



# Restarting Medicaid Renewals: The End of the Continuous Enrollment Requirement Biweekly Meeting #4

Medicaid Renewal Community Meeting

Department of Health Care Finance

May 10, 2023



# Presentation Overview



- Background on Medicaid Renewals
- What's New This Week
- Key Messages for Beneficiaries and Stakeholders
- Communication and Notices on 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).



# Medicaid Renewal Is Not the Only Thing That Changed on April 1<sup>st</sup> – New Managed Care Contracts Also Started



- New Medicaid / Alliance managed care contracts started on April 1<sup>st</sup>
  - One new managed care plan - Amerigroup DC - joins AmeriHealth Caritas and MedStar Family Choice
  - Beneficiaries enrolled in CareFirst Community Health Plan transitioned to Amerigroup DC
- Beneficiaries received postcard and letters between February and March
- Questions about managed care plan enrollment: [dchealthyfamilies.com](https://dchealthyfamilies.com) or call 202-639-4030
- Enrolling into a managed care plan is not renewing Medicaid eligibility





# States Are Required To Conduct A Renewal Of Every Beneficiary Enrolled In Medicaid Before Taking Adverse Action On Medicaid Eligibility



- MAGI Medicaid Beneficiaries (most adults under 65, pregnant women and children under 21, parents/caretaker relatives)
  - 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 there is nothing to do
  - First 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)
  - First 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 sample notices are available on the [DHCF Website](#)
- Medicaid renewal packages will have distinctive markings



# UPDATE SINCE LAST MEETING: DHCF Eligibility Monitoring Dashboard Released



- Dashboard includes Unwinding Data Report\* information submitted by DHCF to the federal Centers for Medicare & Medicaid Services (CMS), along with other key metrics for monitoring the restart of Medicaid eligibility redeterminations.
  - DHCF is making unwinding data available to the public before it is due to CMS.
  - For example, outcomes of renewals due in May are reported to CMS in June. However, DHCF’s dashboard already includes the outcomes known to date for all renewals that have been initiated.
  - Similarly, the dashboard will include renewals initiated in May and associated outcomes before the information is reported to CMS in June and beyond.
- Direct link is <https://dhcf.dc.gov/eligibilitydashboard>; also linked at <https://dhcf.dc.gov/> and <https://dhcf.dc.gov/medicaid-renewal>.
- Example content below reflects Medicaid renewal initiations and outcomes as of mid-April.
  - Many people received a “passive” renewal (i.e., coverage was extended based on electronic data sources alone) but a significant number require a “non-passive” renewal and must provide requested information by due dates shown to retain their coverage.
  - Dashboard will be updated during the week of May 15 to reflect refreshed data for April and new data on May initiations.
  - Additional detail (e.g., breakouts of renewal data by beneficiary demographic and other characteristics) will be added to the dashboard in June.

**Number of Beneficiaries with Medicaid Renewal Initiated and Renewal Outcomes, by Notice Month and Due Month**

Notice month	Due month	Beneficiaries with renewal initiated	Beneficiaries renewed	Beneficiary % renewed	Beneficiary % renewed passive	Beneficiary % renewed non-passive	Beneficiaries not renewed
2023-04	2023-05	15,202	9,596	63%	61%	2%	5,606
	2023-06	2,259	25	1%	0%	1%	2,234
	<b>Total</b>	<b>17,461</b>	<b>9,621</b>	<b>55%</b>	<b>53%</b>	<b>2%</b>	<b>7,840</b>
<b>Total</b>		<b>17,461</b>	<b>9,621</b>	<b>55%</b>	<b>53%</b>	<b>2%</b>	<b>7,840</b>

**Number of Cases with Medicaid Renewal Initiated, by Notice Month and Due Month**

Notice month	Due month	Cases with renewal initiated	Passive notice sent	Non-passive notice sent
2023-04	2023-05	9,553	6,231	3,322
	2023-06	2,210	2	2,208
	<b>Total</b>	<b>11,763</b>	<b>6,233</b>	<b>5,530</b>
<b>Total</b>		<b>11,763</b>	<b>6,233</b>	<b>5,530</b>

\* <https://www.medicaid.gov/resources-for-states/coronavirus-disease-2019-covid-19/unwinding-data-reporting/index.html>



## UPDATE SINCE LAST MEETING: DHCF Has Taken Steps to Resolve Enrollment Issue with the Alliance Program



- **The Issue**: In previous meetings, stakeholders noted that some Alliance beneficiaries were not correctly enrolled in MCOs
- **Specifics**: Beneficiaries whose Alliance application had been pending or who were incorrectly disenrolled due to a system error were not assigned to MCOs
- **Context**: As a result of earlier Alliance application/renewal backlog & and a system error that resulted in disenrollments, DHCF staff found that beneficiaries were not being properly enrolled after completion of their eligibility determination/redetermination or reenrolled in an MCO after their reinstatement
- **Resolution**: DHCF generated a report of impacted beneficiaries and is working with the enrollment broker to make the correct assignments to MCOs
- **Going Forward**: DHS and DHCF are taking action to work through the backlog and prevent it from happening again -by increasing service center staffing



## UPDATE SINCE LAST MEETING: Some Medicaid Beneficiaries Reporting a Change of Circumstance Were Terminated In Error and Reinstated



- **The Issue**: After hearing from stakeholders and reviewing terminations that occurred at the end of April, DHCF staff identified that some Medicaid beneficiaries' coverage had been improperly terminated
- **Specifics**: Affected beneficiaries were terminated on 4/30
- **Context**: DHCF staff found that some people who reported changes of circumstance or who hadn't returned all forms after an RFI was generated for their case, were terminated on 4/30 without a full redetermination
- **Resolution**: Action was taken to restore eligibility of everyone improperly terminated this way and curative notices are being mailed
- **Going Forward**: DHCF is working to fix its eligibility system going forward to avoid any terminations without a full redetermination





## UPDATE SINCE LAST MEETING: Some Beneficiaries Were Sent 2 Renewal Packets by Accident –But Only 1 is Correct



- **The Issue**: The first batch of dual eligible beneficiaries (receive Medicare in addition to Medicaid) and QMB only beneficiaries (Medicaid pays for Medicare Premiums and cost-sharing) who need to actively renew coverage were sent 2 renewal packets when they only should have only been sent 1
- **Specifics**: Affected beneficiaries received both a [Renewal Form](#) (not intended) and a [Conversion Renewal](#) form (correct)
- **Context**: This was an error made because of a mistaken attachment to the Cover Letter notifying beneficiaries of the need to renew coverage
- **Resolution**: Beneficiaries only need to return the Conversion Renewal form
- **Going Forward**: DHCF and DHS will directly contact any beneficiaries who submit the Renewal Form and not the Conversion Renewal Form



# What Can Stakeholders Say to Beneficiaries? *Don't Wait to Update!* *Then Check Mail for Important Information!*



## 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.

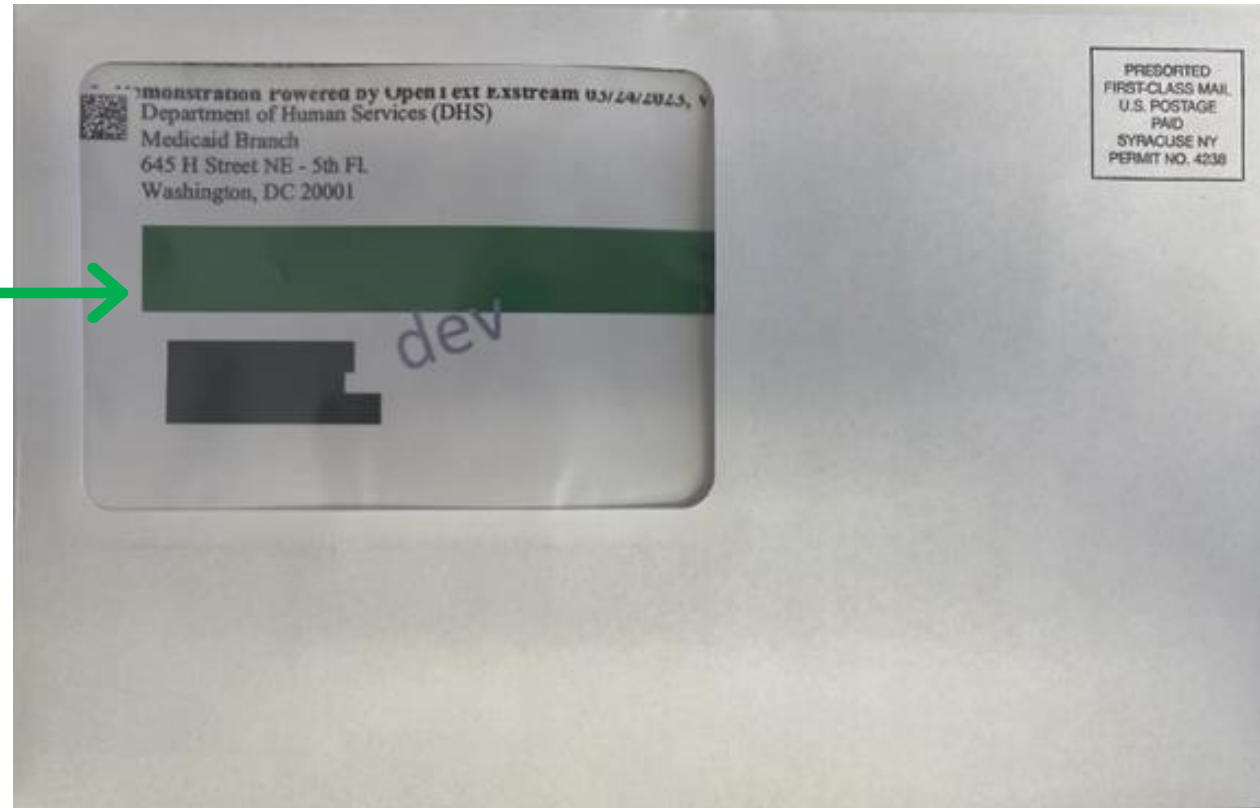
## What To Do After Receiving Your Renewal Notice

- 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.



# Look Out For An Envelope that Looks Like This!



Look for the green line here





# Look Out For These Renewal Documents in the Mail!

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**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

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**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.

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**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



# Completed Renewal Form Packet: Information Needed



## *A completed renewal packet contains:*

- Carefully reviewed answers to all questions on the renewal form.
  - A signature (wet, electronic, or telephonic signature)
  - A submission of current documentation of income and D.C. residency along with renewal form.
- 
- Note: Information on verifying income, verifying residency, and relevant federal poverty level information is included in the Appendix



# 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.





# Consumer Alert: Beware of Medicaid Renewal Scams!



## Know the Facts



Medicaid will not call or email individuals to ask for personal information. Renewal information is typically mailed to you. Clients can renew coverage online, by mail or in person. Importantly, there is no fee to renew Medicaid coverage. If anyone requests payment, it's a scam!

## Protect Yourself

Be cautious about providing personal information over the phone or online. Never share your social security number, Medicaid ID, or bank information, or any other personally identifiable information (PII) without verifying that the request is legitimate.



If you are contacted about renewing Medicaid coverage, do not provide PII. Hang up or delete the email and contact your local Medicaid office to confirm whether there are issues.

## Report Fraud

If you are the victim of a fake Medicaid renewal scam, report it to one of the following government agencies:

1. DISB Enforcement and Consumer Protection Division, 202.727.8000.
2. Federal Bureau of Investigation (FBI) Internet Crime Complaint Center ([IC3gov](https://www.ic3.gov)) or call the FBI Washington Field Office at 202.278.2000.
3. Federal Trade Commission, [ftc.gov](https://www.ftc.gov).



# 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**





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



[Home](#)

[Create Account](#)

[Log in](#)

English

Español

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# Welcome to District of Columbia Benefits Portal

TANF/Cash Assistance and Medical Benefits or learn more about all our offered benefits

[Apply Now](#)

[Learn More About Benefits](#)





# 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 will make sure that representatives are here and at future meetings



# Communication on Medicaid Renewal– Outreach to Beneficiaries

- DHCF will send Renewal Packets to beneficiaries who cannot passively renew coverage.
- The District will text the cell numbers of beneficiaries to ask beneficiaries to update their address and/or complete their renewal packet.
- The District will conduct automated phone calls to ask beneficiaries to update their contact information and/or complete their renewal packet.
- The District will send 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.
- DHCF is training groups such as this one on how to update contact information and renew Medicaid



# Communication on Medicaid Renewal–External Outreach




- 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 is providing ~monthly Stakeholder Trainings to guide stakeholders through the District Direct enrollment process, updating addresses, and renewing Medicaid –next is **12:00 PM, Monday, May 22<sup>nd</sup>**
- The District created a website with information on Medicaid Renewal and the End of the Public Health Emergency that will host 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. -**next is on Wednesday, May 24<sup>th</sup>**
  - *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 has hired a contractor to place visuals and audio Advertisements for Medicaid Renewal around the District continuing throughout 2023.






# Visual Advertisements – Don't Wait to Update!


**Did you know** all DC residents with Medicaid, Alliance, or the Immigrant Children's Program must start renewing their coverage again?



**Don't miss out** on important information. If you haven't already, take time today to update your address, phone number, and/or email address at [districtdirect.dc.gov](https://districtdirect.dc.gov) so that DHCF knows where to send your Medicaid renewal letter.




Then check your mail for info on how to renew. If you need help, please call us at **202-727-5355**.




GOVERNMENT OF THE DISTRICT OF COLUMBIA  
MURIEL BOWSER, MAYOR

## Don't Wait to Update!



All DC residents with **Medicaid** must renew their coverage this year.

Update your contact info at [districtdirect.dc.gov](https://districtdirect.dc.gov).





# Medicaid Renewal: Next Steps



- Advertisements and outreach are ongoing. Look for our messaging on advertisements and fliers throughout the community.
- Automated Calls and Text will start this month.
- DHCF will host ~monthly trainings on District Direct and how to complete Medicaid renewal form. The next monthly training will be May 22, 2023 @ 3:00 PM.
- The next Community Meeting on Medicaid Renewal will be May 24, 2023 @ 2:30 PM and continue every 2 weeks. The meetings are now 1 hour in length.
- Please contact [Medicaid.renewal@dc.gov](mailto:Medicaid.renewal@dc.gov) for more information or to get connected to the meetings and trainings.



# 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

# Many Types of Documents are Acceptable Verifications of Income

*The following types of documents can be used to verify income:*

1. Recent pay stubs (four weekly, two bi-weekly, or one monthly);
2. Completed employer verification form;
3. Statement showing retirement income, disability income, workers compensation income or pension statement;
4. Bank/Checking account statement;
5. Paper, electronic, or telephonic documentation;
6. 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:

- 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



Pregnant 2023 FPL	
<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	

Adults without Dependent Children (Childless Adults) 2023 FPL	
<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		
The District covers this population with household income up to 300% of the FPL (with an additional \$20 for QMB Plus)		
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.