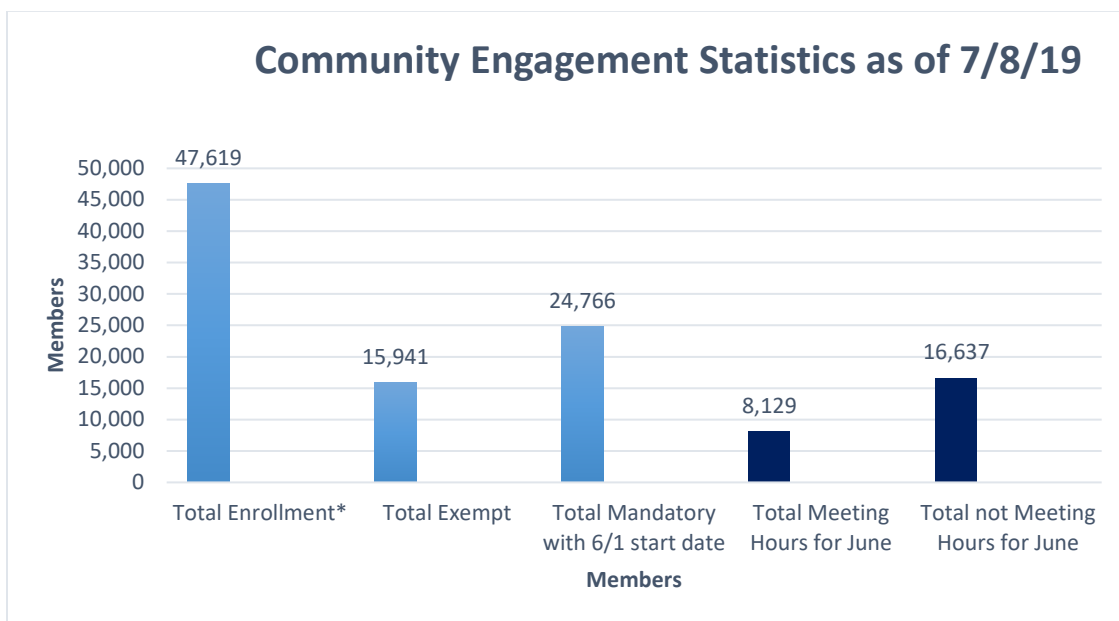


DHHS Community Engagement Report: June 2019

Community Engagement Data as of July 8, 2019

- Total Granite Advantage Health Care Program (GA) enrollment for June regardless of Community Engagement start date: 47,619*
- Total number of exemptions regardless of start date: 15,941 (33% of total)
- Total mandatory with a June 1 start date: 24,766 (52% of total enrollment population)
- Total meeting the hours requirement with a June 1st start date: 8,129 (33% of the June 1st mandatory population)
- Total not meeting the hours requirement with June 1st start date: 16,637 (67% of the June 1st mandatory population)



*This enrollment number does not include those beneficiaries who are in the advance notice period for their case closing due to any reason.

Outreach efforts

DHHS has undertaken significant outreach efforts to educate Granite Advantage members, providers and other stakeholders about the Community Engagement requirement. Efforts have included multiple notices and letters mailed to members and numerous text and e-mail notifications to members. DHHS also engaged in a call campaign to members where over 50,000 calls were made, however less than 10% of those called answered their phone; and only 10% of that number were able to provide identifying information that enabled the Department to discuss personal health information.

Radio advertisements about the Community Engagement requirement ran for 8 weeks over 98 radio stations intended to drive Granite Advantage members to the 11 district offices for individual counselling on community engagement. In addition, DHHS held 11 public forums November 2018-March 2019 across the state and close to 50 targeted information sessions to providers, agencies, MCOs

and other stakeholder organizations this year. These targeted information sessions are on-going and will continue throughout the summer.

The most recent outreach efforts since the end of June include a door-to-door campaign where NH State staff visit have visited over 1,500 members' homes from whom we have received no information to assist them with the forms; in approximately 12% of the visits an in person contact was made. Also, DHHS is engaging with hospitals across the state to hold Community Engagement Open Houses for GA members to meet with DHHS representatives.