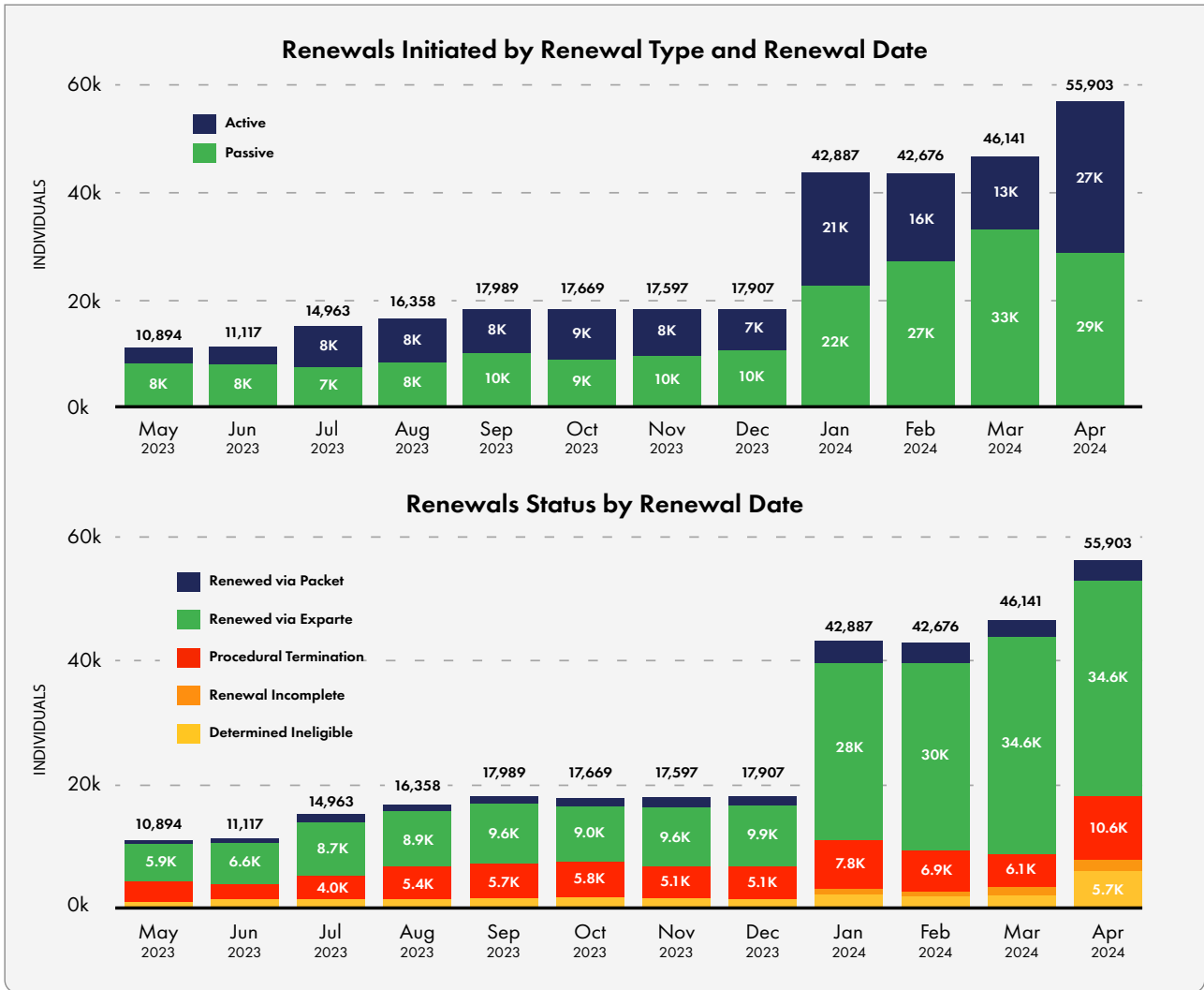


Medicaid Renewal Year in Review: 2023-2024

Renewal Data Overview

AVERAGE PASSIVE RENEWAL RATE OF 59% | **25% MEDICAID TO MARKETPLACE (HSRI) CONVERSION**



Definitions:

Passive Renewals (No Action Required): The number of Medicaid renewal notices sent that don't require the member to take any additional action. The member's coverage is automatically renewed based on information that is already available in the system.

Active Renewals (Action Required): Member must return renewal packet/documents to the state.

Renewed via Ex Parte: Individuals that were passively renewed.

Renewed via Packet: Individuals that renewed by returning their packet

Determined Ineligible: Individuals that were either passively or actively determined to no longer be eligible for Medicaid.

Procedural Terminations: Individuals who were sent an active renewal notice, but did not return their packet, who were disenrolled.

Renewal Incomplete: Individuals who had a packet sent and a renewal outcome hasn't been determined yet.

Communications & Outreach Campaigns

✔ Support for community organizations

- Monthly virtual forums attended by 100+ advocates and partners
- Established recurring small group sharing sessions with advocates to understand questions members may have about renewals and the challenges they may sometimes face during the renewal process.

✔ Enhanced communications with beneficiaries

- Developed new digital and print notices to remind beneficiaries to update their account information, remind them to submit their renewal as a deadline approached, and thank them for submitting their renewal.
- Sent information about renewal support and reminders via text, email, and push notifications
- Partnered with the RI Health Center Association to mobilize navigators to assist with Medicaid enrollment and renewals at community events.

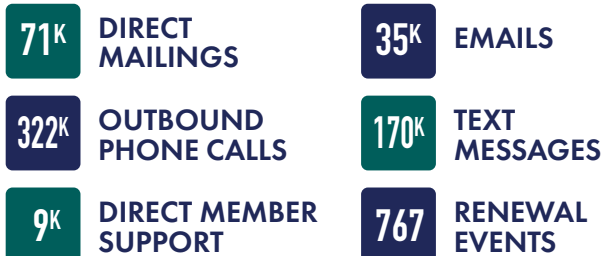
✔ Targeted advertisements

- Campaign to promote awareness of Medicaid renewals (2 campaigns spanning 5 months, four languages, and 12M impressions)
- Campaign to promote self service features in the HealthyRhode mobile app (1 campaign spanning 2 months, 3 languages, and 4M impressions)

✔ Staycovered.ri.gov

- Launched a one stop shop for Medicaid renewal information for members, providers, and partners in plain language.
- Website included a resource library with translations into 12 languages and a comprehensive data dashboard.
- Garnered more than 175,000 views between March 2023 and May 2024

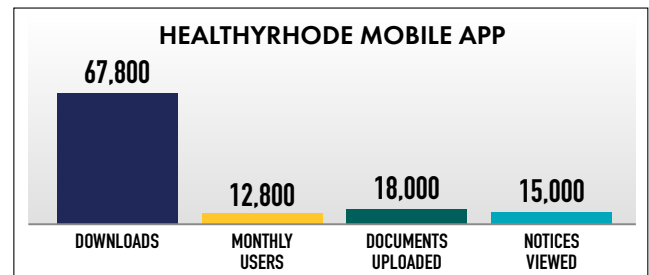
✔ Engagement conducted by managed-care organizations Neighborhood Health Plan of Rhode Island, Tufts Health RITogether Plan (RITogether), and UnitedHealthcare Community Plan (UHCCP)



✔ Awarded more than \$320,000 to 28 community-based organizations in grant-cycles throughout the PHE unwinding.

Mini-grantees included: Women's Refugee Care, New Bridges for Haitian Success, Refugee Dream Center, Melior, Westbay Community Action, Family Service of RI, Brain Injury Association of RI, Catholic Social Services of RI, Wheelhouse Health Navigation Services, Clinica Esperanza/Hope Clinic, RIPIN, Center for Southeast Asians, Higher Grounds, Raising Hope Inc., Progreso Latino, Interfaith Counseling Center, Community Health Network, Navigate Health, DaVinci Center for Community Progress, Tri-County Community Action Agency, AIDS Care Ocean State, Inc., Jonnycake Center for Hope, RI Elder Info, MAP Behavioral Health, Amos House, West End Community Center, Oasis International, Newport Mental Health

Expanded Customer Service Options



✔ Document scanning centers: 75,000 total visits across three locations

- 1 Reservoir Ave., Providence, RI 02907
- 125 Holden St., Providence, RI 02908
- 249 Roosevelt Ave., Pawtucket, RI 02860

✔ Call centers

- 171,283 Medicaid calls to HSRI and DHS during PHE unwinding

✔ Customer portal

- 297,000 mobile users
- 236,000 desktop users

✔ Quick lookup portal

- 14,500 total queries

Continuity of Coverage After Medicaid

- ✔ **25% of individuals (16,856) terminated from Medicaid** during unwinding enrolled in plans through HealthSource RI (contrasting with typical Medicaid to marketplace conversion rates of about 3%)
- ✔ **The HSRI auto-enrollment program benefited 6,421** individuals (38% of those enrolled)
- ✔ **There were 4,565 individuals who actively enrolled** and benefitted from state premium supports, while 5,870 actively enrolled without state premium support
- ✔ **Of those who enrolled** through HealthSource RI, 62.8% remained enrolled as of May 1, and 15.6% have re-enrolled in Medicaid, indicating at least 78.4% of these individuals remain covered in some way.
- ✔ **Approximately 50% of those who were eligible** for Advance Premium Tax Credits (APTC) enrolled through HSRI.
- ✔ **65% of HSRI enrollees from Medicaid** received State Premium Assistance funded by SFRF, more than half of which were automatically enrolled.

25%
terminated from
Medicaid enrolled
through HSRI

11K
benefited from state
premium support

Policy Updates, CMS Waivers, and Program Changes

- **Effective January 1, 2024**, RI implemented 12 months of continuous coverage for children under 19, which means that, outside of the annual renewal process, children can only be disenrolled from Medicaid if they age out (turn 19); move to another state; request disenrollment; pass away. Changes in family income do not trigger children’s disenrollments outside the annual renewal process.
- **RI requested and received federal approval for several waivers** of typical eligibility renewal procedures to support the state's efforts to minimize procedural disenrollments (e.g., disenrollments due to failure to return paperwork rather than actual changes in eligibility status) and maximize availability of state staff for renewal work and customer engagement:
 - ✔ **Waiver to allow** managed care organizations to assist beneficiaries to renew their enrollment;
 - ✔ **Waiver to allow** the state to accept updated in-state enrollee contact information from the U.S. Postal Service National Change of Address and USPS returned mail without additional confirmation from the individual.
 - ✔ **Waiver to extend** the permitted timeframe for the state to complete processing of fair hearing requests, and provide aid pending the appeal to all enrollees who request a hearing; and
 - ✔ **Waive the requirement** to check assets during renewal (relevant to eligibility groups where an asset test is usually required).