

COVID-19 Unwinding Update



ALABAMA MEDICAID AGENCY

FEBRUARY 7, 2023

Attention!

Please keep your devices MUTED!

Online Attendees:

- Please type your name in the chat box to record your attendance.
- Use the chat box to type in questions any time during the presentation.
 - Questions will be answered at the end of the webinar.

Meeting Agenda

Welcome (Stephanie Azar, Commissioner of Alabama Medicaid)

- Opening Remarks
- Changes to Unwinding and the PHE

Communications (Melanie Cleveland, Communications Director)

- Recent updates to the Communications Toolkit
- Resources for providers and partners

Eligibility Processes (Gretel Felton, Deputy Commissioner)

- Update to the Unwinding Approach
- CMS Reporting requirements of the Agency

Application Assister Training (Marie Dean, Assoc. Director of Training)

Questions and Answers

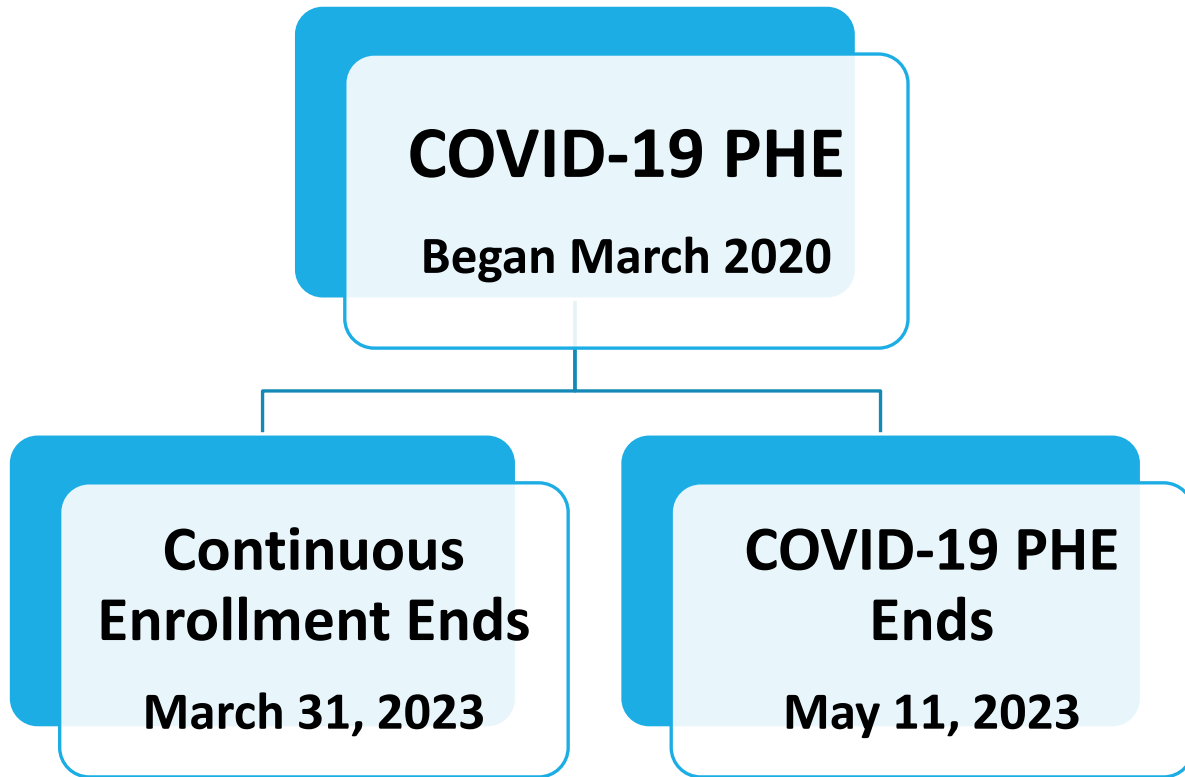
COVID-19 PHE – Where We Started

March 13, 2020 - National COVID-19 public health emergency (PHE) began

Recipients maintained Medicaid coverage during the PHE and were only removed if they requested to be taken off, were deceased, or moved out of state

Recipients had allowances such as no copays, no referral requirements, telemedicine visits, and other changes

What is Changing?



- Congress enacted the **Consolidated Appropriations Act (CAA)** in December 2022
- Decouples the Medicaid continuous coverage requirement from the end of the PHE and provides a new statutory end date of March 31, 2023
- Medicaid starts terminations on/after April 1, 2023
- Most recipients will maintain their normal renewal month
- Phase down of increased FMAP through unwinding
- New CMS reporting requirements for Alabama Medicaid

Continuous Enrollment

Related to eligibility

- Renewal form mailed annually
- If mailed renewal notice is returned undeliverable, Agency is required to use two modalities (text, email, or phone)

Public Health Emergency

Related to services such as:

- Telemedicine
- Copayments
- Referral Requirements
- Signature Requirements (prescriptions)

*Note: This is not a complete list of services.

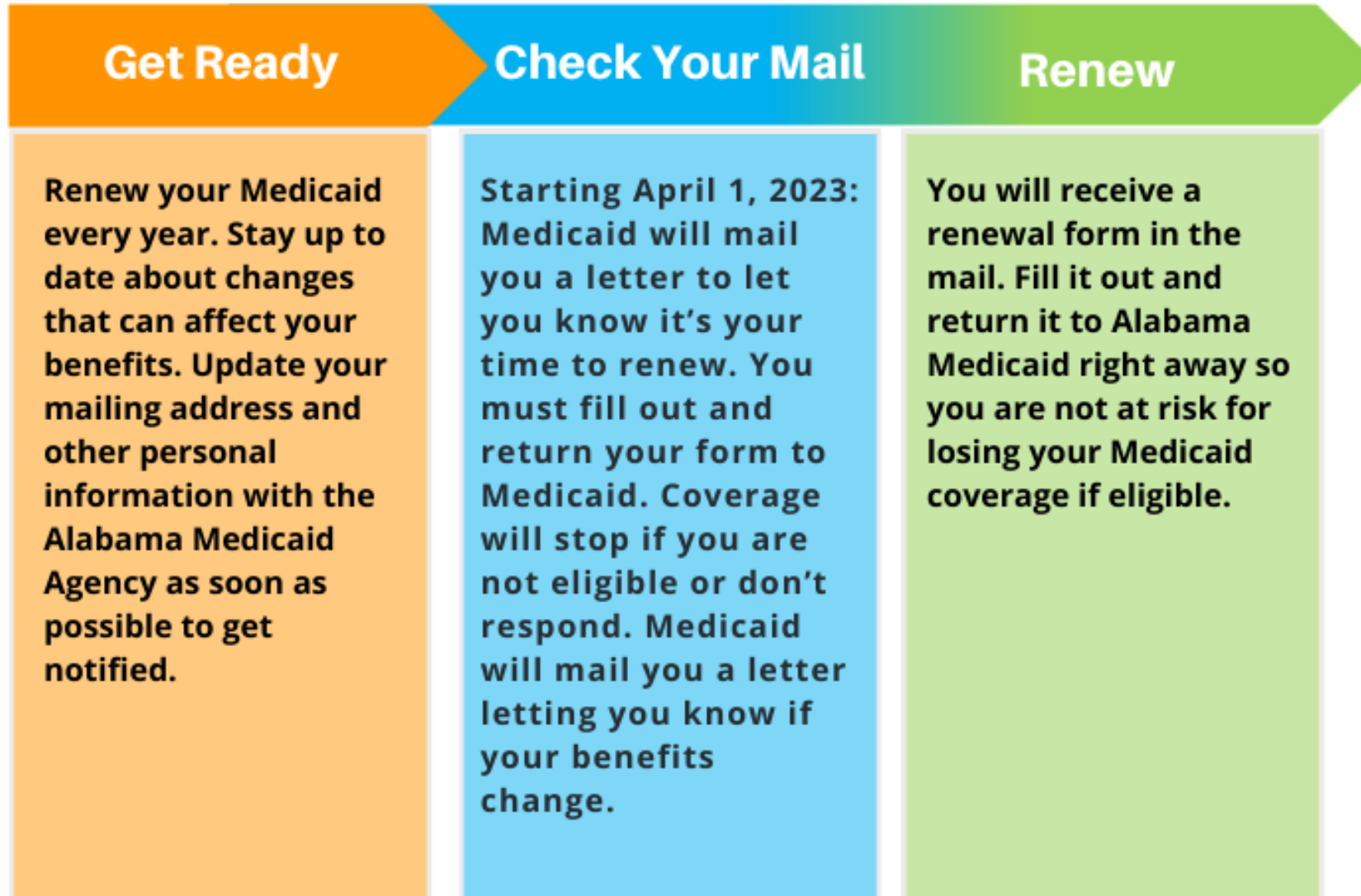
March 13, 2020	National COVID-19 public health emergency (PHE) began
March 31, 2023	Continuous enrollment condition ends
April 1, 2023	States may begin terminating Medicaid for individuals no longer eligible
May 11, 2023	COVID-19 PHE end date announced by the Biden administration

Key Dates to Remember

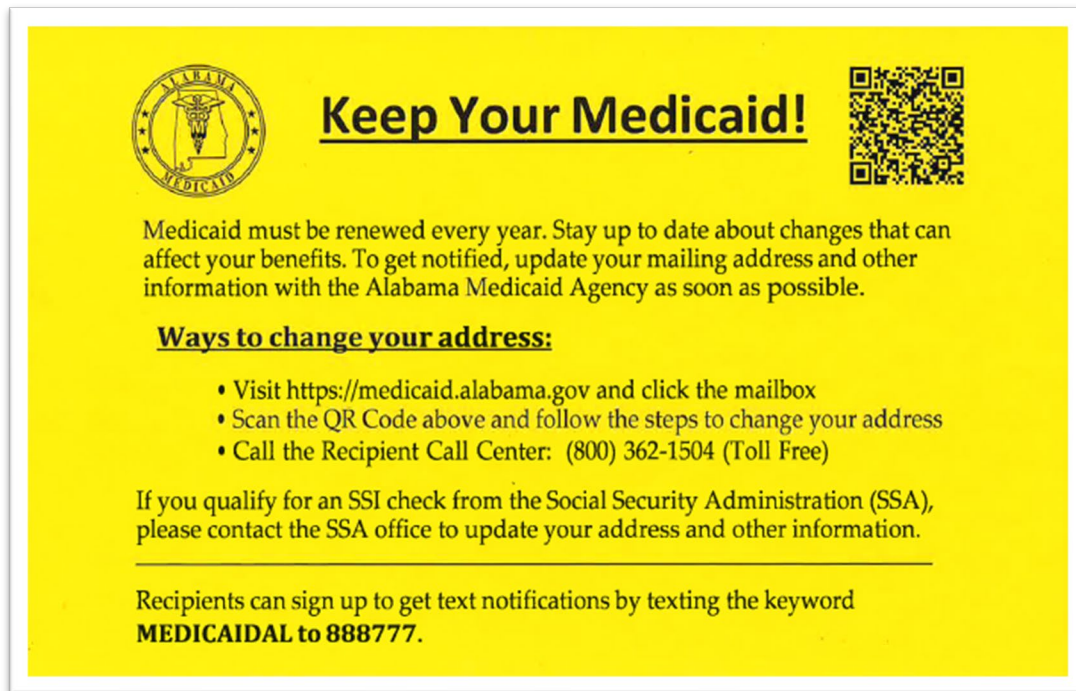


Agency Messaging for Recipients

Agency Messaging for Recipients



Yellow Postcard Campaign



- Yellow postcards include directions for recipients to update their addresses with the Agency
- Postcards delivered to provider offices and pharmacies through academic detailers
- Medicaid recipients can scan the QR code to take the information with them
- Postcards are available today or you can email webwork@medicaid.alabama.gov to request them

Alabama Medicaid Agency's Recipient Change Report Form

Name _____ SSN/Medicaid # _____
 Address _____ Home Phone _____
 City/County/State/Zip _____ Other Phone _____
 Is this a new address? Yes No If Yes, Date Moved _____

Check the items that you have changes for. (There are more items listed on the back of this form.)

NOTE: Your signature is required on the back of this form.

Marital Status Changes. Date of change _____
 New marital status: Married Divorced Separated Widowed
 If you checked Married, please complete the following:
 Name of Spouse _____
 Spouse's SSN _____ Spouse's DOB _____
 Spouse's Address _____
 City, State, Zip _____ Phone _____

Sponsor Address and Phone Changes. Date of change _____
 New Sponsor Address _____
 City, State, Zip _____ Phone _____

NOTE: To change your sponsor to another person, you will need to complete a Form 202 and mail to your caseworker or call 1-800-362-1504 to request a Form 202 be mailed to you.

Family Changes. Date of change _____
 I Had a Baby. Baby's Name is _____ Male Female
 Baby's SSN _____
 Baby was Born on _____ (date) in _____ (city/state/zip)
 Someone in My Household is Having a Baby. Her Name is _____
 Date Baby is Due _____ Number of Babies in Pregnancy _____
 Person(s) Moved Into My Home. Date of change _____

Name	Relationship to You	Income	Date of Birth	SSN	Receiving SSI, Yes/No

Person(s) Moved Out of My Home. Date of change _____

Name	Relationship to You	Income	Date of Birth	SSN	Receiving SSI, Yes/No

Form 295: Recipient Change Report Form

Website Pathway:

- www.Medicaid.Alabama.gov
- Select the “Recipients” tab
- Select “Forms for Medicaid Applicants and Recipients” from the dropdown
- Scroll down to the 2nd section of forms
- Select “Form 295” in either English or Spanish

Medicaid providers and partners can print copies of this form at any time for a recipient to assist them with making changes to their information.

Recipient Notice

Going out NOW in the mail to households

Informing recipients that if found ineligible at the time of their renewal, they will be terminated

They will receive a letter regarding benefit changes

They must renew their coverage when they get forms in the mail (normal renewal time for most)

If they no longer qualify for Medicaid, there are other resources outside of Medicaid



Medicaid Recipients! Keep Your Medicaid



Step 1: Update Your Address

- Renew your Medicaid every year. Stay up to date about changes that can affect your benefits. Update your mailing address and other personal information with the Alabama Medicaid Agency as soon as possible to get notified.

Step 2: Check Your Mail



Starting April 1, 2023:

- Medicaid will mail you a letter to let you know it's your time to renew.
- You must fill out and return your form to Medicaid.
- Medicaid coverage will stop if you are not eligible or don't respond.
- Medicaid will mail you a letter letting you know if your benefits change.

Step 3: Complete Renewal Form



- If you were not automatically renewed, you will receive a renewal form in the mail. Fill it out and return it to Alabama Medicaid right away so you are not at risk for losing coverage if eligible.



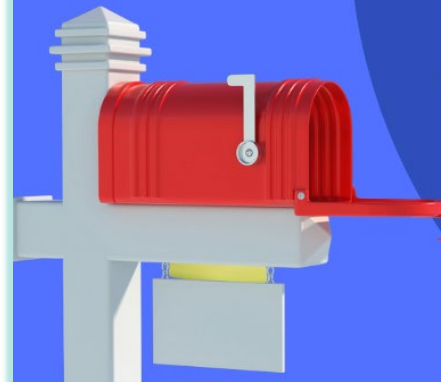
Alabama Medicaid Agency

For more information visit:
www.medicaid.alabama.gov
and click the gray mailbox, or
Call the Recipient Call Center:
1-800-362-1504

Check Your Mail!

Starting April 1, 2023:

- Medicaid will mail you a letter to let you know it's your time to renew.
- Fill it out and return your form to Medicaid.
- Coverage will stop if you are not eligible or don't respond.
- Medicaid will mail you a letter letting you know if your benefits change.



www.Medicaid.Alabama.gov
Recipient Call Center: 1-800-362-1504

Provider Resources

**Agency website
navigation path:**

www.Medicaid.Alabama.gov

“Providers” tab

Select “COVID-19 Information for Providers”
from the dropdown menu

Direct Link:

https://medicaid.alabama.gov/content/7.0_Providers/7.11_COVID-19_Vaccine_Providers.aspx

**This page
includes:**

Recording of today’s Provider/Partner
meeting

Communications Toolkit (Phase 2)

Recipient Flyer

Social Media Post

Tip Sheet for Providers and Partners (how to
assist a recipient who has lost Medicaid
coverage)

Attention

Alabama Medicaid Partners!

3 Tips to Help Someone Who Lost Medicaid Coverage



1: Ask if they updated their contact information.

- Medicaid recipients have several ways to update their addresses, phone numbers, and other information. Visit www.Medicaid.Alabama.gov and click on the gray mailbox to find out more information.

2: Ask if they got a letter about their coverage from Medicaid.

Starting April 1, 2023:

- Medicaid will mail renewal letters to let recipients know when to renew their coverage. Note: Most letters should arrive at their normal renewal time.
- They must complete and return their renewal form to Medicaid.
- Medicaid coverage will stop if they are not eligible or don't respond.
- There may be other programs within Medicaid for which they are qualified. Encourage them to apply online at www.Medicaid.Alabama.gov.
- Medicaid will mail a letter if their benefits change.

3: Tell them about other health coverage options if they no longer qualify for Medicaid.



- People who lose Medicaid may be able to get coverage through the Federal Marketplace (www.HealthCare.gov). If someone loses Medicaid coverage, they have a limited time to apply and enroll in a plan.
- Other resources include Federally Qualified Health Centers (FQHCs) and other free or reduced-cost clinics. Visit www.Medicaid.Alabama.gov for more information.



Alabama Medicaid Agency

For more information visit:
www.Medicaid.Alabama.gov
and click "Providers" tab, then
"COVID-19 Information for Providers"

3 Tips to Help Someone Who Lost Medicaid Coverage

1: Ask if they updated their contact information.

2: Ask if they got a letter about their coverage from Medicaid.

3: Tell them about other health coverage options if they no longer qualify for Medicaid.

End to Continuous Enrollment and PHE Announced

Continuous enrollment for Alabama Medicaid recipients will end April 1, 2023!

Medicaid is preparing now for the end of continuous enrollment conditions originally associated with the COVID-19 public health emergency (PHE). Provisions in the Consolidated Appropriations Act, 2023 (CAA) included significant changes to the continuous enrollment condition outlined in the Families First Coronavirus Response Act (FFCRA). These changes take effect April 1, 2023.

Under the CAA, expiration of the continuous enrollment condition and receipt of the temporary FMAP increase will no longer be linked to the end of the PHE.

Timeline:

March 31, 2023	The continuous enrollment condition will end
April 1, 2023	States may terminate Medicaid enrollment for individuals no longer eligible.
May 11, 2023	COVID-19 PHE end date announced by the Biden administration

Medicaid partners can assist in relaying a consistent and simple message to the Medicaid recipients by sharing key messages from the Agency in your newsletters, social media posts, and other means of communication. To learn more, please visit: https://medicaid.alabama.gov/content/7.0_Providers/7.11_COVID-19_Vaccine_Providers.aspx.

Please join us for a meeting for Medicaid providers and partners to provide details on this update and to allow for questions.

COVID-19 Update and New Recipient Messaging

Tuesday, February 7, 2023

1:30 p.m. CST

Attendance: In-person or Virtual

Click here for meeting details:

https://medicaid.alabama.gov/documents/7.0_Providers/7.11_COVID-19_Information_For_Providers/7.11_Providers_Meeting_2-7-23.pdf

Drop-in article
for your
publications

Finding Face-to-Face Help for Recipients

Medicaid Office Locations:

https://medicaid.alabama.gov/content/10.0_Contact/10.1_Medicaid_Contacts/10.1.1_Medicaid_Locations.aspx

Medicaid District Offices are set up to receive and process the following types of applications:

- [Applications for Elderly and Disabled Programs](#)
- [Applications for Nursing Home Care](#)
- [Applications for Programs That Help Pay Medicare Premiums](#)

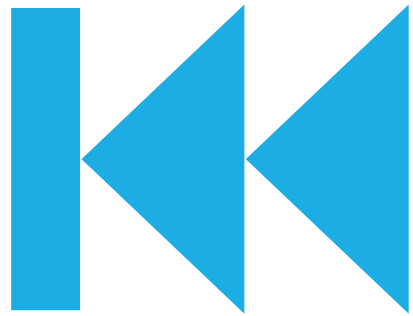
More than 100 outstationed workers are located at public health departments, FQHCs and hospitals. Some District Offices also house Family Certification workers who process Medicaid applications for:

- [Pregnant Women](#)
- [Children](#)
- [Parents and Other Caretakers](#)
- [Plan First Family Planning Program](#)

Goal:

To help all eligible Medicaid recipients who qualify for Medicaid to keep their coverage and to avoid any unnecessary loss of coverage





Unwinding Plan for Eligibility Processes

Alabama Medicaid Unwinding Approach

Hybrid approach:

- Processing most renewals by current renewal month
- Transitioning individuals to a different eligibility group, if possible
- Prioritizing renewals for individuals likely to be ineligible, if possible

- Continuing to hire extra staff to assist with processing applications and renewals
- Only merit employees can determine eligibility



Training for Application Assisters

Medicaid Application Assister Certification enables a person to:

- Assist the recipient in completing the online Medicaid application
- Receive eligibility results in real time after submitting the online application

Agency Training Requirements:

- Attend 1-hour webinar
- Complete Security Agreement form
- Receive a Certificate of Completion
- Attend further training to certify other individuals to become Medicaid Application Assisters

Sign Up for Training:

- Contact Marie Dean, Associate Director of Training
- Email Marie.Dean@medicaid.alabama.gov
- Call (334) 242-1797



Questions?
