

# COVID-19 Public Health Emergency Unwind Meeting

County & Eligibility Partners  
*September 28, 2023*



# Today's Agenda

1. Federal Guidance on Individual Ex Parte
2. LTC Outreach and Escalations
3. **Reminder:** Case Complete Y/N
4. Let's Hear From You!



# Federal Guidance on Individual Ex Parte

# Individual Ex Parte

- **Federal guidance:** CMS is requiring states to perform ex parte reviews on an individual basis, meaning each person in the household is reviewed and approved separately at ex parte.
- **Temporary extension:** We extended September and October renewals for all Medical Assistance renewals until we implement a short-term fix. We used the case complete Y/N to mitigate renewals from terminating due to no packet received

**CBMS Communication:** Temporary Extension for All Members Up for Renewal (CBMS 2834\_09052023)

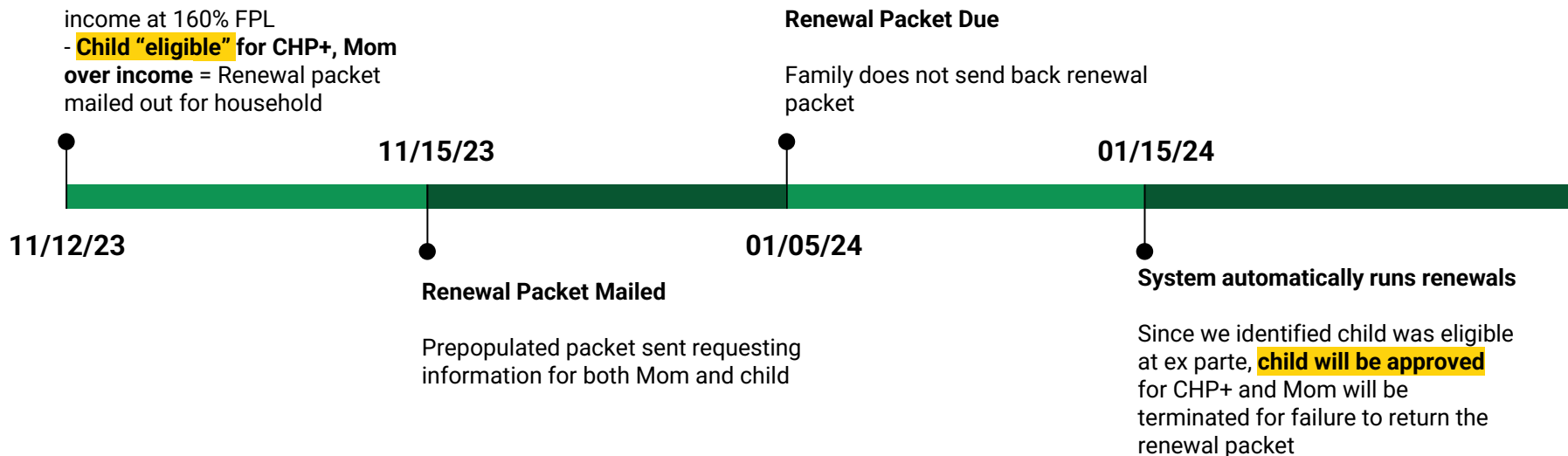
# Individual Ex Parte

- **Short-term fix:** We are implementing a change mid-October to identify individuals eligible at ex parte and approve them IF a renewal packet is not returned.
  - If a packet is returned, appropriate eligibility determination is made at individual level
  - This is an expedited project and additional communications and training guidance is forthcoming
- **Reinstatement:** We must retroactively identify individuals who should have been approved but terminated for failure to return the renewal packet. We must reopen back to renewal date without a gap in coverage.
  - We are actively working to identify these individuals and are targeting this for the end of October/early November. Additional information forthcoming.

# Short-term Ex Parte Example

## Ex Parte for January 2024 Renewals

- Mom and child
- Income interface received and income at 160% FPL
- **Child "eligible" for CHP+, Mom over income** = Renewal packet mailed out for household



# Questions?



# LTC Outreach



# LTC & Buy-In Renewal Extension

RRR/Renewal **60 calendar Day Extension** to assist vulnerable populations whose renewal has not been returned and/or entered into CBMS

- Federal authority already exists and consensus received from CMS
- Requires extensive outreach for this population during this extension
  - Outreach to start mid-October 2023
- Extension started with September 2023 renewals
- System functionality implemented on **September 5th**
  - Eligibility sites already familiar with this functionality

# Long-Term Care Extension

- Beginning mid-October, outreach by HCPF Member Contact Center (MCC) to LTC members who received an extension to complete their renewals
- Referrals (via existing escalation process) to Counties for members who request assistance completing renewal packets and verifications
- Additional support available from two Eligibility Application Partner (EAP) sites
- This will last the duration of PHE Unwind period

# Guidance and Training Materials

Please review the web-based training (WBT) titled General Eligibility Medical Assistance and the Process Manual titled Entering a Good Faith Extension for DRA as it applies in regards to Good Faith Extensions.

The below training materials contain policy guidance and CBMS data entry for Good Faith Extensions:

- General Eligibility Medical Assistance WBT
- Entering a Good Faith Extension for DRA Process Manual

**NOTE:** Although these materials point to citizenship and identity, the extension can be used for all verifications.

**Reminder: Case complete  
Y/N**

# Case extensions and Case Complete Y/N

## REMINDERS

- Please do not change case complete back to “Y” if the renewal packet for medical assistance has not been received yet
- If the worker receives the verifications but hasn't received the renewal packet the worker should outreach to the member to help complete the renewal process
  - Reminder a worker can capture and record a member's signature for that renewal over the phone

**CBMS Communication:** HCPF - Temporary Renewal Extension & Eligibility Site Initiated MA Terminations (CBMS 2843\_09132023)

# Let's Hear From You!

# Questions?

