Public Health Emergency

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Department for Medicaid Services

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Delivery System Transformation, Altarum Institute
The PHE allowed states several flexibilities by:

• Triggering a variety of federal emergency powers
• Temporarily waiving certain Medicaid and Children’s Health Insurance Program (CHIP) requirements
• Permitting continuous coverage with 6.2% enhanced Federal Medical Assistance Percentage (FMAP)

PHE flexibilities ended on May 11, 2023

The Consolidated Appropriations Act 2023 separated continuous coverage from the PHE effective March 31, 2023 and phases out the enhanced FMAP through December 31, 2023

Upon PHE expiration

✓ End PHE flexibilities
✓ Resume temporarily waived requirements and conditions
✓ Permanently integrate specific flexibilities into state plan or waivers

The Secretary for the Department of Health and Human Services declared a PHE on January 31, 2020, due to COVID-19, that ended on May 11, 2023
Medicaid Enrollment during PHE

Medicaid Enrollment: January 2022 through July 2023
## Renewal Caseload Distribution

<table>
<thead>
<tr>
<th>Renewal Due Date</th>
<th>Caseload Distribution Count</th>
<th>Percent of Renewals</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/31/2023</td>
<td>72,430</td>
<td>8%</td>
</tr>
<tr>
<td>6/30/2023</td>
<td>79,533</td>
<td>8%</td>
</tr>
<tr>
<td>7/31/2023</td>
<td>48,490</td>
<td>6%</td>
</tr>
<tr>
<td>8/31/2023</td>
<td>48,461</td>
<td>6%</td>
</tr>
<tr>
<td>9/30/2023</td>
<td>79,949</td>
<td>9%</td>
</tr>
<tr>
<td>10/31/2023</td>
<td>78,268</td>
<td>9%</td>
</tr>
<tr>
<td>11/30/2023</td>
<td>58,632</td>
<td>7%</td>
</tr>
<tr>
<td>12/31/2023</td>
<td>57,897</td>
<td>7%</td>
</tr>
<tr>
<td>1/31/2024</td>
<td>82,699</td>
<td>10%</td>
</tr>
<tr>
<td>2/28/2024</td>
<td>88,704</td>
<td>10%</td>
</tr>
<tr>
<td>3/31/2024</td>
<td>87,784</td>
<td>10%</td>
</tr>
<tr>
<td>4/30/2024</td>
<td>87,454</td>
<td>10%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>874,602</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>

Updated 6/1/23
May Renewal Data as of July 15, 2023

**Individual count of renewals – 73,999**

<table>
<thead>
<tr>
<th>Medicaid Approvals – 40,835</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Passively renewed – 32,792</td>
</tr>
<tr>
<td>• Actively renewed – 8,043</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Medicaid Terminations – 33,079</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Determined ineligible – 9,585</td>
</tr>
<tr>
<td>• QHP/APTC eligible – 5,986</td>
</tr>
<tr>
<td>• QHP enrolled – 824</td>
</tr>
<tr>
<td>• Procedural reasons – 21,834</td>
</tr>
</tbody>
</table>

- **Extended – 6,669**
  - 4,164 processed in June
  - 2,505 extended another month

- **Pending – 85**

- **Reinstated w/in 90 days – 3,557**
June Renewal Data as of July 15, 2023

Initial individual count of renewals – 79,382

Medicaid Approvals – 41,105
- Passively renewed – 34,379
- Actively renewed – 6,726

Medicaid Terminations – 36,881
- Determined ineligible – 8,563
  - QHP/APTC eligible – 5,072
  - QHP enrolled – 994
  - Procedural reasons – 27,392
- Pending – 1,396
- Reinstated w/in 90 days – 1,459
- Extended – 9,789
  - 2,505 extended from May Renewals
State Actions – Extended Coverage

Team KY took specific action for individuals living in Nursing Facilities and receiving Waiver services to avoid gaps in services!

<table>
<thead>
<tr>
<th>May Renewals</th>
<th>June Renewals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Renewals moved to June</td>
<td>Total Renewals moved to July</td>
</tr>
<tr>
<td>6,669*</td>
<td>9,789*</td>
</tr>
<tr>
<td>NF/Waiver individuals moved</td>
<td>NF/Waiver individuals moved</td>
</tr>
<tr>
<td>2,686</td>
<td>2,047</td>
</tr>
<tr>
<td>MSP individuals moved</td>
<td>Open document processing</td>
</tr>
<tr>
<td>3,983</td>
<td>7,742</td>
</tr>
<tr>
<td>Individuals having MSP present on case</td>
<td></td>
</tr>
<tr>
<td>2,158</td>
<td></td>
</tr>
<tr>
<td>Other individuals moved</td>
<td></td>
</tr>
<tr>
<td>1,096</td>
<td></td>
</tr>
<tr>
<td>2,505 May Renewals were further extended one month to July</td>
<td></td>
</tr>
<tr>
<td>1,096 NF/Waiver individuals and 1,409 open document processing</td>
<td></td>
</tr>
</tbody>
</table>
July and August Renewals as of 7/17/23

<table>
<thead>
<tr>
<th>Medicaid Renewals</th>
<th>Due Date</th>
<th>Passive Cases</th>
<th>Active Cases</th>
<th>Active Renewals Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>57,378</td>
<td>7/31/2023</td>
<td>38,427</td>
<td>18,951</td>
<td>3,512</td>
</tr>
<tr>
<td>48,122</td>
<td>8/31/2023</td>
<td>34,861</td>
<td>13,261</td>
<td>367</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Status</th>
<th>July</th>
<th>August</th>
</tr>
</thead>
<tbody>
<tr>
<td>Determined Eligible</td>
<td>2,616</td>
<td>241</td>
</tr>
<tr>
<td>Determined Ineligible</td>
<td>646</td>
<td>89</td>
</tr>
<tr>
<td>Eligible for QHP/APTC</td>
<td>250</td>
<td>37</td>
</tr>
</tbody>
</table>

60% of passive cases automatically continued

69% of passive cases automatically continued
July and August Renewals as of 7/17/23

Active Renewal Notices Mailed
July: 12,389  August: 13,078

Passive Renewal Requests for Information (RFI) mailed
July: 15,344  August: 11,144

Email Messages Sent Relative to Renewals
July: 53,276  August: 16,007

- Notices Undeliverable by Mail
  July (666); August (365)
- 94,483 Outreach Calls Conducted to date
- 73,813 Calls Received Related to Renewals to date
  - 18,569 Callers were provided Renewal information
  - 2,329 Callers completed Renewal
Current Priorities – Efforts to Ensure Continued Coverage

- Nursing facility residents and waiver recipients continued coverage
- Follow up on non-response cases
- Ongoing messaging and communications
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 7:00 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 or 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 |

Providers Supporting Patients Through Renewals

✓ Here is how to find your patient’s renewal date in KYHealthNet.

➢ Old dates or “N/A” means the member is in a category not normally subject to an annual renewal.

✓ If they’ve updated their contact information with you, ask them to update it with kynect too!

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.
KLOCS Medicaid Renewal Reports

- On the Dashboard screen, under Quick Links section on the left, click View Reports.


- Enter the appropriate start date and end date, then click View Report to generate Medicaid Renewal Report.
Providers Supporting Patients Through Renewals

Waiver Participant & Provider Information

- **1915(c) HCBS COVID-19 and Appendix K FAQ**

- Kentucky Level of Care System (KLOCS) Report
  - Nursing facilities and intermediate care facility providers can access the Medicaid Renewal Report in KLOCS.
  - See the KLOCS Provider Medicaid Renewal Report Quick Reference Guide to learn how to access a report of Medicaid Eligible Individuals who are due for renewal.

https://www.chfs.ky.gov/agencies/dms/dca/Documents/COVIDAppendixKCombinedFAQ.pdf
PHE Unwinding Special Enrollment Period (SEP) for individuals who have lost Medicaid coverage and submit a new application or update an existing application between March 31, 2023 and July 31, 2024.

- Individuals who are eligible for this Unwinding SEP will have 60 days after they submit their application to enroll in a QHP even if it has been longer than 60 days since they lost Medicaid.

- Coverage will start the first day of the month following plan selection but the first payment must be paid before the coverage is effective.

NOTE: If an individual is uninsured months from now...may still qualify for a Special Enrollment
Qualified Health Plan Enrollment as of 7/17/23
## PHE Flexibilities

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

<table>
<thead>
<tr>
<th>Ended May 11, 2023</th>
<th>Extended through PHE Unwinding</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Suspension of provider revalidations</td>
<td>• LTC Resource disregard</td>
</tr>
<tr>
<td>• Use of unlicensed facilities as alternative locations</td>
<td>• 90-day period to file an appeal and for the state to make a decision</td>
</tr>
<tr>
<td>• Hospital 20% add-on to DRG for COVID-19 diagnosis</td>
<td>• Telehealth audio-only</td>
</tr>
<tr>
<td>• Nursing Facility $270 per diem add-on</td>
<td>• Non-HIPAA platforms extended through 8/9/23*</td>
</tr>
<tr>
<td>• Second Presumptive Eligibility (PE) period in CY</td>
<td>• Re-enrollment of member MCO if within 120 days</td>
</tr>
</tbody>
</table>

### 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, the 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 (ends August 9, 2023).*
KY PHE Website Resources

Stakeholder Session Information
KY PHE Reports
FAQs
Medicaid Member Information
Medicaid Provider Information
Communication Materials

https://medicaid.unwinding.ky.gov

1. Update your information in kynect!
   To update your mailing address, phone number, email, and other contact information:
   - Visit kynect.ky.gov
   - or-
   Call kynect at 855-kynect (855) 459-6328

2. Please Respond!
   If you received a Medicaid Renewal Packet or Request for Information please respond.
   Even if circumstances have changed we still need to hear from you!
   Coverage can be reinstated if you missed your due date and are still eligible.

3. Get free local help!
   Free help with your benefit application is available.
   A kynector can help you!
   Find a kynector - Get Local Help

4. No longer qualify for Medicaid?
   If you no longer qualify for Medicaid, you can still get help from kynect!
   You may be eligible to enroll in a Qualified Health Plan with Financial Assistance to help pay for premiums, copays and more.
   A licensed insurance agent can help you at no cost to you!
   Find an insurance Agent - Get Local Help
How to Stay Informed...

Kentucky’s Medicaid Renewals and PHE Unwinding Website - MedicaidUnwinding.ky.gov

CHFS Social Media
- Facebook,
- Twitter, and
- Instagram

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

Reports
- KLOCS Report
- KYHealthNet Renewal Information
Questions