



# Restarting Medicaid Renewals: The End of the Continuous Enrollment Requirement Bi-weekly Meeting #14

Medicaid Renewal Community Meeting

Department of Health Care Finance

September 27, 2023



# Presentation Overview



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



# Medicaid Beneficiaries Will Have to Renew 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), with the first four groups were **required to renew coverage before May 31, June 30, July 31, and August 31<sup>st</sup>**.



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



- 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 June cohort ends on **9/30**. From 10/1/23 and forward, this cohort will be required to submit a new application to reactivate their benefits.



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



- While Qualified Medicare Beneficiaries (QMB) may receive most of their 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!**

# **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



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# UPDATE SINCE LAST MEETING: DHCF Gives 30 Day Extension for Non-MAGI Beneficiaries with 9/30 Certification End Dates



- In response to current Non-MAGI renewal rates, DHCF will extend Non-MAGI certification end dates for those with 9/30 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 10/1 for those whose certification end date is 9/30
- DHCF previously extended Non-MAGI certification end dates for those with 6/30, 7/31, and 8/31 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



# UPDATE SINCE LAST MEETING: DHCF is Making Changes to Minimize Gaps in Coverage When Renewals are Timely Submitted



- The District effectuates extensions for all pending renewals via an extension of eligibility spans in MMIS (DHCF's provider payment system).
- Renewals are identified as pending if either condition is met:
  - Registered in DCAS/District Direct; or
  - Is a paper renewal application that has not yet been registered in DCAS/District Direct but has been received at a service center and scanned in for caseworker processing.
- Pending renewals identified by the agency at the end of the month are extended
- The prior frequency (monthly) meant that some paper renewals dropped off at the end of the month might not be captured and extended timely
- DHCF is increasing the frequency (daily) it effectuates extensions for renewals it identifies to limit these potential gaps.
- This change will be effective in the first week of October 2023



# UPDATE SINCE LAST MEETING: DHCF is Working to Address CMS Letter on Ex-Parte Household Renewals Process



- States are required to make a redetermination of eligibility on an *ex parte* basis, “without requiring information from the individual if able to do so, based on reliable information contained in the individual’s account or other more current information”
  - Often called “passive” or “automatic” renewals
  - 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.
- DHCF is addressing recent communications where CMS clarified that *ex parte* (passive or automatic) renewals must be done individually and not at the household level
  - Example: A mother and child are each enrolled in Medicaid on the basis of MAGI, as a household of two. DC’s MAGI Medicaid threshold is 216% of the federal poverty level (FPL) for parents/caretaker relatives and 319% of the FPL for children (not counting the 5% disregard). Ex parte eligibility must be processed separately for the mother and the child with respect to the separate eligibility levels.
- CMS issued an [overview](#) of state assessments related to ex parte requirements on 9/21/23



# UPDATE SINCE LAST MEETING: DHCF is Making Changes to the Ex-Parte Household Renewals Process



- DHCF has taken action to ensure compliance
  - **Reinstatements** are live in MMIS for potentially impacted children with **May through July** certification end dates
  - DHCF **paused** disenrollments for potentially impacted children with **August and September** certification end dates
    - There may be additional changes to reinstated or paused cases based on ongoing DHCF analysis
    - Specialized notices will be mailed to impacted beneficiaries who have been reinstated or paused
  - For **October initiations**, the District plans to use the back-end ex-parte mitigation strategy to keep the children's eligibility open if the parents are showing that their renewal will be non-passive.
    - The children will remain open in DCAS and in MMIS, while the parents are sent a non-passive renewal. If the parents return the renewal, then the entire household's eligibility will be redetermined based on the submitted/validated information.
  - A comprehensive system fix is still in development. This comprehensive fix will allow the District to be fully compliant with federal ex-parte requirements. Final timeline and level of effort is dependent upon additional CMS guidance on related eligibility functions



# Presentation Overview



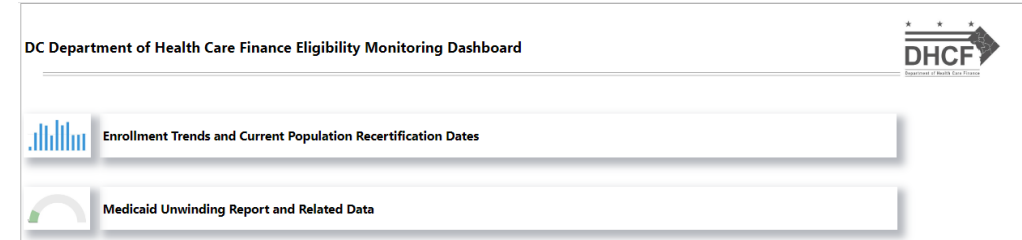
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# DC Medicaid Renewal Data is Publicly Available and Regularly Updated on the DHCF Website



- **Dashboard data** at <https://dhcf.dc.gov/eligibilitydashboard> is as of September 18.
- By the end of the month, DHCF will release its **third 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.
- The **District has one of the highest Medicaid renewal rates nationwide**.
  - In DC, more than **80% are renewed or pending for May and June**; nearly **70% for July**; and more than **60% for August**.
  - More than **two-thirds of those due in September or October**, who have not yet reached their recertification dates, are renewed or pending.
- Populations due in July, August, and October include large numbers of “PHE beneficiaries” who were kept enrolled during the public health emergency but had income or other changes that made them appear ineligible and therefore unable to renew passively.
- Although October includes many PHE beneficiaries who are unlikely to passively renew, it also includes a large number of Supplemental Security Income (SSI) beneficiaries whose coverage is automatically extended based on their receipt of SSI.
- For **all groups** whose renewal is currently due or past due in a 90-day grace period, the number in a renewed, pending, or determined ineligible status can continue to increase as renewals are returned and processed. Similarly, the number in the terminated category will decrease.
  - The 90-day **grace period ended in August for beneficiaries due in May**; it will **end in September for those due in June**.
  - Among beneficiaries due in May-July who have responded to date, nearly 30% have returned the renewal during their grace period.



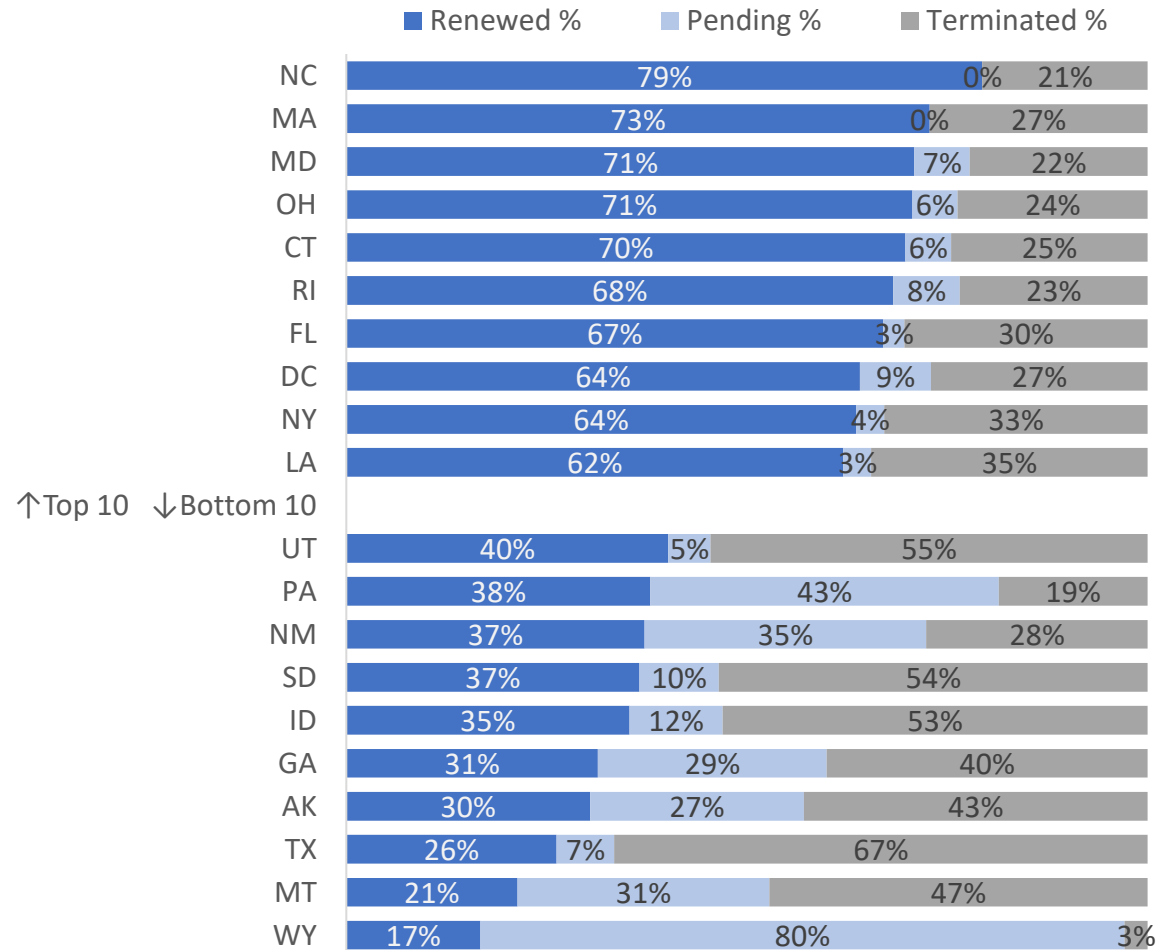


# Renewal Rates in the District Are High Relative to Many Other States



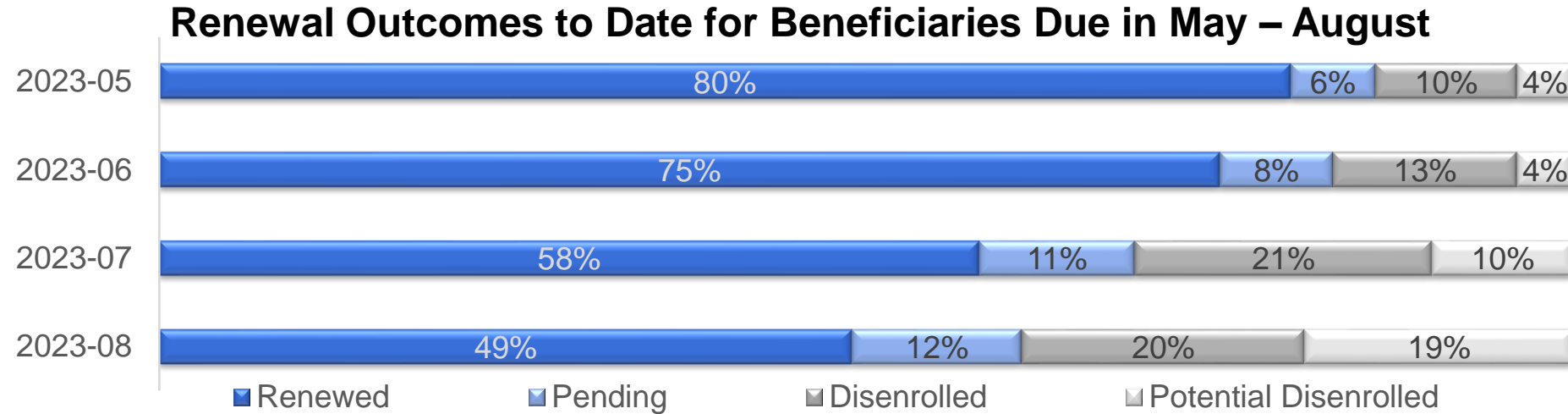
- DC currently has among the highest overall and passive renewal rates in the nation.
- For example, 64% of DC Medicaid beneficiaries due in May-July had renewed as of August 11 (before DC's latest dashboard update in September).
  - DC ranked 8th highest out of 41 states with data for the overall renewal rate (see chart at right).
  - DC also ranked 6th 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.
- **Source:** Data extracted from <https://www.kff.org/medicaid/issue-brief/medicaid-enrollment-and-unwinding-tracker/> on September 8.

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





# More Than 80% of Medicaid Beneficiaries Due in May and June Have Re-Enrolled or Have a Renewal Pending



- **More than 80% of beneficiaries due in May or June are renewed or pending. Nearly 70% for July and more than 60% for August are renewed or pending.** Lower July and August rates are due in part to a large number of “PHE beneficiaries” who were kept enrolled during the public health emergency but had income or other changes that made them appear ineligible and therefore unlikely to renew passively (i.e., no beneficiary response required).
- For May through August, the “**Potential Disenrolled**” category reflects **non-disabled (i.e., MAGI) children under age 21 whose coverage terminations are paused or under review** while DHCF ensures compliance with federal “ex parte” rules governing passive renewals. For August, it **also includes people with disabilities and those age 65+ (i.e., non-MAGI) who received one-month extensions** through September to allow for additional response time (earlier non-MAGI extensions have expired).
- Renewal figures for all months will increase as responses are received during the 90-day grace period. **The 90-day grace period ended in August for beneficiaries due in May; it will end in September for those due in June.** They will need to submit a full application to re-apply for coverage at that time.

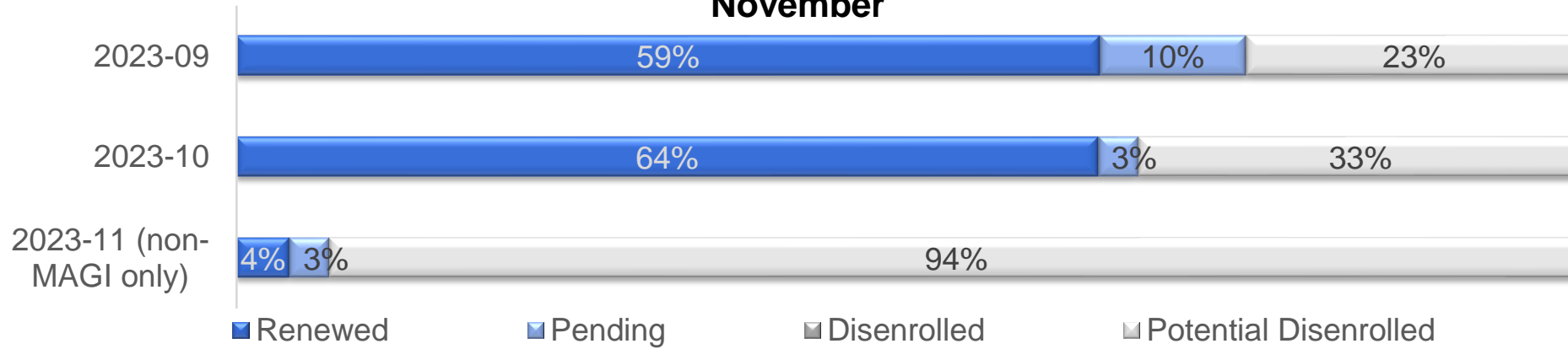




# Medicaid Beneficiaries Due in September or Later Who Have Not Yet Responded Will Remain Enrolled Until They Reach Their Recertification Date



### Renewal Outcomes to Date for Beneficiaries Due in September – November



- **For beneficiaries due in September, more than two-thirds are renewed or pending.** There are relatively few PHE beneficiaries due in this month.
- **Similarly, two-thirds of those due in October are renewed or pending.** Although this month includes many PHE beneficiaries who are unlikely to passively renew, it also includes a large number of Supplemental Security Income (SSI) beneficiaries whose coverage is automatically extended based on their receipt of SSI. This leads to a relatively high renewal rate overall to date.
- **November is incomplete** because only beneficiaries with disabilities and those age 65+ (i.e., non-MAGI) have received renewal notices to date. Non-disabled children and adults under age 65 due in November will receive renewal notices by October 1.
- As noted earlier, DHCF is pausing terminations for non-disabled (i.e., MAGI) children under age 21 to ensure compliance with federal “ex parte” rules governing passive renewals. They will be extended and remain in the “Potential Disenrolled” category past their recertification date during the pause.
- Renewal figures for all months will increase as responses are received during the 90-day grace period.



# As of September 27, Approximately 2,100 Non-MAGI Beneficiaries Due by the End of the Month Had No Renewal Response



- As of September 27, approximately 2,140 beneficiaries with a disability or age 65+ (i.e., non-MAGI) are due in September but will have coverage extended through October to allow more time for a renewal response. They include:
  - Elderly and Persons with Disabilities (EPD) waiver (~80) and Individuals with Intellectual or Developmental Disabilities (ID/DD) waiver (~20) waiver enrollees.
  - Nursing facility and other non-waiver long-term care enrollees (~180).
  - Other individuals with full Medicaid benefits (~1,210).
  - Qualified Medicare Beneficiaries (QMBs) whose coverage is limited to payment of Medicare premiums and cost sharing (~650).
- In addition, approximately 580 of the 2,140 are “PHE beneficiaries” who were kept enrolled during the public health emergency but had income or other changes that made them appear ineligible.
  - The largest group of these PHE beneficiaries (~370) were previously eligible for Medicaid automatically because they received Supplemental Security Income (SSI) cash assistance. Current records do not show them with an SSI benefit.
  - Most of the remaining PHE beneficiaries are in QMB only (~70) or other non-long term care (~140) eligibility categories.
  - Regardless of their PHE status, these individuals may respond and provide renewal information that allows for a determination of ongoing eligibility.



# Non-MAGI Response During the 30-Day Extension Periods Has Been Relatively Low



- For people with disabilities and those age 65+ (i.e., non-MAGI) due in June through August, DHCF has provided one-month coverage extensions to allow for additional response time. As noted in previous community meetings:
  - Qualified Medicare Beneficiaries (QMBs), whose coverage is limited to payment of Medicare premiums and cost sharing, have reflected the largest group with no response for these months.
  - Non-response may be due to a variety of factors. For example, many of these beneficiaries do not appear to be actively using their Medicaid coverage. Some may be living outside of the District or deceased.
  - For additional information on the characteristics of non-MAGI beneficiaries receiving one-month extensions, see the following DHCF community meeting presentations: [8/30/2023](#); [8/2/2023](#); and [6/21/2023](#).
- Non-MAGI response during the 30-day extension periods has been relatively low. For example:
  - Nearly 900 non-MAGI beneficiaries originally due in June were extended through July. Approximately 240 have responded to date, including 30 during the one-month extension period.
  - Nearly 800 non-MAGI beneficiaries originally due in July were extended through August. Approximately 180 have responded to date, including 50 during the one-month extension period.
  - Approximately 2,000 non-MAGI beneficiaries originally due in August were extended through September. Approximately 220 have responded as of September 27, during the one-month extension period.
  - DHCF will continue to monitor the effectiveness of the one-month extension for the non-MAGI population.



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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 is adding a survey feature to automated text messaging this month to poll beneficiaries on their intent to renew their DC Medicaid coverage.*
- The District is conducting automated phone calls to ask beneficiaries to update their contact information and/or complete their renewal packet.
- The District 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 info, etc.
- The District is hosting regular Community Stakeholder meetings such as this every other week - continuing every-other-Wednesday at 2:30 p.m. -the 15<sup>th</sup> and **next is on Wednesday, October 11**
  - *Please email [Medicaid.restart@dc.gov](mailto:Medicaid.restart@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 fourth is **Monday, October 16 @ 5:30 PM.**
- The District is continuing monthly Districtwide Trainings on Medicaid Renewal designed for stakeholders and anyone helping others with renewals – the fifth is **Friday, September 29 @ 2:00 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. **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
- Recording of Presentation on 4/26: You can find a recording of the presentation DC Health Link made on 4/26 on the Medicaid Renewal website at <https://dhcf.dc.gov/medicaid-renewal>
  - DC Health Link is making sure that representatives are here and at future meetings





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# Medicaid Renewal: Next Steps



- Outreach is ongoing. Look for our messaging 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 will issue a Renewal Report monthly and post it publicly on the website –the next will be posted next week.
- The District is holding beneficiary-focused meetings on Medicaid Renewal requirements monthly in the late morning on Saturdays- the next meeting is Monday, October 16, 2023 @ 5:30 PM.
- The next Community Meeting on Medicaid Renewal will be Wednesday, October 11, 2023 @ 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 Friday, September 29 @ 2:00 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 (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 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



# Eligibility Categories are Based on Federal Poverty Limits



Parent Caretaker 2023 FPL	
<i>The District covers this population with household income up to 216% of the FPL (with an additional 5% disregard)</i>	
Category	Parent/Caretaker/Relative
Threshold in FPL	216% + 5% disregard
1 person household, monthly	\$2,685
2 person household, monthly	\$3,632
3 person household, monthly	\$4,578
4 person household, monthly	\$5,525
5 person household, monthly	\$6,472
6 person household, monthly	\$7,418
7 person household, monthly	\$8,365
8 person household, monthly	\$9,311
Figures compiled using 2023 FPL numbers distributed by the U.S. Department of Health and Human Services	

Infants and Children 2023 FPL		
<i>The District covers this population with household income up to 319% and 216% of the FPL (with an additional 5% disregard)</i>		
Category	Children (0-18), 319%	Children (19-20), 216%
Threshold in FPL	319% + 5% disregard*	216% + 5% disregard*
1 person household, monthly	\$3,937	\$2,685
2 person household, monthly	\$5,324	\$3,632
3 person household, monthly	\$6,712	\$4,578
4 person household, monthly	\$8,100	\$5,525
5 person household, monthly	\$9,488	\$6,472
6 person household, monthly	\$10,876	\$7,418
7 person household, monthly	\$12,263	\$8,365
8 person household, monthly	\$13,651	\$9,311
Figures compiled using 2023 FPL numbers distributed by the U.S. Department of Health and Human Services		



# Eligibility Categories are Based on Federal Poverty Limits



<b>Pregnant 2023 FPL</b>	
<i>The District covers this population with household income up to 319% of the FPL (with an additional 5% disregard)</i>	
Category	Pregnant Individual
Threshold in FPL	319% + 5% disregard
2 person household, monthly	\$5,324
3 person household, monthly	\$6,712
4 person household, monthly	\$8,100
5 person household, monthly	\$9,488
6 person household, monthly	\$10,876
7 person household, monthly	\$12,263
8 person household, monthly	\$13,651
Figures compiled using 2023 FPL numbers distributed by the U.S. Department of Health and Human Services	

<b>Adults without Dependent Children (Childless Adults) 2023 FPL</b>	
<i>The District covers this population with household income up to 210% of the FPL (with an additional 5% disregard)</i>	
Category	Adults Without Dependent Children
Threshold in FPL	210% + 5% disregard*
1 person household, monthly	\$2,612
2 person household, monthly	\$3,533
3 person household, monthly	\$4,454
4 person household, monthly	\$5,375
5 person household, monthly	\$6,296
6 person household, monthly	\$7,217
7 person household, monthly	\$8,138
8 person household, monthly	\$9,059
Figures compiled using 2023 FPL numbers distributed by the U.S. Department of Health and Human Services	



# Eligibility Category QMB-Federal Poverty Limits



QMB 2023 FPL		
<i>The District covers this population with household income up to 300% of the FPL (with an additional \$20 for QMB Plus)</i>		
Category	QMB	QMB Plus
Threshold in FPL	300% + \$20	100% + \$20
1 person household, monthly	\$3,665	\$1,235
2 person household, monthly	\$4,950	\$1,663
3 person household, monthly	\$6,235	\$2,092
4 person household, monthly	\$7,520	\$2,520
5 person household, monthly	\$8,805	\$2,948
6 person household, monthly	\$10,090	\$3,377
7 person household, monthly	\$11,375	\$3,805
8 person household, monthly	\$12,660	\$4,233
Figures compiled using 2023 FPL numbers distributed by the U.S. Department of Health and Human Services (+5% income disregard)		





# 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 District Direct website interface. At the top left is the logo with a blue star and the text "District Direct". To the right are navigation links: "Home" (underlined), "Create Account", and a blue "Log in" button. Below these are language selection options: "English", "Español", and "አማርኛ". The main content area features a large blue banner with the text "Welcome to District of Columbia Benefits Portal" and a sub-header "Apply for SNAP, TANF/Cash Assistance and Medical Benefits or learn more about all our offered benefits". Two buttons are present: "Apply Now" and "Learn More About Benefits". The background of the banner is a photograph of a park with autumn trees and people walking.





# Appendix H: 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.



# Appendix I: 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 **6/06/30/2023** 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.

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 J: Look Out For An Envelope that Looks Like This!



Look for the green line here

