



CABINET FOR HEALTH
AND FAMILY SERVICES

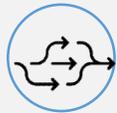
Public Health Emergency Unwinding Monthly Stakeholder Meeting

April 18, 2024

Veronica Judy-Cecil
Senior Deputy Commissioner
Department for Medicaid Services

Public Health Emergency (PHE)

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



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

*Per CMS Guidance released on December 18, 2023, PHE flexibilities are extended through December 31, 2024.

Unwinding Flexibilities Implemented

FLEXIBILITIES EXTENDED TO DECEMBER 31, 2024

Suspend Child Renewals

- Suspend renewals and grant 12-month continuous coverage for children under age 19
- Effective for renewals from October 2023 through April 2024
- Rules for continuous coverage apply

Extensions for All Populations

- 1-month extension to conduct additional outreach to all non-LTC and non-waiver members who haven't responded to a notice

Redistribute Renewals to May

- Redistribute about 34,000 renewals to May to manage workload

Extensions for LTC & Waiver Members

- Up to 3-month extension to conduct additional outreach to LTC or 1915c waiver members who haven't responded to a notice

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

NOTE: HCBS Appendix K flexibilities are covered separately and are available on the KY PHE website



CABINET FOR HEALTH
AND FAMILY SERVICES

Recent Updates and Enhancements

Implementing Appendix K Waivers — SSIR Member Renewal Enhancements
— APTC Member Eligibility Enhancements —

Recent Enhancements: SSIR

- All **SSIR terminations were paused** as of February 16, 2024. Members will continue to receive SSIR Medicaid while the terminations are on hold.
- Kentucky Medicaid will be shifting the approach to members losing eligibility for SSIR. These enhancements will be delivered in two phases.
 - **Phase I: April 26, 2024**
 - Prepopulated Medicaid renewal form sent. Member given two months *ex parte eligibility*. Expanding *ex parte eligibility* period to other termination codes. Redetermination will be completed based on submitted information and Notice of Eligibility will be sent. If the member does not respond by 15th of second month, they will be terminated. Reapplication in SSP will be permitted.
 - **Phase II: July 19, 2024**
 - Processing of eligibility based on verified information/returned renewal packet will follow normal renewal procedures and adverse action rules, potentially terminating member before end of *ex parte* period. New Salesforce nudge campaign for SSIR terminations.
- SSIR members whose terminations were paused will be sent the prepopulated form sometime after April 26, 2024 to complete redetermination.

SSIR Member Notices

<Form no.>
04/24



DATE: <Date>
CASE NUMBER: <Case no.>



Cabinet for Health and
Family Services
Department for Community
Based Services

We Need Information from You

Why?

The Social Security Administration has notified us that they have stopped your Supplemental Security Income (SSI) benefits. As a result, you are no longer eligible for this type of Medicaid.

We need more information to see if you are eligible for Medicaid another way. To give us this information:

1. Complete this form and return to us by <Due Date>; OR
2. Visit the Self-Service Portal at (<https://kynect.ky.gov/benefits>); OR
3. Contact us at 1-855-306-8959; OR
4. Visit your local office. To find a DCBS office near you go to <https://kynect.ky.gov/benefits/s/find-dcbs-office>.

If we do not hear from you, your Medicaid eligibility will automatically stop on <Exparte period End Date>.

<Form No>
06/24



Date:
Case Number:

JOHN DOE
11 MILL CREEK
FRANKFORT KY 40601

Cabinet for Health and
Family Services
Department for Community
Based Services

Reminder to complete your Medicaid Renewal

We are currently reviewing the documents you sent us regarding your Medicaid Renewal.

You can complete your Medicaid Renewal by:

- Returning your Renewal Form for Medical Coverage (EDB-087); or
- Submitting information online on the kynect Self Service Portal; or
- Speaking with the Department for Community Based Services; or
- Returning all of the information we asked for.

If you have not completed your Medicaid Renewal, your Medicaid benefits will stop on <Effective start date of disc>.

No action is required from you if you have already completed your Medicaid Renewal and provided all the information we asked for. We will let you know about your Medicaid benefits by sending you a "Decision About your coverage" notice.

Need help or have questions about your coverage? Call us at 1-855-459-6328 or 1-855-306-8959. If you are unable to call us yourself, another household member or your authorized representative may call for you.

For help at no cost to you, insurance agents and kynectors are available to assist you. Please visit: <https://kynect.ky.gov/healthcoverage> or call 1-855-459-6328 for help in finding an agent or kynector in your community.

If you want legal help, you may be able to get free legal help from your local legal aid office at <1-800-888-8189>.

Recent Enhancement: APTC Renewal Process

- Some Medicaid members with renewals from May 2023 to January 2024 cascaded to APTC-eligibility and sent Notice of Eligibility terminating Medicaid.
- Members who did not enroll in a Qualified Health Plan or return to Medicaid since their Medicaid termination:
 - **Reinstated** to traditional Medicaid (Fee-for-Service) back to termination date
 - Will be sent a renewal form to complete a second renewal to maintain eligibility.
 - Renewals will be split between May and June.
- Member reenrolled into Medicaid:
 - **Reinstated** to traditional Medicaid (Fee-for-Service) to fill any gap between their original Medicaid termination date and their reenrollment date.
 - Will not have to complete another renewal as they were determined eligible through reenrollment.
- Starting with February 2024 cases, members will drop to active renewal

APTC Reinstatement Notices – April 1, 2024

Notice for members subject to second renewal

HBE-069 COMMONWEALTH OF KENTUCKY Date: 04/01/2024
Cabinet for Health and Family Services Case Number: 111775887
Department for Community Based Services

RJLCL JULHYF
7266 GYSAHFY KU QTI 02
MGLAHJKS, KY 81700-4776

Important News: Your Medicaid Eligibility Reinstated!

Dear Member,

We wanted to share an important update regarding the Medicaid coverage for you or a member of your household.

You or a member of your household received a notice that Medicaid coverage ended as part of your eligibility renewal. Medicaid did not send a renewal form to verify your information before ending your coverage.

Due to this error, Medicaid coverage is being automatically reinstated back to your termination date for any month you were without Medicaid. Medicaid will not be reinstated for any month you may have been enrolled in a Qualified Health Plan. Your reinstated coverage will be through traditional Medicaid. If you went to a doctor or received any medical care during this time, please have your provider bill Medicaid for those services.

You will be receiving a renewal form soon. It is important to complete and return this form by the due date to determine if you are still eligible. If you do not return the renewal form by the due date, your Medicaid coverage will end.

If you do lose Medicaid coverage, you can enroll in a Qualified Health Plan with Financial Assistance until the end of the year.

We encourage you to contact us if you have any questions or need assistance.

For help with Medicaid eligibility, please contact the Department for Community Based Services (DCBS) by calling 1-855-306-8959 or by going to your local DCBS office.

For help with other Medicaid questions like getting a past claim paid, or help with finding a provider, please contact Medicaid Member Services by calling 1-800-635-2570.

Website: <http://chfs.ky.gov> Page 1 of 1 An Equal Opportunity Employer M/F/D

HBE-069 COMMONWEALTH OF KENTUCKY Date: 04/01/2024
Cabinet for Health and Family Services Case Number: 111774752
Department for Community Based Services

QYEEKZT CGEV
714 UHPRNO IY
XFRFEEIZX, KY 22509-7786

Important News: Your Medicaid Eligibility Reinstated!

Dear Member,

We wanted to share an important update regarding the Medicaid coverage for you or a member of your household.

You or a member of your household received a notice that Medicaid coverage ended as part of your eligibility renewal. Medicaid did not send a renewal form to verify your information before ending your coverage.

Due to this error, Medicaid coverage is being automatically reinstated back to your termination date for any month you were without Medicaid. Medicaid will not be reinstated for any month you may have been enrolled in a Qualified Health Plan. Your reinstated coverage will be through traditional Medicaid. If you went to a doctor or received any medical care during this time, please have your provider bill Medicaid for those services.

We encourage you to contact us if you have any questions or need assistance.

For help with Medicaid eligibility, please contact the Department for Community Based Services (DCBS) by calling 1-855-306-8959 or by going to your local DCBS office.

For help with other Medicaid questions like getting a past claim paid, or help with finding a provider, please contact Medicaid Member Services by calling 1-800-635-2570.

Website: <http://chfs.ky.gov> Page 1 of 1 An Equal Opportunity Employer M/F/D

Notice for members NOT subject to second renewal

PHE Unwinding - Appendix K Flexibilities



1915cwaiverdesk@ky.gov

1-844-784-5614

DMS has received Centers for Medicare and Medicaid (CMS) approval for all six of the updated waiver applications, which include making several components of Appendix K permanent.

01 Allow telehealth as a component of case management, counseling, and therapies

02 Expand case management provider qualifications

03 Reduce age requirement for Respite, Personal Assistance, Attendant Care, and Residential staff from 21 to 18

04 Allow access to respite for participants receiving Residential Support Level II in SCL

05 Allow limited waiver services to be provided in acute hospital settings under extraordinary circumstances

06 Expand Residential in ABI and ABI-LTC to allow up to five participants per house

07 Maintain Appendix K rate increases for all waiver services

[Appendix K Waiver Update Info](#)

Appendix K Information for Providers and Participants

- To help stakeholders understand which policies will end and which will continue, we recorded two webinars. One webinar is for waiver providers. The other is for waiver participants.
- Implementing Appendix K Flexibilities for Providers.
 - [Recorded Webinar](#)
 - [Presentation](#)
- Implementing Appendix K Flexibilities for Participants.
 - [Recorded Webinar](#)
 - [Presentation](#)
- To learn more, Check out the Appendix K Waiver Update One Pager for detailed information, the [Notice of Appendix K End Date](#), and the [Model II Waiver Application Approval notice](#).
- For further information, and to see all amended waivers, please visit the [Division of Long-Term Services and Supports website](#).

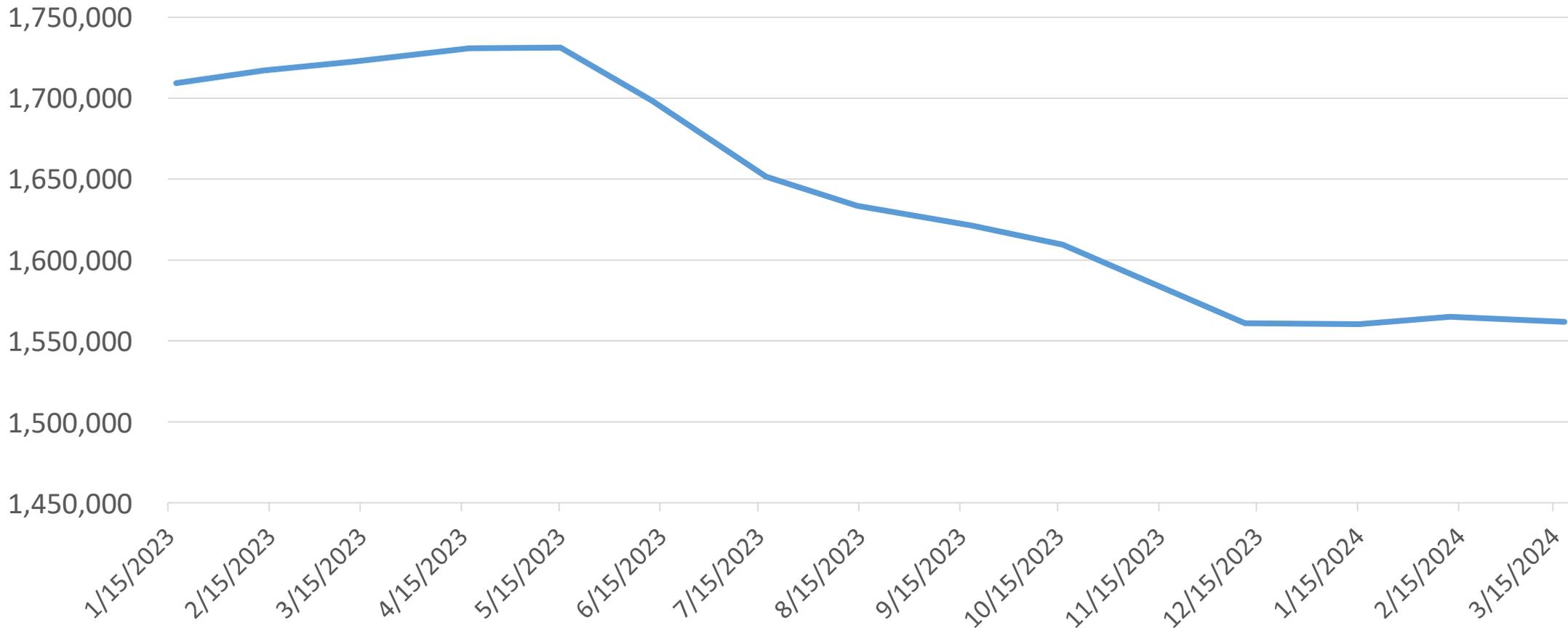


CABINET FOR HEALTH
AND FAMILY SERVICES

Medicaid Unwinding Data Updates

Medicaid Enrollment Trend

Medicaid Enrollment: January 2023 through March 2024



Unwinding Report Updates Posted

Original CMS Monthly Reports

	Individual Renewals	Medicaid Approvals	Medicaid Terminations	Pending
May	80,673	37,182	34,124	2,698
Jun	82,606	37,364	35,971	1,883
Jul	54,975	27,044	20,344	1,325
Aug	54,344	28,296	18,662	1,069
Sept	150,985	81,144	15,735	16
Oct	155,003	92,524	12,711	15
Nov	31,863	22,888	1,508	38
Dec	30,705	28,889	1,235	2



2,659 processed
1868 processed
1,287 processed
1064 processed
14 processed
7 processed
33 processed
2 processed

Updated CMS Monthly Reports*

	Individual Renewals	Medicaid Approvals	Medicaid Terminations	Pending
May	80,673	38,552	35,413	39
Jun	82,606	38,236	36,967	15
Jul	54,975	27,775	20,900	38
Aug	54,344	28,853	19,169	5
Sept	150,985	81,156	15,735	2
Oct	155,003	92,528	12,711	8
Nov	31,863	22,900	20,088	5
Dec	30,705	28,891	1,235	0

*Per CMS' Medicaid and Children's Health Insurance Program Eligibility and Enrollment Data Specifications for Reporting During Unwinding, Updated October 2023, Version 3.

KY Medicaid Renewals* and Reinstatements

Individuals procedurally terminated on their renewal due date are given 90 days to respond and provide requested information. If they are determined eligible, coverage is **reinstated** back to their termination date. Months that are still within the 90-day window and are still processing reinstatements are included below.

	Individual Renewals	Medicaid Approvals	Medicaid Terminations	Pending	Extended	Reinstatements as of 04/12/24
January	121,236	67,748	10,861	22	42,567	8,246
February	93,004	64,789	10,105	1	18,076	1,600
March	97,962	70,358	6,139	72	19,600	1,464

*Numbers are based on CMS Reports. April and May renewals are actively in process at this time

March Demographic Data

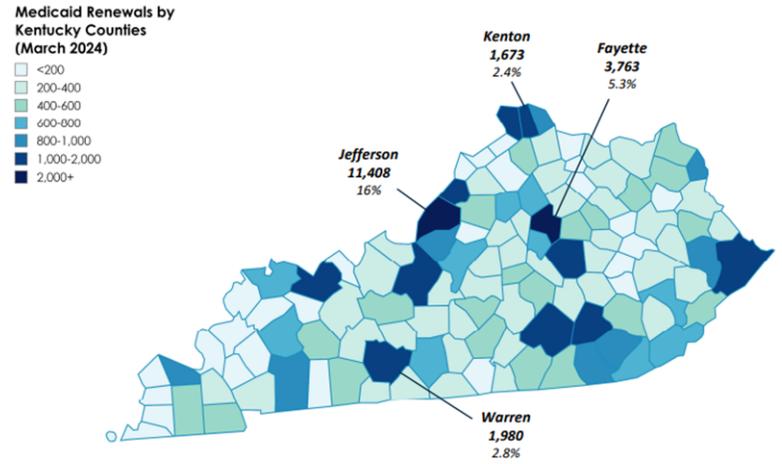
March 2024 Kentucky Renewals		
Race	Approved	Terminated
White	55,982	6,300
Black or African American	8,399	990
Unknown	3,624	300
Mixed	1,427	142
Asian	811	182
American Indian or Alaskan Native	70	15
Native Hawaiian or Other Pacific Islander	45	3
Total	70,358	7,932

March 2024 Kentucky Renewals		
Gender	Approved	Terminated
Female	42,889	5,192
Male	27,469	2,740
Total	70,358	7,932

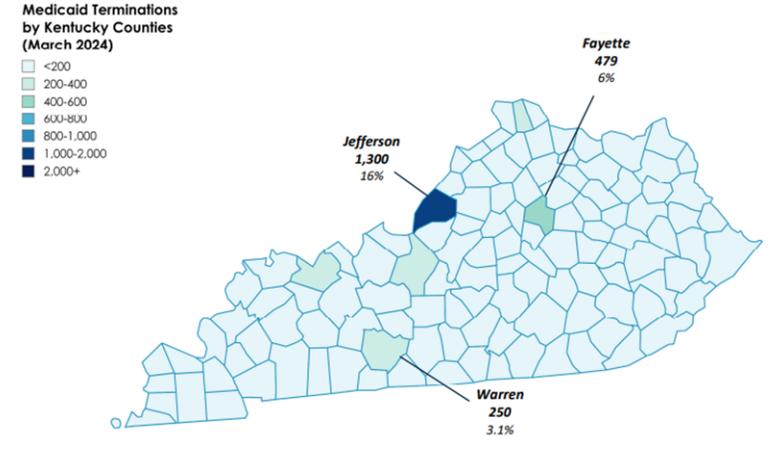
March 2024 Kentucky Renewals		
Ethnicity	Approved	Terminated
Hispanic/Latino	2,916	383
Not Hispanic/Latino	64,802	7,299
Unknown	2,640	250
Total	70,358	7,932

March 2024 Kentucky Renewals		
Age Group	Approved	Terminated
0-6	442	3
7-18	94	1
19-25	10,822	1,422
26-50	43,144	4,893
51-64	13,299	1,299
65+*	2,557	314
Total	70,358	7,932

March 2024 Kentucky Approvals



March 2024 Kentucky Terminations



Current Outreach Priorities

Encourage members to respond to notices, even if they believe they are no longer eligible

Support reinstatement of members who are procedurally terminated if they provide information within 90 days

Help members who lose categorical eligibility understand the steps to take to continue coverage, if eligible

Connect members ineligible for Medicaid to other coverage

Kentucky Medicaid Member Surveys open

Kentucky Medicaid Member Surveys

On April 15th Kentucky sent emails to Medicaid members that have gone through a renewal in the last year to ask them to complete a survey.

We are hoping to gather feedback on the renewal process and DMS' communications from members!

The surveys will be open for the next few weeks so please remind your clients to look for the link in their email.

Spanish version coming soon!

Kentucky Medicaid Stakeholder Surveys

We also have a Stakeholder Survey and we want to hear from you too! Check your emails or access the survey here.

Kentucky DMS Stakeholder Survey

<https://stats.altarum.org/limesurvey/index.php/514727?lang=en>

PHE COMMUNICATION MATERIALS

[KY PHE Website Communication Materials](#)

Help us get the message out! Informational fliers available on PHE website in English and Spanish!

Reinstatement Information

How to Reinstate Your Medicaid

Beginning in April 2023, Kentucky Medicaid went back to doing annual renewals for Medicaid eligibility.

Did your Medicaid coverage get terminated? You may be able to get it back with a few easy steps!

But... You need to act within 90 days of your termination to get coverage reinstated!

Your kynect dashboard will have information about any notices you may have received explaining the steps you need to take to get your coverage back!

Here is what you need to do!

1. Log into kynect.ky.gov – if you don't have a kynect account, you can set one up by following the steps in this [video](#)!
2. Navigate to your Message Center to view your notices.
3. Read the notices you received to know what you need to do.
4. You may need to complete a pre-populated renewal application, upload documents, or report a change to your application.
5. Once everything is updated and completed, you can proceed to sign and submit.
6. If you are having trouble or can't set up a kynect account, you can call (844)-4kynect or go into a DCBS office for help. [Find a DCBS Office](#) or [find a kynector](#).

If your situation has changed and you are no longer eligible for Medicaid, there are other options available to you. Agents and kynectors can help you select and enroll in a Qualified Health Plans (QHPs) with payment assistance.

Visit <https://medicaidunwinding.ky.gov> to learn more!

Materials for Offices



Are you or your family covered by Medicaid or KCHIP? Your renewal letter could be coming soon!

- Make sure your address is up to date in kynect!
- Check your mail. We may need to contact you!
- Complete and return requests for information.
- No longer qualify? Shop kynect for an affordable plan!

(855)-4kynect **FREE HELP!**

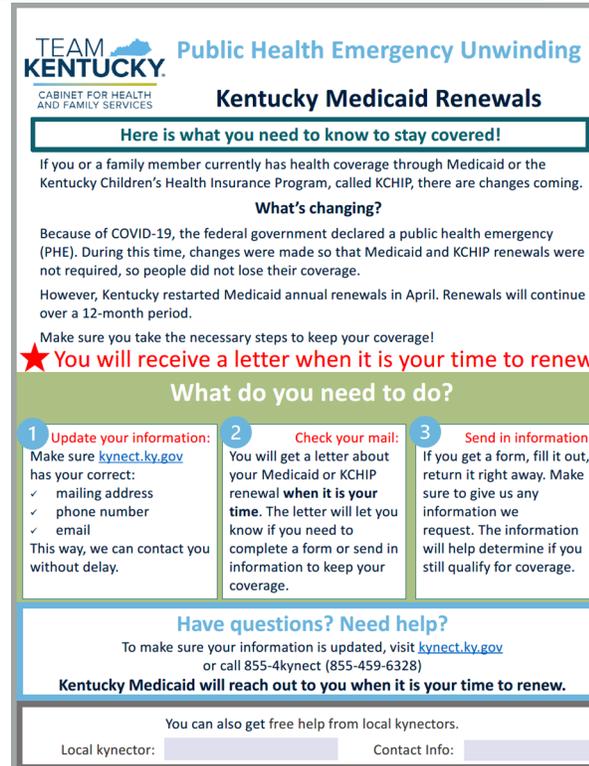
www.kynect.ky.gov/healthcoverage

SCAN ME



kynect
Together We Achieve More

Editable Fliers for kynectors



TEAM KENTUCKY
CABINET FOR HEALTH AND FAMILY SERVICES

Public Health Emergency Unwinding

Kentucky Medicaid Renewals

Here is what you need to know to stay covered!

If you or a family member currently has health coverage through Medicaid or the Kentucky Children's Health Insurance Program, called KCHIP, there are changes coming.

What's changing?

Because of COVID-19, the federal government declared a public health emergency (PHE). During this time, changes were made so that Medicaid and KCHIP renewals were not required, so people did not lose their coverage.

However, Kentucky restarted Medicaid annual renewals in April. Renewals will continue over a 12-month period.

Make sure you take the necessary steps to keep your coverage!

★ You will receive a letter when it is your time to renew.

What do you need to do?

1. **Update your information:** Make sure kynect.ky.gov has your correct:
 - ✓ mailing address
 - ✓ phone number
 - ✓ emailThis way, we can contact you without delay.
2. **Check your mail:** You will get a letter about your Medicaid or KCHIP renewal **when it is your time**. The letter will let you know if you need to complete a form or send in information to keep your coverage.
3. **Send in information:** If you get a form, fill it out, return it right away. Make sure to give us any information we request. The information will help determine if you still qualify for coverage.

Have questions? Need help?

To make sure your information is updated, visit kynect.ky.gov or call 855-4kynect (855-459-6328)

Kentucky Medicaid will reach out to you when it is your time to renew.

You can also get free help from local kynectors.

Local kynector: Contact Info:

ID Proofing Tips

ASSISTANCE FOR KYNECTORS

MANUAL IDENTIFICATION PROOFING MADE EASY!

WHY IS ID PROOFING NEEDED?

Sometimes, a Medicaid member's identification cannot be verified electronically with Experian. When this happens, members will need to take additional steps to assure the verification of their identity.

ADDITIONAL INFO...

It is important to flag emails for DCBS staff to assure awareness of an identification proofing request and proper identification of the Medicaid member.

Email documents to:

TIP 1

If ID proofing is needed, Medicaid members must submit a form and photo ID to the Department for Community Based Services (DCBS).

TIP 2

kynectors can assist with the completion of form and can email the document, photo ID, and member's contact info on behalf of the member to DCBS.

TIP 3

Members or kynectors can hand deliver the form to a local DCBS office.

DMS.IDProofing@ky.gov

Enter "ID Proof" in subject line

Identify member in body of email.

TEAM KENTUCKY
CABINET FOR HEALTH AND FAMILY SERVICES

Renewals: How to 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, Frankfort, 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

*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

Providers Supporting Patients Through Renewals

- ✓ Patient's renewal dates are available in KYHealthNet.
- ✓ *Medicaid Renewal Report* can be pulled from KLOCs and MWMA.

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

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

Friday 24 March 2023 07:55 am

Member Eligibility Verification

Provider: [dropdown] - 282N00000X

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

Member ID: [input]

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

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

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: 40314

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 C.A.D.S.	D - Disabled indiv who rec	00 - Regular	03/24/2023	03/31/2023

Home Start Application LOC Management Message Center Quick Search Welcome Hart Allen Sign Out Help

Agency: NF Provider 2

Dashboard

Time Travel Date: 06/13/2023 Change Time Travel Date

Quick Links

- Start New Application
- Message Center
- View Announcements
- View Appointments
- Quick Search
- LOC Management
- Manage Discharge
- View Reports**
- Other Links
- Member View
- FAQ
- MAP Forms
- Policy Documents
- CHFS Website
- Page Help
- Help Desk

My Tasks

Task Type	My Tasks	Group Tasks
Tasks Assigned	0	0
Due	0	0

Tasks

Select Queue: My Tasks Filter Columns: 13 Selected Filter

Task Name	App #	Action	Provider #	Individual Name	Program
No tasks available for this queue					

View History Mark As New Mark As Closed

Applications

Date Initiated	App #	Individual Name	Application Status	Action
No Applications Available				

Today's Appointments

Filter Columns: 7 Selected Filter

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.

Qualified Health Plan Enrollment Windows

Open Enrollment

- Closed January 16, 2024

Special Enrollment

- After January 16, 2024 with qualifying life event

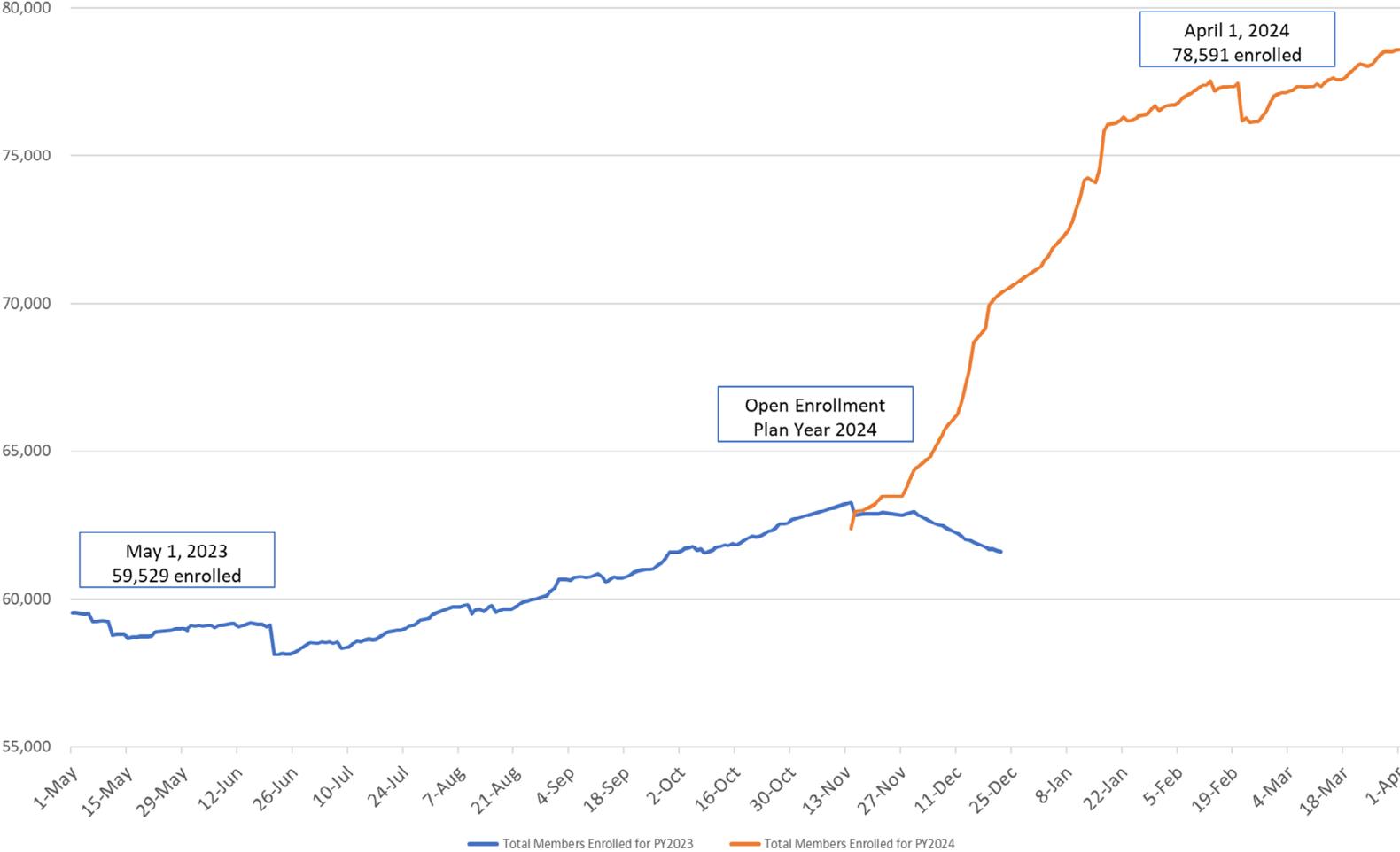
Unwinding Special Enrollment

- March 31, 2023 through December 31, 2024

If a Kentucky Resident loses Medicaid coverage at any time, they may be eligible to enroll in a Qualified Health Plan with Financial Assistance.

Qualified Health Plan Open Enrollment

Total Members Enrolled for 2023-2024



KY PHE Website Resources

<https://medicaidunwinding.ky.gov>



Stakeholder Session Information

KY PHE Reports

FAQs

Medicaid Member Information

Medicaid Provider Information

Communication Materials

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 855-4kynect (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, co-pays 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](https://www.MedicaidUnwinding.ky.gov)

CHFS Social Media

- [Facebook](#),
- [Twitter](#), and
- [Instagram](#)

Stakeholder Meetings

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

Reports

- CMS Monthly Report
- Monthly Demographic Report
- Provider KLOCS Report
- Provider KYHealthNet Renewal Information



Questions