



# Restarting Medicaid Renewals: The End of the Continuous Enrollment Requirement Bi-weekly Meeting #25

Medicaid Renewal Community Meeting

Department of Health Care Finance

April 10, 2024



# Presentation Overview



- **Medicaid Renewal Background**
- What's New This Week
- 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**. The first ten groups were **required to renew coverage before May 31, June 30, July 31, August 31, September 30, October 31, November 30, December 31 (2023), January 31, February 29, and March 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 January 2024 cohort ends on **4/30/24**. From 5/1/24 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!**



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



- The District restarted Medicaid eligibility renewals beginning April 1, 2023
- As of March 1, 2024, all beneficiaries enrolled in the program prior to Unwinding 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 **December 31, 2024**.
  - DC will share additional guidance on these flexibilities at a future meeting





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# UPDATE SINCE LAST MEETING: DHCF Gives 30 Day Extension for Non-MAGI Beneficiaries with 4/30 Certification End Dates



- In response to current Non-MAGI renewal rates, DHCF will extend Non-MAGI certification end dates for those with 4/30 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 5/1 for those whose certification end date is 4/30
- 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), 1/31, 2/29, and 3/31 (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: Overview of Remediation of Case Management Agencies



- Fee-for-service Case Management Agencies (CMAs) serving individuals enrolled in the District's 1915(c) EPD Waiver are responsible for completing renewals for beneficiaries they serve.
  - The District initiated a Case Management Incentive Program to reward agencies, covered in the last meeting
- After measurable performance improvements in late 2023, recently DHCF has issued increasing remediation requests in response to performance gaps in renewal submissions.
  - In the last three calendar months, the District has issued over 300 remediation requests to fee-for-service CMAs
  - Per existing requirements, these requests trigger a required response from the provider- which can range from documentation of their appropriate actions or a corrective action plan
- Beyond the fee-for-service program, about a third of EPD Waiver beneficiaries are enrolled in the Dual Choice program and UnitedHealthcare is responsible for overseeing their renewals.
  - While our remediation process is different, we use ongoing, frequent reporting and tracking to assess their renewal rates
  - Their overall renewal rate is roughly equivalent to fee-for-service for the EPD Waiver but they do report a higher rate of beneficiaries unable to be reached



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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](mailto: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, April 24, 2024**
  - *Please email [Medicaid.renewal@dc.gov](mailto: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 eighth is **at 6 PM on Monday, April 22, 2024.**
- The District is continuing monthly Districtwide Trainings on Medicaid Renewal designed for stakeholders and anyone helping others with renewals – the 12<sup>th</sup> is **at 5:00 PM on Tuesday, April 23, 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 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 take place on Monday, April 22, 2024 @ 6:00 PM
- The next Community Meeting on Medicaid Renewal will be Wednesday, April 24, 2024 @ 2:30 PM and continue every 2 weeks.
- The District will hold monthly trainings on how to use District Direct for Medicaid Renewal. The next Districtwide Training on Medicaid Renewal will be Tuesday, April 23, 2024 @ 5:00 PM.
- Please contact [Medicaid.renewal@dc.gov](mailto: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](mailto: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](https://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 top navigation bar of the District Direct website. On the left is the logo, a blue star with a red dot inside, followed by the text "District Direct". On the right are three navigation links: "Home" (underlined), "Create Account", and "Log in" (highlighted with a blue background). Below the navigation bar is a language selection bar with three options: "English", "Español", and "አማርኛ". The main content area features a large banner image of a park with autumn trees and people. Overlaid on the left side of the banner is a blue box with white text that reads "Welcome to District of Columbia Benefits Portal". 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 border) and "Learn More About Benefits" (blue with white border).







# 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 4<sup>TH</sup> 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.

GOVERNMENT OF THE DISTRICT OF COLUMBIA

**Medical Assistance Renewal Form D2**

April 1, 2023 Integrated Case #: 99999

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

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**

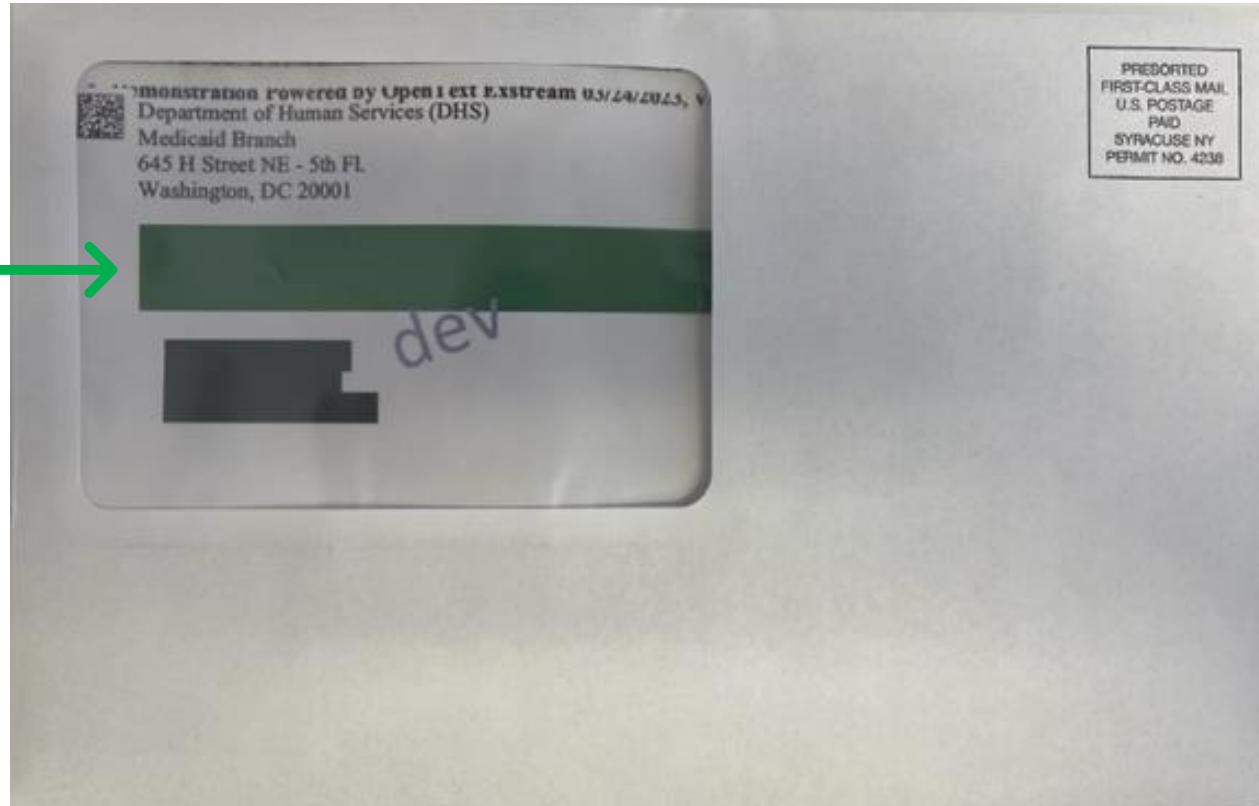
- **By mail:** Complete this form and mail it in the enclosed envelope to:  
Attention:  
Department of Human Services  
Economic Security Administration  
Outstation/Medicaid Renewal Unit



# 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.