

Medicaid Services Advisory Committee Meeting

Public Meeting

Tuesday, February 14, 2023

12:30 – 2:30 p.m.

- This meeting is open to the public
- Please mute your line to reduce background noise
- Public comment will be taken at the end of the meeting or can be submitted in writing to msac.dhs@state.mn.us



Medicaid Services Advisory Committee

February 14, 2023

Melorine Mokri, Deputy Federal Relations Director, Health Care Administration

Welcome and Overview



Housekeeping

- WebEx meeting
- Meeting is public
- Please mute your line when not speaking and state your name before speaking
- Committee members can use the chat to provide comment or ask questions
- Public members can provide public comment today by putting “public comment: your name, and your organization” in chat
- We welcome and encourage written public comments. Please submit to msac.dhs@state.mn.us
- Indicate conflicts of interest before providing comment



State Medicaid Agency | Minnesota Department of Human Services
The Health Care Administration builds and operates affordable and efficient health care programs that improve the health of Minnesotans.

Purpose and Duties

Purpose

- Provide guidance on key initiatives brought forward by the Minnesota Department of Human Services (DHS) that affect Medicaid program administration, policy or Medicaid funded services
- Represent community groups and professional stakeholder organizations, Medicaid beneficiaries and caregivers, and various health care and long-term services and supports professionals that influence the health and covered services of Medicaid populations
- Advise DHS; not a governing board.

Duties

- Provide guidance on specific policies, initiatives, and proposed program changes brought forward by DHS
- Act as liaisons back to individuals, organizations, and institutions that receive, facilitate, or provide Medicaid services

Agenda

- Welcome and Overview
 - Opening Remarks – Melorine Mokri, Deputy Federal Relations Director, Health Care Administration
 - Introductions – Medicaid Services Advisory Committee Members
- Updates
 - Governor’s Budget Proposals – Ann Bobst, Legislative Director
- Discussion
 - Minnesota Health Care Programs: Plan to unwind continuous coverage – Karen Gibson, Health Care Eligibility and Access Director
 - Substance Use Disorder System Reform Waiver – Michelle Long, Federal Relations Waiver Manager
- Public Comment
- Next Meeting
- Closing Remarks



Updates

Medicaid Services Advisory Committee



Governor's Budget Proposals for Minnesota Health Care Programs

Ann Bobst | Legislative Director, Health Care

Eligibility and Enrollment

- Expanding Medical Assistance coverage for children
 - Let children on Medical Assistance stay on the program without reapplying until age 6.
 - Let children ages 6-21 on Medical Assistance only have their eligibility redetermined every 12 months.
- Expanding MinnesotaCare coverage for undocumented children
- IT investments for our eligibility systems

Eligibility and Enrollment (continued)

- **Improving the ways applicants and enrollees interact with our programs**
 - Improving the language accessibility of applications and forms, including making them easier to understand and available in more languages.
 - Providing funding so DHS can partner with community-based organizations to work more directly with enrollees and use the information we learn to make additional program improvements.
 - Increasing the information available for families with children with disabilities about the TEFRA Option
- **Additional needs for “unwinding” from the COVID-19 public health emergency**

Benefits and Services

- Expanding the adult dental benefit
- Eliminate out-of-pocket costs for everyone on Medical Assistance when they go to the doctor or the pharmacy
- Remove barriers for doulas to provide care
- Increasing staffing for Provider Enrollment and the State Medical Review Team (SMRT)
- Extension of audio-only telehealth provisions



Minnesota Health Care Programs: Plan to unwind continuous coverage

Karen Gibson | Director, Health Care Eligibility and Access
Health Care Administration

Maintenance of coverage in public health care programs

- March 2020: DHS stopped most annual eligibility renewals, other eligibility checks and most adverse action on enrollment
- Condition of enhanced federal funding through the Families First Coronavirus Response Act



Consolidated Appropriations Act, 2023



- Continuous coverage provisions untied from public health emergency.
- Continuous coverage ends March 31. Medicaid redeterminations may begin as early as April 1.
- States remain eligible for enhanced federal funding through 2023 if they meet certain requirements.
- CMS continues to release guidance.

Renewal challenges: Workload issues

- More enrollees
- More effort to complete each renewal
- Fewer workers
- Inexperienced workers

Renewal challenges: Systems

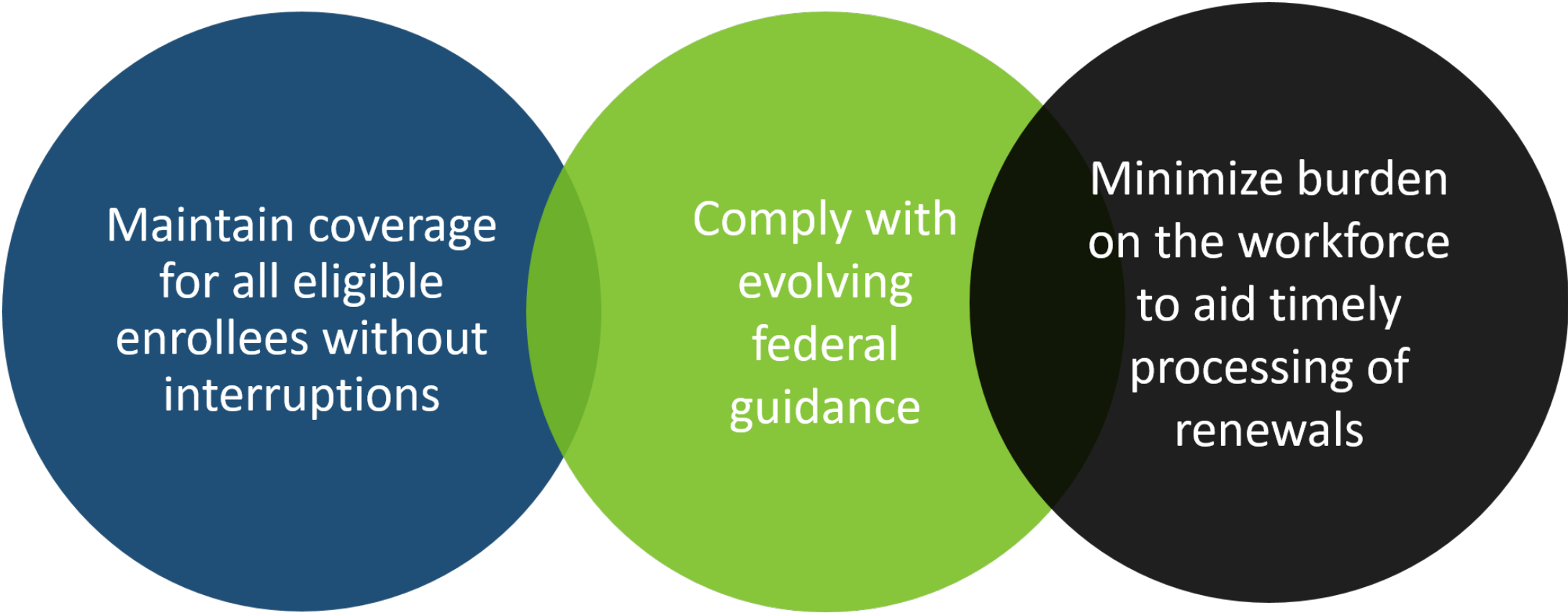
- Currently no online, text or email abilities to manage eligibility
- Many workarounds in place

Renewal challenges: Health and well-being impacts

- Gaps in coverage create barriers to accessing:
 - COVID-19 vaccinations and treatment
 - Other immunizations
 - Preventive screening
 - Prescription drugs
 - Care to manage chronic conditions
 - Mental health and substance use disorder treatment



Unwind guiding principles



Maintain coverage
for all eligible
enrollees without
interruptions

Comply with
evolving
federal
guidance

Minimize burden
on the workforce
to aid timely
processing of
renewals

The unwind in Minnesota



WHAT'S NEXT FOR MINNESOTA

Resumption of Medical Assistance and MinnesotaCare Renewals

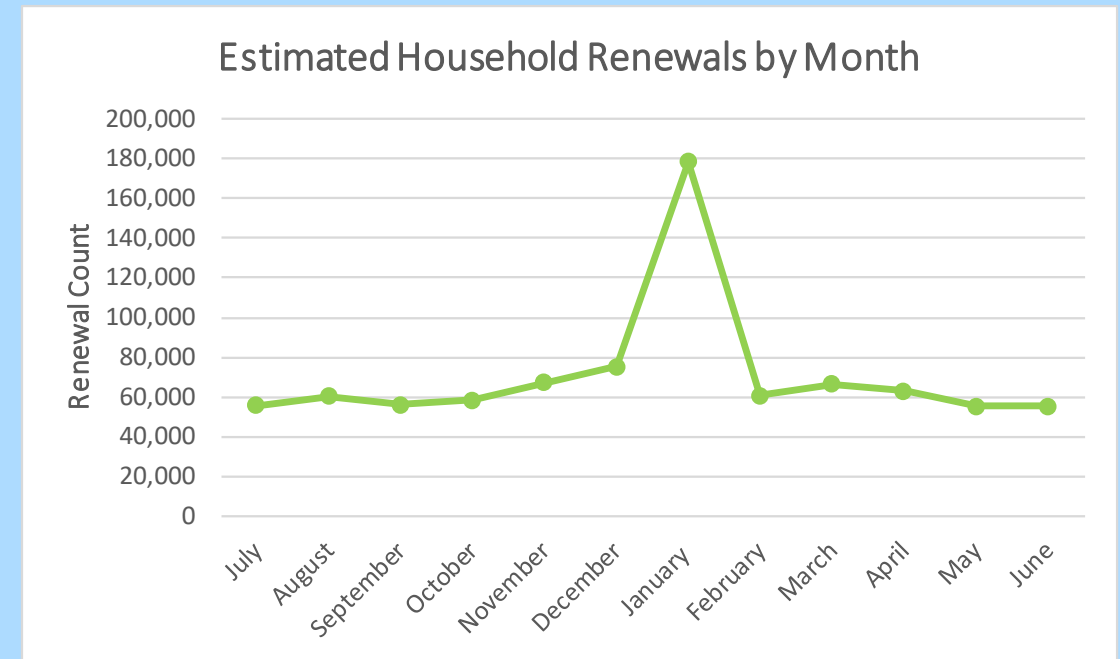
- Minnesota will resume the renewal process, with some enhancements

Cohort-based model

- 12 monthly cohorts of Medical Assistance renewals with the renewal month based on enrollees' initial application date.
- The first monthly cohort will likely be July, which operationally has work beginning in March.
- MinnesotaCare renewals will occur Q4 2023

State support for counties

- We are collaborating with counties to resume processing.
- We are supporting counties via a 10-point plan, including renewal training, system support, and customizable assets and communications toolkits.



Pillars of the unwinding plan

Our team will continue work across concurrent pillars of activities to successfully unwind continuous coverage

1 **Program Policy and Training**

- Update policy analysis and informational bulletins aligned with evolving CMS guidance
- Conduct renewal training for workers
- Collaborate with counties and tribes
- Coordinate with MNsure
- Provide daily support for counties and tribes
- Continue renewal training

January 2023

2 **Measures and Data**

- Define goals and measures
- Develop CMS reporting
- Share files with MCOs
- Share renewal data reports
- Develop dashboards
- Track progress on goals and measures
- Submit monthly CMS report
- Distribute monthly MCO reports
- Maintain dashboards

Minnesota Department of Human Services | mn.gov/dhs

3 **System Readiness**

- Review system capacity and capability
- Update configuration
- Develop and execute systems testing plan and submit to CMS
- Explore system support to increase auto-renew rates
- Support readiness of counties and tribes
- Coordinate with MNsure
- Monitor system performance
- Continue supporting counties and tribes
- Resolve any system issues

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Pillars of the unwinding plan (continued)

Our team will continue work across concurrent pillars of activities to successfully unwind continuous coverage

4

Communications and Outreach

- Develop and launch enrollee communications and outreach
- Partner with managed care plans, navigators and other key stakeholders to amplify messaging and targeted outreach
- Develop toolkit and materials for counties, tribes, health plans, navigators, and community partners
- Develop crisis communication plan and targeted community outreach
- Maintain address and renewal campaigns
- Continue community outreach and interagency collaboration

5

Enrollee Support

- Explore strategies to obtain updated addresses
- Implement and launch texting capability
- Explore processing improvements
- Create renewal self-service option
- Support navigators
- Continue streamlining renewal processing

6

County and Tribal Support

- Survey county and tribe readiness to resume renewals
- Develop and execute a support plan
- Provide training plan
- Provide venues to collaborate, seek feedback, and problem solve
- Provide State support to process mixed household renewals
- Provide dashboards
- Continue collaboration venues

Communications

- Communications are critical to our unwind effort. We've designed a five-phase comprehensive roadmap:

- Phase 1 – Address Update Campaign – **LIVE**
- Phase 2 – Renewal Information – **LIVE**
- Phase 3 – Notice of Resumption of Renewals
- Phase 4 – Renewals Begin/Daily Operations
- Phase 5 – Coverage Closures

- Phase 2 introduces a host of print and online materials to share important details with stakeholders

Postcard
Don't risk a gap in your health insurance
Covered by Medical Assistance or MinnesotaCare? Keep your contact information updated for renewals.
Visit mn.gov/dhs/mycontactinfo

Rack card
Did you move in the past 3 years or will you be moving soon?
Have your address or contact information changed?
Covered by Medical Assistance or MinnesotaCare? Keep your address or contact information updated for renewals.
Visit mn.gov/dhs/mycontactinfo

Fillable rack card
Have you moved in the past three years or will you be moving soon?
Has your address or contact information changed?
Covered by Medical Assistance or MinnesotaCare? Keep your address or contact information updated for renewals.
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Translated versions
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One-page flyer
Don't risk a gap in your health insurance
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One-page fillable flyer
Don't risk a gap in your health insurance
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Poster
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Fillable poster
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Report address and phone number changes
It's important we be able to reach you when it's time to renew your health insurance. Don't risk losing your health insurance and possible disruptions in seeing your doctor or filling a prescription. [Update your contact information.](#)

Know when to expect your eligibility renewal
Your Medical Assistance or MinnesotaCare insurance currently renews automatically. However, you will need to fill out and return renewal paperwork to keep your insurance when the state returns to its normal renewal procedures. DHS will update this page with more information and timelines when that happens.

Be prepared
You'll need to provide some documentation when it's time for your eligibility renewal. [Learn more.](#)

Connect with a trusted partner
If you get your Medical Assistance or MinnesotaCare insurance with the support of a [health plan](#) or [sponsor](#), they want to help. Contact with them for assistance.

Watch this page for updates
DHS will update this page with new information. You can [sign up to receive email alerts](#) when information on this page changes.

Questions?
If you are on Medical Assistance and have questions about your case, call your [case manager](#). If you are on MinnesotaCare or have general questions, call DHS Health Care Consumer Support at 651-297-3862 or 800-657-3672.

Proposals to ensure eligible Minnesotans keep coverage

- Reinvest a small portion of the billions received for continuous coverage to transition out of continuous coverage.



Ensure eligible Minnesotans keep coverage

- Give Minnesotans who have disabilities, are blind, or are 65 or older extra time to spend down assets to keep their coverage.



Ensure eligible Minnesotans keep coverage (slide 2)

- Provide additional funding to navigator organizations.



Ensure eligible Minnesotans keep coverage (slide 3)

- Add administrative resources to DHS to strengthen renewal support.
- Give the DHS commissioner flexibility to respond effectively



Looking ahead

- Evolving guidance from CMS
- Assessing readiness within the state and county
- Continuing to launch new tools and resources
- Continuing to coordinate with CMS as they launch national communications campaigns





Substance Use Disorder Reform Waiver

Michelle Long | Federal Relations Waiver Manager

Substance User Disorder Waiver

- The Substance Use Disorder (SUD) System Reform Waiver was first approved by the Center for Medicare & Medicaid Services for a period of July 1, 2019, through June 30, 2024
- It was developed to support Medicaid recipients' access to the right SUD services and the right time, based on evidence-based standards established by the American Society of Addiction Medicine (ASAM)
- The waiver establishes a comprehensive and coordinated network of providers who offer levels of care consistent ASAM standards
- To continue providing services under this model, the SUD waiver authority must be extended

SUD Waiver Extension and Public Feedback

- DHS must submit an extension request to CMS no later than June 30, 2023
- Opportunities for public comment prior to submission will include two public hearings and the ability to submit written comments
- Notice of public comment opportunities (before submission to CMS) will be published in the State Register, sent via GovDelivery to those subscribed, and posted DHS' web site
- CMS will also publish notice for public comment following DHS' submission
- Your comments and feedback are welcomed and valued



Public Comment

Medicaid Services Advisory Committee

- Please state your name, organization (if relevant) and any conflicts of interest
- Please limit comments to approximately 2 minutes
- Written comments can be submitted to msac.dhs@state.mn.us



2023 Minnesota Medicaid Community Equity Forum

Renewing eligibility in Minnesota Health Care Programs

Goal: Align resources and efforts to help Black, Native, Hispanic, Asian, immigrant, rural, unhoused and other communities that have historically faced structural barriers to maintaining their health care coverage, through the required renewal process with a goal of minimizing disparities.

When: Friday, Feb. 17, 9 a.m. to noon

Where: Northpoint Health and Wellness Center
5th floor
1256 Penn Avenue North
Minneapolis, MN 55411

Note: A virtual option will be available, however in-person attendance is encouraged for those able

RSVP by Feb. 8 at gaushia.yang@state.mn.us with:

1. Your name
2. Preferred pronouns
3. Organization you are representing
4. In-person or virtual attendance
5. Email address
6. Accommodations or request for language interpretation

Next Meeting



Tuesday, May 9, 2023

12:30 – 2:30 p.m.

Remote option

Thank You!

Medicaid Services Advisory Committee

Department of Human Services

msac.dhs@state.mn.us