



Missouri Department of **SOCIAL SERVICES**

Empower Missourians to live safe, healthy, and productive lives.
Greater Heartland HFMA Spring Conference, April 28, 2023





PHE Unwind

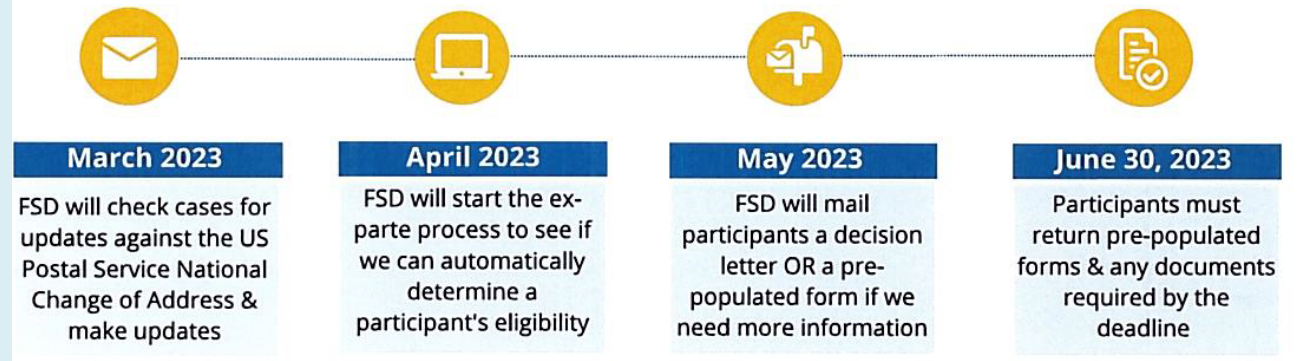
- Medicaid has been de-linked from the PHE effective 3-31-2023
- Annual Renewals began 4-1-2023
- Missouri will implement a 12 month unwind strategy starting with annual renewals that are due in June 2023
- All annual renewal forms must be mailed to the participants by 3-31-2024
- The agency must complete all annual renewal determinations by 5-31-2024
- 5-13-2022 the agency requested flexibilities through the 1902(e)(14)(A) authority for annual renewals through the unwind period
 - Use verified income in SNAP case to determine continued eligibility
 - Complete ex-parte for individuals with zero income if electronic data sources return no information
 - Assume there is no change in assets (Aged, Blind and Disabled only) if the Asset Verification System (AVS) does not return data within a reasonable time
 - Partnering with Managed Care plans to update beneficiary contact information. If the Managed Care plans talk directly to the beneficiary the agency will not be required to verify the change
 - Auto re-enroll beneficiaries into their managed care plan for individuals who are reenrolled into Medicaid after a loss of coverage for 120 days.
 - Extended timeframe to take final administrative Action on Fair Hearing requests



PHE Unwind Process

- Cases will be selected by monthly for redetermination based on the annual renewal due date

The process below would be an example for an annual renewal that is due in June 2023.





PHE Unwind Process

Annual Renewal Timeline

The table below shows the estimated timeline for the annual renewal process.

Month Annual Renewal is Due	FSD will check cases against U.S. Postal Service NCOA*	FSD will start ex-parte process**	FSD will send pre-populated annual renewal form OR decision letter	Participant must return information by the deadline (if required)
June 2023	March 2023	April 2023	May 2023	June 30, 2023
July 2023	April 2023	May 2023	June 2023	July 31, 2023
August 2023	May 2023	June 2023	July 2023	August 31, 2023
September 2023	June 2023	July 2023	August 2023	September 30, 2023
October 2023	July 2023	August 2023	September 2023	October 31, 2023
November 2023	August 2023	September 2023	October 2023	November 30, 2023
December 2023	September 2023	October 2023	November 2023	December 31, 2023
January 2024	October 2023	November 2023	December 2023	January 31, 2024
February 2024	November 2023	December 2023	January 2024	February 29, 2024
March 2024	December 2023	January 2024	February 2024	March 31, 2024
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May 2024	February 2024	March 2024	April 2024	May 31, 2024
New cycle will begin with June 2024 annual renewals.				



PHE Unwind Process

- Individuals must receive an annual renewal determination before closing or moving to a lesser medicaid category
- Pre-populated forms will be sent to MAGI participants who during an ex-parte review
 - Are found to be ineligible for all Medicaid categories
 - Whose information cannot be verified through internal or electronic source
- At this time Non-MAGI (Adult Medicaid) will not receive a pre-populated but will receive an annual renewal with a cover letter if the case cannot be completed by ex-parte
- Adverse Actions will be sent before action is taken to move an individual to lesser coverage or to close
- Everyone will receive a notice

No Change

We have determined they are still eligible for MO HealthNet coverage. Nothing will change, and there is nothing more they need to do.

Change in Coverage

The participant is still eligible, but a different type of coverage is a better fit. This letter will let them know their new MO HealthNet coverage category and will provide instructions if there is anything they need to do.

Adverse Action

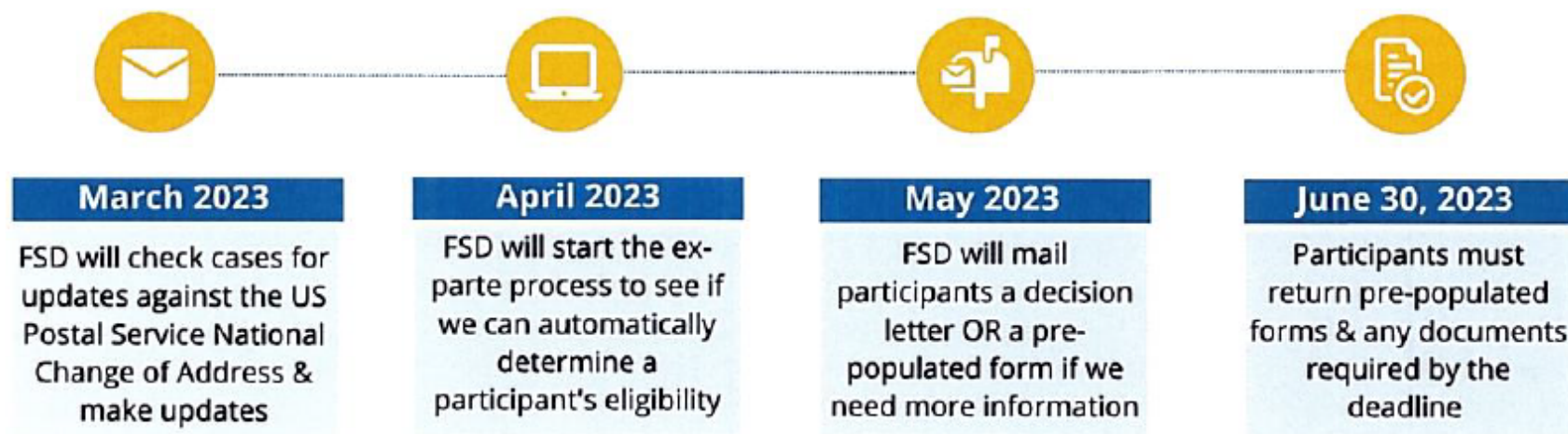
The participant is no longer eligible for MO HealthNet coverage. If they disagree with this decision, they will need to take action by the date listed in the letter.

they should notify FSD as soon as possible. They can update their contact information by:

- Visiting **mydss.mo.gov** and selecting "Report a Change"
- Calling **855-373-4636**
- Visiting their **local resource center**

Sample Annual Renewal Process

The process below would be an example for an annual renewal that is due in June 2023.



Decision Letters

Once FSD determines if a participant is eligible or not, they will get one of the following decision letters:

No Change	We have determined they are still eligible for MO HealthNet coverage. Nothing will change, and there is nothing more they need to do.
Change in Coverage	The participant is still eligible, but a different type of coverage is a better fit. This letter will let them know their new MO HealthNet coverage category and will provide instructions if there is anything they need to do.
	The participant is no longer eligible for MO HealthNet coverage. If they disagree,

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*Household addresses will be updated with information available from U.S. Postal Service National Change of Address

**Ex-parte process: The Family Support Division will check case information through the electronic sources available (ex. SNAP, HUB, Insights Engine, DOLIR, etc.) to see if we can automatically determine eligibility for MO HealthNet.

Helpful Resources

DSS has established a website dedicated to annual renewals and helping Missourians understand the process: mydss.mo.gov/renew.



PHE Unwind Communications

Below are links to the FSD renew website. The documents on this site are living documents and will be updated as we move through the unwind.

<https://mydss.mo.gov/renew>

<https://mydss.mo.gov/outreach-materials>

<https://mydss.mo.gov/media/pdf/annual-renewal-communications-toolkit>



New Technology

- Centralized Mail – All incoming mail now comes to a vendor service that scans the documents to the electronic content management (electronic record)
- Customer Portal – Implementation date is scheduled for May 5th. This portal will allow for participants to securely apply for benefits, complete annual renewals and SNAP mid-certification reviews, report changes, access chat, schedule appointments and see their current benefit and renewal dates.
- Insights Engine – This product gathers electronic data (income, personal property, bank accounts) and current data from other benefit programs and updates the eligibility system
- Appointment Scheduler – online appointment scheduler that allows individuals to chose location, time and type of appointment such as phone, in-person or virtual
- AI – reads documents and extracts the information and updates the eligibility systems



Questions





Contact Us

Frequently Requested Contact Information

ONLINE

Apply online, find forms and information, locate nearest Resource Center

https://dss.mo.gov/dss_map/

EMAIL

FSD.Documents@dss.mo.gov

FAX

573-526-9400

FSD Automated Information Line

For Updates on your case status – SSN# and DOB needed when calling

1-800-3921261

FSD Interview Phone Line

SNAP Phone Interviews

1-855-823-4908

FSD Information Center

To Speak to a Team Member or Request Appointment

1-855-FSD-INFO

(1-855-373-4636)