



# Health and Human Services Medicaid Renewals

## Community Advocate Update

February 9th, 2023

# What Is a Medicaid Renewal or Redetermination?

- Before the COVID-19 pandemic, people who were enrolled in Medicaid had their eligibility reviewed once a year.
  - **This process is called a “renewal” or “redetermination.”**
- During the pandemic, to make sure that people did not lose health coverage, yearly renewal of Medicaid benefits was not required.
  - **Starting in April, Medicaid renewals will begin again in Rhode Island and happen over a period of 12 months so that everyone is not renewed at the same time.**
- People who received Medicaid before the pandemic and who were familiar with the yearly renewal process may need a reminder about how that process worked given it has been a while since that was done.
- People who enrolled in Medicaid for the first time after March 2020 will experience the renewal process for the first time and may need support.



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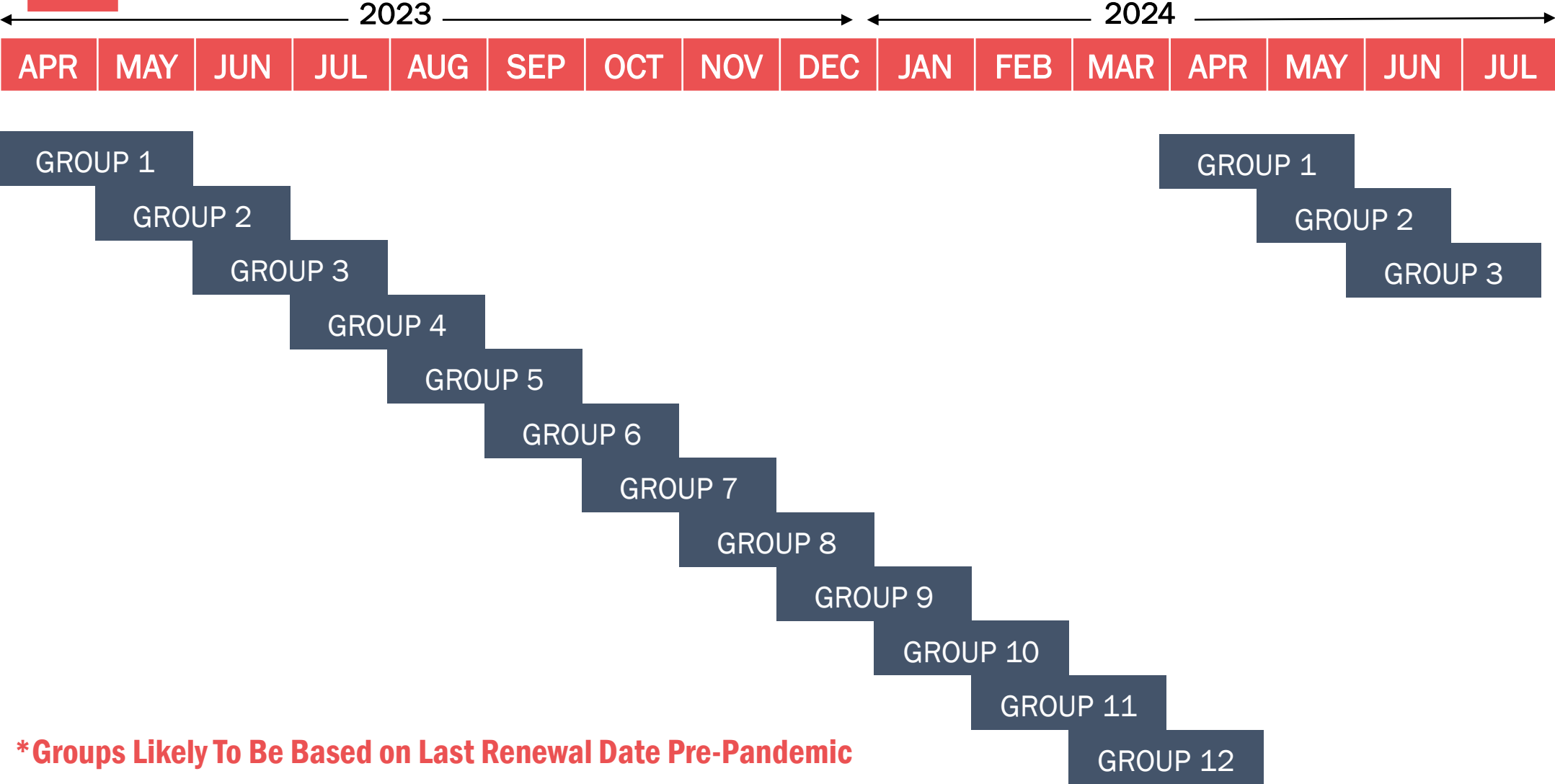
# Which Enrollees and Programs are Included?

- All Medicaid enrollees, except those involved with DCYF and those on SSI, will be renewed or redetermined through this process.
  - **SSI enrollees are renewed through Medicare.**
  - **Children will not be renewed until January 2024.**
  - **Elderly and disabled are likely to be auto-enrolled.**
- Medicaid renewals and eligibility redetermination will only affect health insurance coverage, not other benefits like SNAP.
  - **While other programs are changing, such as COVID-related SNAP supplements, this is due to changes in other policies, not Medicaid renewals.**
  - **In the event the Public Health Emergency declaration ends, other program changes may occur—again, this is separate to the Medicaid renewal process.**



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# Proposed Renewal Distribution Groupings\*



\*Groups Likely To Be Based on Last Renewal Date Pre-Pandemic

# Draft: Renewal Notice Sequence for Feedback

**NOTICE 1:**

Renewals Will Restart, Update Information, Fraud Reporting

**NOTICE 2:**

Specific-Population or Benefit Group Notices (e.g., SSI)\*

**NOTICE 3:**

Renewal Notice (3a) Report a Change or (3b) Actively Need More Information

**NOTICE 4:**

Reminder—We Still Need Your Information / Have Not Yet Received

**NOTICE 5:**

Packet Received by State and Review Pending (No Need to Call—Wait for White Notice)

**NOTICE 6:**

Benefit Decision Notices (Including Appeals Forms) (6a) Approved (6b) Denied



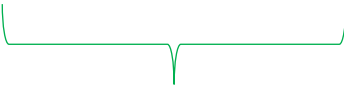
**NOTICE 7:**

Subset of Notice 6b Get HSRI Auto-Enroll Letter



**Enrollees Get One or the Other**

**\*Notice 2 Recipients Only Then Receive Notice 6**



**Green Notice 1 Recipients Will Get Yellow Notice 2**

**Only Notice 3b Recipients will Get Orange Notice 4 and Gray Notice 5**

# Engagement: An Essential Step to Prepare

The Executive Office of Health and Human Services (EOHHS) and our interagency partners continue preparing in partnership with internal and external stakeholders.

## Goals:

- 1 Prevent administrative loss of coverage\*** as much as possible, especially for most vulnerable
- 2 Ensure members understand** and can complete key actions to receive the appropriate health benefit
- 3 Maintain compliance** with federal and state requirements

## Focus Areas:



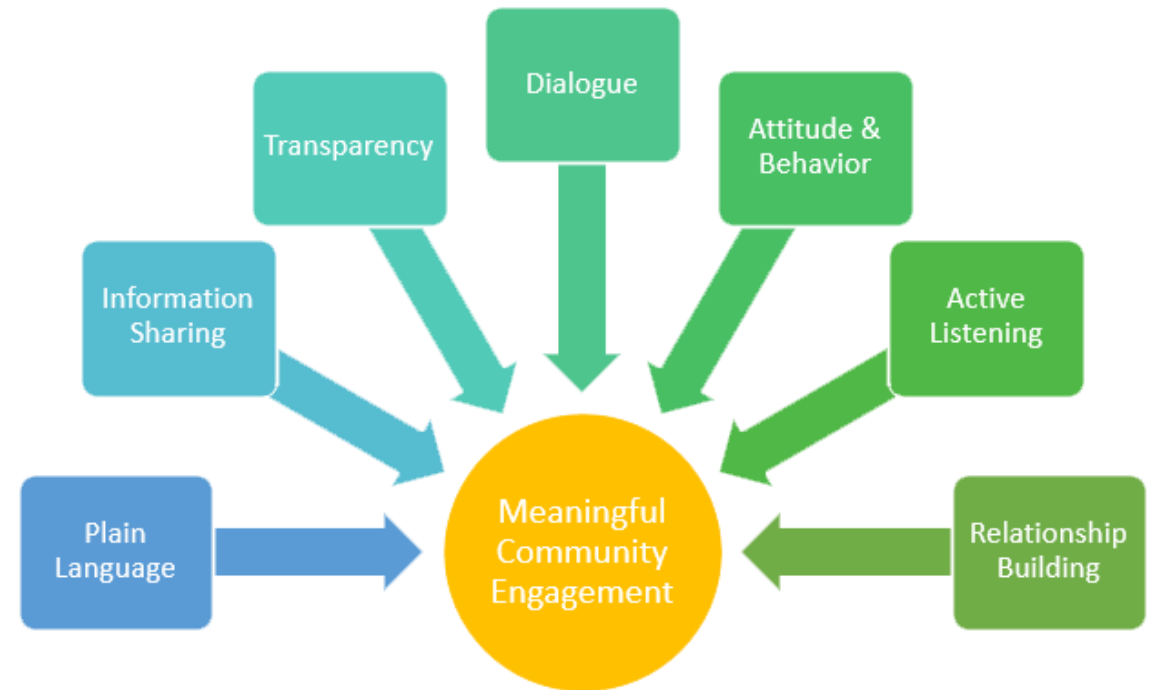
# Integrated Communications and Community Engagement Overview

## SUMMARY OF INITIATIVE AND KEY GOALS

- *Educating and empowering community partners and trusted messengers to share critical information and key actions that must be taken in a timely and linguistically-appropriate manner to reach those most at-risk of being left behind in benefits redetermination.*

## STRATEGIC APPROACH AND THEORY OF CHANGE

- IF the State maintains meaningful engagement through multilingual integrated communications, broad engagements, and targeted outreach plans
- THEN message amplification, target population engagement, and canvassing with community partners will meet Rhode Island's needs



# Three Proposed Strategies for Community Engagement

## Integrated Communications

### Proposed:

- Social Media
- Press Briefings
- Media Releases
- Online Videos
- Websites
- All-Staff Messages
- Applications
- Radio

## Phase I: Broad Engagements

### Proposed:

- Community Advocate Forum
- Municipal and Legislative Outreach
- Call Center Messages
- Direct Mailings
- Provider Notices
- Existing Forums and Commissions

## Phase II: Targeted Outreach Plans

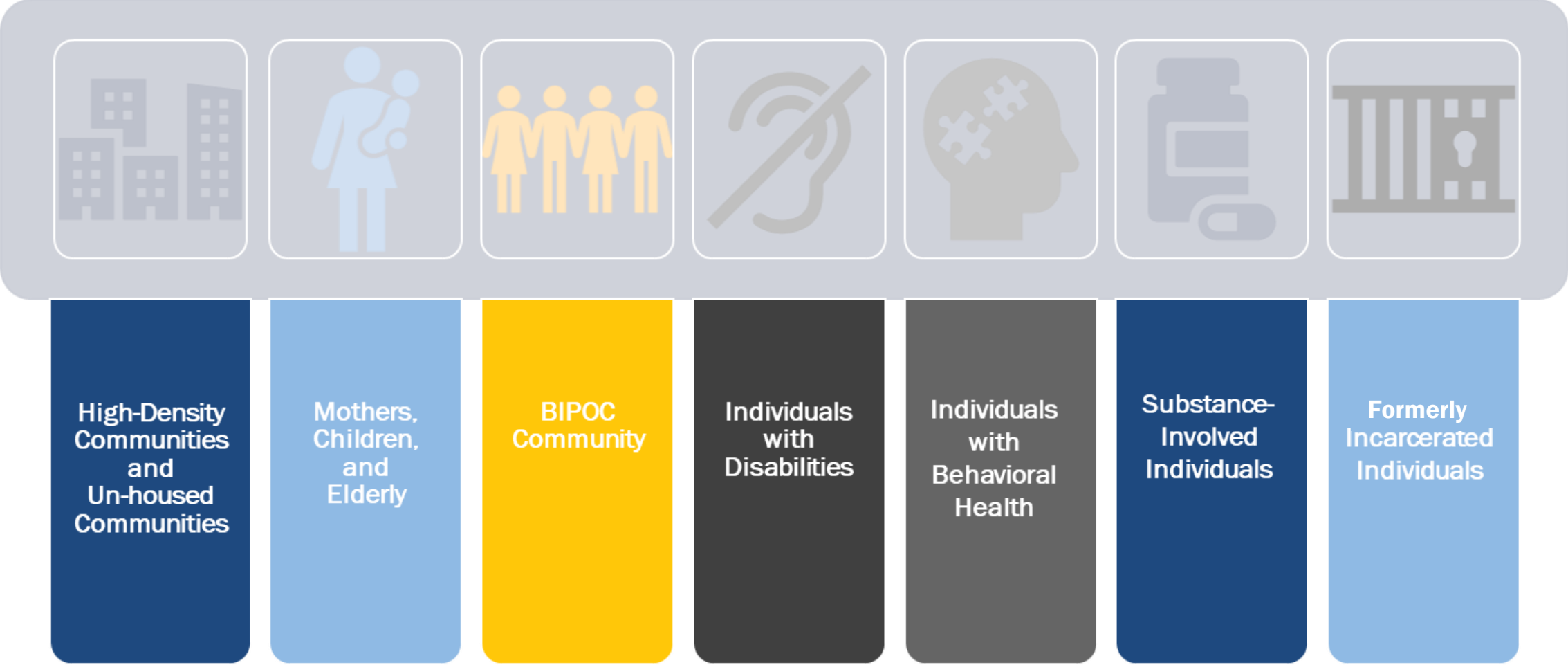
### Proposed:

- Population-Specific Targeted Outreaches
- Health Equity Zones
- Canvassing/CHWs
- New Partnerships
- Community Trusted Messengers

**MULTILINGUAL MATERIALS**



# Examples of Priority Populations for Targeted Outreach



# Engagement Updates

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1. EOHHS and interagency team staff are available to review partner-generated materials related to Medicaid renewals.
  - **Please allow for 3-5 days for review to be complete and suggestions returned.**
2. EOHHS is working on a map of Medicaid beneficiaries by ZIPCODE to share with partners to assist in outreach efforts.
  - **We hope to be able to share this resource with you prior to our next Community Advocate update in March, if not sooner.**
3. EOHHS and our interagency team has begun the development of a Speaker's Bureau and has started Phase I Outreach presentations.
  - **Initial venues have included the Long-Term Care Coordinating Council, HSRI Advisory Board, Opioid Settlement Advisory Committee, and Managed Care Organizations Marketing Meetings. More to come!**
4. RIDOH and the Health Equity Zone (HEZ) Team have been engaged to support our efforts moving forward.
  - **Please find the list of HEZ at [Rhode Island's Health Equity Zone \(HEZ\) Initiative: Department of Health \(ri.gov\)](#) to engage locally.**
5. Considering mini-grant opportunities to help resource client support services during launch. More to come!

**Please Invite Other Community Partners!**



# **Health and Human Services Medicaid Renewals**

## **Monthly Community Advocate Forum**

[Register Here](#) & [Post Questions Here](#)

**Community Advocate Forums provide a point-in-time update for Community Advocates.**

# Communications Updates

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# Key Message: Update Your Contact Information

The most important action to take at this time is to **continue encouraging Medicaid recipients to update their contact information – mailing address, e-mail, phone number.**

- **Contact your managed care organization (MCO)** – Neighborhood Health Plan of RI, Tufts Health Public Plan (RITogether) or United Health Care Community Plan (UHCCP)
- **Online:** Access your account at [healthyrhoderi.gov](https://healthyrhoderi.gov). HealthSourceRI also hosts a live web chat, which is staffed during business hours,
- **By Phone:** Call HealthSource RI at 1-855-840-4774
- **In Person:** Staff at DHS offices can assist customers in person.

Medicaid  
members,  
**update  
your  
contact  
information  
today.**



# Draft: New Message on Fraud Reporting for Review

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## Important Alert About Reporting Suspected Fraud Alert

- We are committed to protecting your personal health information. In the event we need to contact you by telephone, you should only respond to calls from the Rhode Island Department of Human Services and HealthSource Rhode Island for renewals.
  - **Please write these agencies down and keep them handy in case you need to reference them in the future.**
- Where do I report any suspicious activity or suspected fraudulent activities?
  - **Online: Office of Internal Audit Fraud Complaint Form [Will Include Link]**
  - **By phone: Call the Fraud Unit at (401) 574-8175. Please leave a message, and we will process your call promptly.**
  - **By mail: You may send a report to: Fraud Detection and Prevention Unit, One Capitol Hill, Providence, RI 02908**
- For additional tips on preventing fraud please visit <https://www.usa.gov/common-scams-frauds>

# Draft: Revised Timing of Messaging

Tentative Date	Key Engagement Milestones
By 2/10	<ul style="list-style-type: none"><li>Continue Notice Revisions and Notification Process Changes</li><li>Begin Phase I Outreach (Existing Engagements and Forums)</li></ul>
	<ul style="list-style-type: none"><li>Host Second Community Advocate Forum</li><li>Formalize Interagency Speaker's Bureau</li></ul>
By 2/24	<ul style="list-style-type: none"><li>Begin Legislative and Municipal Outreach (with Governor's Office)</li><li>Share Approved Materials (Flyers, Information Packets, etc.)</li></ul>
	<ul style="list-style-type: none"><li>Ramp Up Phase I and Phase II Outreach</li><li>Begin Phase II Outreach (Targeted Population Groups)</li></ul>
By 3/10	<ul style="list-style-type: none"><li>Update Websites and Webpages and Post Additional Partner Onboarding Materials</li><li>Continue Phase II Outreach</li></ul>
	<ul style="list-style-type: none"><li>Host Third (Robust) Community Advocate Forum with Operational Details</li><li>Ramp Up Phase II Outreach</li></ul>
By 3/31	<ul style="list-style-type: none"><li>Brief Press with Community Partners (Tentative)</li><li>Mobile App Promotion (Soft Launch)</li></ul>
	<ul style="list-style-type: none"><li>Notice 1 Release (Tentative)</li><li>Media Campaign (Soft Launch)</li></ul>
By 4/7	<ul style="list-style-type: none"><li>Host Fourth Community Advocate Forum</li><li>Begin Client Service Supports with Identified Partners</li></ul>

# Additional Spotlights and Resources In Development

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## Upcoming Spotlight:

- **Facebook Live – Tonight 2/8 with Tina Pedersen at R.A.M.P.**

## Partner Resources In Development and/or Approvals:

- **Information Packet – Including Multi-Lingual Flyers on Medicaid Renewals**
- **Partner Onboarding Materials – Including 101 Deck, Maps, etc.**
- **Frequently Asked Question Updates**
- **What To Do Factsheet for Notice 1 and Future Notices**



# Reminder: Please Follow and Share Social Media Posts

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Please follow and share messaging from EOHHS, DHS and HSRI:

**Facebook:**

**RIEOHHS, RhodeIslandDHS or HealthSourceRI**

**Twitter:**

**@RIEOHHS, @RIHumanServices, or @ HealthSourceRI**

# Wrap-Up

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# Forum Feedback is Continuously Welcomed

Let us know how we did and if you have specific ideas on outreach efforts that could be employed by completing the survey below:



[Medicaid Renewal Community Forum Feedback Survey](#)

**THANK YOU!**



Voice – Choice – Equity

**RHODE  
ISLAND**