Public Health Emergency Unwinding Update

Monthly Stakeholder Meeting
May 2023
Renewal Caseload Planning

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

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.
May and June Priorities

- Members 65+ transitions to Medicare
- Follow up on cases without responses
- Outreach to individuals eligible to enroll in QHP
- Ongoing messaging and communications
<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total beneficiaries enrolled in March 2023</td>
<td>1,711,650</td>
</tr>
<tr>
<td>Total pending applications received from March 2020 – March 2023</td>
<td>2,438</td>
</tr>
<tr>
<td>Total Medicaid fair hearings pending &gt;90 days in March 2023</td>
<td>575</td>
</tr>
</tbody>
</table>
Renewal Cases Data Updates as of 5/15/23

May Renewals

- 72,430 Medicaid Renewals due 5/31/2023
  - 49,500 Passive Cases
  - 22,930 Active Cases
  - 3,201 Active Renewals Completed for May
    - Determined Eligible: 2,288
    - Transitioned to QHP/APTC: 239
    - Eligibility Terminations: 913

60% of cases were passively renewed in May

June Renewals

- 73,019 Medicaid Renewals due 6/30/2023
  - 55,923 Passive Cases
  - 17,096 Active Cases
  - 444 Active Renewals Completed for June
    - Determined Eligible: 363
    - Transitioned to QHP/APTC: 33
    - Eligibility Terminations: 81

52% of cases were passively renewed in June
Outreach to Medicaid Members as of 5/15/23

Outreach to Medicaid Members

- 40,026 active renewal notices mailed in total (May: 22,930 & June: 17,096)
- 44,997 passive renewal Requests for Information (RFI) mailed (May: 19,890 & June 25,107)
- 57,187 email messages sent relative to renewals
- 9,239 Alert Calls Made
- 9,457 Alert Messages Left
- 4,408 Contacts Led to Updates
- 20,423 Nudge Messages Left

*Alerts notify active renewal of upcoming renewal
*Nudges are sent when member response requires additional information or member has not responded

- 2,575 cases undeliverable by mail. All have been acted on.
- 69k outreach calls have been conducted
- 21,738 calls have been received related to renewals
Reporting to CMS

May Data Report available on the KY PHE website:
https://medicaidunwinding.ky.gov

Also available:
- Baseline data report
- Monthly data update
- PHE Flexibilities Tracker
- February System Artifacts Report (and May update)
- February Renewal Redistribution Report
Renewals: How patients respond to a notice
Renewals: Need help?

There are people in your community who can help you!

<table>
<thead>
<tr>
<th><strong>kynector</strong> or <strong>licensed insurance agent</strong> available online and by calling <strong>1-855-4kynect</strong> (1-855-459-6368)</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you’re 65+ call the SHIP Hotline at (877) 293-7447 <strong>(option #2)</strong> or call DAIL at (502) 564-6930 and ask for a SHIP counselor to learn about Medicare options!</td>
</tr>
<tr>
<td>Check out Kentucky’s website for all things Medicaid Renewals and PHE Unwinding! <strong><a href="https://khbe.ky.gov/Enrollment/Pages/PHEUnwinding.aspx">https://khbe.ky.gov/Enrollment/Pages/PHEUnwinding.aspx</a></strong></td>
</tr>
</tbody>
</table>
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>Ending 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>

<table>
<thead>
<tr>
<th>Permanently Implemented</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Nurse Aide applicants use of I-9 instead of Social Security Card (907 KAR 1:250)</td>
</tr>
<tr>
<td>• Expanded telehealth (907 KAR 3:170)</td>
</tr>
</tbody>
</table>

*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

- MCO Member Support
- Contact Center Direct Outreach
- Kynectors and Insurance Agents
- Tracking returned mail
- Community Advocacy Organizations
- Providers and KYHealthNet Reports
- Coordination with DAIL and SHIP
- CHFS Sister Agencies – DPH, BHDID, DCBS, OATS
Here is how to find your patient’s renewal date in KYHealthNet.

- 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.
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](https://www.chfs.ky.gov/agencies/dms/dca/Documents/COVIDAppendixKCombinedFAQ.pdf).
  • See the [KLOCS Provider Medicaid Renewal Report Quick Reference Guide](https://www.chfs.ky.gov/agencies/dms/dca/Documents/COVIDAppendixKCombinedFAQ.pdf) to learn how to access a report of Medicaid Eligible Individuals who are due for renewal.
KY PHE Website Resources

KY 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

Stakeholder Session Information

KY PHE Reports

FAQs

Medicaid Member Information

Medicaid Provider Information

Communication Materials

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
- Member Renewals Information
- Provider Information Brief
- Alternative Coverage Options
- Qualified Health Plan (QHP)
- Medicare Enrollment (Members)
- Medicare Enrollment (Providers)
- How to Access Your Renewal Date
- How to Access Your Patient’s Renewal Date
- KY PHE Renewal Pathway Brief
- Provider Renewals Guidance Document

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

Please update your information as soon as possible!

Please send any questions or comments to PHE.Unwinding@ky.gov

KY PHE Website Resources

https://medicaidunwinding.ky.gov
How to stay informed...

CHFS Social Media
Questions