

GET READY!

MEDICAID CHANGES ARE COMING

Background

During the COVID-19 public health emergency, states are receiving additional federal funds with a requirement to keep people enrolled in Medicaid. When the continuous coverage protection is lifted, states will begin conducting renewals of Medicaid eligibility and disenrolling individuals who are no longer eligible. Through this “unwinding” process, millions of individuals, including more than 6 million children, are at risk for a loss of or disruption in coverage.



Key Roles for Family Physicians and Family Practices

Family physicians know how important it is for their patients to have reliable and consistent health coverage. There are multiple ways for family physicians and family practices to help ensure the children and families they care for do not lose coverage unnecessarily. These actions fall into five key roles: advocacy, internal planning, communications, patient assistance, and monitoring and feedback.

Five Key Roles for Family Physicians and Family Practices

Advocacy

Internal
Planning

Communications

Patient
Assistance

Monitoring and
Feedback

Advocacy

- Encourage your state to publicly share its plan for the unwinding.
- Work with partners to assess the plan and offer suggestions for improvement.
- Advocate for the state to promptly post key performance metrics, including call center statistics and the share of children losing coverage for non-eligibility (procedural) reasons.
- If call center wait times become unreasonable or the share of children losing coverage for procedural reasons is increasing, work with partners to press the state to take action to address barriers, bottlenecks, and system issues.

Internal Planning

- Work with your [state AAFP chapter](#) to identify all options for patients to report updated contact information.
- If your state is allowing MCOs to verify and update contact information, work with the MCOs to identify members with new information.
- Work with the chapter to identify consumer assistance resources (including the state call centers and eligibility offices, navigators, certified application counselors, and enrollment counselors in community health centers and hospitals).
- Ensure that intake, reception, and billing staff are aware of what is happening and what's on the horizon.
- Get copies of state notices so staff can become familiar with what is being communicated to patients.
- Educate the media and other stakeholders about the potential impact of the unwinding before renewals start.

Amplify Key Communications

- **Remind patients to update their contact information:**
 - > Post/hand out informative flyers to update contact information (work with the chapter to create or customize).
 - > Update office automated messages or voicemail to include reminders.
 - > Include reminders in patient communications (e.g., newsletters, patient portals).
 - > Add content to office/waiting room videos.
 - > Offer an extra phone or make wireless internet available to patients.
- **When renewals restart:**
 - > Alert patients to check their mail for renewal notices (if they get one; some enrollees will be automatically renewed).
 - > Remind patients to complete and promptly return any required paperwork.

Refer Patients to Assistance Resources

- Post/hand out information on how to get help with renewals or re-enrollment if patients have lost coverage.
- Make sure staff are familiar with disenrollment notices, so they can help the patient understand if they lost coverage for procedural reasons or because they are no longer eligible.
 - > If the patient lost coverage because they did not respond, they can submit the needed information during the 90-day reconsideration period without re-applying.
 - > If the patient is no longer eligible, share resources on how/where to get help enrolling in other coverage.

Assist in Monitoring the Unwinding and Work with Partners to Provide Feedback to the State

- Track themes and recurring problems reported by patients.
- Work with partners or state chapters to consolidate feedback to the state.
- Connect patients willing to share their experience with advocacy groups collecting stories.
- Be willing to talk with the media about what patients in your practice are experiencing.