

YOUR PARTNER IN CARE.

Strategies to retain coverage during Medicaid Redetermination

Mastering Medicaid Redetermination in Hospital and Health Systems: Strategies for Efficient and Effective Outcomes



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LEARNING OBJECTIVES

Strategies to enhance **coverage**, **predict** and **protect** the patient experience and overall revenue!



How to Overcome
Barriers with State
Agencies?



How to Improve
Recipient Re-enrollment
and Retention of
Coverage?



How to Identify
Automation
Opportunities and
Implement them?

How to Implement Strategies to Alleviate increased uncompensated care and Bad debt

Current State of Redetermination

8-24

Million will lose
Medicaid coverage

12

Months to complete
Medicaid redetermination
on all beneficiaries

22 M

Retained coverage through
the PHE that would have
normally done annual
recertification

10-74%

Lost coverage due to
Administrative or
procedural reasons

1.2M

Children lost coverage
since ending of
continuous coverage
under PHE

72%

Texas recipients lost
coverage due to
procedural reasons

CHALLENGES

OVERCOMING BARRIERS WITH MEDICAID REDETERMINATION

COMMUNICATION & INFORMATION ACCESS

DOCUMENTATION & VERIFICATION

COMPLEXITY OF THE PROCESS

STRATEGIES

OVERCOMING BARRIERS WITH STATE AGENCIES

**Provide
Education**

**Alternative Communication
Channels**

Assistance for Special needs

**Streamline Documentation
Requirements**

Advocacy & Support

OVERCOMING BARRIERS WITH STATE AGENCIES

Situation:

- Recipients unaware of re-determination requirements to continue coverage
- Received notice from State but language barrier in the communication sent by the state

Strategy:

Translation services available for all languages and Advocates walk through the process educating and setting expectations while assisting with the process

IMPACT



Potential loss of Coverage due to barrier



Unable to receive care and manage health without coverage for medications

CHALLENGES

Recipient Reenrollment and Retention of Coverage

*Complex Eligibility
Requirements*

STRATEGIES

Recipient Reenrollment and Retention of Coverage



Simplified Enrollment
Process and Outreach



Personalized Assistance
& Education



Data-Driven Strategies &
Policy Advocacy

CHALLENGES

LACK OF

AUTOMATION AND
IMPLEMENTATION

Manual
Workload

Lack of
Resources

Loss in
Revenue

Specialized
Expertise

STRATEGIES

Automation Opportunities

Focus on the Right population

Increased efficiencies

Use of data analytics

Overall Improved Patient Experience

WRAP-UP STRATEGIES

- Overcome Barriers with state agencies
- Improve recipient reenrollment and retention of coverage
- Identify automation opportunities and implementing them
- Take advantage of propensity-to-qualify analytics
- Implement strategies to alleviate uncompensated care and increased bad debt
- Partner with an Industry Expert

Texas Stay Covered Town Hall



Get the information your family needs to **KEEP YOUR MEDICAID**



It's time for millions of Texans to renew Medicaid. Join our townhall to make sure you have the information you need to stay covered.

WHEN: September 20th, 6:30 PM CT/5:30 PM MT

HOW: Simply answer your phone when we call and you will be connected to our live event!



AT OUR TOWN HALL, YOU WILL:

- get necessary information to keep your Medicaid,
- find alternative health coverage options if you are no longer eligible for Medicaid,
- **and connect to local help!**



SCAN THE QR CODE TO REGISTER NOW!

Or find us online at bit.ly/StayCoveredTX



Consiga la información que su familia necesita para **CONSERVAR SU MEDICAID**



Es tiempo para millones de Texanos de renovar su cobertura de Medicaid. Tome parte de nuestra reunión para asegurar que tenga lo necesario para mantener su cobertura.

CUÁNDO: 20 de septiembre, 6:30 PM CT/5:30 PM MT

COMO: Simplemente conteste su teléfono cuando hablemos y será conectado a nuestro evento en vivo.



EN NUESTRA TELE-REUNIÓN, USTED:

- conseguirá información necesaria para conservar su Medicaid,
- encontrará opciones alternativas de seguro médico si ya no es elegible para Medicaid
- y será conectado/a con ayuda local



¡ESCANEE EL CÓDIGO QR PARA REGISTRARSE!

O encuentrenos en línea: bit.ly/StayCoveredTX



Texas AHA and Many community partners holding live town hall to assist with re-enrollment

Sept 20th 6:30 pm

QR Code to register for assistance

QUESTIONS?



Care Over Everything.

For More Information:

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