



**INFLUENCE
BUILD
CONNECT**

presents

PHE Unwinding Check In: Stay on Course or Time to Pivot Your Plan?

Wednesday, July 26, 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



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



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
www.PHSAttorneys.com



NSDTA

NSDTA Education Conference

October 22–25, 2023
Sheraton Pittsburgh Hotel at Station Square
Pittsburgh, PA

ORGANIZATIONAL EFFECTIVENESS

www.NSDTAConference.com



**PHE Unwinding
Check In:**

**Stay on Course
or Time to Pivot
Your Plan?**

Our Agenda

National Perspective

Stay on Course or Pivot Your Plan?

- Communications
- People & Processes
- Technology/Systems
- Data
- Policy & Budget

Key Takeaways

Our Panelists



Kelly Cantrelle

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Melissa Wolf

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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
(CIA)

What are We Seeing Nationally?



What are We Seeing Nationally?



The screenshot shows the top portion of a news article from InsideHealthPolicy. The header features the organization's name and a navigation menu. The article title is prominently displayed, followed by the author and date. Social media sharing buttons are visible, and the beginning of the article text is shown at the bottom of the screenshot.

InsideHealthPolicy
An Inside Washington news service

HOME NEWS TOPICS FDA WEEK INSIDE CMS INSIDE DRUG PRICING HEALTH EXCHANGE ALERT INSIDE TELEHEALTH ABOUT US

Tuesday, July 25, 2023

CMS: Nine States Have Agreed To Pause Procedural Medicaid Terminations

By Dorothy Mills-Gregg / July 21, 2023 at 12:22 PM

[Tweet](#) [Share](#)

Nine states have agreed to pause procedural terminations as they address potential violations of Medicaid renewal requirements, according to documents CMS released to reporters this week, which also show the Biden administration has approved mitigation plans for a total of 35 states that must address various issues, particularly with renewal forms and with confirming Medicaid eligibility ex parte, to comply with federal renewal requirements. **States that agreed to hold procedural enrollments to address problems identified by CMS include Delaware, Idaho,...**

Positive Developments

- Data transparency and analysis
- Communication and outreach (and texting!)
- Partnerships with managed care organizations (MCOs)
- Address updates and returned mail

Areas of Concern

- Low ex parte rates
- High rates of procedural terminations
- Developing backlogs
- Call center issues
- Notices and language access

Stay on Course or
Pivot Your Plan?

Customer Communication



Customer Communication

Pre-Unwinding

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

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

What's Happening Now?

- Using all channels to meet customers where they are – social media, text, email, websites, door-to-door
 - DWSS has 184 targeted outreach staff located within some of the most at-risk communities
- Early, clear and often
- Partnering with advocates, community partners and sister agencies

Stay on Course or
Pivot Your Plan?

People & Processes



People & Processes

Pre-Unwinding

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

What’s Happening Now?

- Be honest with staff regarding what is on the horizon – and tell them often
- Evaluate and adjust your processes
- Take advantage of flexibilities to prevent backlog from building
 - Shift resources throughout the day

Stay on Course or
Pivot Your Plan?

Technology/ Systems



What innovative technology solutions are agencies using to navigate redeterminations?

Pre-Unwinding

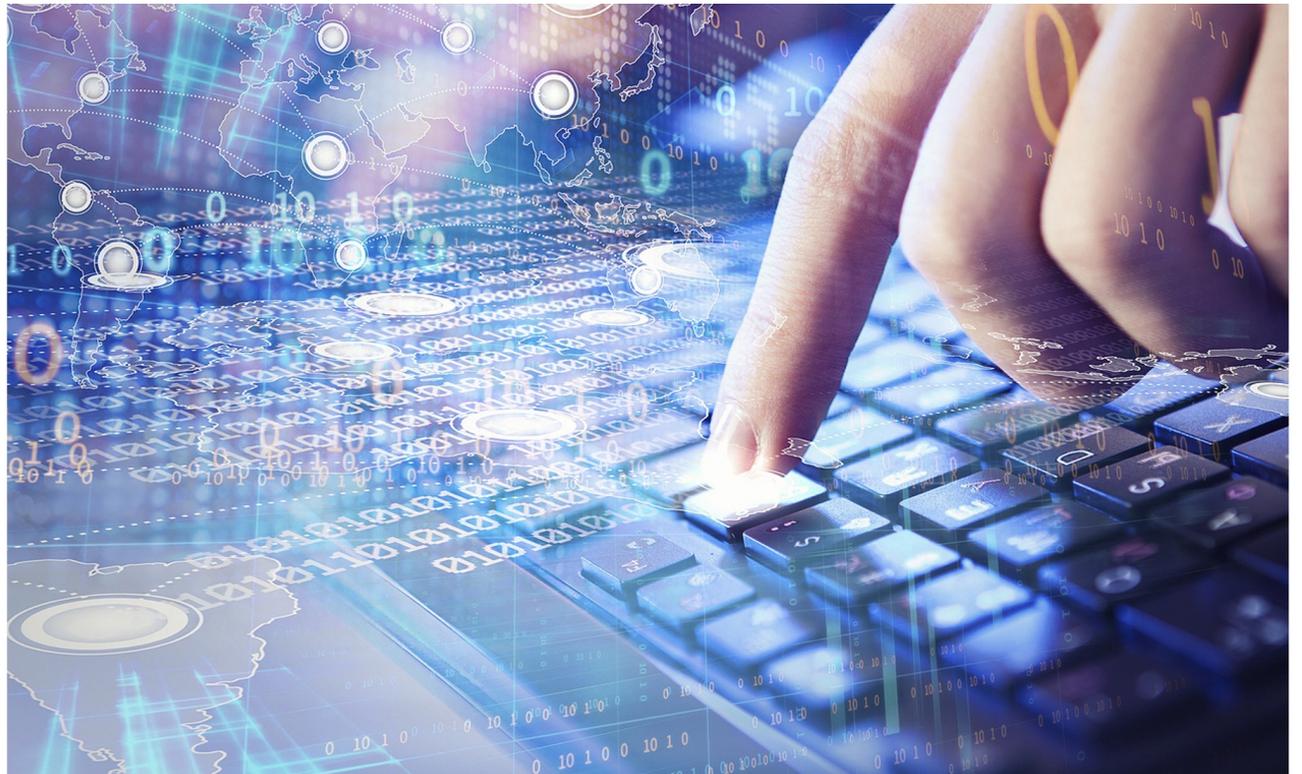
- Increasing passive renewal rates
- Using RPA, Client Portal System Dry Runs
- Insights engine (bundling electronic verification with red vs. green path)

What's Happening Now?

- Lean into technology when possible to ease the burden on staff and participants
 - DWSS implemented the ex-parte automated renewal process in December 2022
 - This process uses electronic data sources to verify eligibility requirements and automatically renew eligibility without requiring a new application

Stay on Course or
Pivot Your Plan?

Data



Data

Pre-Unwinding

- 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

How are agencies planning to track and report on progress?

What's Happening Now?

- Dashboard
 - DWSS publishes monthly
 - Provides a snapshot of...
 - enrollment changes
 - applications processed
 - call wait times
 - average application processing times
- Designed to show transparency about the effects of the unwinding of the continuous eligibility requirements

Stay on Course or
Pivot Your Plan?

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?

Pre-Unwinding

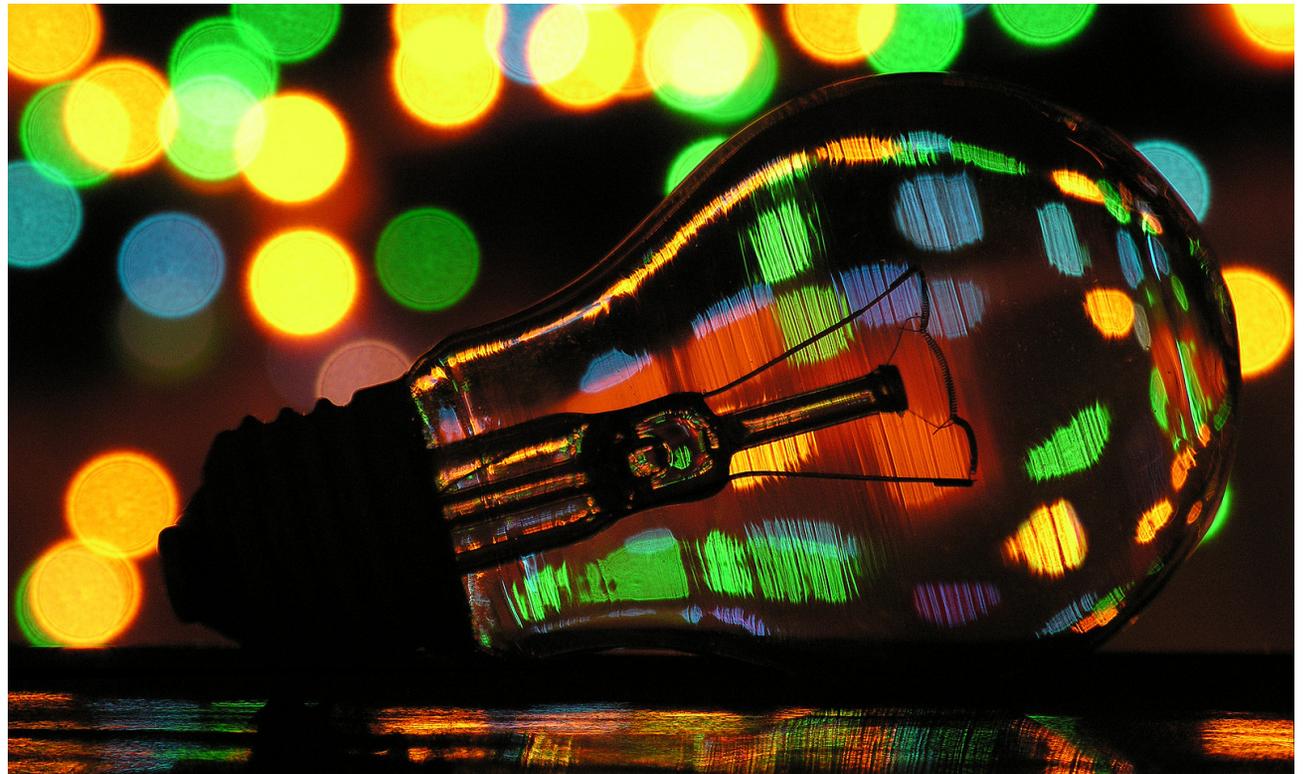
- Leaned in to change the APD to capture 90/10 funding
- Utilizing COVID Relief funding

What's Happening Now?

- Use of waivers
 - DWSS has 7 approved waivers that extend through the end of the unwinding period
 - Waivers include:
 - Ex parte renewal criteria
 - Updating addresses using the U.S. Postal Service's National Change of Address Database
 - Waiving the cost of premiums for those on the Nevada Check Up program
- Balancing the push/pull of advocates/legislatures
- Evaluate policy with lessons learned from the past three (3) years

Stay on Course or
Pivot Your Plan?

The Big Picture: Key Takeaways



Thank You!

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