



presents

Don't Let Public Health Emergency Unwinding be Your Agency's Undoing: Ensuring All Your Bases Are Covered

Thursday, March 9, 2023

- In partnership with -





WHO WE ARE



WE REPRESENT

state and local health and human services agencies through their top-level leadership



WE SEEK TO

influence modern policies and practices, help our members build capacity for their teams, and connect them to other human-serving organizations and policymakers







To Deliver Value to Our Members We Aim to:

Influence modern policies and practices that support the health and well-being of all children and families and that lead to stronger communities

Build more capacity through access to our professional education and development conferences, technical expertise, publications, and our Organizational Effectiveness practice

Connect members to national policymakers and human-serving organizations across a wide circle of stakeholders in the health and human services sector, as well as key partners in education, housing, employment, and others

Join Us at Our Next Conference





May 21-24, 2023

Hyatt Regency Baltimore Baltimore, MD

POLICY AND PRACTICE

www.APHSANationalSummit.com



August 27-30, 2023

Hyatt Regency Long Beach Long Beach, CA

SNAP, TANF & PROGRAM INTEGRITY

www.EMWBConference.com



September 10-13, 2023

Gaylord Palms Resort and Convention Center Kissimmee, FL

TECHNOLOGY & LEGAL

www.ISMConference.com www.PHSAttorneys.com



October 22-25, 2023

Sheraton Pittsburgh Hotel at Station Square Pittsburgh, PA

ORGANIZATIONAL EFFECTIVENESS

www.NSDTAConference.com







Ensuring You Have Your Bases Covered in Preparation for the Tidal Wave of Redeterminations Heading Your Way





Our Agenda



- The Situation Agencies Are Facing
- Do You Have All of Your Bases Covered?
 - Various focus areas
- Summary







Medicaid Agencies are Facing a Capacity Crisis

84+ million

Medicaid renewals will need to be processed within 12 months when continuous coverage requirement ends on March 31 And, this tidal wave of work is happening when agencies are facing ...



Staffing crisis

*50% vacancy rates



Difficult hiring market



Unskilled workforce

*Training eligibility workers is +/-6 month process



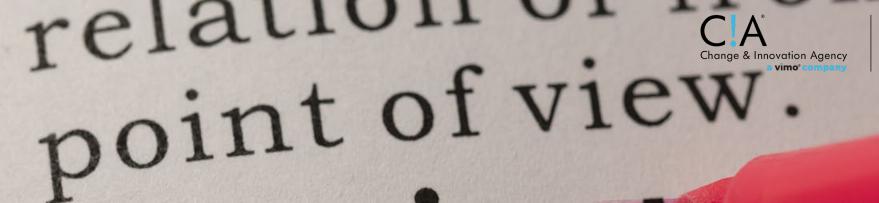
Technology Constraints



Additional requirements to maintain FMAP increase

The end of the continuous enrollment requirement ... presents the single largest health coverage transition event since the first Marketplace Open Enrollment following enactment of the Affordable Care Act.

Source: Strategies States and the U.S. Territories Can Adopt to Maintain Coverage of Eligible Individuals as They Return to Normal Operations, Centers for Medicaid and Medicaid Services. November 2021.





Capacity [Suita potential or suita

Capacity is Key to Pain Management

ability to do a pa

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Areas we will focus on today:

- Communications
- People
- Process
- Technology/Systems
- Data
- Policy
- Budget





Our Panelists



Yecenia Acosta

Associate Director of Field Operations, Connecticut Department of Social Services



Sharon Condel

Director of Business Systems, Connecticut Department of Social Services



Laurie Ann Wagner

Director, Planning & Improvement Office, Connecticut Department of Social Services



Melissa Wolf

Deputy Director Family Support Division, Missouri Department of Social Services



Jennifer Wagner

Director of Medicaid Eligibility and Enrollment, Center on Budget and Policy Priorities

Moderator:



Blake Shaw

President, Change & Innovation Agency (C!A)





CUSTOMER COMMUNICATION

How are agencies communicating with customers so that they know what is on the line and what they have to do to maintain coverage?









PEOPLE & PROCESS

How are you staffing to prepare for PHE unwinding?

How are you organizing workflow to succeed?

Has backlog been a factor in your planning? If so, how have you addressed it?









What innovative technology solutions are agencies using to navigate redeterminations?









How are agencies planning to track and report on progress?







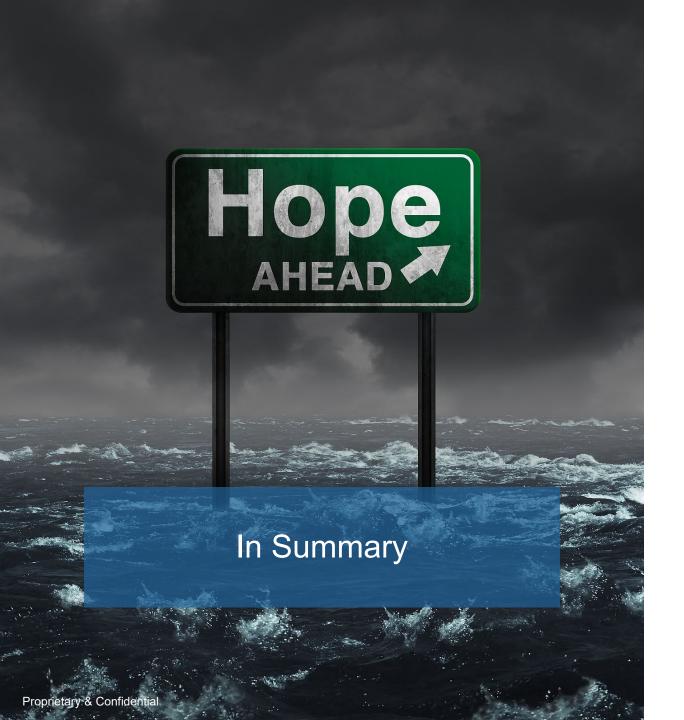


POLICY & BUDGET

How are agencies approaching PHE unwinding from a policy and budget perspective?

Are there any long-term consequences you are either worried or excited about?







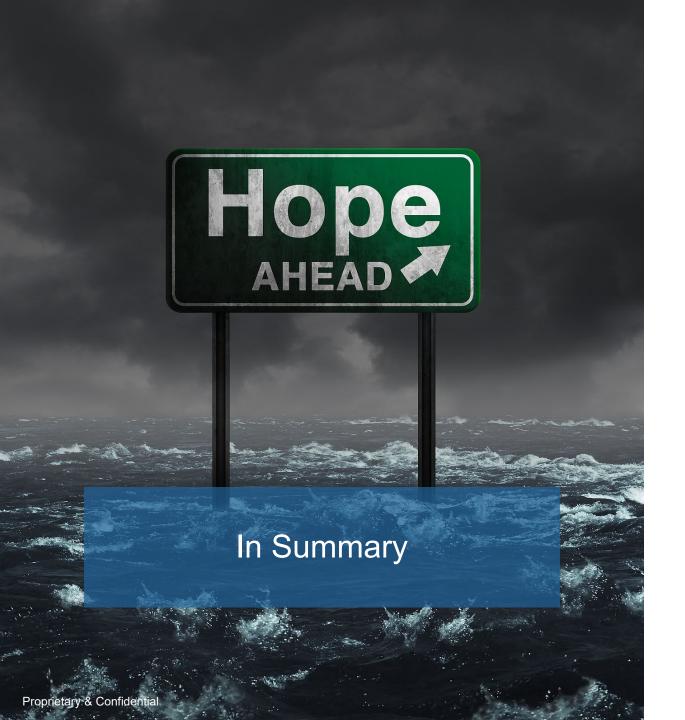


Communication

- Using all channels social media, websites, renewal forms, timelines
- Early and often
- Flyer that details the process/timeline
- Stakeholder/provider meetings

People and Process

- Contractors, state staff, hybrid models, navigators, community organizations
- Utilizing all access points
- Situating the experts to make determinations
- Staggered planning
- Special "re-training" regarding renewals





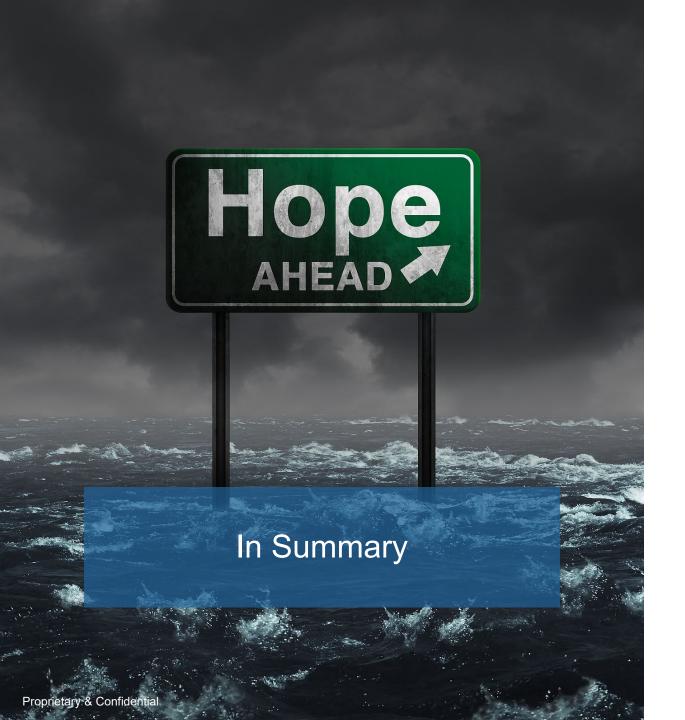


Technology / Systems

- Increasing passive renewal rates
- Using RPA, Client Portal System Dry Runs
- Insights engine (bundling electronic verification with red vs. green path)

Data / Tracking / Reporting

- Setting goals above requirements
- Established customer-centered KPIs
- Working to take the existing data and format it in a way that is consumable by CMS







Policy and Budget

- Leaned in to change the APD to capture 90/10 funding
- Utilizing COVID Relief funding



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