



CABINET FOR HEALTH
AND FAMILY SERVICES

Public Health Emergency Unwinding Monthly Stakeholder Meeting

June 20, 2024

Veronica Judy-Cecil
Senior Deputy Commissioner
Department for Medicaid Services

Unwinding Flexibilities Implemented

FLEXIBILITIES EXTENDED TO JUNE 30, 2025

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

Redistribute Renewals to May

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

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

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

Appendix K Information



1915cwaiverdesk@ky.gov

1-844-784-5614

DMS received Centers for Medicare and Medicaid Services (CMS) approval for amendments to all six waivers to make certain flexibilities permanent as of May 1, 2024.

- To help stakeholders understand which policies ended and which 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](#).

Recent Enhancements: SSIR

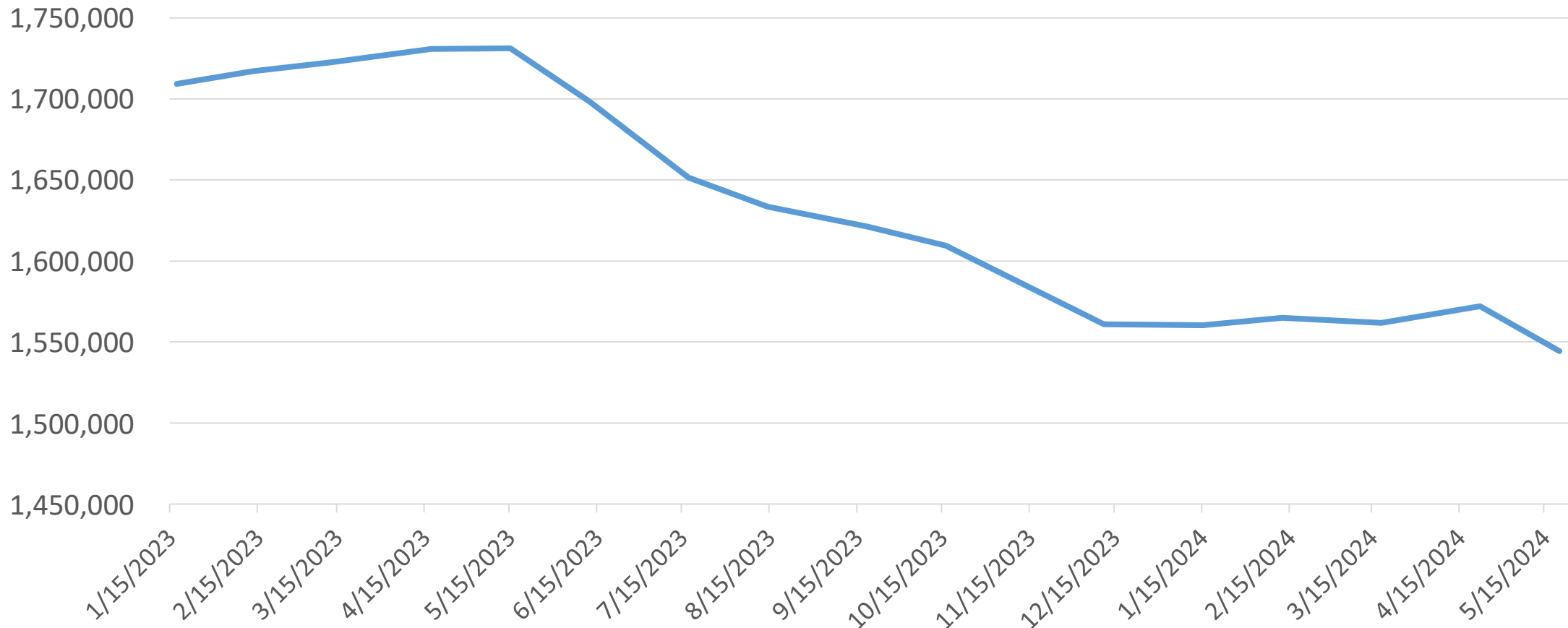
- Process change for members losing eligibility for SSIR.
 - Upon notice of SSIR termination, member given two months *ex parte eligibility* and sent prepopulated renewal form. Expanding *ex parte eligibility* period to other termination codes. If member does not respond by 15th of second month, they will be terminated. Reapplication in SSP is permitted.
 - Starting 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.

Recent Enhancement: APTC Renewal Process

- Some members with renewals from May 2023 to January 2024 cascaded to Qualified Health Plan Advance Premium Tax Credit (QHP-APTC) eligibility and sent notice terminating Medicaid. To assist these individuals, DMS took the following action:
 - **Terminated and did not re-enroll: Reinstated** to traditional Medicaid (Fee-for-Service) back to termination date if they were terminated and did not enroll in a QHP – received renewal packet in May or June to maintain eligibility.
 - **Terminated and re-enrolled: Reinstated** to traditional Medicaid (Fee-for-Service) to fill any gap between their original Medicaid termination date and their reenrollment date. They will not have to complete another renewal.
 - **Terminated and enrolled in QHP: Granted Special Circumstance** coverage to fill any gap in coverage between their Medicaid termination date and when they enrolled in a QHP. If there is no gap, they were sent outreach about reapplying to Medicaid.

Medicaid Enrollment Trend

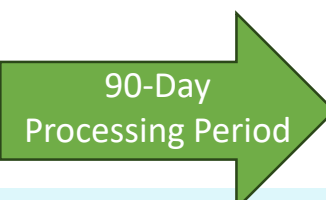
Medicaid Enrollment: January 2023 through May 2024



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	16,617	16
Oct	155,003	92,524	12,780	15
Nov	31,863	22,888	1,508	38
Dec	30,705	28,889	1,244	2
Jan	79,053	67,748	10,899	22
Feb	93,004	64,789	10,128	1



2,659 processed
1868 processed
1,287 processed
1064 processed
14 processed
7 processed
33 processed
2 processed
22 processed
1 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	16,169	2
Oct	155,003	92,528	12,783	8
Nov	31,863	22,900	1,529	5
Dec	30,705	28,891	1,244	0
Jan	79,053	67,758	10,911	0
Feb	93,004	64,780	10,128	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 06/14/24
March	97,962	70,358	7,932	72	19,600	3,553
April	103,265	70,170	15,887	226	16,982	3,046
May	94,705	51,534	37,461	816	4,894	1,828

*Numbers are based on CMS Reports. June renewals are actively in process at this time.

May Demographic Data

May 2024 Kentucky Renewals		
Race	Approved	Terminated
White	40,540	19,725
Black or African American	5,717	3,201
Unknown	3,192	1,705
Mixed	1,139	676
Asian	625	506
American Indian or Alaskan Native	61	21
Native Hawaiian or Other Pacific Islander	54	28
Total	51,328	25,862

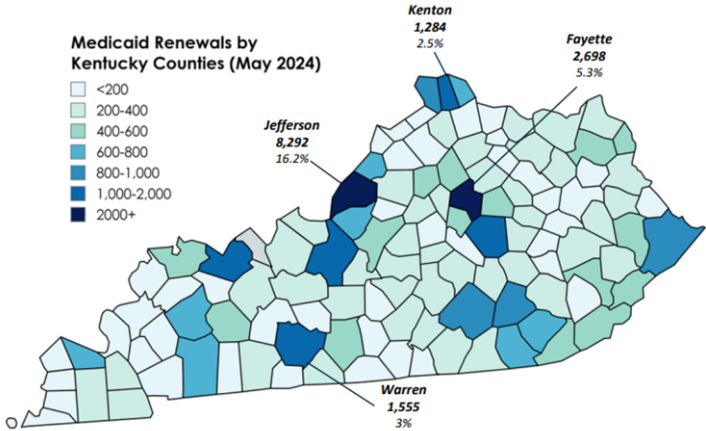
May 2024 Kentucky Renewals		
Ethnicity	Approved	Terminated
Hispanic/Latino	2,159	1,436
Not Hispanic/Latino	47,036	23,250
Unknown	2,133	1,176
Total	51,328	25,862

May 2024 Kentucky Renewals		
Age Group	Approved	Terminated
0-6	1,958	78
7-18	1,335	54
19-25	7,490	4,290
26-50	24,061	17,153
51-64	12,573	3,504
65+*	3,911	783
Total	51,328	25,862

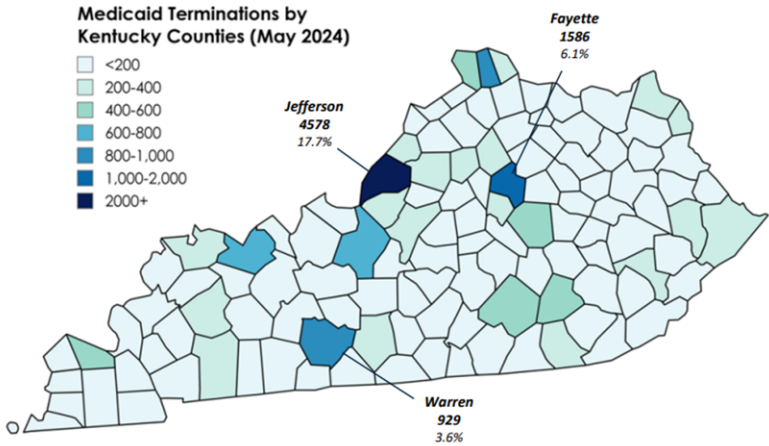
May 2024 Kentucky Approvals

May 2024 Kentucky Renewals		
Gender	Approved	Terminated
Female	26,776	15,078
Male	25,551	10,784
Total	51,327*	25,862

*One member record indicated 'unknown' gender. Total Approvals remains 51,228



May 2024 Kentucky Terminations



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

www.kynect.ky.gov/healthcoverage

FREE HELP!



Editable Fliers for kynectors



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
✓ email
This 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.

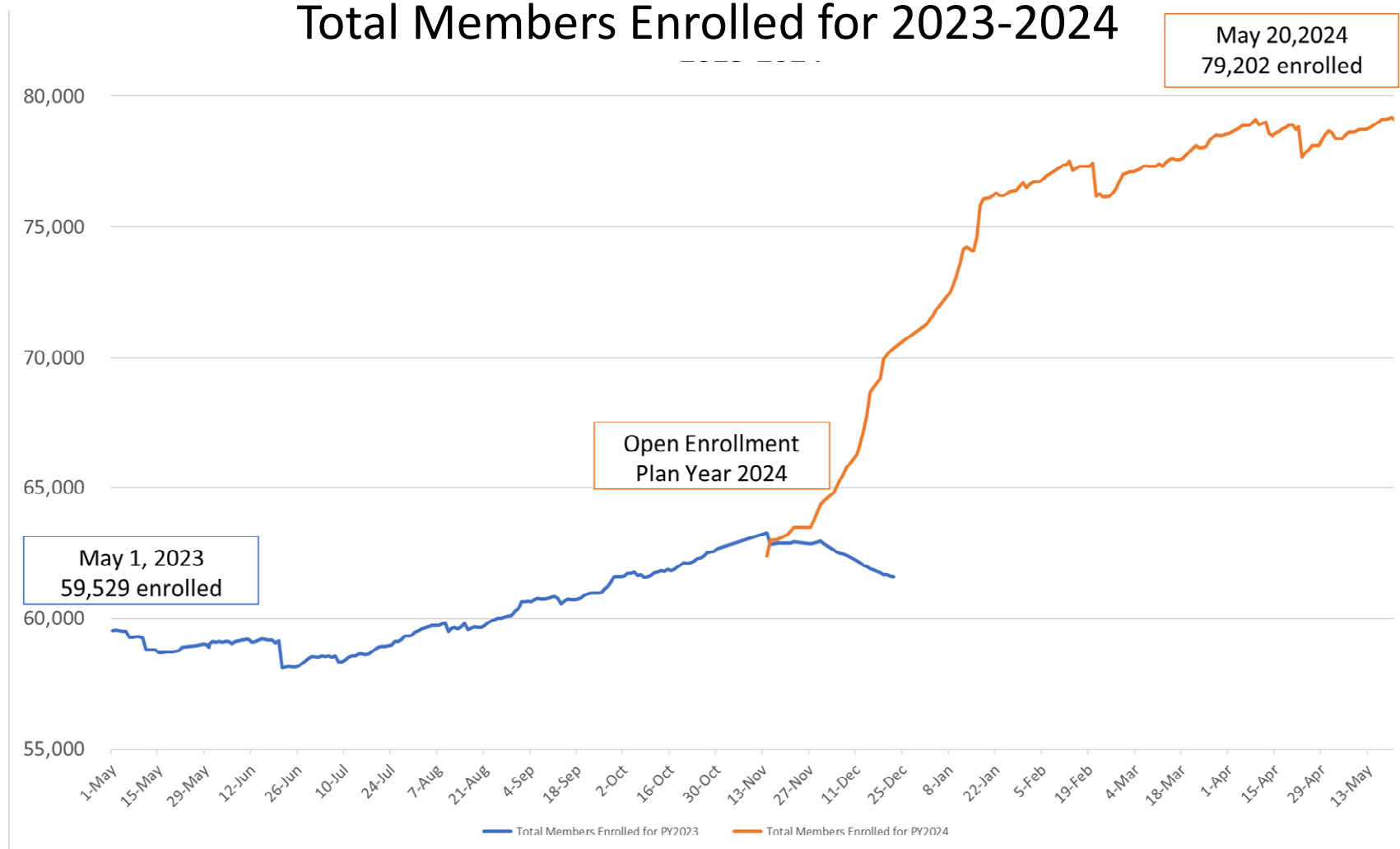
 DMS.IDProofing@ky.gov

 Enter "ID Proof" in subject line

 Identify member in body of email.

TEAM KENTUCKY
CABINET FOR HEALTH AND FAMILY SERVICES

Qualified Health Plan Open Enrollment



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

CHFS Social Media

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

Stakeholder Meetings

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

Reports

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



Questions