

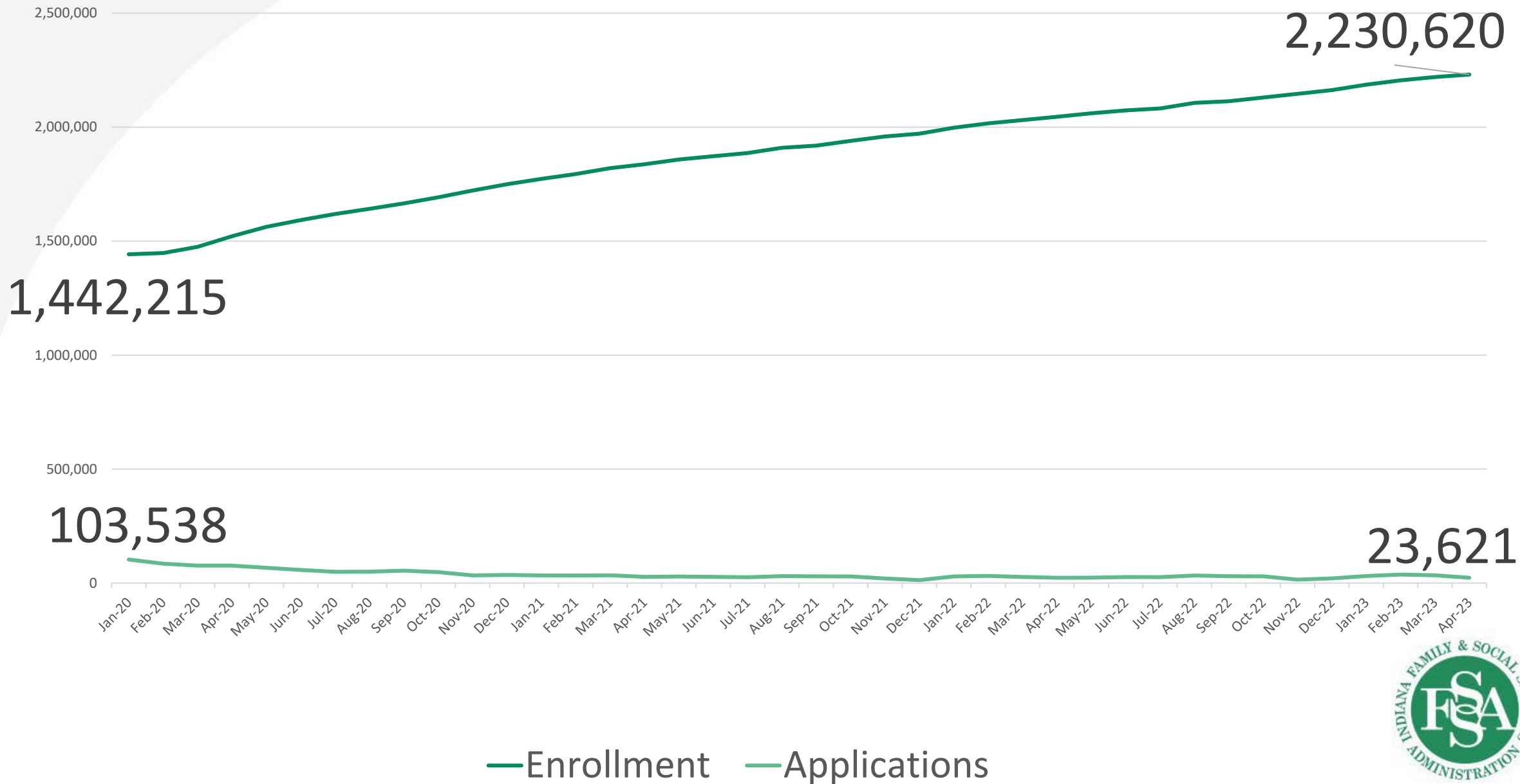
Medicaid Eligibility Review Actions

*Stakeholder Meeting
June 6, 2023*

**Indiana Family and Social Services Administration
Office of Medicaid Policy and Planning**



Indiana Monthly Medicaid Enrollment 2020 - Current



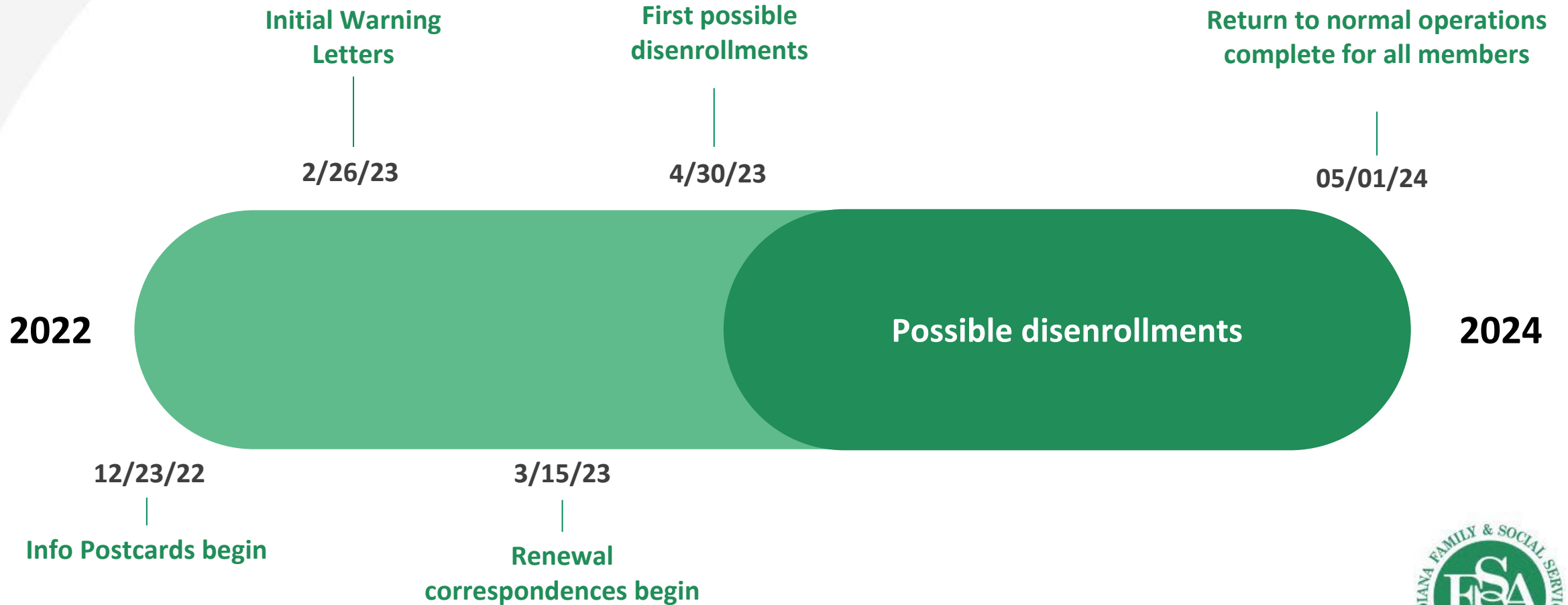
Current Status

- As of April 2023, regular determinations of coverage have begun again and actions to adjust, reduce or eliminate coverage are being allowed
- States have 12 months to initiate renewals for their Medicaid population, and an additional two months to finish up renewal processing
- We will process roughly 1/12 of our total renewals each month
- This plan will allow us to manage the workload and ensure we are able to do outreach and follow up as each month's group comes due for their renewals and is processed



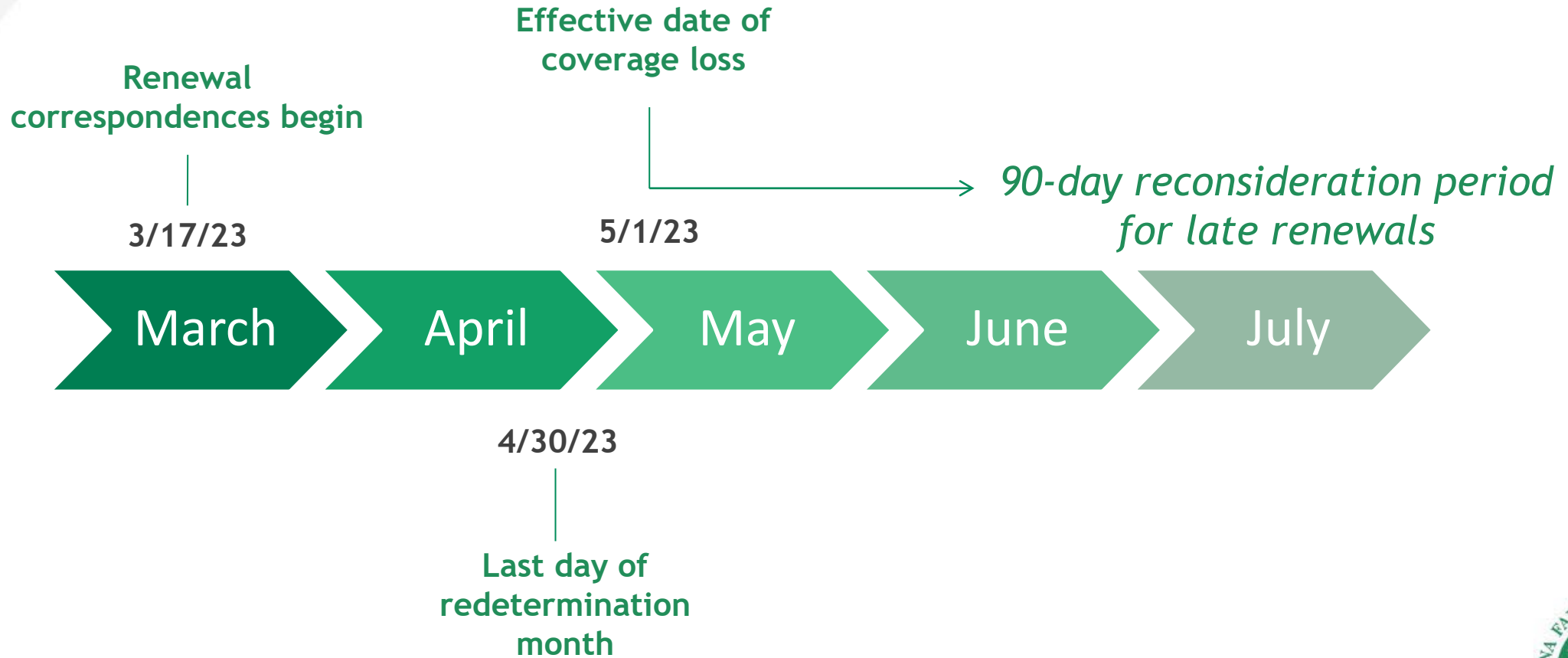
Federal Public Health Emergency Medicaid Redetermination Efforts

The continuous enrollment provisions that Indiana Medicaid has been following since March 2020 ended as of March 31, 2023.



Sample Renewal Notice Timeline

for individuals due for redetermination on April 30th



April Redetermination Actions- Summary by the Numbers

- Redetermination packets sent out: **March 17, 2023**
- **157,688** members due for redetermination
- **65,092** successful renewals (*40,752 of these were auto-renewed*)
- **39,057** individuals received text messages
- **15,176** outbound calls made
- **16,624** emails sent



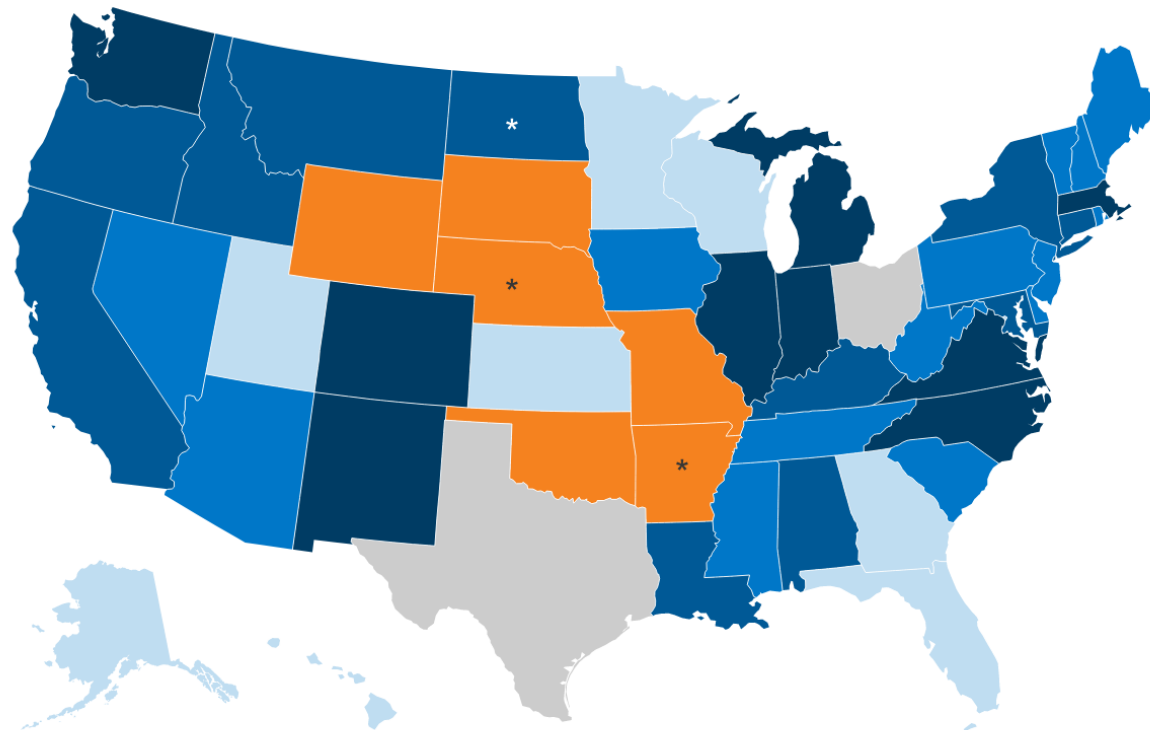
Figure 1

Key Metrics to Promote Continued Coverage During the Unwinding of the Medicaid Continuous Enrollment Provision

ALL METRICS Renewal Policies System Capacity Eligibility Policies

Number of metrics met

8-9 (9 states) 7 (11 states) 6 (14 states) 5 (9 states) 3-4 (6 states) NR (2 states)



<https://www.kff.org/medicaid/issue-brief/state-policy-choices-are-likely-to-affect-the-extent-of-medicaid-enrollment-declines-during-the-unwinding-period/>

NOTE: *AR, NE, and ND did not provide data on the share of renewals conducted using ex parte processes. Ohio and Texas are excluded from the analysis.

SOURCE: Based on a national survey conducted by KFF with the Georgetown University Center for Children and Families, 2023

KFF



Table 1

Indiana: Key Metrics to Promote Continued Coverage During the Unwinding of the Medicaid Continuous Enrollment Provision

Metric	Meets Metric?
Renewal Policies	
Will complete all renewals in 12-14 months	Yes
Follows up with enrollees who need to take action to maintain coverage	Yes
System Capacity Measures	
Renewal processing is mostly automated	Yes
50% or more of renewals are conducted on an ex parte basis	Yes
Has taken steps to improve ex parte renewal rates	Yes
Eligibility Policies	
Adopted Medicaid expansion	Yes
Adopted 12-month postpartum coverage	Yes
Adopted 12-month continuous eligibility for all children in Medicaid and CHIP	No

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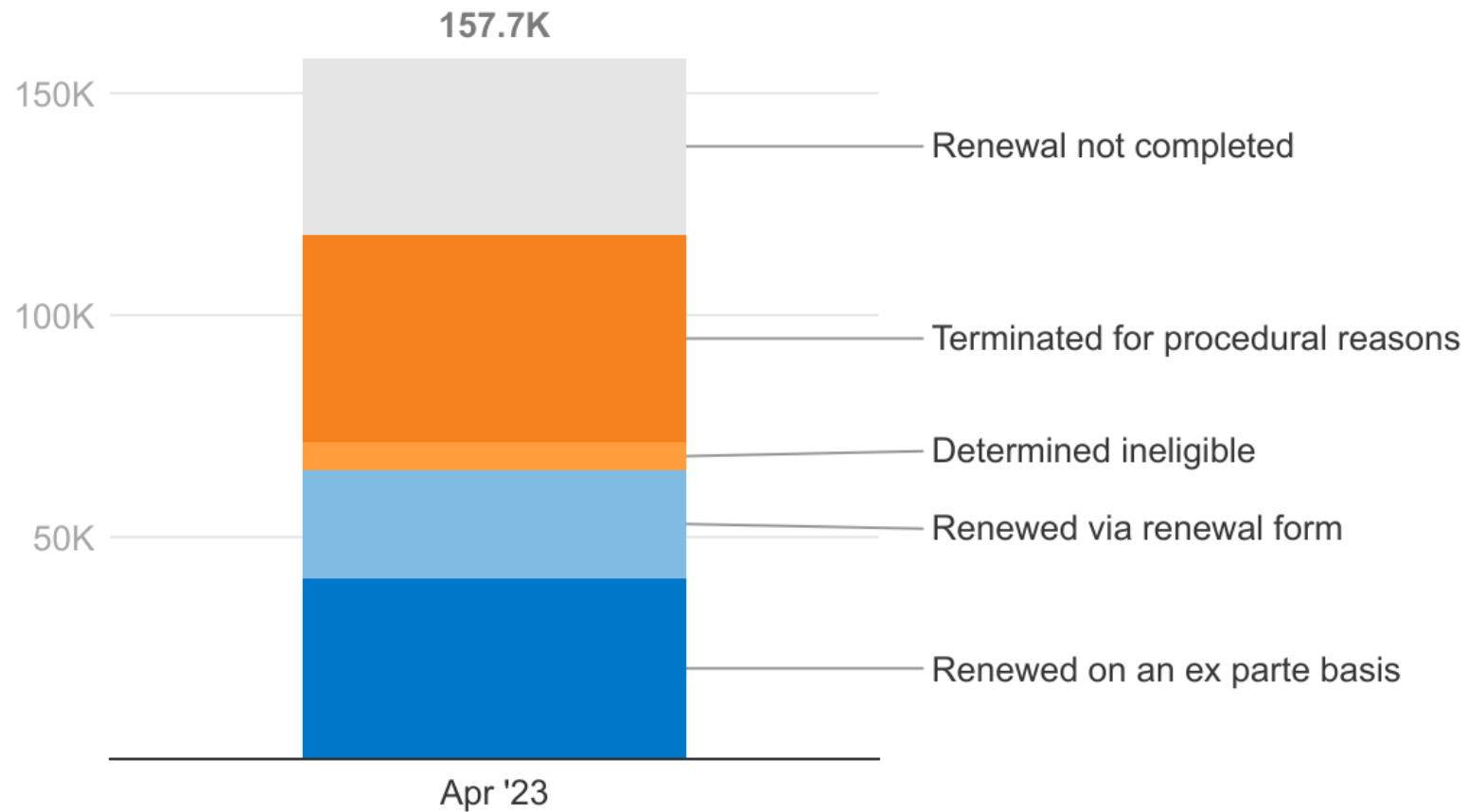
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Figure 2

Indiana Monthly Renewals

As of April 2023, 65,092 enrollees renewed their coverage and 52,985 enrollees were disenrolled, including 6,089 who were determined ineligible and 46,896 who were disenrolled for procedural reasons



<https://www.kff.org/report-section/medicaid-enrollment-and-unwinding-tracker-state-enrollment-and-unwinding-data/>

SOURCE: KFF Analysis of State Monthly Unwinding Report to CMS

KFF



April Redetermination Actions- Summary by the Numbers

April Disenrollments by Age Group

< 19	34%
19 - 64	64%
65+	2%
Total	100.00%

April Total Enrollment by Age Group

< 19	40%
19 - 64	53%
65+	7%
Total	100.00%



Member Communications: IN.gov/Medicaid

The image shows a screenshot of the Indiana Medicaid website. The main navigation menu includes links for Children, Pregnant Women, Adults, Aged Blind & Disabled, Home & Community, Programs, Apply for Coverage, and Resources. A search bar is located in the top right corner. A callout box with a yellow border and a red arrow points to the link "How a return to normal will impact some Indiana Medicaid members" in the navigation menu. Below the navigation menu, there is a video player with a red play button. The video player has a title "Medicaid | Keep your health Keep your coverage (6..." and a "Share" button. The video player also has a "Watch on YouTube" button. The video player is set against a background of a stethoscope and a hand holding a pen.

Click on "How a return to normal will impact some Indiana Medicaid members"

How a return to normal will impact some Indiana Medicaid members

How a return to normal will impact some Indiana Medicaid members

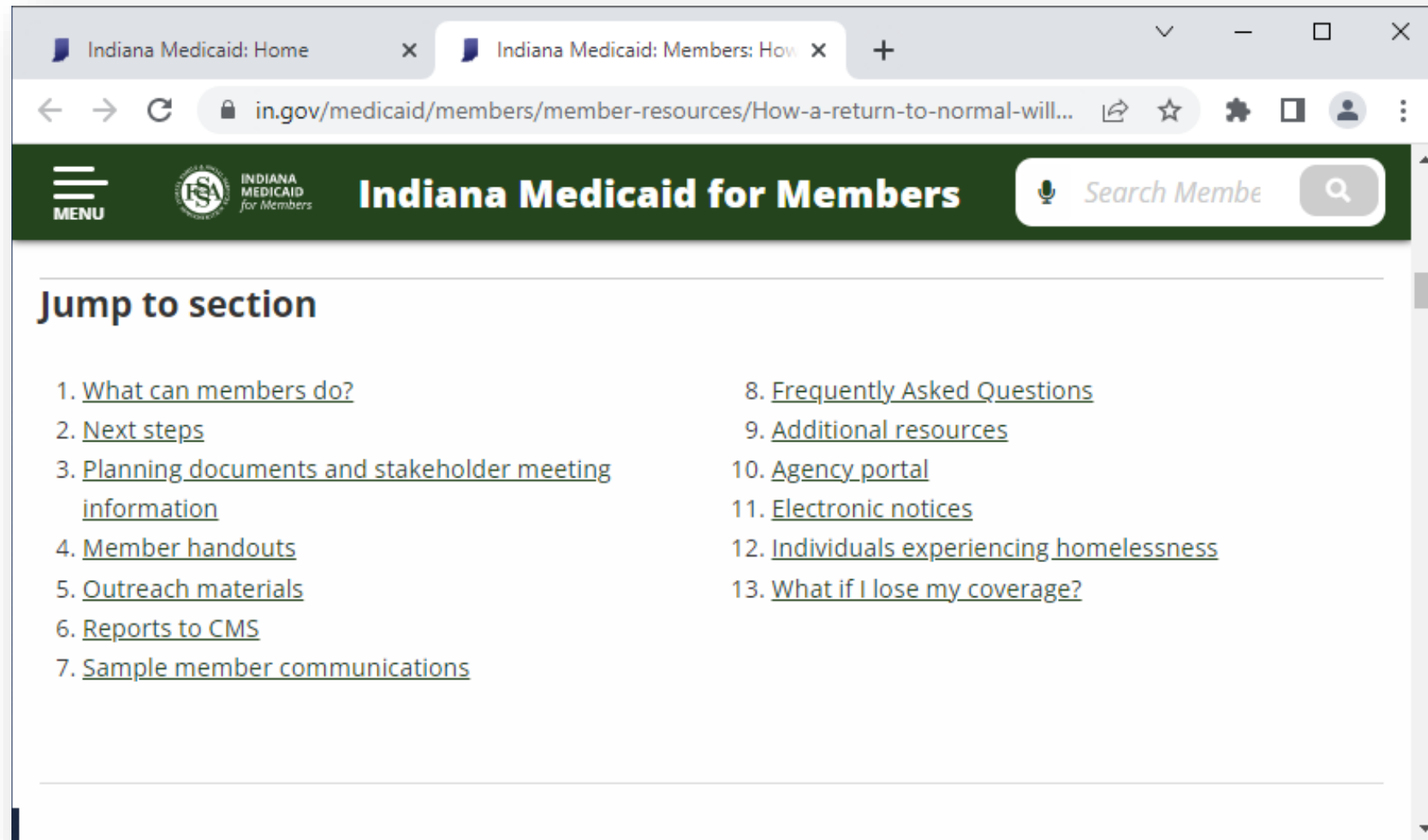
INDIANA MEDICAID / INDIANA MEDICAID FOR MEMBERS / RESOURCES / HOW A RETURN TO NORMAL WILL IMPACT SOME INDIANA MEDICAID MEMBERS

Medicaid | Keep your health Keep your coverage (6... Share

Keep your health. Keep your coverage.

Watch on YouTube

Member Communications: IN.gov/Medicaid



The screenshot shows a web browser window with two tabs: "Indiana Medicaid: Home" and "Indiana Medicaid: Members: How...". The address bar displays the URL "in.gov/medicaid/members/member-resources/How-a-return-to-normal-will...". The website header features a "MENU" icon, the "INDIANA MEDICAID for Members" logo, the text "Indiana Medicaid for Members", and a search bar labeled "Search Membe". Below the header, the section "Jump to section" contains a list of 13 links:

1. [What can members do?](#)
2. [Next steps](#)
3. [Planning documents and stakeholder meeting information](#)
4. [Member handouts](#)
5. [Outreach materials](#)
6. [Reports to CMS](#)
7. [Sample member communications](#)
8. [Frequently Asked Questions](#)
9. [Additional resources](#)
10. [Agency portal](#)
11. [Electronic notices](#)
12. [Individuals experiencing homelessness](#)
13. [What if I lose my coverage?](#)



Member Communications: Outreach Materials

Take action now to keep health care coverage!

Medicaid continuous coverage protections that were in place since 2020 have ended. This means that redeterminations actions have resumed. Many Hoosiers could lose their benefits and now is the time to take action to help you stay covered.

Is your address correct? What is your income? To help you have the right health coverage, Indiana Family and Social Services Administration needs all Medicaid members to take these steps to ensure we have current info.

- Go to FSSABenefits.IN.gov
- Scroll down to the blue "Manage Your Benefits" section
- Click on either "Sign in to my account" or "Create account"

Watch your mail! Be sure to respond with any info you're asked for. Need help updating your address? Call 800-403-0864.

Poster

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Postcard

Many Hoosiers are at risk of losing their Medicaid benefits because coverage protections from the federal public health emergency have ended. Taking action now could help you stay covered.

Large-print flyer

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Large-print flyer

Indiana Medicaid: Home | Indiana Medicaid: Members: Home

in.gov/medicaid/members/member-resources/How-a-return-to-normal-will-impact-some-Indiana-Medicaid-members/

Indiana Medicaid for Members Search Members

Member handouts


- Take Action Now flyer
- Take Action Now flyer - Large print
- Take Action Now flyer - Burmese
- Take Action Now flyer - Spanish
- Benefits portal flyer
- Benefits portal flyer - Burmese
- Benefits portal flyer - Spanish

Outreach Materials

You can help by communicating to Hoosiers in your organization's network about how the recent coverage protection changes will affect Indiana Medicaid members in April. Below are some resources to help you.


[Click here to order outreach materials](#)

Posters




PDF - English poster **PDF - Burmese poster** **PDF - Spanish poster**

Postcards



PDF - English postcard **PDF - Burmese postcard** **PDF - Spanish postcard**

Social media assets



JPG - Facebook **JPG - Instagram** **JPG - Twitter**

Other content

- Suggested messaging
- Help keep others informed. [Click here to download a button to add to your website](#)
- Protect your health, Protect your coverage - YouTube videos in English and Spanish
 - Protect your health, Protect your coverage (English 60-sec)
 - Protect your health, Protect your coverage (English 30-sec)
 - Protect your health, Protect your coverage (English 15-sec)
 - Protect your health, Protect your coverage (Spanish 60-sec)
 - Protect your health, Protect your coverage (Spanish 30-sec)
 - Protect your health, Protect your coverage (Spanish 15-sec)

Click on "Click here to order Outreach Materials"

Member Communications

IN.gov Search Home Directory Log In

Log in to store your form.

Outreach Materials Order Form

Medicaid continuous coverage protections that were in place since 2020 have ended. You can help by communicating to Hoosiers in your organization's network about how this will affect Indiana Medicaid members. Below are some resources to help you.

If you have any questions, please contact Printing@fssa.in.gov.

Organization Name *

Mailing Recipient *

Phone * **Email ***

Address (we cannot deliver to P.O. boxes) *

Order Materials

What you can do...

- Watch for updates – **next stakeholder meeting is June 6th at 11:00 a.m.**
Sign up for our listserv at PHEStakeholders@fssa.in.gov
- Talk to those you serve about how the return to normal operations could impact them, sharing the message:
 1. Update your contact info
 2. Watch your mail
 3. Respond when FSSA reaches out
- Include content in your newsletters and any communications you do
- Print or request posters, postcards, and/or flyers from our website to display and hand out
- Spread the word! Use our social media assets to help educate Hoosiers who may be at risk of losing coverage

