

# **Public Health Emergency (PHE) Unwinding**

*Preparing for the end of the  
COVID-19 Public Health Emergency*

June 2023

# Agenda

1

Background Information

2

Medicaid/HUSKY Information

3

Additional Coverage Information

4

DSS Information

5

Communications

6

DSS Readiness

7

How You Can Help

# Important Dates

The passage of the CAA modified some of the PHE flexibilities from the federal PHE declaration, while others remained tied to the end of the PHE declaration



Medicaid  
continuous  
enrollment  
provision  
ended



COVID-19  
Limited Benefit  
coverage groups  
for testing and  
treatment ended

# Details for Medicaid/HUSKY

## Flexibilities during PHE

- Continuous Enrollment: States **required** to keep individuals enrolled in Medicaid, even if they never renewed their coverage, or are no longer eligible
- Disenrollment allowed only for limited reasons
- Optional Medicaid Group implemented
  - COVID-19 coverage for uninsured



## After March 31, 2023

- Annual renewals required
- Disenrollment if renewal is not completed, verifications are not provided, household income increases above allowable limits, age out, etc.
- "Normal" rules within CMS guidance
- All extended households have opportunity to renew



# Medicaid/HUSKY Impact Timeline



- Medicaid Continuous Enrollment provision ends
- Households that were previously extended will have to complete a full eligibility evaluation (renewal) at a pre-determined time over the course of the 12-month unwinding period (staggered renewal dates)



- COVID-19 limited benefits coverage ended
  - First round of outreach to population in Oct 2022; received additional notice on May 1, 2023
  - Encouraged to explore eligibility for other coverage

# Pathways for HUSKY Renewal

## Passive Renewal

*Computerized process that checks for renewal*

Passive renewal  
attempted on ~3/4/23  
whose renewal is due  
4/30/23

Renewal  
**completed**;  
household  
advised to  
report any  
changes

45 days to  
complete  
renewal

*\*if passive renewal not  
successful\**

## Manual Renewal

*Clients have to manually renew*

Renewal notices  
will be sent out by  
the 15<sup>th</sup> of every  
month to  
members who  
need to renew by  
end of following  
month

Individuals over income  
for continued HUSKY  
coverage may move to  
Transitional Medical  
Assistance (TMA),  
Covered CT, HUSKY B, or a  
Qualified Health Plan  
(QHP)

Integration with Access  
Health CT will allow them  
to know which coverage  
they are eligible for

This staggered approach will allow DSS to control the flow of renewals and operational load throughout the 12 months after the PHE ends. It will also help to even workloads in future years.

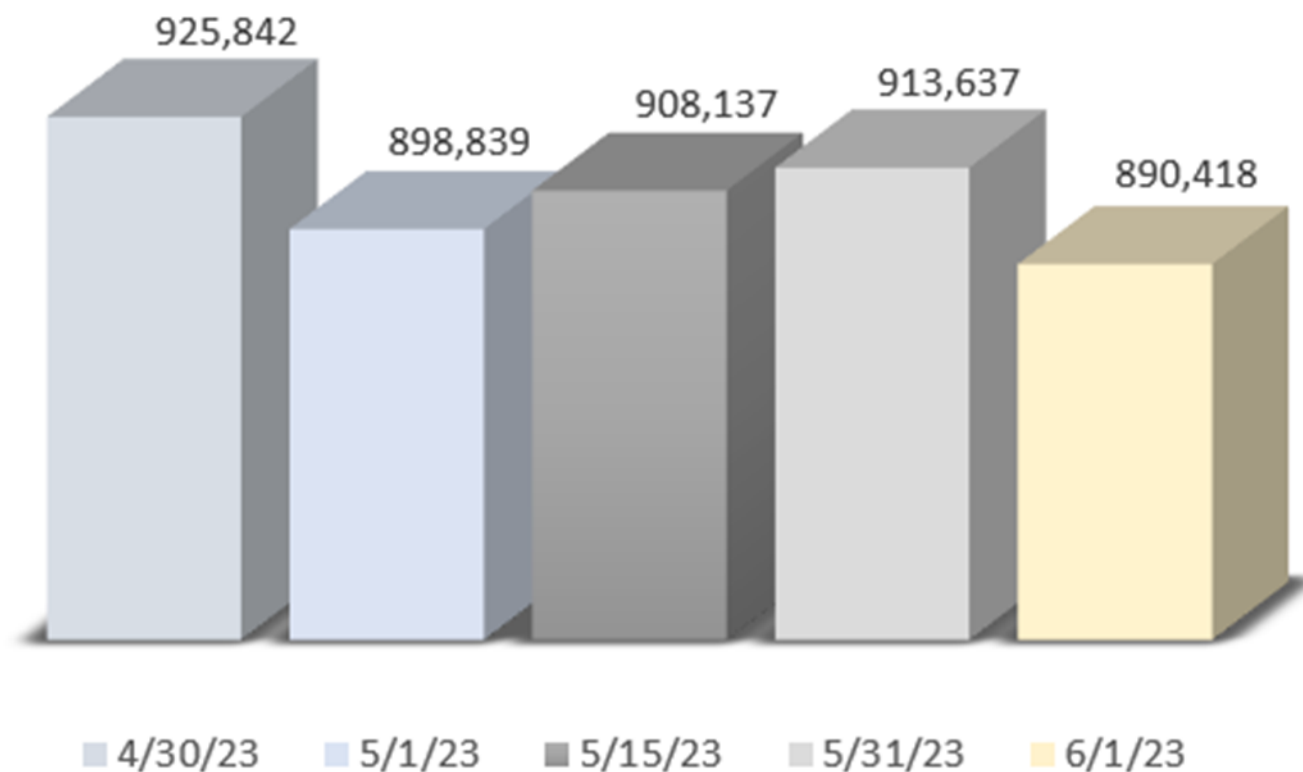
# HUSKY Enrollment April – June 2023

## Medical Enrollment by Date *(data as of June 2, 2023)*

MAGI Enrollment (HIX)	4/30/23	5/1/23	Month End Change	5/15/23	Mid Month Change	5/31/23	6/1/23	Month End Change
Totals	925,842	898,839	(27,003)	908,137	9,298	913,637	890,418	(23,219)
Net change from peak		(27,003)		(17,705)		(12,205)	(35,424)	

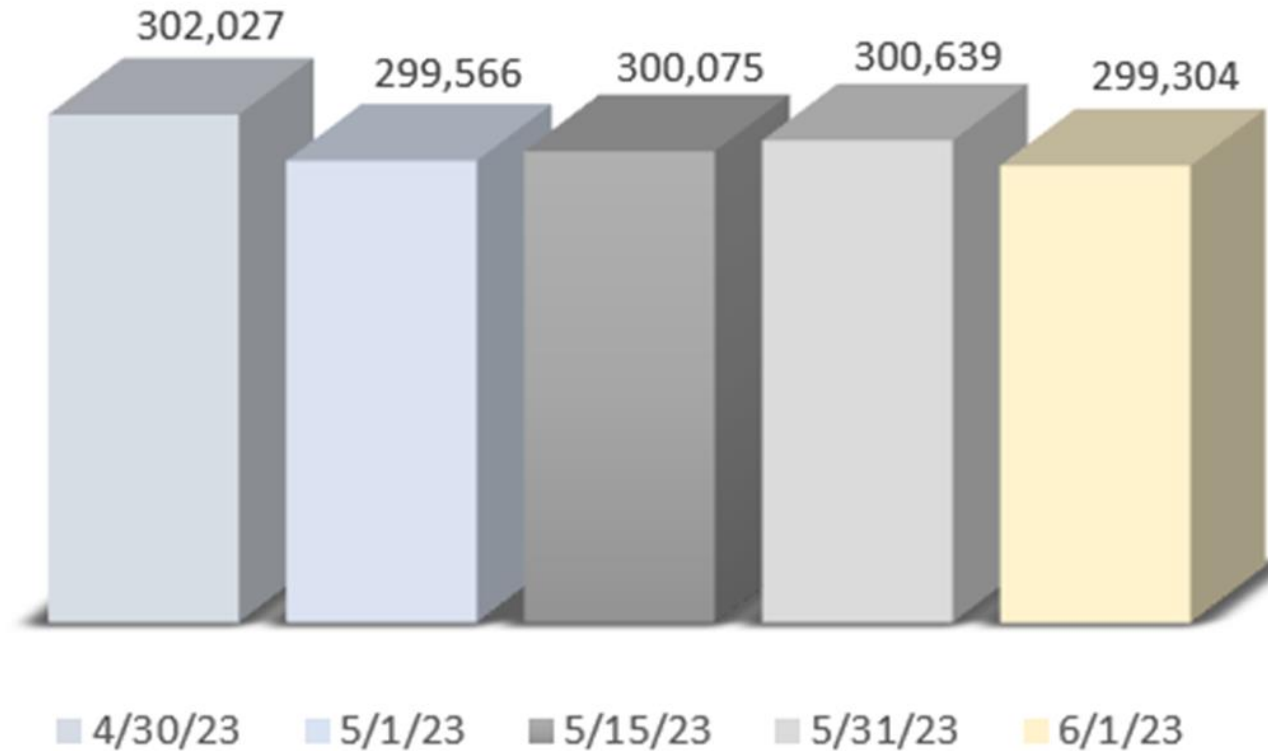
Non-MAGI Enrollment (ImpaCT)	4/30/23	5/1/23	Month End Change	5/15/23	Mid Month Change	5/31/23	6/1/23	Month End Change
Totals	302,027	299,566	(2,461)	300,075	509	300,639	299,304	(1,335)
Net change from peak		(2,461)		(1,952)		(1,388)	(2,723)	

# HUSKY A, B, D Enrollment April – June 2023



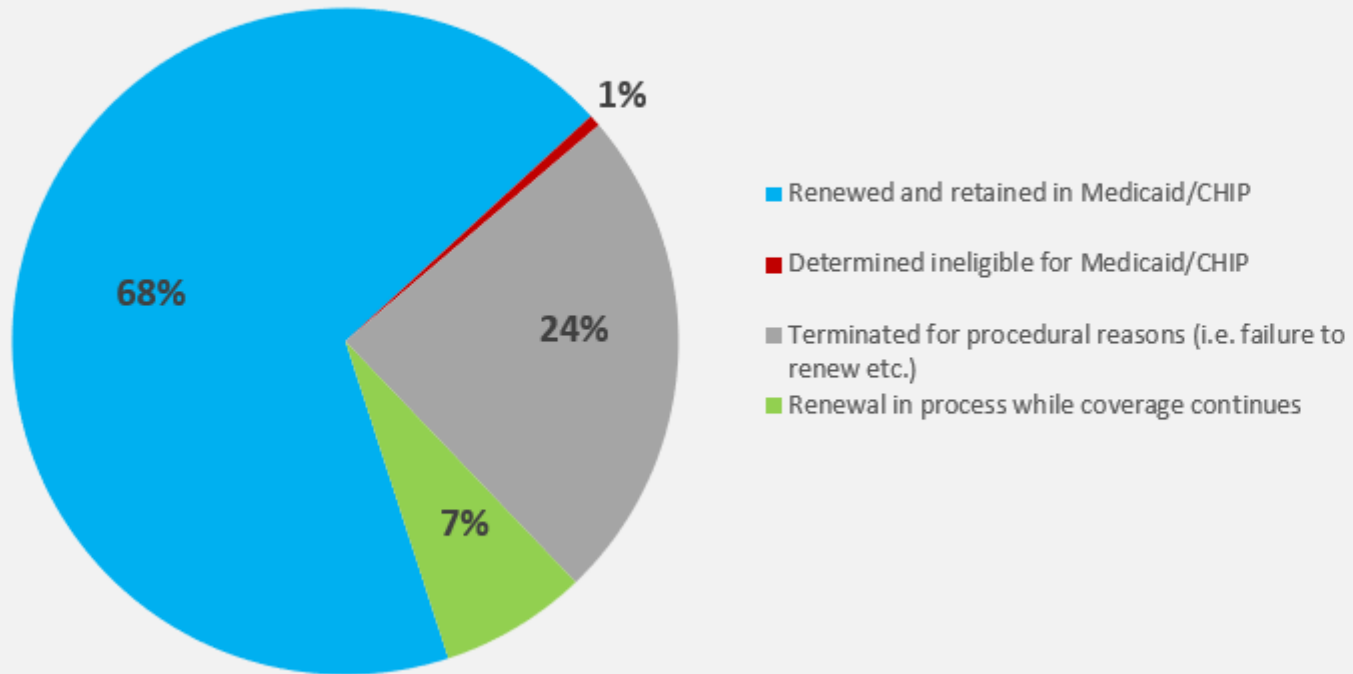


# HUSKY C & MSP Enrollment April – June 2023



# Renewal Processing Outcomes

April 2023 Medical Renewal Processing Outcomes



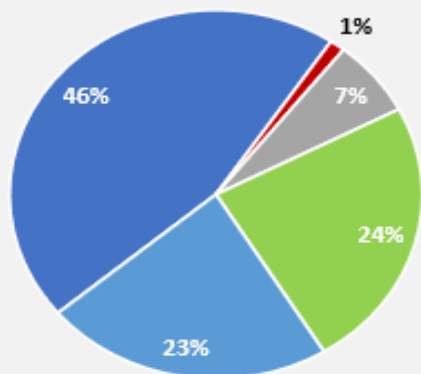
## Notes:

- Data captures renewal outcomes at an individual level, not household level.
- The passive renewal count refers to those individuals who had their medical coverage renewed without further information being requested from them.
- The manual renewal count refers to those individuals who could not be renewed passively (i.e. data sources show income over the program limit) and were sent a pre-filled renewal form.
- The "Renewal in process" metric also includes individuals in HUSKY A, B and D who are in a reasonable opportunity period and have a VCL (verification check-list) for outstanding verifications.

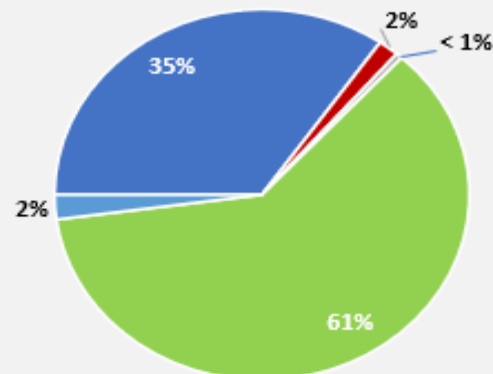
# Renewal Outcomes by HUSKY Plan

April 2023 Renewal Outcomes by Medical Benefit Plan

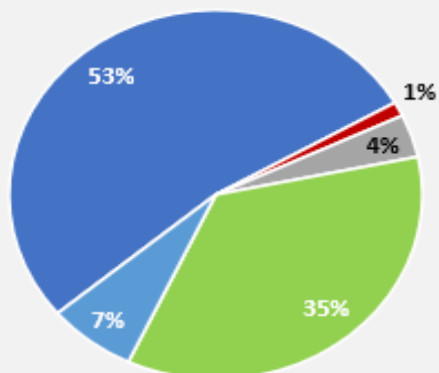
Renewed and retained in Medicaid/CHIP



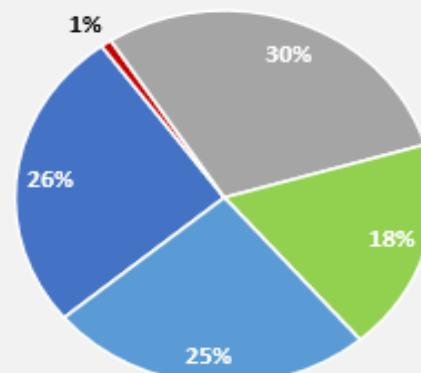
Determined ineligible for Medicaid/CHIP



Terminated for procedural reasons

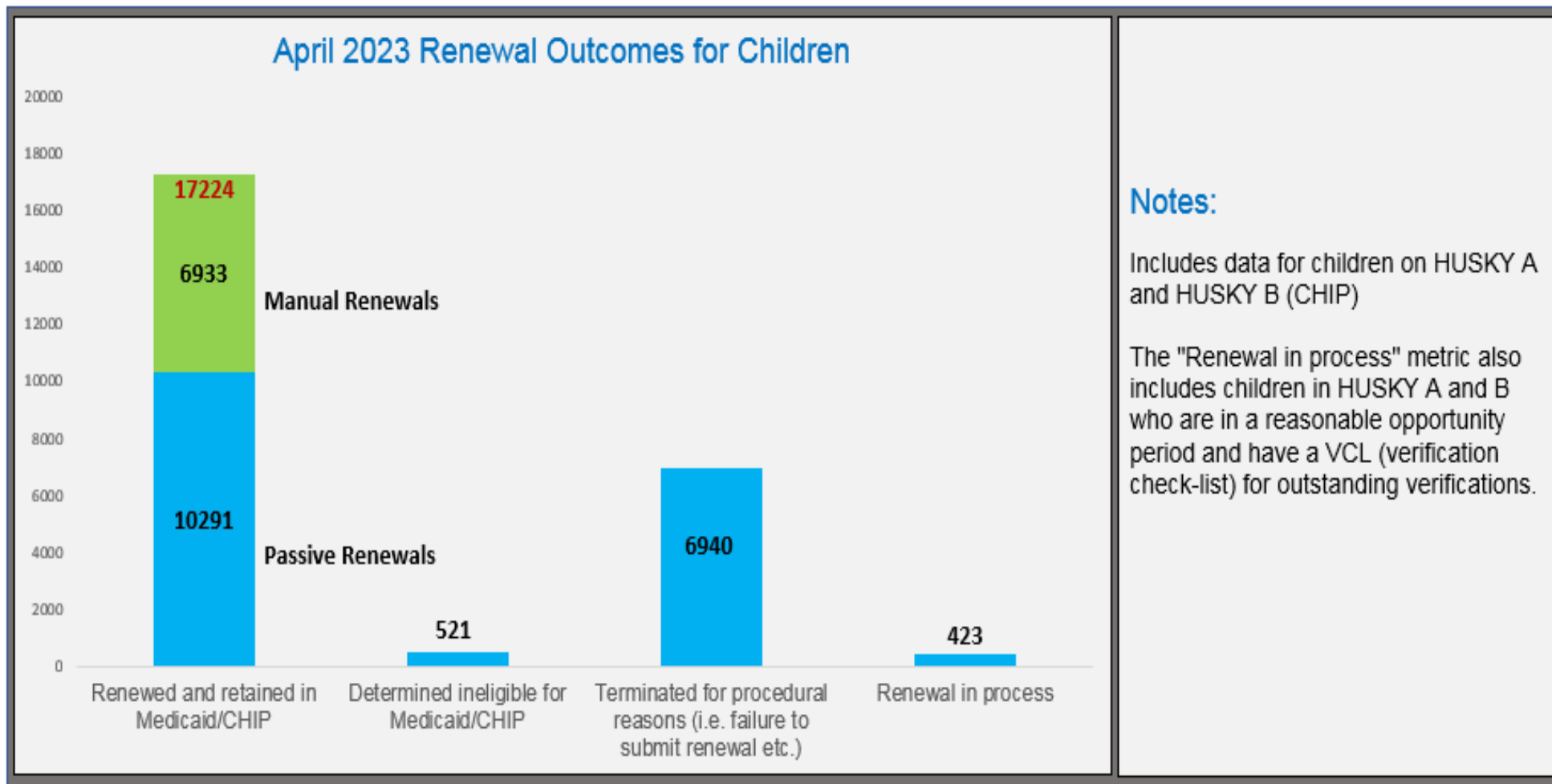


Renewal in process



- HUSKY A
- HUSKY B
- HUSKY C
- HUSKY D
- MSP - Medicare Savings Program

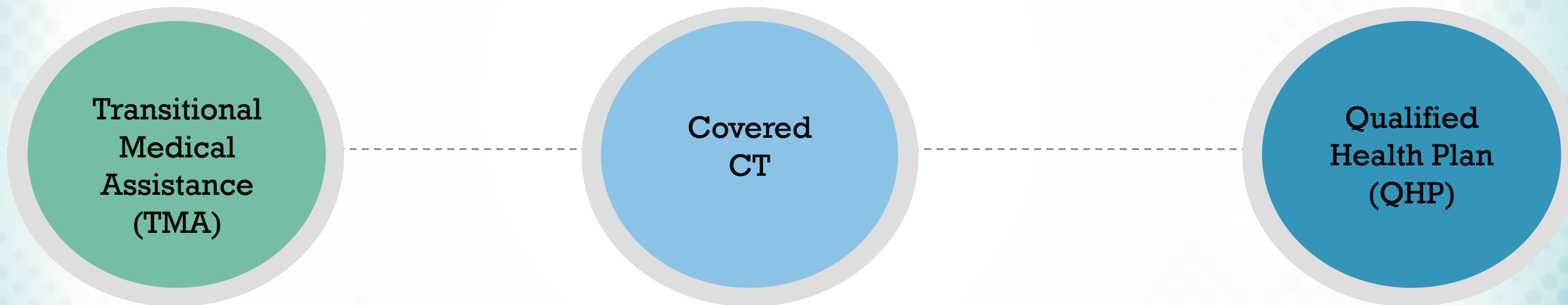
# Renewal Outcomes for Children





# Other Coverage Options (*TMA, Covered CT, QHPs*)

Households who are no longer eligible for HUSKY due to increased income will be evaluated for the following programs, as appropriate:



***Consumers receive real-time eligibility determinations for all forms of coverage via Access Health CT***

# Communications Campaigns

1

## **“Update Us So We Can Update You” Campaign**

- Outreach encouraging benefit recipients to update their contact information to ensure timely receipt of notices ([www.ct.gov/UpdateUsDSS](http://www.ct.gov/UpdateUsDSS))
- Multimedia approach using social media; outreach to community partners; bus, billboard, radio and newspaper ads

2

## **Toolkits for Partners and Clients**

- Resource repository online ([www.ct.gov/phe](http://www.ct.gov/phe)) geared specifically to community partners and clients
- A copy of the Unwinding presentation can be found on our Partner Toolkit [PHE Unwinding Partner Webinar](#)

3

## **Notifying Impacted Clients**

- DSS is messaging clients through various channels, including mail inserts ("buckslips"), videos, public service announcements, text messages, an online toolkit, and other resources
- Text messaging to renewing clients underway pursuant to recently updated guidance from the FCC
- Direct emails and automated calls to clients through our medical administrative service organization (ASO), CHNCT
- Stratification of high risk members with direct outreach from ASO teams - CHNCT, Carelon, and Benecare.

4

## **Videos for Partners and Clients**

- [SNAP EA Ending Community Partners Video](#)
- More videos about updates are in production

# DSS Readiness Status

## 1 Staffing & Training

- ~270 new DSS staff hired during PHE to accommodate DSS promotions, retirements, and resignations
- Refresher training on eligibility, renewals, and other processes and rules is being provided to new staff and existing staff
- DSS-AHCT shared call center operations staffed at “open enrollment” levels. Administrative support staff added to handle higher renewal volumes.
- Extending AHCT call center hours to weekday evenings (8a-6p) and Saturday (9a-1p) starting May 22, 2023.

## 2 Business Systems

- Systems activities to support PHE Unwinding efforts are ongoing
- Systems enhancements to improve eligibility processing were deployed in December 2022
- Additional system changes to improve passive renewal rate released mid-March 2023

## 3 Communications

- Actions underway
  - Mail inserts
  - Pharmacy Posters
  - Standalone notices
  - Videos and PSAs
  - Media campaign
  - Website updates: [DSSPHEunwinding@ct.gov](mailto:DSSPHEunwinding@ct.gov)
  - Email and robocall campaigns
  - Ongoing efforts to scale up texting
  - Direct phone outreach to "high needs" group
  - Provider Bulletins and Email Subscription [ctdssmap.com](http://ctdssmap.com)

# New! Patient Panel Report Updates

## 1 Patient Panel Report

Renewal dates have been added to the entire patient panel report, whether renewal is due this month or in the future

## 2 Patient Renewal Reports

Report of members who are coming due for renewal this month, who have not been passively renewed, or have not completed the manual renewal process. Report includes details for members for whom HUSKY Health enrollment ends in the next 14-30 days

## 3 HHA Members Report

Report of HUSKY Health members who are coming due for renewal, and have open authorizations for home health services, including the end date of their eligibility

How To Guides are available for all report types



# How Can You Help?

Here are some steps you can take to support the PHE unwinding:

1. **Share this information** with individuals who receive DSS benefits.
2. **Share materials** on social media, keep up to date and see communications tools for partners on the [Unwinding Toolkit](#)
3. **Help HUSKY members stay updated:** ask people who receive benefits from DSS to update their contact information with us if they have any changes. Direct them to the [Update Us So We Can Update You](#) webpage.
4. **Ask us questions:** Help us help you by requesting information.

# Questions?