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# Medicaid Updates

Department of Public Health & Human Services

March 2023

# Agenda

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- Introductions
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- Changes are Coming: Restart of Medicaid Redeterminations
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- Changes are Coming: End of Continuous Eligibility for Most Adults
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- Preparing for Changes



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# COVID-19 Pandemic & Medicaid Coverage: Where We've Been & Current Status



# Overview

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In March 2020, federal COVID-19 legislation established the “continuous enrollment condition,” which gave states **extra federal Medicaid funding in exchange for maintaining enrollment for all individuals**, without determining if those cases still met eligibility requirements.

Montana and many other states implemented the same policy change for Healthy Montana Kids (CHIP) enrollment.

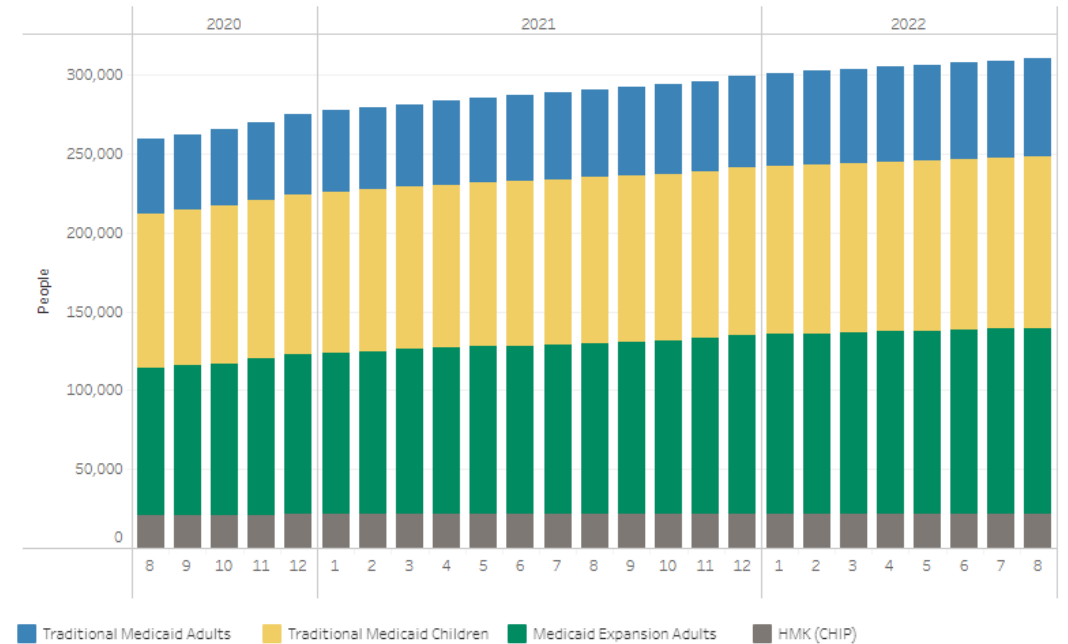
The continuous enrollment condition and temporary state changes to Medicaid and HMK policies have **prevented beneficiaries from losing health coverage**.

This continuous enrollment will end in the beginning of April, as directed by Congress, and as a result, new changes will come to Montana Medicaid.

# Overview

As a result of COVID-19-related legislation to Medicaid and flexibilities adopted by states, Medicaid and Children’s Health Insurance Program (CHIP) enrollment has grown to a record high.

**Over 310,000 Montanans** are enrolled in health coverage through Medicaid and HMK.



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# Changes are Coming: Restart of Medicaid Redeterminations



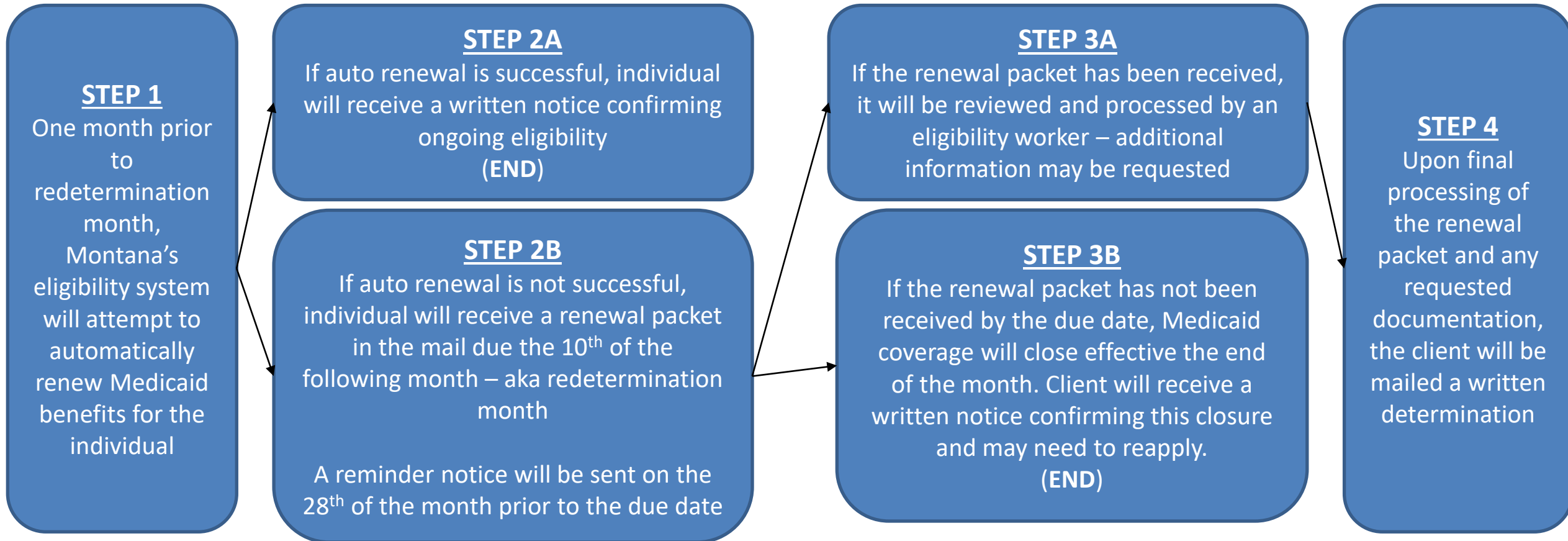
# Changes Coming – Eligibility Process

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- Beginning in April, Montana will resume normal operations, including restarting full Medicaid and HMK eligibility redeterminations.
- Redeterminations will be completed based on current information at the time of redetermination.
- Montana is working to complete all redeterminations over a 10-month period.
- Montana will be tracking the redetermination on a public facing dashboard beginning in May 2023.
- More information and sample notices can be found on the webpage dedicated to this effort: <https://dphhs.mt.gov/HCSO/medicaidupdates/>



# Redetermination Process







# Fair Hearings

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As always, the redetermination process must follow the State Plan including allowing individuals to request a Fair Hearing if they believe the redetermination incorrectly resulted in loss of benefits.

If the individual feels they followed all requirements and that the closure/denial is incorrect, they may request a Fair Hearing. This request must be in writing and received by DPHHS/OPA within 90-days\* of the negative action

\* Unless request is regarding department determination of ability to pay for cost of institutional care at which time request must be received in writing within 30-days of notice mailing

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# Changes are Coming: End of Continuous Eligibility for Most Adults



# Continuous Eligibility – Reason for Change

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The 2021 Montana Legislature passed a budget that removed funding for the 12-month continuous eligibility for most adults on Medicaid and directed DPHHS to end the policy. This change cannot take effect until the end of the federal period for continuous enrollment.



# Continuous Eligibility - Definition

**Definition:** Continuous medical coverage even if the family/individual experiences a change that would otherwise impact eligibility; typically, continuous eligibility spans 12-months

## Changes:

GROUP	CONTINUOUS ELIGIBILITY PRIOR TO April 1, 2023	CONTINUOUS ELIGIBILITY POST April 1, 2023
Children (under age 18)	YES	YES
Adults (19+)(Medicaid Expansion, PCR)	YES	NO
Adults (18+) SDMI	YES	YES
Aged, Blind, Disabled	NO	NO

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# Preparations for Changes

# DPHHS Actions to Prepare for the End of Continuous Eligibility

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Develop a plan to prioritize and distribute case redeterminations beginning in April 2023

Obtain updated contact information, including addresses, emails, and phone numbers to ensure that individuals receive information on redeterminations

Establish a partnership with Cover Montana

Engage community partners, health plans, and the provider community to encourage individuals to update their contact information and to provide assistance with redeterminations



# Update Contact Information

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To ensure individuals receive the information necessary to determine ongoing Medicaid eligibility, the Office of Public Assistance (OPA) must have current contact information

Individuals can check and/or update their contact information in any **ONE** of the following ways:

## ONLINE

Self-Service Portal (<https://apply.mt.gov>)

Medicaid Change of Address Form ([DPHHS \(mt.accessgov.com\)](https://mt.accessgov.com))

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## PHONE

Public Assistance Helpline (1-888-706-1535)

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When calling, Press 1 and you will be directed to update your address

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## IN-PERSON

Any of the 19 OPA's and local Tribal Medicaid Office

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# Partnership with Cover Montana: Outreach



**Changes are coming to Medicaid & Healthy Montana Kids.**

*Don't risk losing your coverage. Update your contact information.*

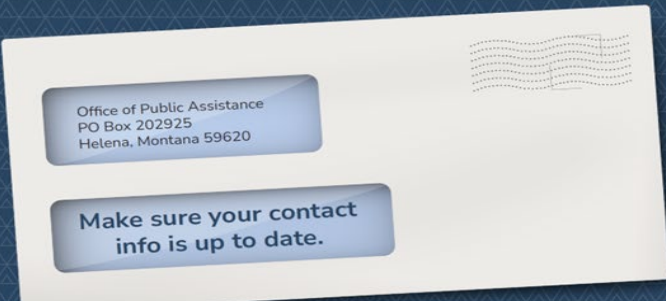
**Need help?** Cover Montana can update your contact information and answer questions. Call (844) 682-6837.

 **COVER MONTANA**  
(844) 682-6837 | covermt.org

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**Changes are coming to Medicaid & Healthy Montana Kids**



Office of Public Assistance  
PO Box 202925  
Helena, Montana 59620

**Make sure your contact info is up to date.**

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## Update your contact info with Montana Medicaid and HMK:

- 1. The fastest way to update your contact information is using the Montana Department of Public Health and Human Service online form at <https://bit.ly/DPHHSform>. It doesn't require an email address and takes about a minute!**
- 2. Call the Cover Montana Help Line and we can help you update your contact info over the phone. 1 (844) 682-6837. Se habla español.**
- 3. Update your info at [apply.mt.gov](https://apply.mt.gov). You must create or log into your account, and it requires an email address. This allows you to update your contact info, get your notices online, review your benefits, and more!**
- 4. Stop by your local Office of Public Assistance.**
- 5. Update your info by mail to PO Box 202925, Helena, MT 59620 or fax at 1-877-418-4533. Include case number and first and last names.**

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# How You Can Help



# How You Can Help – What you can do now

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- Key Messages for Partners to Share
  - Update contact information and Check your Mail– Make sure DPHHS OPA has your current mailing address, phone number, email, or other contact information. This way, they'll be able to contact you about your Medicaid or HMK coverage.
  - Cover Montana is our partner to help answer questions and navigate this process.



# How You Can Help

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Encourage individuals to update their contact information by doing any of the following:

- Complete a change of address form online via the link at the top of [apply.mt.gov](https://apply.mt.gov)
- Create an online account at [apply.mt.gov](https://apply.mt.gov). This will allow individuals to update their contact information, redetermine their coverage when it's time, and receive notices online
- Contact any of the Offices of Public Assistance

Help spread this important information using materials prepared and provided by Cover Montana available at: <https://www.mtpca.org/medicaid-unwind/>



# Summary

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## Medicaid Redeterminations

- States are required by CMS to complete redeterminations on all individuals
- Encourage individuals to keep their contact information updated
- DPHHS will be sending a lot of correspondence – check your mail
- Individuals must complete their packets timely or risk losing coverage
- Redeterminations will be scheduled out over approximately 10 months

## Continuous Eligibility

- This is ending for most adults in April 2023
- All changes for Medicaid must be reported within 10-days
- Some individuals may be eligible for Transitional Medicaid if the member becomes ineligible but meets certain criteria. This will be determined automatically when the change is processed

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Thank you



# Helpful Resources

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- DPHHS webpage about coming Medicaid changes:  
<https://dphhs.mt.gov/hcsd/medicaidupdates/>
- Free materials for community partners about Medicaid changes (digital and print):  
<https://www.mtpca.org/medicaid-unwind/>
- Cover Montana enrollment assistance:  
<https://covermt.org/> or (844) 682-6837