

# Ending Medicaid Continuous Coverage

An Explanation of Upcoming Changes

- In March 2020, the Louisiana Department of Health (LDH) made a number of operational changes to its Medicaid program in response to the federal COVID-19 Public Health Emergency (PHE). Through provisions in the Families First Coronavirus Response Act (FFCRA).
- Under FFCRA, Congress offered states an Enhanced Federal Medical Assistance Percentage (FMAP) as a means to finance the additional costs that were anticipated as a result of the pandemic.
- Along with the enhanced FMAP came a federally required eligibility maintenance of effort (MOE). For states collecting the enhanced FMAP, the state cannot terminate coverage of any enrollee except for the following reasons:
  - Death
  - Move out of state
  - Request termination
- Louisiana Medicaid currently provides health insurance coverage to just over two million individuals throughout the state which equates to approximately 40% of the LA population.

- President Biden signed the 2023 Consolidated Appropriations Act (CAA) into law on December 30, 2022.
- This law uncouples the continuous coverage provision of the FFCRA from the COVID-19 PHE. Therefore, Medicaid can begin disenrolling recipients that don't meet the eligibility requirements without the state losing the enhanced Federal matching funds.
- The continuous coverage requirement ends on April 1, 2023. Redetermining Medicaid eligibility will begin on April 1, 2023.

# Redetermination Timeline

Eligibility redetermination is scheduled to begin on April 1, 2023 for the June 2023 renewal population.

The first letters will mail out late April/first of May with a May 1, 2023 date.

The first closures will be effective July 1, 2023.

Renewals will be staggered over 12 months, taking 14 months total to complete redetermination.

- Some eligibility reviews can be completed by using information from electronic databases.
  - Many will require additional information which will require members to respond to mail.
- For this reason, it is VITAL that members confirm that Medicaid has their most up-to-date contact information, including cell phone numbers and email addresses.
  - LDH will allow individuals to submit requested information over the phone, via mail, online, and in-person, consistent with federal regulations; and,
  - LDH will pre-populate renewal forms for individuals enrolled in Medicaid, CHIP, and BHP on a MAGI basis, consistent with federal requirements.
- Members who do not respond to requests for information risk losing their coverage, even if they are eligible.

# Assistance from State Departments

- We are requesting assistance from our sister state Departments in our extensive outreach campaign to prepare Medicaid members, providers and other key stakeholders of the redetermination process.
- The robust and comprehensive outreach campaign seeks to gather updated contact information from beneficiaries and prepare them for the eventual return to normal operations.
- LDH ask that you post signage LDH will provide in your offices and public areas.
  - The signage will include a QR code that provides members a link they can use to update their information
- If your agency has income based eligibility programs, remind clients of the following Key Messages

# Key Messages for Medicaid Members

- **Louisiana Medicaid is resuming eligibility reviews.**
- **Medicaid members need to:**
  - ✓ **Keep their contact information up to date**, including your cell phone number and email address.
  - ✓ **Check their mail** for letters from Louisiana Medicaid/LaCHIP.
  - ✓ **Respond to requests for information.** Not responding could cause members to lose their health coverage, even if they are eligible.

# Member Resources

- Members can update contact information by:
  - Logging on to [MyMedicaid.la.gov](https://MyMedicaid.la.gov),
  - Emailing [MyMedicaid@la.gov](mailto:MyMedicaid@la.gov),
  - Calling their health plan on the number on their ID card or
  - Calling Medicaid's Customer Service Center at 1-888-342-6207. Assistance is available Monday through Friday, 8 a.m. – 4:30 p.m.
  - Contact their Managed Care Organization (MCO)
- In-person help is also available at any of the regional Medicaid offices.
  - For an office closest to you, visit [www.ldh.la.gov/medicaidoffices](https://www.ldh.la.gov/medicaidoffices).



## The State also intends to implement the following CMS recommended strategies:

- Utilize updated contact information from managed care plans (MCO), Program of All-Inclusive Care for the Elderly (PACE), Enrollment Broker and the National Change of Address (NCOA) database before sending a notice to the current address on file with the State;
- Utilizing existing data to verify eligibility for TANF/adult SNAP participants to streamline renewals.
- Ex parte renew individuals whose attestation of zero-dollar income was verified within the previous 12 months and when no information is returned from a financial data sources;

# THANK YOU

Ruth Johnson

*Undersecretary of the Louisiana Department of Health*

Ruth.Johnson3@la.gov

For Promotional Materials Contact:

Tangela Womack

Tangela.Womack@la.gov

