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 –

C!A
Change & Innovation Agency
a vimo company
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

We build well-being from the ground up.
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

To Deliver Value to Our Members We Aim to:
Join Us at Our Next Conference

**National Human Services Summit 2023**
Co-Creating the Future of Human Services

- **May 21–24, 2023**
  - Hyatt Regency Baltimore
  - Baltimore, MD
  - Policy and Practice
  - [www.APHSANationalSummit.com](http://www.APHSANationalSummit.com)

**Economic Mobility & Well-Being Conference**

- **August 27–30, 2023**
  - Hyatt Regency Long Beach
  - Long Beach, CA
  - SNAP, TANF & Program Integrity
  - [www.MWBCconference.com](http://www.MWBCconference.com)

**ISM + PHSA Education Conference & Expo**
Solutions in the Sun
Technology & Legal

- **September 10–13, 2023**
  - Gaylord Palms Resort and Convention Center
  - Kissimmee, FL
  - Technology & Legal
  - [www.ISMConference.com](http://www.ISMConference.com)
  - [www.PHSAttorneys.com](http://www.PHSAttorneys.com)

**NSDTA Education Conference**

- **October 22–25, 2023**
  - Sheraton Pittsburgh Hotel at Station Square
  - Pittsburgh, PA
  - Organizational Effectiveness
  - [www.NSDTAConference.com](http://www.NSDTAConference.com)
Don’t Let PHE Unwinding Be Your Agency’s Undoing

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
The Situation Agencies Are Facing
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 is Key to Pain Management
Areas we will focus on today:

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

Do You Have All of Your Bases Covered?
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

Blake Shaw
President, Change & Innovation Agency (C!A)

Moderator:
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?
TECHNOLOGY/SYSTEMS

What innovative technology solutions are agencies using to navigate redeterminations?
How are agencies planning to track and report on progress?
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
Questions?

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