

All Hands-On-Deck:

# Keeping People Covered As States Restart Routine Medicaid Renewals



## WHAT CAN YOU DO?

### For people with Medicaid and CHIP coverage:

- **UPDATE** your contact information with your state Medicaid or CHIP agency.
- **RESPOND** to the Medicaid/CHIP renewal form when it arrives to keep your coverage.
- **PARENTS** should respond even if you don't think you're eligible – your kids could still be eligible!
- **CONSIDER OTHER COVERAGE OPTIONS:** If you are no longer eligible for Medicaid or CHIP, check if you can get coverage **through your employer**, through the Affordable Care Act Marketplace at **HealthCare.gov**, or through **Medicare**.

### For Public and Private Sector:

- **SPREAD THE WORD:** Getting the word out about Medicaid renewals is an all-hands-on-deck effort, and we are asking for help from our partners. We urge states, local elected officials, Members of Congress, health plans, providers, and others in the public and private sectors to get the message out to Medicaid and CHIP enrollees across the country.
- **HELP PEOPLE WITH THE RENEWAL PROCESS:** Partner with your State Medicaid/CHIP agency to provide direct assistance to individuals and families with completing the renewal form.

### More specifically:

- **States** should adopt every possible policy to help support successful coverage transitions and renewals, including taking up all the strategies CMS has put on the table. For example, states should:
  - **Do not rush the renewal process**, and instead, **conduct renewals over the next year** to prevent operations from getting backlogged and people falling through the cracks.
  - **Auto-renew coverage** for people with no income or income that does not change.
  - **Maximize the use of other data sources**, such as auto-renewing individuals on the basis of their eligibility for other programs, such as the Supplemental Nutrition Assistance Program or Temporary Assistance for Needy Families.

- **Adopt all or as many of the 1902(e)(14) strategies provided by CMS as possible – all of which help simplify and streamline the Medicaid renewal process.**
  - **Adopt strategies to immediately re-enroll eligible individuals in Medicaid who have lost coverage** (using “presumptive eligibility”), including at the **doctor’s office or pharmacy counter**.
  - **Partner with managed care plans and health care providers** to conduct outreach and help Medicaid enrollees renew their coverage or get connected to other forms of coverage.
  - **Support coverage transitions** by directing people who are no longer eligible for Medicaid coverage to their state-based Marketplace or HealthCare.gov.
  - **Encourage employers** to provide special enrollment periods for employer-sponsored insurance (for example, by aligning with CMS’s exceptional circumstances special enrollment period in the Marketplace).
- **Members of Congress and State/Local Elected Officials** can help by spreading the word in their communities about Medicaid renewals restarting. Specifically, members should stress:
    - **Spread the word:** How important it is for people with Medicaid and CHIP coverage to **check their mailbox for a renewal form** — and when they receive it, return it immediately.
    - **State-specific Medicaid terminology:** Every state has a different name for your Medicaid or CHIP program – elected officials can help spread the word about their state-specific programs.
    - **Local government**, including schools, libraries, local public transportation agencies, and other local government entities, can also spread this important message and help ensure people are aware that Medicaid and CHIP renewals are starting.
- **The health care community**, including health insurance plans, providers, pharmacies, hospitals, clinics, doctors, and other relevant entities, should spread the word and directly assist their members and patients with renewing coverage.
    - **Health plans** should outreach individually to their members undergoing a renewal and help individuals complete their Medicaid renewal forms. This should include utilizing Community Health Workers, case managers, or contracts with health centers and other providers to reach individuals in person if necessary.
    - **Health plans** should also find ways to creatively partner with health care providers (pharmacies, hospitals, pediatric and primary care practices, and other clinics) to facilitate connecting and providing real-time renewal support to individuals as they show up for care.
    - **Health care providers** should take every opportunity to get the word out to patients (by email, text, and in person) that Medicaid renewals have restarted and to assist patients in completing renewal forms or directly connecting them to health plans, navigators, or state agencies that can help do so.
    - **Health care providers who can help directly support Medicaid renewals** (e.g., many community health centers and safety net hospitals across the country) should make sure their local community is aware they can help and should do so for any Medicaid enrollee that walks in the door.
    - **National provider trade associations** can provide tailored materials for their local chapters and providers to be able to communicate with and support Medicaid enrollees undergoing renewals.
  - **Private sector**, including **grocery stores, retailers, and small community businesses**, can partner with their state Medicaid agency to spread the word and direct people to help fill out their renewal forms if needed.
  - **Advocates, civil rights groups, faith communities, senior centers, and other community organizations** can help by doing everything possible as trusted voices to get the word out to their communities, tailor messages specific to local situations, and provide direct support to people in renewing their Medicaid coverage.

- **National groups can cascade messages and materials out to their local chapters** that can be easily used to increase awareness for Medicaid enrollees.
- **National and local groups can launch local campaigns** with tailored local messages (e.g., **using the name of the state's Medicaid program**; identifying culturally and linguistically competent local resources, including community health centers or Navigator organizations, to help support people).
- **Unions** should make sure all their local chapters and individual members, some of whom may be enrolled in Medicaid, are aware of Medicaid renewals and have venues (e.g., local enrollment events) to help support their members in renewing coverage.
- **Employers** should match the steps taken by the federal Marketplace and extend the Special Enrollment Period of their health plans beyond the minimum 60-day requirement for individuals losing Medicaid and CHIP coverage (the federal government has extended this for the Marketplace through July 2024). This will help ensure employees who lose their Medicaid coverage are able to enroll at any point in coverage through their employer.
- **Philanthropic funders** can provide critical support to local community organizations and trusted local resources to conduct boots-on-the-ground campaigns to help Medicaid enrollees understand what is happening and complete renewals.

People can find more information, including a communications toolkit for external partners, available at [Medicaid.gov/Unwinding](https://www.Medicaid.gov/Unwinding) and [Medicaid.gov/Renewals](https://www.Medicaid.gov/Renewals).

We are doing everything we can to help states to go above and beyond the minimum requirements to keep people covered. **Thank you for your partnership in this effort.**