

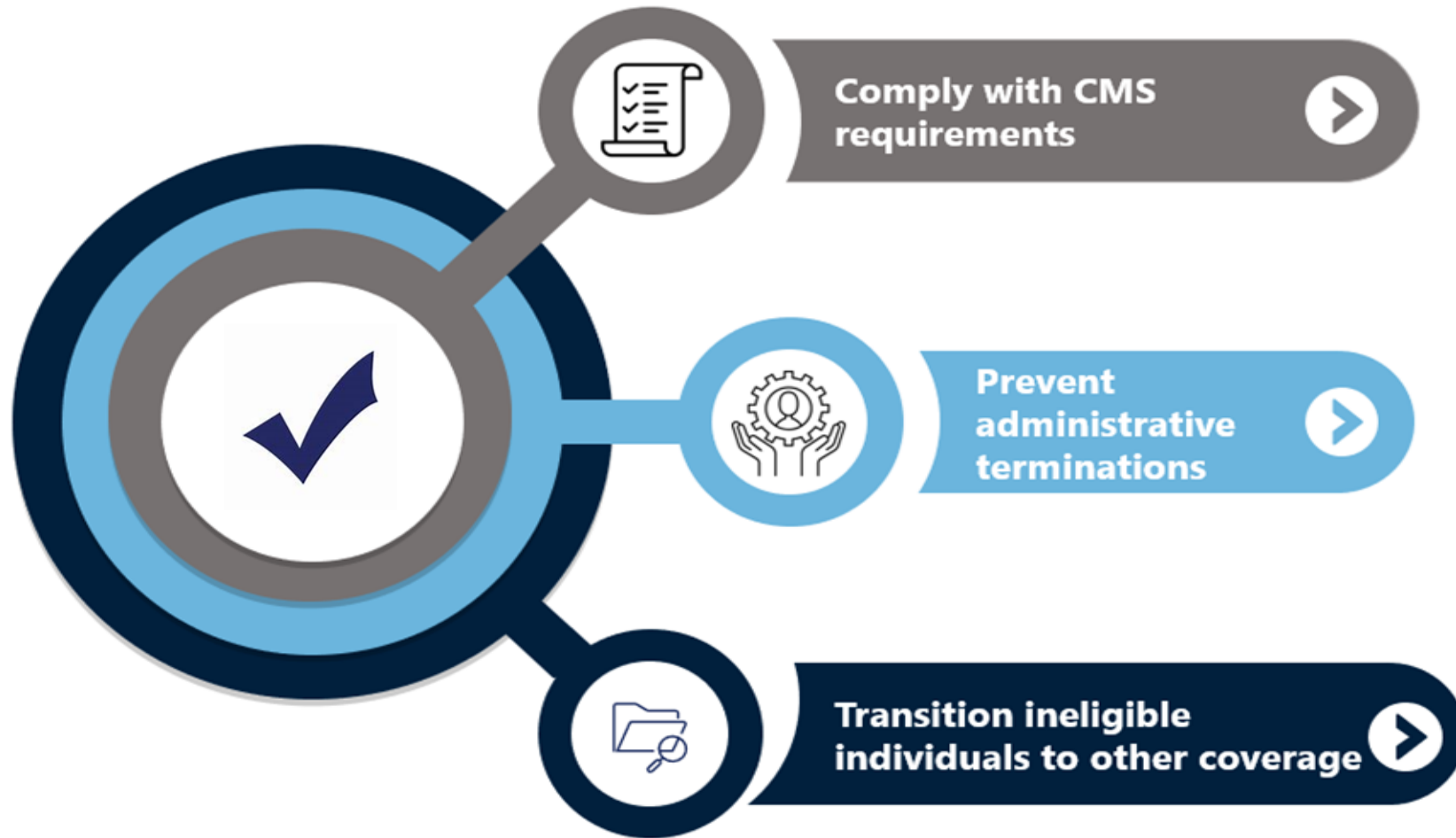


CABINET FOR HEALTH
AND FAMILY SERVICES

Public Health Emergency Unwinding

Monthly Stakeholder Engagement Meetings
April 2023

Kentucky's PHE Unwinding Goals



Renewal Caseload Planning

All individuals requiring renewal will be distributed across a 12-month period, based on the state's renewal distribution plan



May – June – July – August – September – October – November – December – January – February – March – April

Priority: May-October

Medicare-eligible population will be prioritized in the first 6 months to enroll in Medicare

Priority: June

Special circumstance population (over 14K beneficiaries) will be prioritized in June

Priority: July - ongoing

QHP-eligible population will be engaged starting June 2023 for the duration of the renewal process

April and May Priorities

Members 65+ transitions to Medicare

Follow up on cases without responses

Ongoing messaging and communications

Unwinding Baseline Data

Total beneficiaries enrolled in March 2023

1,711,650

Total pending applications received from March 2020 – March 2023

2,438

Total Medicaid fair hearings pending >90 days in March 2023

575

Renewal Cases Data Updates as of 4/12/23

Kentucky is one of a six states that is fully compliant with all federal requirements and has not been put on a mitigation plan.

**72,421 Medicaid Renewals
due 5/31/2023**

**49,491
Passive Cases**

**22,930 Active
Cases**

60% passive cases renewed

479 Active Renewals Completed

Determined Eligible	347
Transitioned to QHP/APTC	50
Determined Ineligible	82

***83% remained covered by Medicaid
or transitioned to QHP with APTC**

Outreach to Medicaid Members as of 4/12/23

22,930 active renewal notices mailed

19,713 passive renewal Requests for Information (RFI) mailed

42,267 email messages sent for 90-day alerts

1,498 email messages sent for 60-day alerts

8,405 Alert Calls Made

8,003 Alert Messages Left



- 63 cases undeliverable by mail. All have been acted on.
- 46k outreach calls have been conducted
- Over 6k calls have been received related to renewals



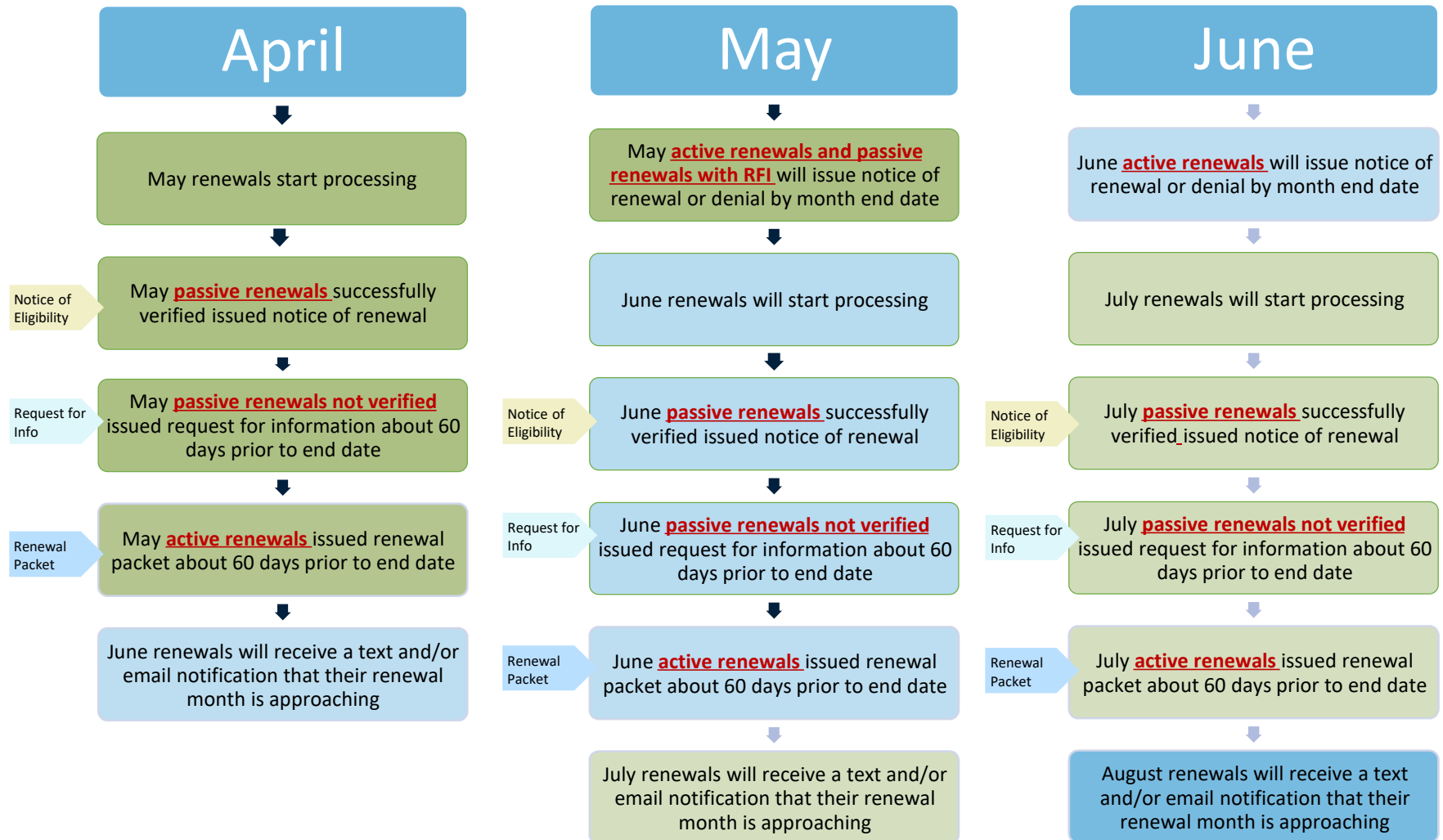
4,382 Nudges Led to Updates

11,759 Nudge Messages Left

KY Medicaid Renewal Process

Members will receive a communication:



- About 90 days before their renewal end date
- When their notice is generated about 60 days prior to end date; and/or
- If there's no response by the 15th of their renewal month



Example Notices

Example Notice of Eligibility:

KIP-105.1
10/22

Date: 01/19/2023
Case Number: 112917281

Cabinet for Health and Family Services
Department for Community Based Services

Decision About Your Coverage

Please see below for your household coverage. Coverage is based on the information you gave us.

Who was approved for coverage

Name	Program	Coverage Start Date	Coverage End Date
[REDACTED]	Medicaid	August 01, 2022	January 31, 2023
[REDACTED]	Medicaid	March 01, 2023	February 29, 2024
[REDACTED]	Medicaid	March 01, 2022	February 29, 2024
[REDACTED]	Medicaid	March 01, 2022	February 29, 2024
[REDACTED]	Medicaid	March 01, 2022	February 29, 2024

Whose coverage will end

Name	Program	Effective Date
[REDACTED]	Medicaid	February 01, 2023

Reason: You will no longer receive benefits because your SSI payment has stopped. We based our decision on the rules in: 907 KAR 20:060.



You may check the rules online at <https://apps.legislature.ky.gov/law/kar/TITLE907.HTM>.

Important Medicaid Information

If you will be turning 65 in the next 90 days, or become eligible for Medicare due to a disability, there may be actions you need to take. Please refer to the **IMPORTANT: You may soon be eligible for Medicare** insert included in this notice.

Example RFI:

KIP-2.1
09/21

Date: 03/03/2023
Case Number: 113022229

Cabinet for Health and Family Services
Department for Community Based Services

ACTION REQUIRED BY June 01, 2023

WE NEED INFORMATION

WHY?



We need more information from you to decide if you can get benefits. We need it by the due date(s) below. **If we do not get it, you may not qualify for Medicaid or Qualified Health Plan.**

WHAT'S NEXT? We need you to submit proof.

Proof We Require for Medicaid/Qualified Health Plan with Payment Assistance (APTC)	Examples of Proof	Due Date
Verification of lawful presence	<ul style="list-style-type: none"> I-327 (Reentry Permit); or I-551 (Permanent Resident Card), I-571 (Refugee Travel Document); or I-766 (Employment Authorization Card); or I-94 (Arrival/Departure Record); or Unexpired Foreign Passport; or I-20 (Certificate of Eligibility for Nonimmigrant (F-1) Student Status) 	June 01, 2023

Example Renewal Packet:

EDB-087
04/21

DATE: 12/15/2022
CASE NUMBER: 110543114

Cabinet for Health and Family Services
Department for Community Based Services

Medicaid Renewal: We Need Information from You

Why?

It's time to renew your Medicaid benefits. We cannot renew them unless you give us the information we ask for in this letter. We need it by January 31, 2023. If we don't get it, your Medicaid will stop.

What we need and when we need it

What to do	Due Date
Give us the information below	January 31, 2023

Your current info

We used this information about members of your case to decide their eligibility

Name	Monthly Income	Is the person incarcerated?	Resources
[REDACTED]	\$0.00	Not Incarcerated	-

Renewals: How patients respond to a notice

Completing and Returning Forms

- Fill in all requested information
- Return by fax to 502-573-2005 or 502-573-2007
- Return by mail to P.O. Box 2104, Frankfurt, KY 40602

Self-Service Portal

- Log in to kynect at <https://kynect.ky.gov/benefits>
- Click on **Review Benefits** or **upload requested information in RFI**

Call kynect or DCBS

- Call kynect (1-855-459-6328) Mon-Fri 8:00 am to 4:30 pm ET
- Call DCBS (1-855-306-8959) Mon-Fri 8:00 am to 4:30 pm ET and Saturdays from 9:00 am to 12:00 pm ET

Visit a kynector, insurance agent of DCBS office

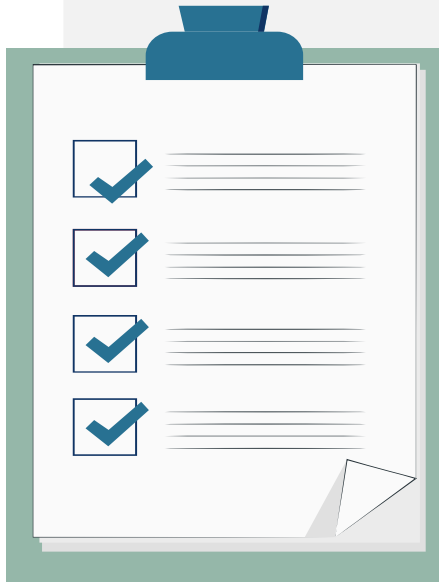
- Find a kynector or agent office* and visit Mon-Fri 8:00 am to 4:30 pm local time
- Find a DCBS office* and visit Mon-Fri 8:00 am to 4:30 pm local time

*Find a kynector or agent office here: https://kynect.ky.gov/benefits/s/auth-reps-assisters?language=en_US

*Find a DCBS office here: https://kynect.ky.gov/benefits/s/find-dcbs-office?language=en_US

Renewals: What's Next?

What to expect and what you can do!



Members should keep their contact information updated so Kentucky Medicaid is able to reach them when it is their time to renew!

Update your information as soon as possible!

Visit kynect.ky.gov or call kynect at **855-4kynect (855-459-6328)** with questions and to update your mailing address, phone number, and email!



Be on the look out for any mail or outreach from Kentucky Medicaid and be sure to respond!

Renewals: Need help?

There are
people in
your
community
who can
help you!

[kynector](#) or [licensed insurance agent](#) available online and by calling **1-855-4kynect** (1-855-459-6368)

If you're 65+ call the SHIP Hotline at (877) 293-7447 (**option #2**) or call DAIL at (502) 564-6930 and ask for a SHIP counselor to learn about Medicare options!

Check out Kentucky's website for all things Medicaid Renewals and PHE Unwinding!

<https://khbe.ky.gov/Enrollment/Pages/PHEUnwinding.aspx>

Support Patients Through Renewals

- Renewals will occur over a 12-month period.
- The first to go through a renewal are those having a May 31, 2023 end date.
- Notices for these individuals went out in April.
- Here is how to find your patient's renewal date in KYHealthNet.

KENTUCKY
CABINET FOR HEALTH AND FAMILY SERVICES
KY MEDICAL MANAGEMENT INFORMATION SYSTEM (KYMIS)

Provider Home | Member | Claims | PA | Missed Appointments | Provider References | Trade Files | RA Viewer | Logout

Member Eligibility Verification

Friday 24 March 2023 07:55 am

Provider: [Dropdown] - 282N00000X

Select Lookup Type: Member ID Lookup Service Type: Emergency Services, Family Planning, Health Plan Coverage

Member ID: [Text Box]

From Date: 03/24/2023 To Date: 03/31/2023

Verification No. 230830000C - 3/24/2023 Status: Active

Print

Member

Current ID: Last Name: L... First Name: Date of Birth: 09/27/1964

Previous IDs: Check Digit: 0 Gender: F Date of Death:

SSN: Phone Number: () County: 058 - Johnson

Physical Address: 1833 View Member's Mailing Address: here

City: State: KY ZipCode: 40304

Hospice Election Date:

Medicare A: Medicare B:

Medicare C:

Case Number: Case Name: Above FPL: N

Redetermination Date: 06/01/2023

Member's Authorized Representative

No Authorized Representative on file for current member.

Eligibility

Eligibility 5 Year History

Eligibility Group	Program Code	Program Status	From Date	To Date
KY Managed Care Organization with Co-Dev	D - Disabled indiv who rec	00 - Regular	03/24/2023	03/31/2023

How can I help my patients?

- ✓ Ask them to update their information in kynect by logging into kynect.ky.gov or calling 855-4kynect (855-459-6328)
- ✓ Remind them to watch for notices. Medicaid will contact them when it is their time to renew.
- ✓ If their renewal date is coming up, make sure they are aware.

PHE Flexibilities

NOTE: HCBS Appendix K flexibilities do not end until 6 months after the end of the PHE

This is not a full list of all flexibilities. Please reference the [KY PHE Flexibility Tracker](#) for full information.

Ending May 11, 2023

- Suspension of provider revalidations
- Use of unlicensed facilities as alternative locations
- Hospital 20% add-on to DRG for COVID-19 diagnosis
- Nursing Facility \$270 per diem add-on
- Second Presumptive Eligibility (PE) period in CY

Extended through PHE Unwinding

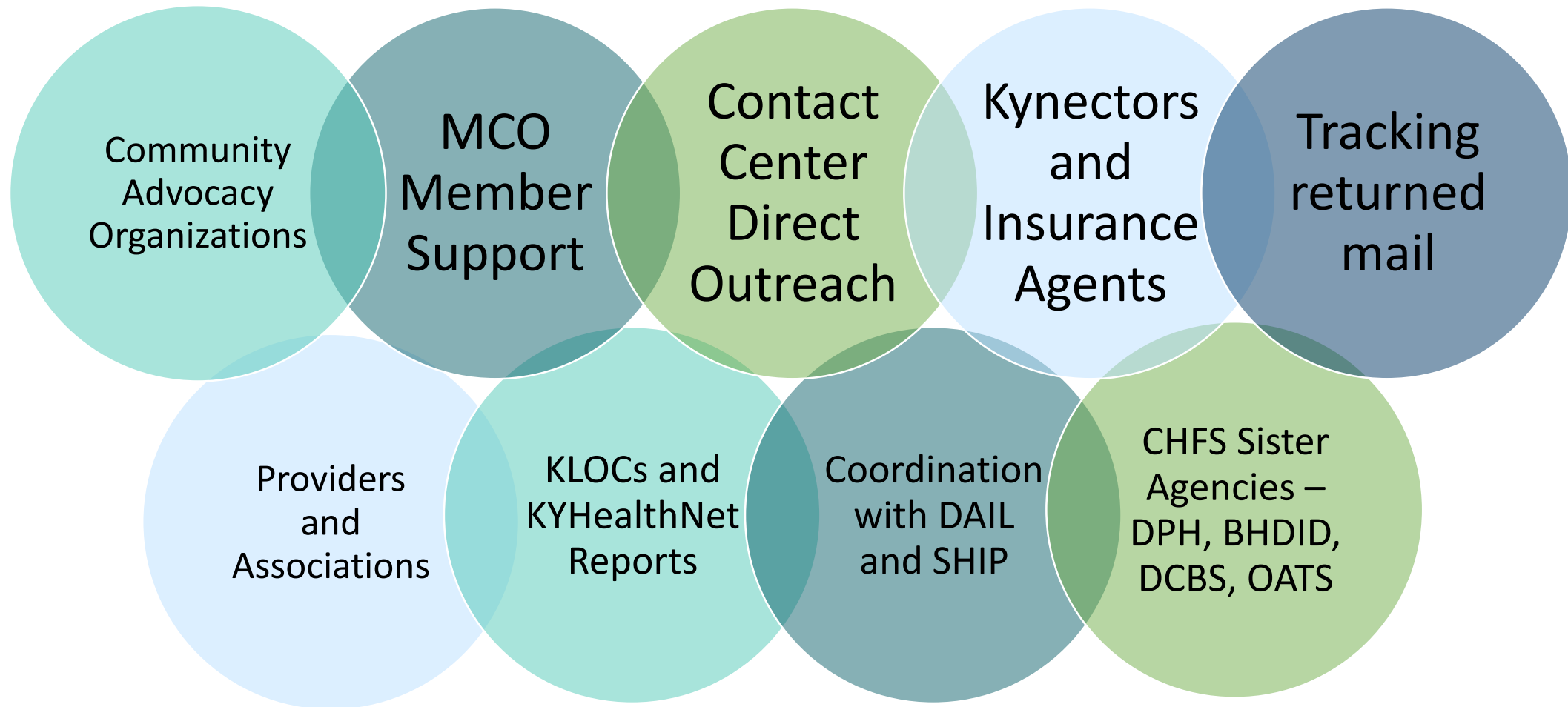
- LTC Resource disregard
- 120-day period to file an appeal and for the state to make a decision
- Telehealth audio-only, non-HIPAA compliance platforms extended through August 9, 2023*
- Re-enrollment of member MCO if within 120 days

Permanently Implemented

- Nurse Aide applicants use of I-9 instead of Social Security Card (907 KAR 1:250)
- Expanded telehealth (907 KAR 3:170)

**Following [CMS guidance released on April 11, 2023](#), Office of Civil Rights is providing a 90-calendar day transition period for covered health care providers to come into compliance with the HIPAA Rules with respect to their provision of telehealth (begins May 12, 2023 and will end on August 9, 2023).*

Proactive Approaches to Help Members



KY PHE Website Resources

<https://medicaid.unwinding.ky.gov>



During the COVID-19 Public Health Emergency (PHE), the Kentucky Department for Medicaid Services (DMS) made sure that all Medicaid beneficiaries kept their coverage. DMS stopped all annual renewals. But soon, DMS will begin annual renewals for Medicaid members. You may be at risk of losing Medicaid coverage if we cannot reach you. You should update your contact information as soon as possible and keep it updated so Kentucky Medicaid is able to reach you when it is your time to renew!

Please update your information as soon as possible!

Visit kynect.ky.gov or call kynect at 855-4kynect (855-459-6328) to update your mailing address, phone number, email and other contact information.

Kentucky Medicaid will then be able to reach you when it is your time to renew!

Kentucky PHE Plans and Reports

Through the PHE Unwinding, Kentucky will be prioritizing transparency across all operations and progress through the unwinding. The following materials will provide insight to all operational plans and up-to-date information on our progress through the 12-month unwinding period. Additional reports will be added to this section as they are available.

- [Kentucky Unwinding Approach March 2023](#)
- [Kentucky PHE Flexibilities Tracker](#)
- [Renewal Redistribution Report](#)
- [System Artifact Report](#)

Communications Materials

If you should need any materials to share with your customers or partners, please feel free to leverage the following resources, developed and approved by Kentucky Medicaid.

- [Member Information Brief](#) [español](#)
- [Member Renewals Information](#) [español](#)
- [Provider Information Brief](#)
- [Alternative Coverage Options](#) [español](#)
- [Qualified Health Plan \(QHP\)](#) [español](#)
- [Medicare Enrollment \(Members\)](#) [español](#)
- [Medicare Enrollment \(Provider\)](#)
- [How to Access Your Renewal Date](#)
- [How to Access Your Patient's Renewal Date](#)
- [KY PHE Renewal Pathway Brief](#)
- [Provider Renewals Guidance Document](#)

Stakeholder Session Information

KY PHE Reports

FAQs

Medicaid Member Information

Medicaid Provider Information

Communication Materials

Stakeholder Sessions

In March, DMS hosted Stakeholder Engagement meetings to provide information about the PHE Unwinding and Medicaid renewals. You can find the materials from those sessions here:

- [Presentation Recording - KY PHE Stakeholder Engagement Meeting Recording March - YouTube](#)
- [Presentation Slides](#)
- [Kentucky Unwinding Stakeholder Frequently Asked Questions Document](#)

To help support Medicaid partners, DMS is holding virtual stakeholder forums.



Please join us for the [Monthly Stakeholder Meeting](#) every third Thursday at 11:00 am ET.

If you have any questions for DMS that you would like for us to speak during the upcoming monthly meeting, please submit those questions through this [survey](#). Thank you!

In addition, Thursday, April 20th we will be hosting a Provider Informational session on Medicaid Renewals and the PHE unwinding. Please [register for the event](#) to learn about updates specific to providers and hear answers to some of your questions!

How to stay informed...

Kentucky's Medicaid Renewals and PHE Unwinding Website -
[MedicaidUnwinding.ky.gov](https://www.MedicaidUnwinding.ky.gov)

CHFS Social Media

- Facebook,
- Twitter, and
- Instagram

Stakeholder Meetings

- Ongoing Stakeholder Meetings – 3rd Thursday @ 11:00 ET



Questions