us know by emailing medicaid.renewal@dc.gov (*please note "SSA Issue" in the subject line*).
- DHCF is working on system updates to address all identified system functionality issues contributing to improper SSI disenrollments.
- DHCF's review of SSI terminations is ongoing. DHCF will share additional information about its findings and planned mitigating steps in future meetings.

An Overview of 2023 - 2024 Campaign Activities to Date

- ★ For 2024, we shifted the campaign from illustrations to new concepts featuring “real people” who are speaking directly to:
 - ★ Seniors
 - ★ LGBTQ+ communities
 - ★ People with disabilities
 - ★ Spanish speaking communities
 - ★ Young adults
- ★ The campaign was launched the week of **February 5th** with print, social media and radio. The other elements will follow.

Have You Checked Your Mail Lately?

DC Medicaid sends renewal info by mail. Check your mail and renew. Don't risk losing your coverage.

Act Now. Stay Covered!

- ✓ Update your contact information and check or renew your coverage at districtdirect.dc.gov.
- ✓ Fill out the forms anyway. Even if you're not eligible, your kids may be.

If you have questions, call us at **202-727-5355**.

Logos: DMHHS, DHCF, District Direct, GOVERNMENT OF THE DISTRICT OF COLUMBIA, MURIEL BOWSER, MAYOR

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¿Ha revisado últimamente su correo?

DC Medicaid envía las renovaciones por correo. Revise su correo y renueve. No se arriesgue a perder su cobertura.

Actúe ahora. ¡Conserve su cobertura!

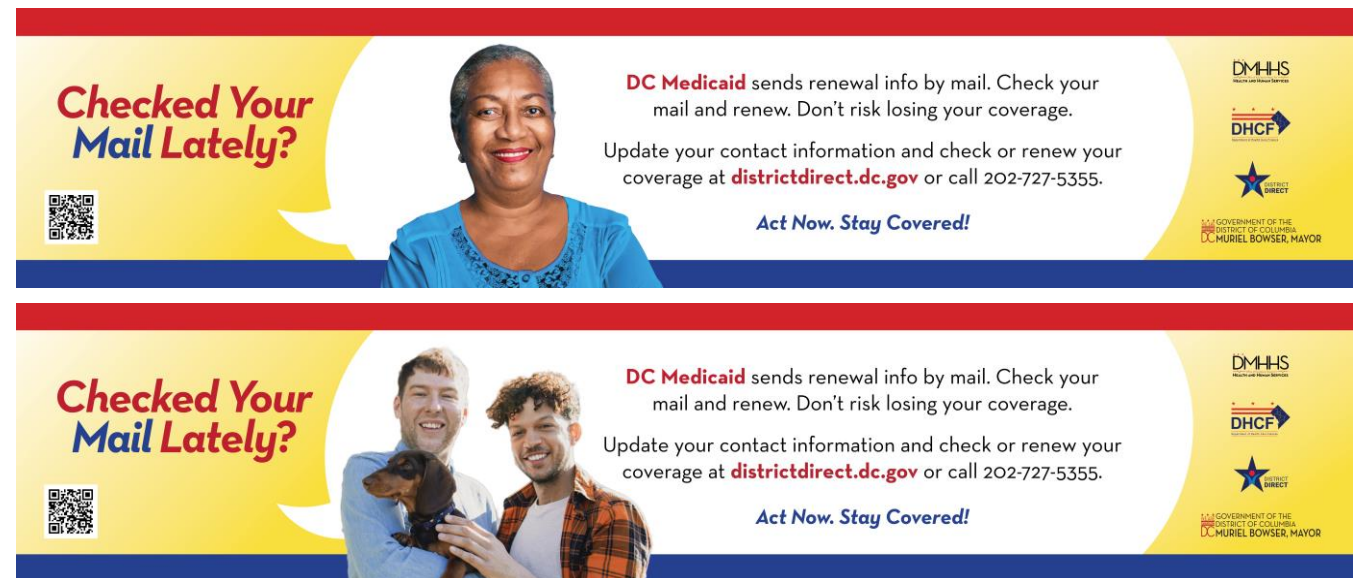
- ✓ Actualice su información de contacto y revise o renueve su cobertura en districtdirect.dc.gov.
- ✓ Llene los formularios en cualquier caso. Incluso si usted no es elegible, sus hijos pueden serlo.

Si tiene alguna pregunta, llámenos al **202-727-5355**.

Logos: DMHHS, DHCF, District Direct, GOVERNMENT OF THE DISTRICT OF COLUMBIA, MURIEL BOWSER, MAYOR

Updating Messaging for Year 2

- ★ The current messaging now emphasizes four core themes:
 - ★ DC Medicaid is sending all renewal information by mail.
 - ★ Individuals with Medicaid should check their mail for information.
 - ★ Don't risk losing your coverage.
 - ★ Update your contact information at districtdirect.dc.gov.



Expanding the Media Buy

- ★ DC Medicaid expanded the media buy to include WHUR radio and the following print outlets: *El Tiempo Latino (ETL)*, *The Washington Blade*, *Street Sense Media* and *The Washington Informer (WI)*.
- ★ Special print editions with high readership were targeted, such as the Health & Wellness Supplement published by *WI* and the Cinco de Mayo issue by *ETL*.
- ★ We continued radio media buys with El Zol, WKYS, and WPRS.
- ★ The transit advertising now includes interior and overhead bus cards.



STREETSENSE MEDIA
Real Stories | Real People | Real Change



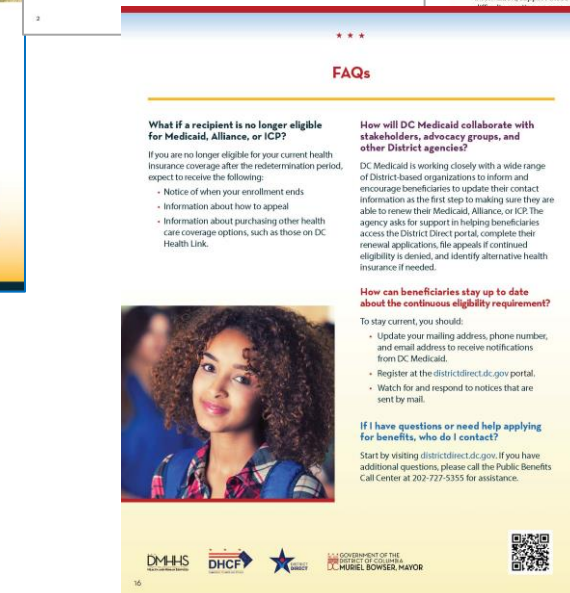
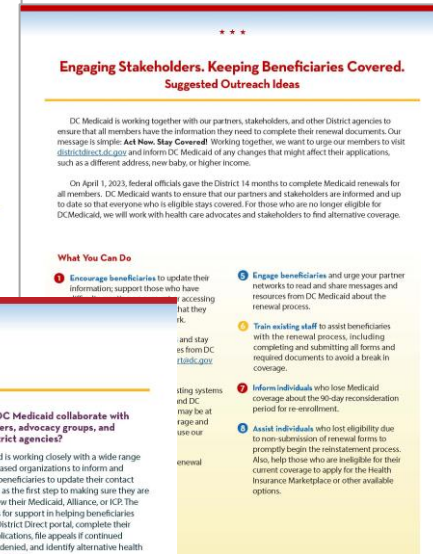
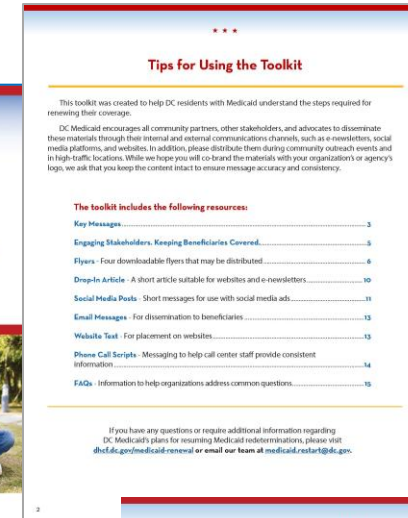
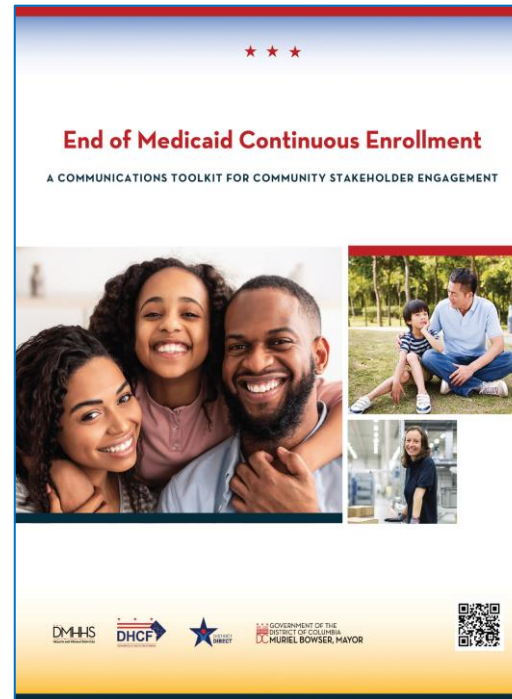
Updating the Toolkit and Engaging the Community

The toolkit was designed to ensure that consistent messaging and visuals were delivered to DHCF's target audiences. It was updated in 2023 to align with the new messaging the Centers for Medicare & Medicaid Services introduced.

Toolkit sections include:

- ★ Tips for Using the Toolkit
- ★ Key Messages
- ★ Engaging Stakeholders
- ★ FAQs
- ★ Flyers and social media ads

Community outreach will kick off in Ward 8 with an event targeting seniors. During April, Medicaid Awareness Month, outreach will continue at a Mayor's Job Fair. Other outreach events will be scheduled across the city.





Presentation Overview



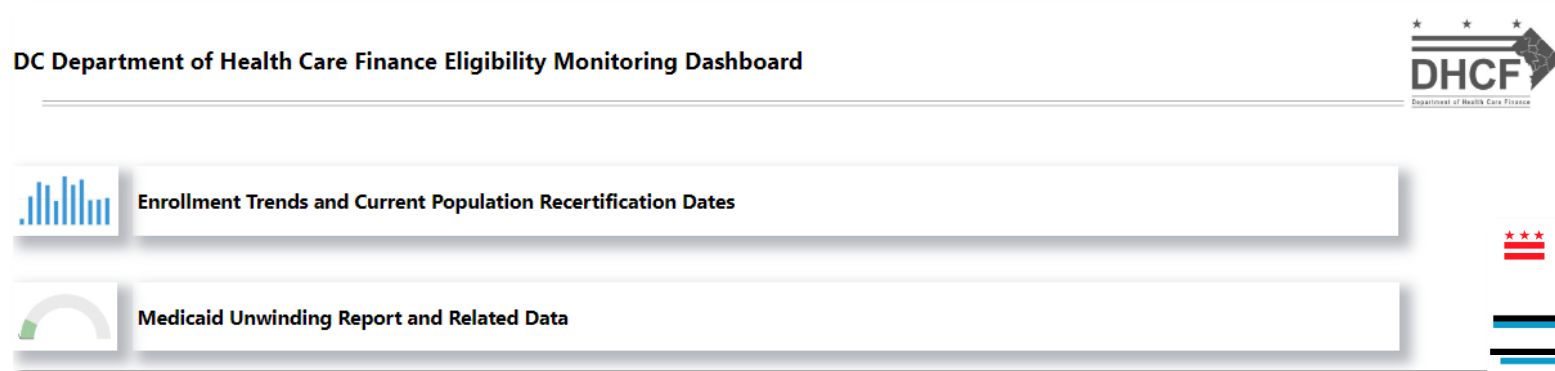
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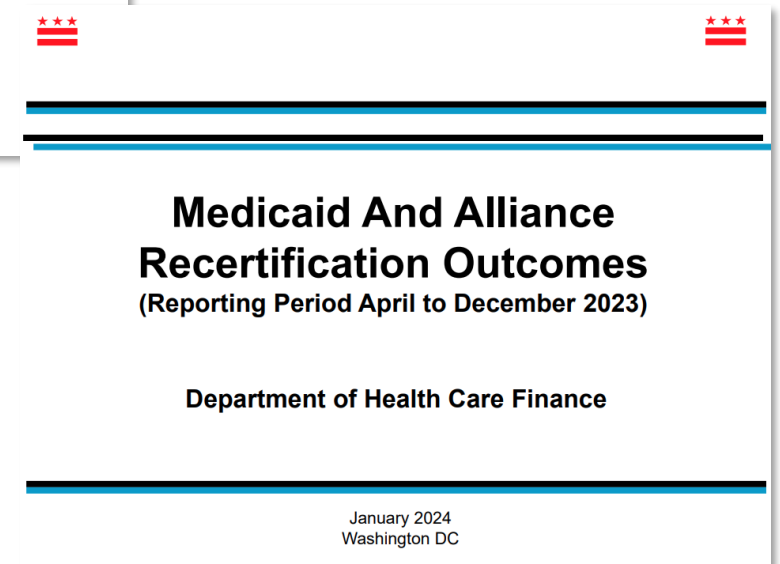
DC Medicaid Renewal Data is Publicly Available and Regularly Updated on the DHCF Website



- **Dashboard data** at <https://dhcf.dc.gov/eligibilitydashboard> is as of January 15. For an overview, see [1/17/2024 community meeting materials](#).



- DHCF recently released its **monthly report on Medicaid redeterminations** at <https://dhcf.dc.gov/medicaid-renewal>. The monthly reports summarize information from the dashboard but also provide additional detail on characteristics of beneficiaries whose coverage was renewed, those who have not responded, and pending renewal timing.



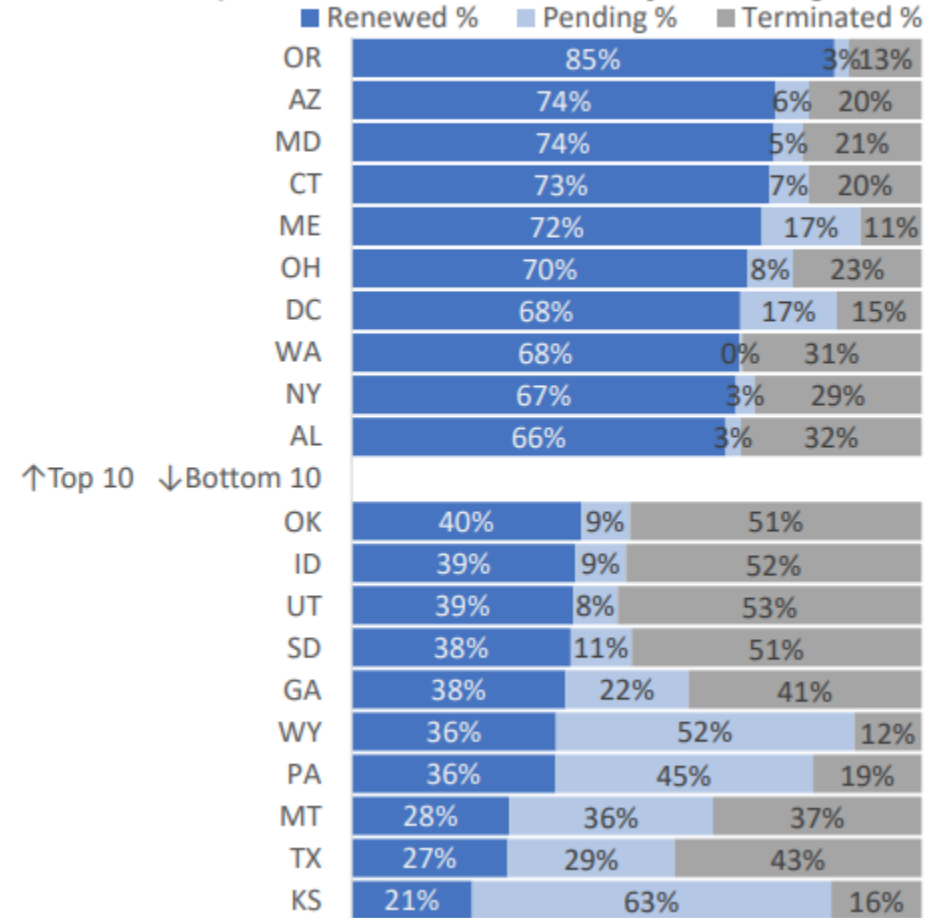


Redetermination Report Data: Renewal Rates in the District Remain High Relative to Many Other States



- DC currently has among the highest overall and passive renewal rates in the nation.
- For example, 68% of DC Medicaid beneficiaries due in May-November had renewed as of December 18 (before DC's latest dashboard update in January).
 - DC ranked 7th highest out of 46 states with data for the overall renewal rate (see chart at right).
 - DC also ranked 9th highest for the rate of passive renewals (data not shown).
 - A variety of factors contribute to variation across states, including differences in the groups being targeted for early renewals as well as differences in renewal policies and system capacity.

Of Medicaid Renewals Due,
Top 10 and Bottom 10 States by Percentage Renewed





Redetermination Report Data: Many Enrollees Are Responding During The 90-Day Grace Period



Medicaid Beneficiaries Who Responded During Their 90-Day Grace Period, by Month Due for Those Due in May – December

Month Due	Beneficiaries with Response to a Non-Passive Renewal	Responded During Grace Period	Grace Period Percent of Response Total
May 2023	2,983	918	31%
June 2023	6,813	1,968	29%
July 2023	13,267	3,945	30%
August 2023	12,419	3,318	27%
September 2023	4,993	1,098	22%
October 2023	9,273	2,106	23%
November 2023	9,491	1,871	20%
December 2023	2,926	337	12%
Total	62,165	15,561	25%

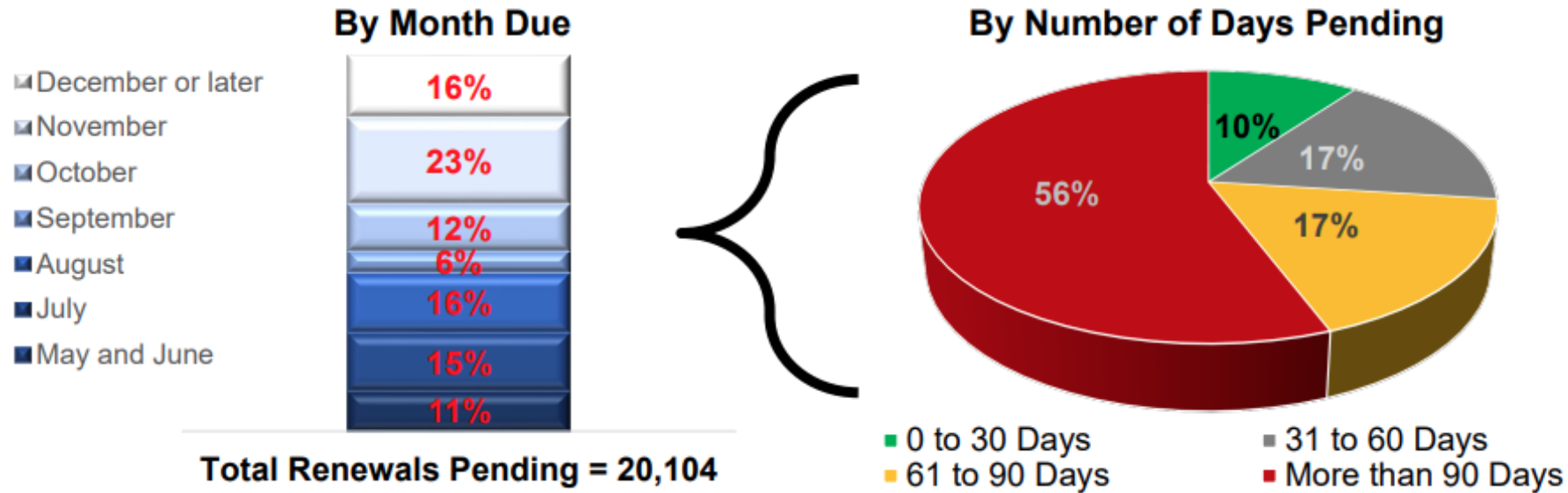
- The 90-day grace period for all beneficiaries due in September or earlier has concluded.
- Responses for those due in October or later do not yet reflect their full 90-day grace period and will therefore continue to increase in the coming months.



Redetermination Report Data: Coverage Is Maintained While Renewals Are Pending



Percent of Medicaid Beneficiaries With A Pending Renewal, By Month Due And Length Of Time In Process



- The number of days pending is counted from the date the renewal was received (not the date it was due).
- During the period when a renewal is pending, coverage is extended until a determination is made.



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The District is Conducting Outreach to Beneficiaries Through as Many Mediums as Possible



- DHCF is sending Renewal Packets to beneficiaries who cannot passively renew coverage.
- The District is texting the cell numbers of beneficiaries to ask beneficiaries to update their address and/or complete their renewal packet.
 - *The District has added a survey feature to automated text messaging to poll beneficiaries on their intent to renew their DC Medicaid coverage. This functionality was also added to voice calls last month.*
- The District is conducting automated phone calls to ask beneficiaries to update their contact information and/or complete their renewal packet.
- The District is sending emails to beneficiaries with the appropriate information to let them know about Medicaid Renewal and the need to update their address and renew their coverage.
- The District is sending push notifications to beneficiaries who have downloaded the District Direct mobile app

The District Has Multiple Ongoing Methods of External Outreach And Wants to Join Your Meetings Too!



- The District 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*.
- The District 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.
- The District is hosting regular Community Stakeholder meetings such as this every other week - continuing every-other-Wednesday at 2:30 p.m. and **next is on Wednesday, February 28, 2024**
 - *Please email Medicaid.renewal@dc.gov to join the meetings and related mailing list if not on it already*
- The District is holding monthly Beneficiary-Focused Meetings on ‘How Do I Renew My DC Medicaid Health Insurance’ – the sixth is **11:00 am this Saturday, February 17, 2024**.
- The District is continuing monthly Districtwide Trainings on Medicaid Renewal designed for stakeholders and anyone helping others with renewals – the eighth is **at 2:00 PM on Thursday, February 22, 2024**.



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
- Recording of Presentation on 4/26/23: You can find a recording of the presentation DC Health Link made on 4/26/23 on the Medicaid Renewal website at <https://dhcf.dc.gov/medicaid-renewal>
 - 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!*
- Automated Calls and Texts will continue monthly to beneficiaries whose coverage is due to be renewed
- The District hosts meetings to answer Medicaid beneficiary questions on the Medicaid Renewal process. The next monthly meeting called “How Do I Renew My DC Medicaid Health Insurance?” will take place at 11:00 AM this Saturday, February 17th
- The next Community Meeting on Medicaid Renewal will be Wednesday, February 28, 2024 @ 2:30 PM and continue every 2 weeks.
- The District will hold trainings on how to use District Direct for Medicaid Renewal monthly. The next Districtwide Training on Medicaid Renewal will be Thursday, February 22, 2024 @ 2:00 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 the District 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: The District 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 these links are three language selection options: "English", "Español", and "አማርኛ". The main content area features a large banner image of a park with autumn foliage. Overlaid on the left side of the banner is a blue box containing 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

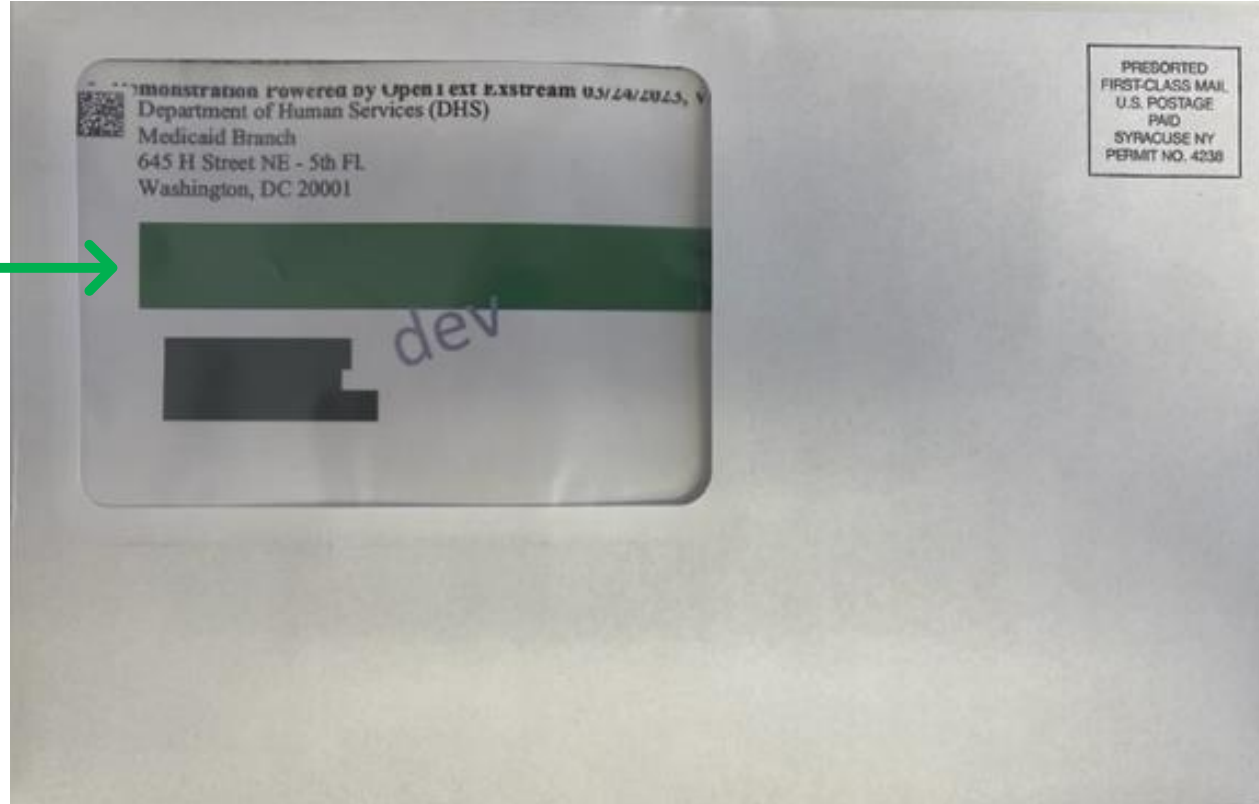
- **By mail:** Complete this form and mail it in the enclosed envelope to:
Attention:
Department of Human Services
Economic Security Administration
Outstation/Medicaid Renewal Unit



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.