

# COVID-19 Public Health Emergency Unwind

Resumption of standard Medicaid operation

Focused on People with HIV

May 2023

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# Agenda



PHE Unwind Overview



Renewals & Redeterminations



Communication Strategies



Data Driven Methods



Questions

# PHE Unwind Overview

2020

- January: Public Health Emergency begins
- March: Families First Coronavirus Relief Act (FFCRA)
- Continuous coverage requirement effective January 1, 2020, through the end of the PHE

2022

- December: Congress passes Consolidated Appropriations Act
- Decouples Medicaid continuous enrollment from the end of the PHE

2023

- March 31: Last day of Medicaid continuous enrollment provisions
- April: MDHHS begins to restart redeterminations

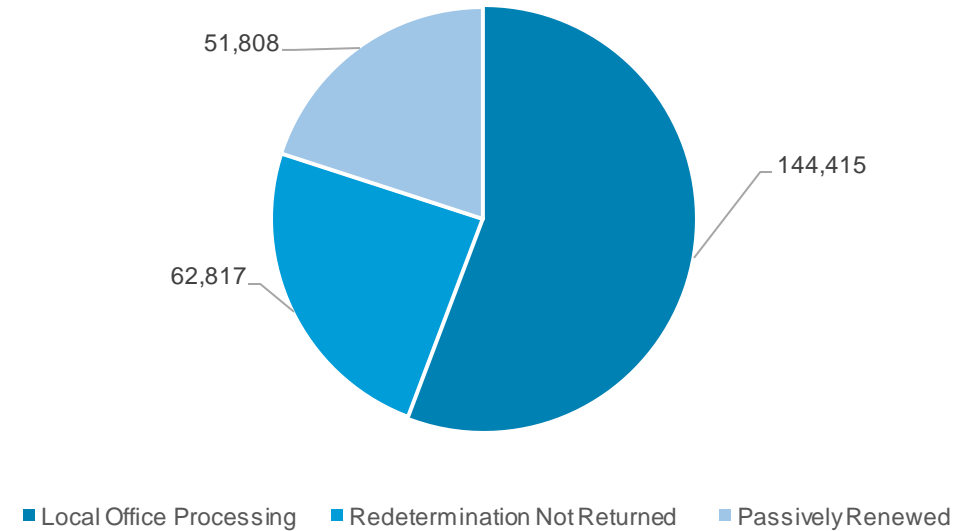
## Current Status:

- States can begin redeterminations and terminate Medicaid enrollment of individuals who no longer meet Medicaid eligibility requirements on or after April 1, 2023
- MDHHS will begin redeterminations for the June 2023 cohort, starting with passive enrollment in April 2023
- July 1, 2023: first day beneficiaries will have coverage terminations in Michigan

# Medicaid Redeterminations Timeline



Projected Average Monthly Beneficiary Redeterminations (259,040)



# Monthly Alert Letter

Michigan Department of Health and Human Services  
PO Box 30809  
Lansing, MI 48909



John Smith  
1234 Main Street  
Anytown, MI 48044

<Date>

## About your Medicaid renewal

Dear Beneficiary,

At the start of the COVID-19 pandemic, the federal government declared a public health emergency (PHE). We stopped the Medicaid renewal process during the PHE. We are restarting renewals. A renewal is when we check if you are still eligible for free or low-cost Medicaid coverage. To keep your coverage, you may need to fill out a renewal form. If you need a form, we will send you one in the next 3 months.

### What to do now

- 1. Update your address, phone number, and email address now.**  
Update your information at [michigan.gov/mibridges](https://michigan.gov/mibridges) or contact your local MDHHS office.
- 2. Report any changes to your household or income now.**  
Report changes at [michigan.gov/mibridges](https://michigan.gov/mibridges) or contact your local MDHHS office.
- 3. Check your mail or text messages for a renewal packet.**  
Learn more about renewals and filling out the forms at [michigan.gov/mibridges](https://michigan.gov/mibridges).

### What to do if you get a renewal packet

Be sure to fill it out, sign the forms, and return them by the due date with any proof we need. If you do not complete your renewal, you may lose your Medicaid coverage.

If you are no longer eligible, you can choose to buy health insurance through [HealthCare.gov](https://HealthCare.gov).

### Questions?

Call the Beneficiary Help Line at **1-800-642-3195** (TTY: 1-866-501-5656), Monday – Friday, 8 a.m. to 7 p.m. To learn more, go to [michigan.gov/2023benefitchanges](https://michigan.gov/2023benefitchanges).

Thank you,  
Michigan Department of Health & Human Services

# Communication Resources

## 2023 Make sure you don't lose your Medicaid!

### Updates for Medicaid Renewal

During the COVID-19 pandemic Medicaid paused their renewal process for state benefits but starting in May that process will be reinstated. You may lose your benefits if you do not complete the renewal process.

#### **Renewals WILL start again in May!!!**

##### **How to Prepare Now**

Log into your account at [Michigan.gov/MIBridges](https://michigan.gov/MIBridges) or contact your local MDHHS Office to update your contact information and report any changes to your household or income.

- If your account online is locked or you encounter issues logging in, contact the Help Desk at 1-844-799-9876 for assistance.

##### **You May Need To Provide Proofs with your renewal (including but not limited to):**

- Driver's license or ID
- ALL sources of income
- Bank Statements
- Disability (if necessary)
- Assets and other resources
- Citizenship or immigration status
- ALL Insurance cards



Make sure your contact information is up to date.



Check mail or text messages for a letter.



Complete your renewal form (if you get one).

**If you need additional assistance contact us here at Corktown and request to speak with a Care Manager. (313) 832-3300**

You can also do a walk-in and request to speak with Triage. Monday-Friday between 9am-12pm and 1pm-4pm  
1726 Howard St. Detroit, MI 48216



For more information on changes to Medicaid, scan this QR code or go to

[www.michigan.gov/mdhhs/end-phe/medicaid-benefit-changes](https://www.michigan.gov/mdhhs/end-phe/medicaid-benefit-changes)



- Media Campaign: radio, social media, minority media outlets
- Toolkit for community and provider partners:
  - Social media and web resources
  - Beneficiary letters and flyers
  - Additional print materials such as wallet card, posters, and brochure
- Many of the materials have been translated into Spanish and Arabic

Ensure ongoing  
**Medicaid** health services.

**UPDATE MY CONTACT INFO**



أعضاء برنامج  
**Medicaid**

**تعرف إلى المزيد**



**Have you heard the news?**

Michigan will restart Medicaid eligibility reviews.

Don't risk a gap in your Medicaid, Healthy Michigan Plan or MIChild coverage.

**GET READY TO RENEW NOW.**

Following these steps will help determine if you still qualify:

- Make sure your contact information is up to date.
- Check your mail or text messages for a letter.
- Complete your renewal form (if you get one).

For help or to update your contact information today:

Visit [michigan.gov/mibridges](http://michigan.gov/mibridges) or contact **Your Local MDHHS Office**

Have Questions?  
[www.michigan.gov/mdhhs/end-phe](http://www.michigan.gov/mdhhs/end-phe) Rev. 0323



**What you need to know about your Medicaid Renewal**

**Important Information About your Medicaid Renewal**

You may have to fill out a new Medicaid renewal yearly to stay in the Medicaid program. If you receive the renewal form, you must complete it. Information such as your income or immigration status may change from year to year, so you will be asked to provide an update every time you renew your Medicaid. Your Medicaid coverage may be closed because of incomplete information on the renewal form.

Before you submit your Medicaid renewal, be sure to have the following documentation ready:

**You May Need to Provide These Documents (Send copies not originals)**

- Proof of age (birth certificate or driver's license).
- Proof of all sources of income (paystubs or tax return, Social Security, Veteran's benefits, retirement accounts, and any other income).
- Proof of assets and other resources. Include copies of bank statements or other financial items if bid to on your Medicaid renewal form.
- Proof of citizenship or immigration status.
- Proof of your disability: if you think you qualify because you are disabled, you may need to include documentation in your Medicaid renewal form.
- Proof of other insurance: include a copy of your other insurance ID card(s), or red, white, and blue Medicare card with your Medicaid renewal form.

After you send in your renewal, you may receive a Verification Checklist if any documentation is missing. **BE SURE TO REVIEW AND RESPOND TO THIS REQUEST.** If you do not, your Medicaid may be closed.

# Toolkit Materials

**CONOZCA MÁS**

sobre la **Emergencia de Salud Pública (PHE)** por COVID-19.



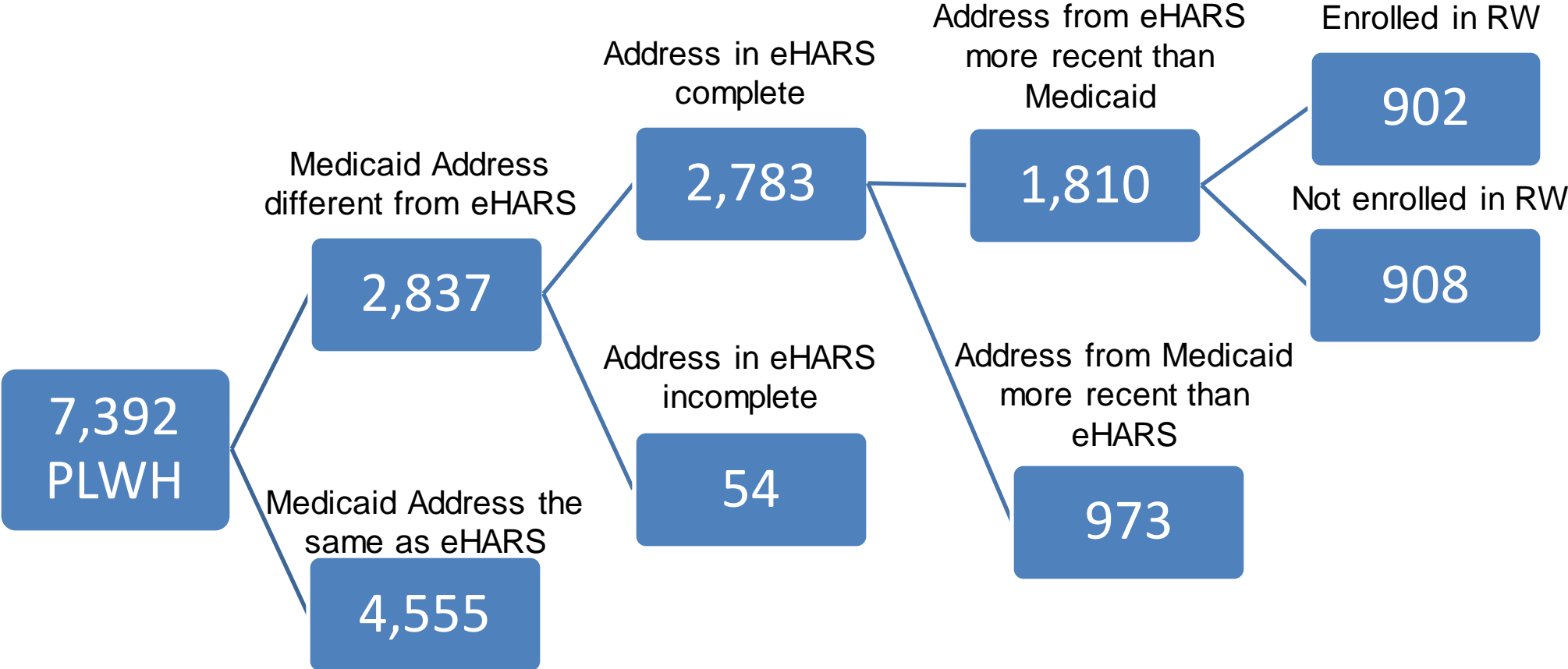
**Key Question: If we know who has HIV on Medicaid, can we supplement their outreach efforts to assure PWH don't get kicked off Medicaid?**

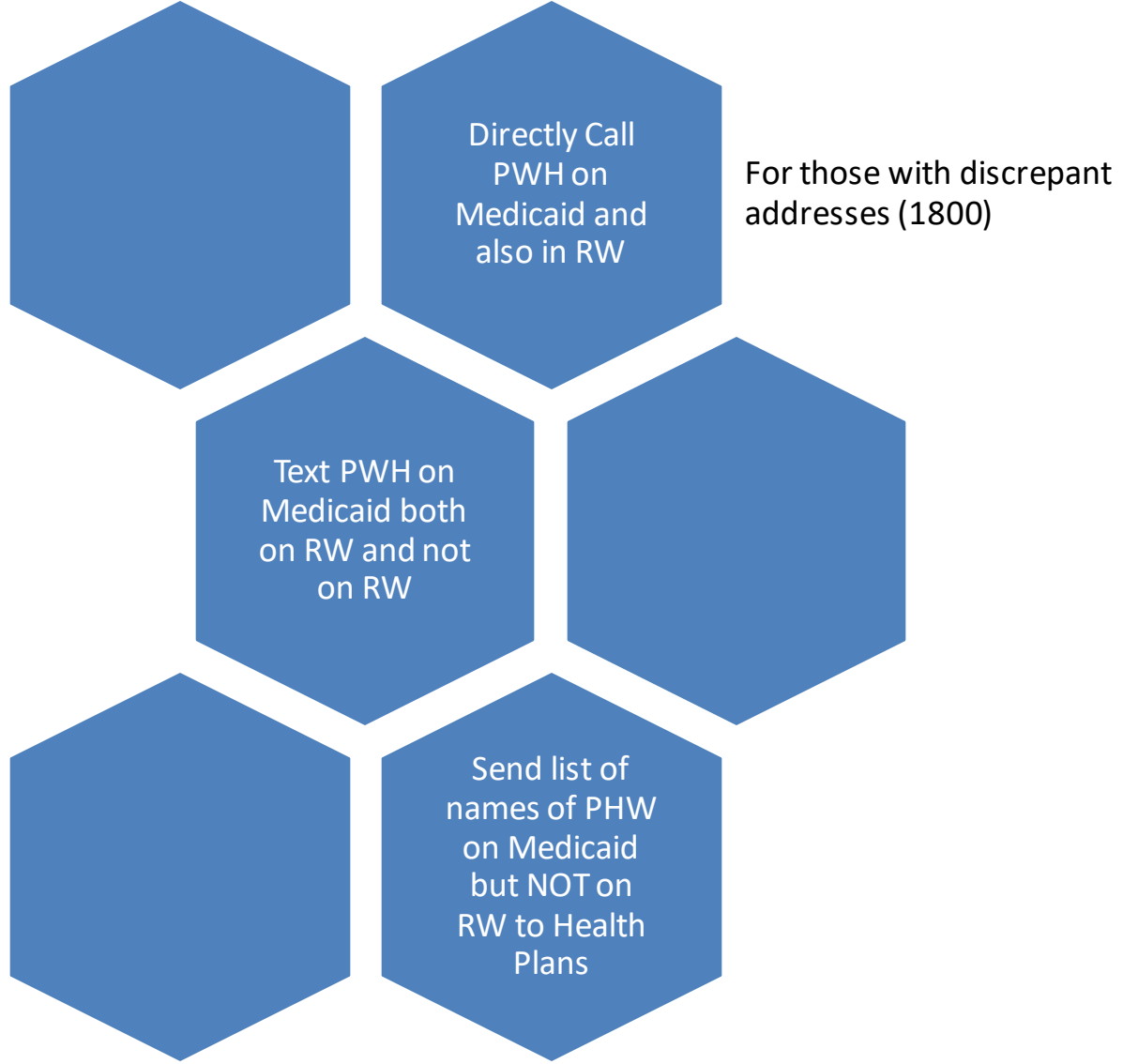
- HRSA SPNS Project with NASTAD HRSA 21-083
- Have matched all PWH in Michigan in eHARS to the Medicaid data warehouse (over 6,000)
- Maintained linkage to report to CMS on the Adult Core Data Set VLS measure
- Medicaid has a mail-based strategy
- Checked the address that Medicaid had as their official address to our addresses (eHARS, CW, electronic laboratory reporting)
- Found about 1800 PWH with discrepant addresses (out of roughly 6000)



# Medicaid & eHARS Address Comparison

Results:





Directly Call PWH  
on Medicaid and  
also in RW

- About 900 people
- Prioritizing them based on their recertification month
- Certified navigator on MDHHS staff-works in ADAP but prior experience in human services— understands Marketplace, food, housing
- Leaving notes in CW for direct case manager
- Very few answers
- Tracking data over time
- Have heard concerns about food

Text PWH on  
Medicaid both on  
RW and not on RW

- About 1800 total people
- We could only text those that consented to texting in the eligibility system (830)
- Enterprise texting system used for mpox, COVID
- PWH will receive a text BEFORE their mail delivery attempt fails
- “This is Michigan Dept. of Health & Human Services with important information about your health care coverage. Action is needed to continue receiving benefits. Complete your renewal by logging into [Michigan.gov/MIBridges](https://Michigan.gov/MIBridges), returning the form by mail”
- 496 messages successfully delivered
- 321 not delivered
- Used Medicaid’s phone number, not ours

Send list of names  
of PHW on  
Medicaid but NOT  
on RW to Health  
Plans

- 909 PWH on Medicaid with discrepant address but NOT ENROLLED in RW
- 84% enrolled in one of 9 health plans, 6% on FFS, remainder 10% some other situation
- Provided back to the plans what we think their current address is

# Questions