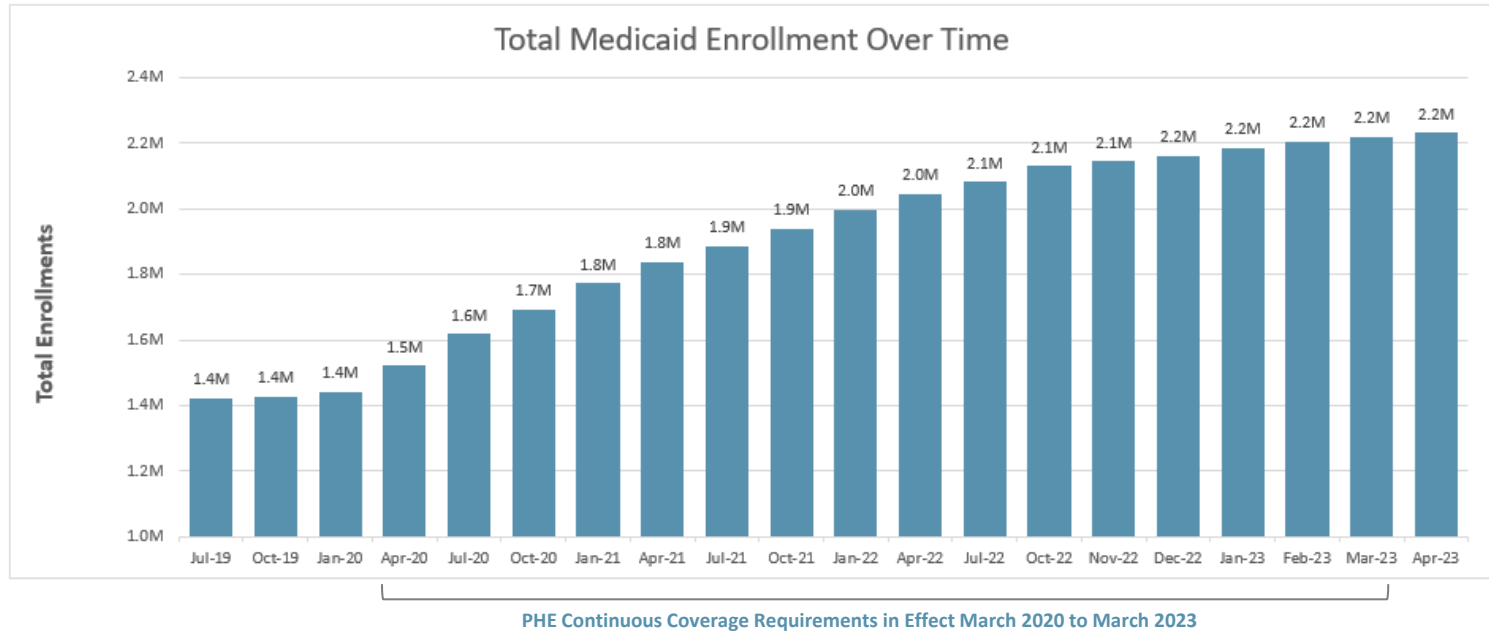# Family and Social Services Administration PHE Unwind "Return to Normal" Operations Dashboard

April 2023

Medicaid Enrollment

Total Enrollment for April 2023
2,230,620

Total Medicaid Enrollment Over Time

Month	Total Enrollment
Jul-19	1.4M
Oct-19	1.4M
Jan-20	1.4M
Apr-20	1.5M
Jul-20	1.6M
Oct-20	1.7M
Jan-21	1.8M
Apr-21	1.8M
Jul-21	1.9M
Oct-21	1.9M
Jan-22	2.0M
Apr-22	2.0M
Jul-22	2.1M
Oct-22	2.1M
Nov-22	2.1M
Dec-22	2.2M
Jan-23	2.2M
Feb-23	2.2M
Mar-23	2.2M
Apr-23	2.2M

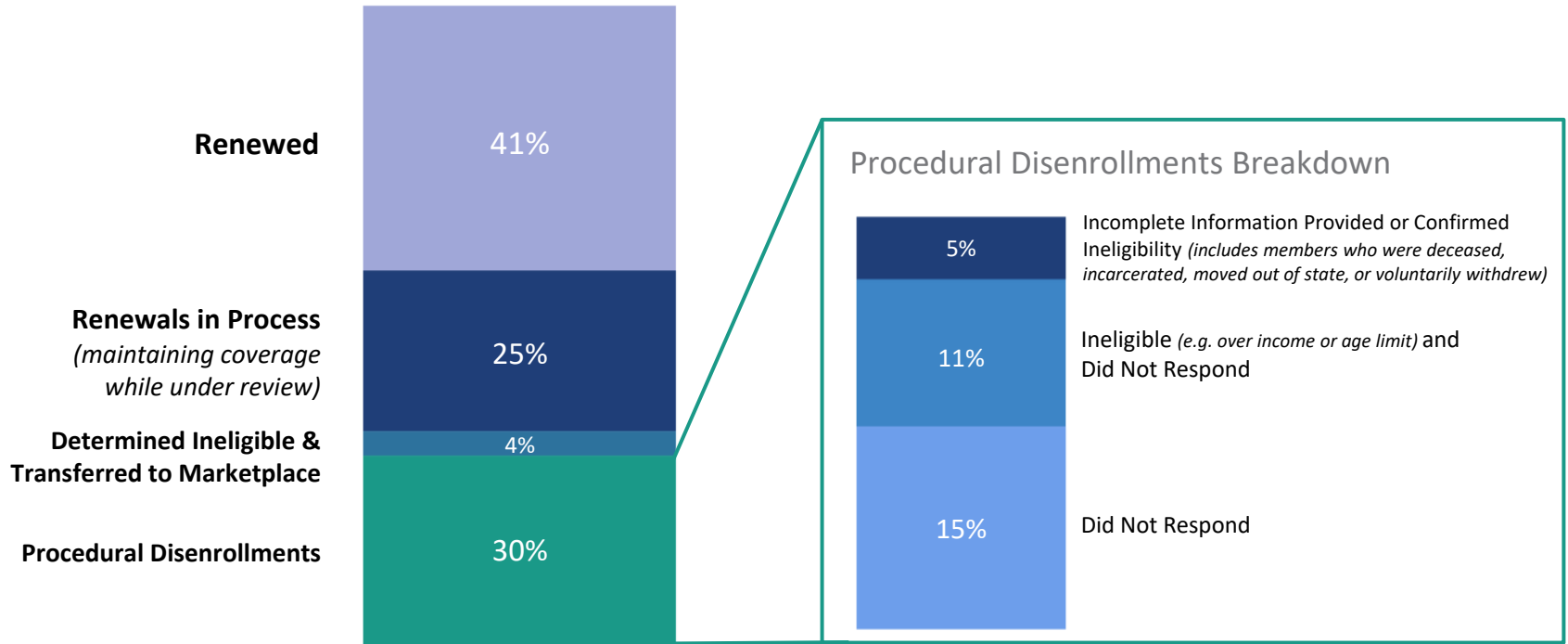**PHE Continuous Coverage Requirements in Effect March 2020 to March 2023**

Data Notes
- Data shown quarterly, starting two quarters before the start of the PHE, up until two quarters before the reporting month, where data is shown monthly.
- For more detailed data, please visit: https://www.in.gov/fssa/ompp/forms-documents-and-tools2/medicaid-monthly-enrollment-reports/

2

Redetermination Progress

Total Redeterminations Due for April 2023
157,688

Renewed	41%
Renewals in Process *(maintaining coverage while under review)*	25%
Determined Ineligible & Transferred to Marketplace	4%
Procedural Disenrollments	30%

Procedural Disenrollments Breakdown

5%	Incomplete Information Provided or Confirmed Ineligibility *(includes members who were deceased, incarcerated, moved out of state, or voluntarily withdrew)*
11%	Ineligible *(e.g. over income or age limit)* and Did Not Respond
15%	Did Not Respond

Disenrollments Breakdown by Demographics - April 2023

Comparing demographics of procedural disenrollments to demographics of total enrollments for the month of April 2023

Disenrollments by Program	
HIP	54%
HHW	43%
Traditional Medicaid	3%
HCC	0.01%

Total Enrollment by Program	
HIP	36%
HHW	40%
Traditional Medicaid	19%
HCC	5%

Disenrollments by Age Groups	
< 19	34%
19 - 64	64%
65+	2%

Total Enrollments by Age Group	
< 19	40%
19 - 64	53%
65+	7%

Disenrollment by Ethnicity	
Not Hispanic or Latino	78%
Hispanic or Latino	12%
Unknown	11%

Total Enrollment by Ethnicity	
Not Hispanic or Latino	75%
Hispanic or Latino	13%
Unknown	12%

Disenrollments by Race	
Caucasian	65%
Black	17%
Not Available	15%
Asian or Pacific Islander	3%
American Indian or Alaskan Native	0.2%
Other	0.01%

Total Enrollments by Race	
Caucasian	58%
Black	18%
Not Available	21%
Asian or Pacific Islander	3%
American Indian or Alaskan Native	0.2%
Other	0.00%

Data Notes
- Race and Ethnicity are not required fields in the Medicaid application. As a result, the "Not Available" and "Unknown" categories reflect data from Medicaid applicants who chose not to disclose Race or Ethnicity information. These categories may also include individuals reporting multiple races/ethnicities or data from sources using different criteria for identifying race/ethnicity.
- For historical Medicaid enrollment data by month and category, please visit: https://www.in.gov/fssa/ompp/forms-documents-and-tools2/medicaid-monthly-enrollment-reports/

Disenrollments Breakdown by County - April 2023

County	Number Disenrolled
Adams	194
Allen	3966
Bartholomew	929
Benton	49
Blackford	124
Boone	161
Brown	191
Carroll	168
Cass	472
Clark	1462
Clay	94
Clinton	168
Crawford	74
Daviess	151
Dearborn	442
Decatur	274
Dekalb	328
Delaware	1392
Dubois	110
Elkhart	1282
Fayette	296
Floyd	650
Fountain	78

County	Number Disenrolled
Franklin	208
Fulton	156
Gibson	118
Grant	721
Greene	134
Hamilton	644
Hancock	547
Harrison	455
Hendricks	368
Henry	570
Howard	1130
Huntington	330
Jackson	428
Jasper	186
Jay	186
Jefferson	421
Jennings	377
Johnson	610
Knox	167
Kosciusko	586
LaGrange	111
Lake	3256
LaPorte	641

County	Number Disenrolled
Lawrence	188
Madison	1651
Marion	6576
Marshall	233
Martin	183
Miami	396
Monroe	383
Montgomery	152
Morgan	298
Newton	93
Noble	587
Ohio	45
Orange	91
Owen	75
Parke	157
Perry	58
Pike	186
Porter	791
Posey	70
Pulaski	82
Putnam	98
Randolph	365
Ripley	290

County	Number Disenrolled
Rush	183
Scott	380
Shelby	528
Spencer	60
St. Joseph	1584
Starke	188
Steuben	362
Sullivan	94
Switzerland	100
Tippecanoe	658
Tipton	147
Union	76
Vanderburgh	905
Vermillion	74
Vigo	508
Wabash	336
Warren	29
Warrick	172
Washington	379
Wayne	964
Wells	259
White	277
Whitley	179
Out of State	1

Data Notes
- The disenrollment breakdown by county is for procedural disenrollments only
- For historical Medicaid enrollment data by month and category, please visit: https://www.in.gov/fssa/ompp/forms-documents-and-tools2/medicaid-monthly-enrollment-reports/

Outreach Efforts - April 2023

FSSA made 5 to 7 contact attempts to individuals due for redetermination who did not qualify for auto-renewal

	Outreach Method	Items Sent
Advanced Outreach	Postcard	700,000
	211 Outbound Call	49,357
April Outreach	Warning Letter	65,497
	Renewal Packet	78,800
	Text Message	39,018
	DFR Outbound Call	15,176
	Email	16,624

Data Notes:
- Postcards were sent to all PHE-protected members, who would have lost coverage during the PHE except for the special PHE flexibilities, and 211 Outbound Calls were made to all PHE-protected Fee-for-Service members
- Warning letters are sent to PHE-protected members two months before their redetermination paperwork is due
- Renewal Packets are sent to members who do not qualify for ex parte (auto) renewal over a month before their redetermination paperwork is due
- Text Messages are sent to all members who must return their renewal packets, a month before their packets are due

- Outbound Calls are made and Emails sent to members who have not returned their renewal packets after the official redetermination due date but prior to the end of the renewal month
- The tables above does not include managed care entity (MCE) outreach, except for the postcards. In January 2023, MCEs sent postcards to PHE-protected members to prompt them to update their contact information. MCEs are also doing monthly outreach to those who receive renewal packets and those who no longer have coverage
- FSSA is also providing hospitals, nursing facilities, and other health care providers with a list of PHE-protected patients/ residents to aid in further targeted outreach efforts

6