



**INFLUENCE  
BUILD  
CONNECT**

*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



APHSA  
American Public Human Services Association

*We build well-being from the ground up.*

**INFLUENCE  
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## 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



**APHSA**  
American Public Human Services Association  
**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)

**AASD NASTA NAPIPM**

**Economic Mobility & Well-Being Conference**

**August 27–30, 2023**  
Hyatt Regency Long Beach  
Long Beach, CA

*SNAP, TANF & PROGRAM INTEGRITY*

[www.EMWBConference.com](http://www.EMWBConference.com)

**ISM PHSA 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**

**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



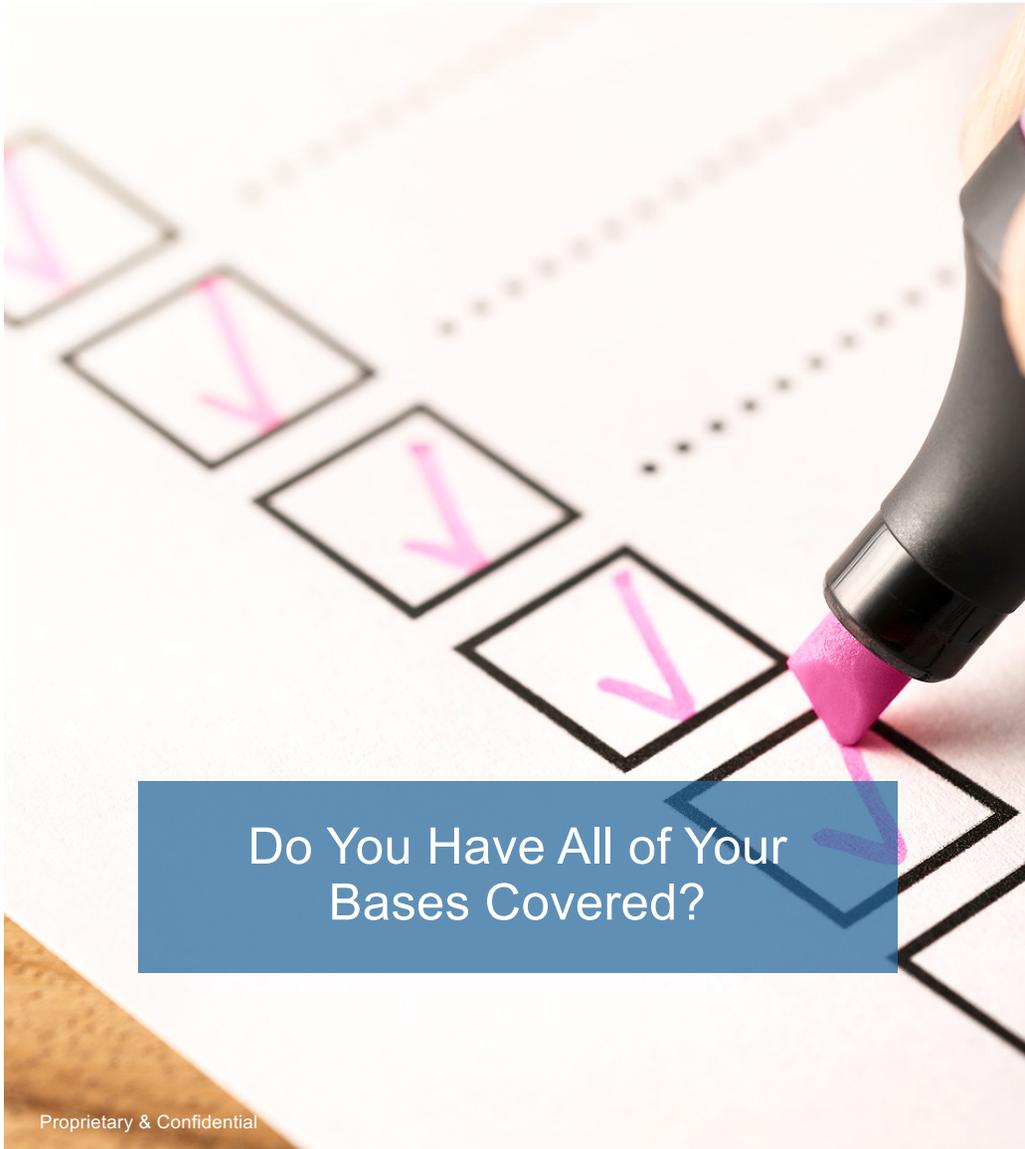
Additional requirements to maintain FMAP increase

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 [

Capacity is Key  
to Pain Management



Do You Have All of Your Bases Covered?

Proprietary & Confidential

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?



## CUSTOMER COMMUNICATION

### Panelist Comments - Summarized:

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

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

## 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?



## Panelist Comments - Summarized:

*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?*

- 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

What innovative technology solutions are agencies using to navigate redeterminations?



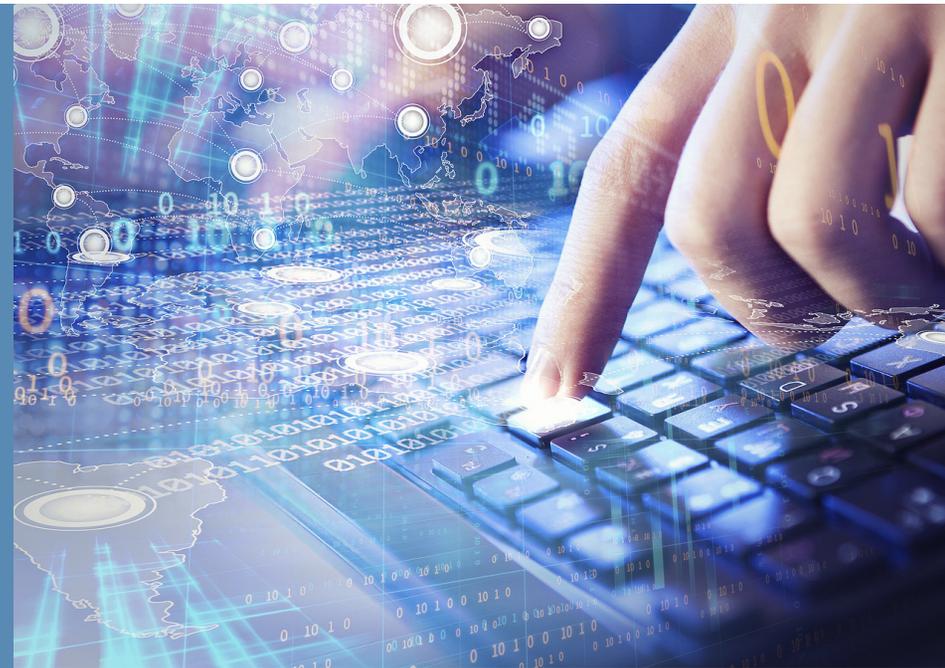
## Panelist Comments - Summarized:

*What innovative technology solutions are agencies using to navigate redeterminations?*

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

DATA

How are agencies planning to track and report on progress?





## Panelist Comments - Summarized:

*How are agencies planning to track and report on progress?*

- 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 & 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?



## Panelist Comments - Summarized:

*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?*

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

THANK  
YOU

Questions?

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