

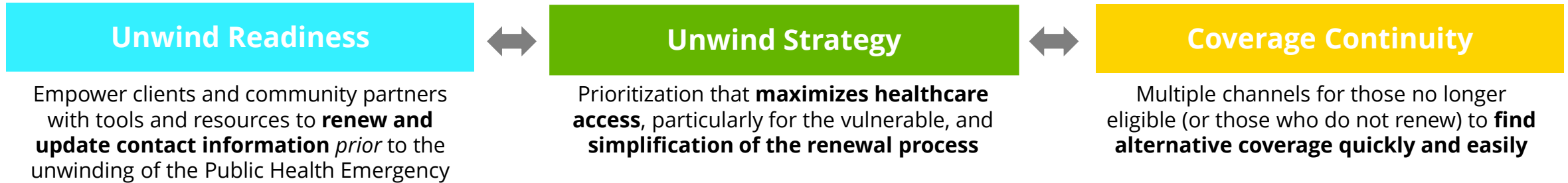
New Hampshire Department of
HEALTH & HUMAN SERVICES

DHHS Continuous Enrollment
CMS/NH Unwinding Planning Discussion
March 2024 Report



DHHS's Approach to the Continuous Enrollment Unwinding

New Hampshire DHHS has prioritized a community-based approach to maximize healthcare continuity; helping eligible Medicaid recipients retain coverage and helping others identify an affordable health insurance option for themselves and their families.



Multi-Channel Outreach

- **Called and encouraged 40K households** to renew – targeted those with children and disabilities, the elderly and frail, and those with high healthcare utilization
- **Contacted 25K households** via text, email and phone to update their contact information
- **Sent over 120K “pink notices”** via mail, e-mail and text encouraging clients to renew. This increased renewal rates by ~30% and reduced the volume of future renewals



Community Engagement

- Proactively and iteratively sharing with providers lists of those with overdue renewals and those no longer eligible
- Enabling providers, guardians and other co-pilots access to NH Easy so they can view eligibility due dates and offer assistance
- Coordinating outreach via MCO's and navigators
- Conducting numerous community outreach forms



Risk-Based Strategy and Safeguards

- Prioritizing – at the outset – those clients more likely to have healthcare choices and less vulnerabilities
- Maximizing passive renewal, online renewals, and other enablers
- Providing ~60 days for renewal, giving families added time beyond 30 days
- Nudging clients to renew via notices, text, e-mail and calls
- Using multiple modality outreach for those who had lost contact with DHHS
- Advanced analytics to monitor outcomes and outliers throughout the unwind period



Post-Closure Outreach

- Identification/follow up for potentially vulnerable clients
- Adding procedural denial for over income to FFM referral
- Navigator outreach and support, including advertisements and in person community events
- Informing providers and MCO's of outcomes via NH EASY/interfaces
- Paths back for those who don't renew, including NH EASY reapply without starting over
- Retroactive reopen within 120 days with no gap in coverage (new)

DHHS's Protected Population Unwind Sequence Explainer

DHHS's unwind strategy "frontloaded" Medicaid renewals for those more likely to be ineligible and those who had not recently consumed healthcare with general sequencing as follows:

- Pending ineligible individuals who would have previously closed if not for the PHE protections (e.g., reported change or over income)
- Individuals who have lost contact with DHHS prioritizing those who had also not recently used healthcare
- Individuals who had both not completed their last renewal as scheduled and data indicated they were more likely to be financially ineligible
- Individuals who had both not completed their last renewal as scheduled and data indicated they were more likely to be categorically ineligible (e.g., aged out)
- Granite Advantage (Expanded Medicaid) households with adults only
- Households with children
- Vulnerable populations (e.g., nursing home, Home and Community Based Services (HCBS), disabled)

In addition, throughout the unwind protected individuals closed prospectively ahead of their scheduled renewal because they contacted DHHS or their MCO providing notification they moved out of State, no longer require Medicaid, or the individual is deceased.

State	Total Due for renewal in December	Among the total number of Medicaid/CHIP Beneficiaries Due for Renewal in Jan. 2024 (Preliminary Numbers)							
		Number Renewed in Medicaid/CHIP	Percent Renewed in Medicaid / CHIP	Percent Renewed on an Ex Parte Basis	Number Terminated from Medicaid / CHIP	Percent Terminated from Medicaid / CHIP	Percent Terminated for a Procedural Reason	Number Renewals Pending at the End of the Month	Percent Pending at the End of the Month
NH	8,924	8,109	90.9%	81.0%	518	5.8%	4.5%	297	3.3%
MA	138,528	84,051	60.7%	33.0%	54,423	39.3%	28.0%	54	0.0%
ME	36,359	16,238	44.7%	25.0%	867	2.4%	0.2%	19,254	53.0%
VT	12,870	9,296	72.2%	61.0%	2,016	15.7%	12.6%	1,558	12.1%
CT	88,704	67,529	76.1%	69.0%	11,660	13.1%	9.1%	9,515	10.7%
RI	42,887	29,013	67.6%	61.0%	9,149	21.3%	18.4%	4,725	11.0%
All States	6,230,825	3,912,162	62.8%	46.0%	1,151,449	18.5%	12.4%	1,167,214	18.7%

* New Hampshire exceeds national averages in percent retaining coverage, ex parte rate, percent terminated for a procedural reason (8% lower than national average), and percent pending at end of month (15% lower than national average)

** NH's ex parte rate 4th in nation at 81% and only 2 points behind for the nations leader, Arkansas

**** NH's closure rate was the 9th lowest in the nation for January

**** NH was 11th for application completion % by end of month at 97% processed. Note: A few States in the top 10 had 0%

Link to all state CMS data: [Monthly Data Reports | Medicaid](#)

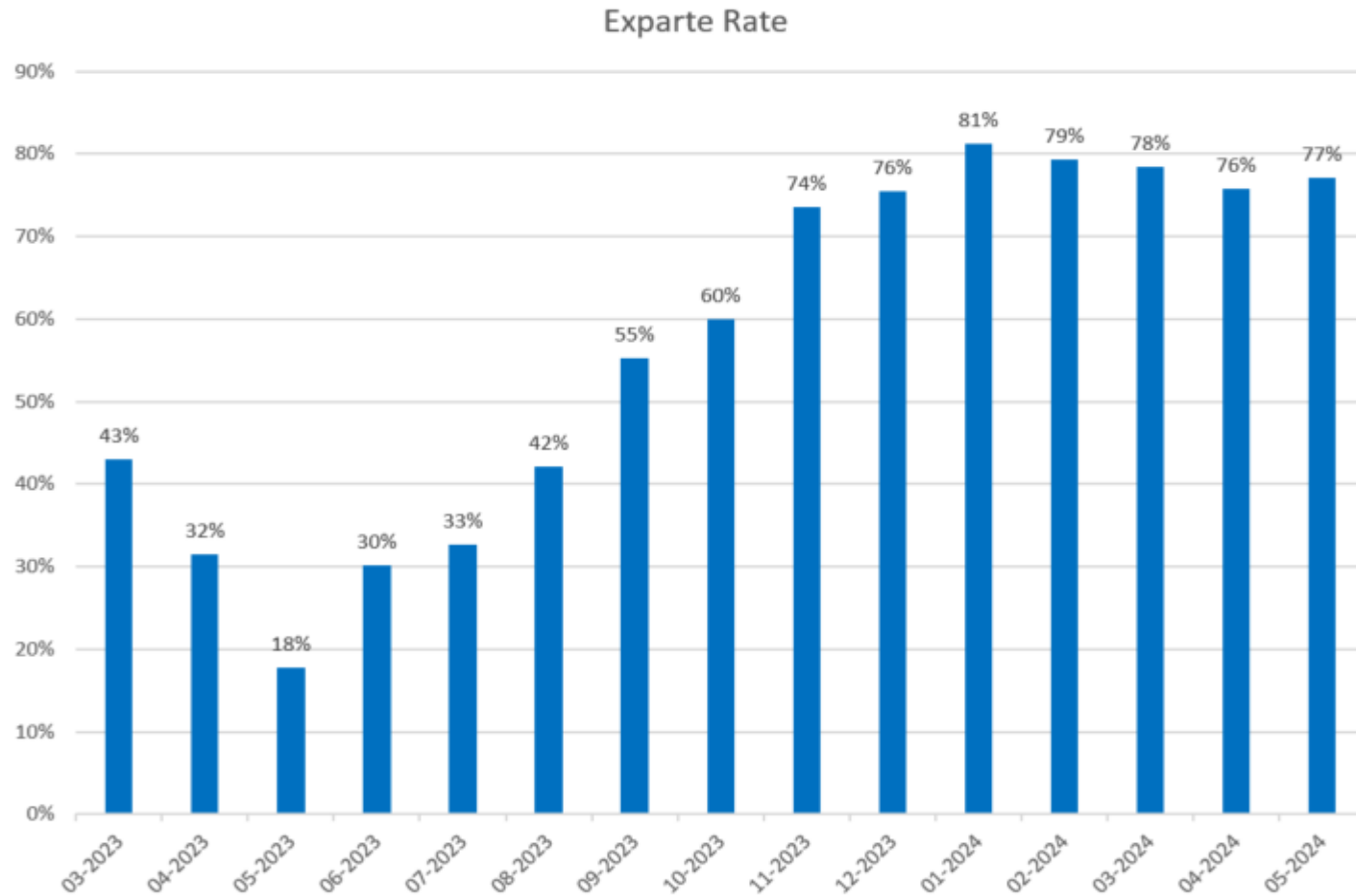
State	Total Due for renewal in December	Among the total number of Medicaid/CHIP Beneficiaries Due for Renewal in December 2023							
		Number Renewed in Medicaid/CHIP	Percent Renewed in Medicaid / CHIP	Percent Renewed on an Ex Parte Basis	Number Terminated from Medicaid / CHIP	Percent Terminated from Medicaid / CHIP	Percent Terminated for a Procedural Reason	Number Renewals Pending at the End of the Month	Percent Pending at the End of the Month
NH	12,274	10,273	83.7%	75.5%	1,406	11.5%	9.1%	595	4.8%
MA	94,780	58,551	61.8%	44.7%	20,085	21.2%	14.0%	16,144	17.0%
ME	36,945	16,096	43.6%	24.2%	827	2.2%	0.2%	20,022	54.2%
VT	11,830	8,474	71.6%	61.2%	1,788	15.1%	12.1%	1,568	13.3%
CT	104,702	81,677	78.0%	68.1%	15,647	14.9%	10.8%	7,378	7.0%
RI	17,908	10,098	56.4%	52.1%	5,564	31.1%	27.5%	2,246	12.5%
All States	7,089,277	4,419,515	62.3%	47.3%	1,340,131	18.9%	13.0%	1,329,631	18.8%

* New Hampshire exceeds national averages in percent retaining coverage, ex parte rate, percent terminated for a procedural reason (4% lower than national average), and percent pending at end of month (14% lower than national average)

Link to all state CMS data: [Medicaid and CHIP National Summary of Renewal Outcomes – December 2023 and National Summary to Date](#)

Ex-parte Rate by Month






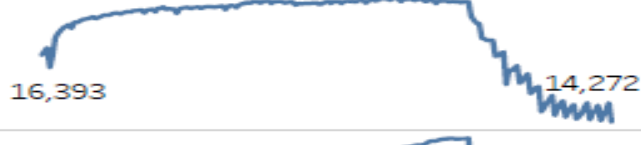


The chart below illustrates the ex-parte rates for the total population from March 2023 through May 2024. The increases in ex-parte rates reflect the adoption of new options and policy clarifications provided by CMS. The ex parte rate is also influenced by the unwind renewal sequencing which began with individuals more likely to be ineligible and therefore not candidates for ex parte.



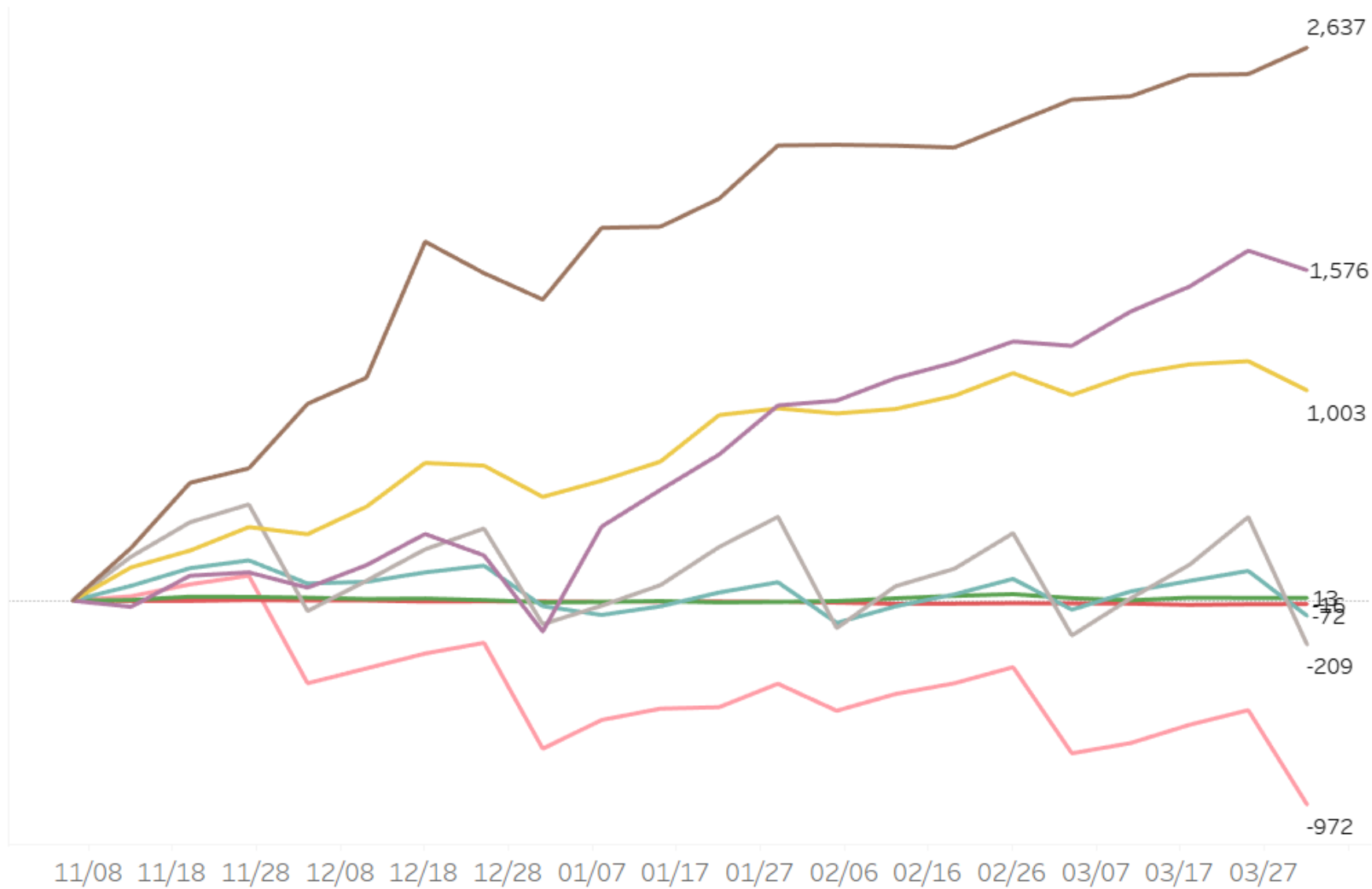
NH DHHS Weekly Medicaid Enrollment Dashboard

Period	Granite Adv	Standard	Total
3/16/2020 to 4/1/2024	59,458 ^{+15.8%} 8,093	123,295 ^{-2.2%} -2,760	182,753 ^{+3.0%} 5,333

Point in Time Trend

		% Δ	# Δ	Δ 3/28
Adult Expansion - GAHCP	 51,365 → 59,458	15.8%	8,093	-37,057
Foster Care & Adoption Subsidy	 2,521 → 2,863	13.6%	342	-391
Elderly & Elderly With Disabilities	 9,112 → 8,970	-1.6%	-142	-1,931
Children With Disabilities	 1,277 → 1,044	-18.2%	-233	-99
Other Non-Disabled Adults	 12,790 → 11,970	-6.4%	-820	-9,329
Adults With Disabilities	 16,393 → 14,272	-12.9%	-2,121	-3,828
Low-Income Children - CHIP & Low-Income Children - Non-CHIP	 83,962 → 84,176	0.3%	214	-15,969
Grand Total	 177,420 → 182,753	3.0%	5,333	-68,604

Point in Time Change, 11/06 to 04/01



Eligibility Group

- Adult Expansion - GAHCP
- Low-Income Children - Non-CHIP
- Low-Income Children - CHIP
- Adults With Disabilities
- Elderly & Elderly With Disabilities
- Foster Care & Adoption Subsidy
- Children With Disabilities
- Low-Income Non-Disabled Adults

CMS Reporting and Closure Reasons - Cumulative

The table below shows the renewal rates* and outcomes for the protected and non-protected populations from March 2023 through March 2024 in aggregate.

Highlights:

- The outcome variance between the protected and non-protected is consistent with forecasts due to the front-loading of protected individuals less likely to be eligible
- Given the composition of the protected group (e.g., over income/categorically ineligible) the higher FFM referral rate was anticipated
- Re-openings are occurring at a meaningful rate with ~15% of March closures reopening illustrating the trend over 90 days
- Households that fail to renew have varying circumstances, such as:
 - No longer require or desire Medicaid (e.g., self-employed over income, those who already have commercial healthcare, etc.)
 - Circumstances that have changed (e.g., they moved out of state, passed away, etc.)
 - May be eligible if they renew (many administrative closures subsequently reapply for benefits)

Renewal Metrics	Grand Total					
	Grand Total (CMS)		Protected		Non-Protected	
	Count	Percent	Count	Percent	Count	Percent
Total Renewals Due	195,693	100%	61,759	100%	133,934	100%
In Progress	575	0.3%	37	0.1%	538	0.4%
Renewals with Outcomes	195,118	99.7%	61,722	99.9%	133,396	99.6%
Retained MA (Successful renewal)	127,767	65.5%	18,445	29.9%	109,322	82.0%
Total Closures (all reasons)	67,351	34.5%	43,277	70.1%	24,074	18.0%
Not Referred to FFM	42,879	63.7%	26,590	61.4%	16,289	67.7%
Referred to FFM	24,472	36.3%	16,687	38.6%	7,785	32.3%
Procedural (Pilot)	11,102	16.5%	9,503	22.0%	1,599	6.6%
Non-Procedural	13,370	19.9%	7,184	16.6%	6,186	25.7%
Total Closure by Reasons	67,351	100%	43,277	100%	24,074	100%
Income	19,123	28.4%	14,180	32.8%	4,943	20.5%
Failed to Rede	32,380	48.1%	20,730	47.9%	11,650	48.4%
Categorically Ineligible	4,895	7.3%	3,692	8.5%	1,203	5.0%
Not Requesting/Living Arrangement	4,379	6.5%	2,625	6.1%	1,754	7.3%
Failed to Verify/Comply	1,872	2.8%	819	1.9%	1,053	4.4%
Does Not Meet Program Requirement	2,086	3.1%	612	1.4%	1,474	6.1%
Other	2,616	3.9%	619	1.4%	1,997	8.3%

* This table does not include outcomes for individuals who reported a changes in circumstance outside of the renewal period.

CMS Reporting and Closure Reasons - March

	Mar-2024					
	Grand Total (CMS)		Protected		Non-Protected	
	Count	Percent	Count	Percent	Count	Percent
March Renewals						
Total Renewals Due	10,738	100%	29	100%	10,709	100%
In Progress	93	0.9%	3	10.3%	90	0.8%
Renewals with Outcomes	10,645	99.1%	26	89.7%	10,619	99%
Retained MA	9,750	91.6%	23	88.5%	9,727	91.6%
Total Closures by outcome	895	8.4%	3	11.5%	892	8.4%
Not Referred to FFM	716	80.0%	1	33.3%	715	80.2%
Referred to FFM	179	20.0%	2	66.7%	177	19.8%
Procedural	10	1.1%	0	0.0%	10	1.1%
Non-Procedural	169	18.9%	2	66.7%	167	18.7%
Total Closure by Reasons	895	100%	3	100%	892	100%
Income	119	13.3%	1	33.3%	118	13.2%
Failed to Rede	460	51.4%	0	0.0%	460	51.6%
Categorically Ineligible	22	2.5%	1	33.3%	21	2.4%
Not Requesting/Living Arrangement	44	4.9%	0	0.0%	44	4.9%
Failed to Verify/Comply	19	2.1%	0	0.0%	19	2.1%
Does Not Meet Program Requirements	32	3.6%	0	0.0%	32	3.6%
Other	199	22.2%	1	33.3%	198	22.2%

* This table does not include outcomes for individuals who reported a changes in circumstance outside of the renewal period.

**Closure by reason percentages are for the closed individuals only (% of closure reasons), not the percent of renewals that close per month which is reflected in Total Closures by outcome row.

CMS Reporting and Closure Reasons - February

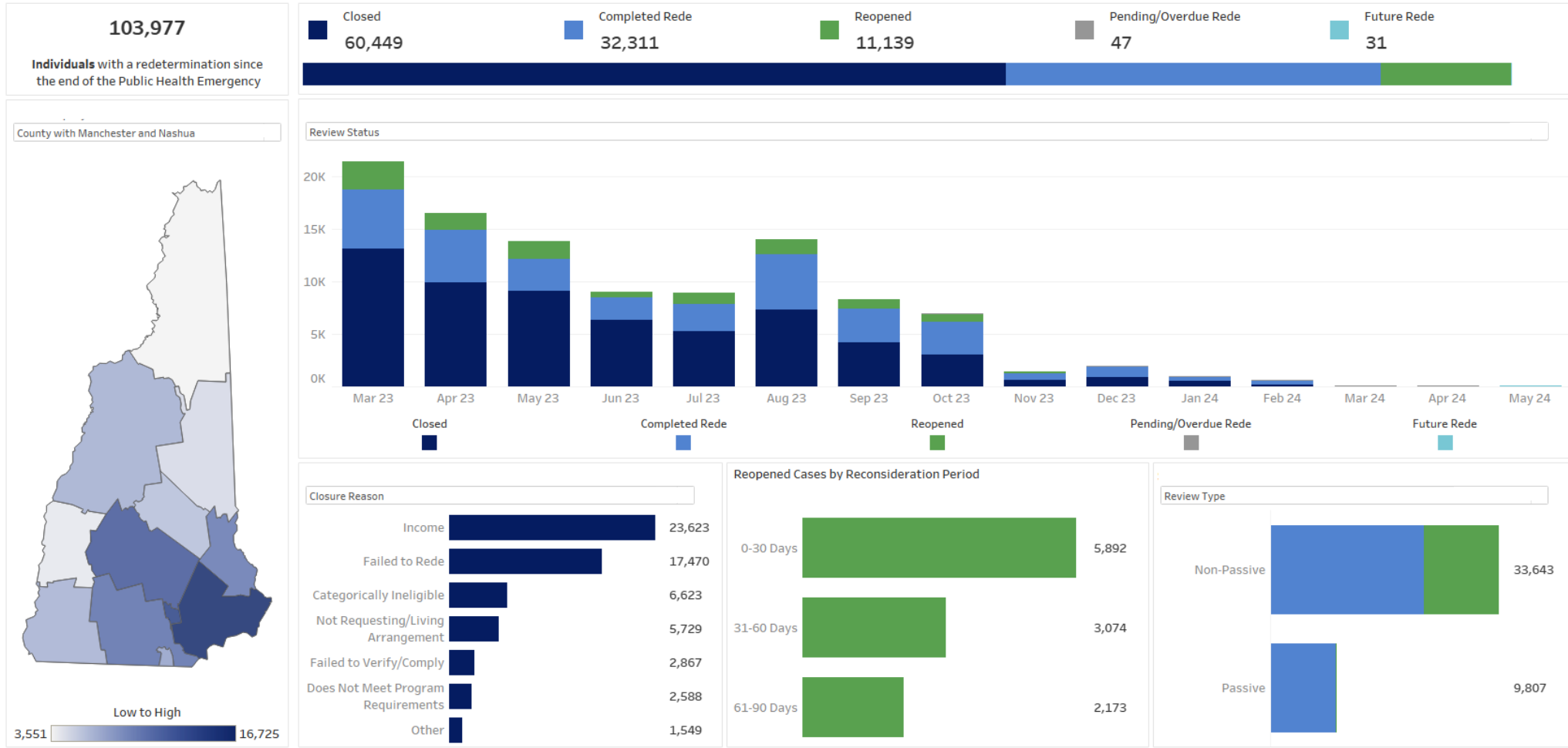
	Feb-2024					
	Grand Total (CMS)		Protected		Non-Protected	
	Count	Percent	Count	Percent	Count	Percent
Total Renewals Due	8,924	100%	149	100%	8,775	100%
In Progress	297	3.3%	17	11.4%	280	3.2%
Renewals with Outcomes	8,627	96.7%	132	88.6%	8,495	97%
Retained MA	8,109	94.0%	122	92.4%	7,987	94.0%
Total Closures by outcome	518	6.0%	10	7.6%	508	6.0%
Not Referred to FFM	395	76.3%	5	50.0%	390	76.8%
Referred to FFM	123	23.7%	5	50.0%	118	23.2%
Procedural	10	1.9%	-	0.0%	10	2.0%
Non-Procedural	113	21.8%	5	50.0%	108	21.3%
Total Closure by Reasons	518	100%	10	100%	508	100%
Income	96	18.5%	2	20.0%	94	18.5%
Failed to Rede	290	56.0%	2	20.0%	288	56.7%
Categorically Ineligible	17	3.3%	1	10.0%	16	3.1%
Not Requesting/Living Arrangement	29	5.6%	-	0.0%	29	5.7%
Failed to Verify/Comply	16	3.1%	1	10.0%	15	3.0%
Does Not Meet Program Requirements	15	2.9%	2	20.0%	13	2.6%
Other	55	10.6%	2	20.0%	53	10.4%

* This table does not include outcomes for individuals who reported a changes in circumstance outside of the renewal period.

**Closure by reason percentages are for the closed individuals only (% of closure reasons), not the percent of renewals that close per month which is reflected in Total Closures by outcome row.

DHHS's Continuous Enrollment Unwind Status (By Individual Counts)

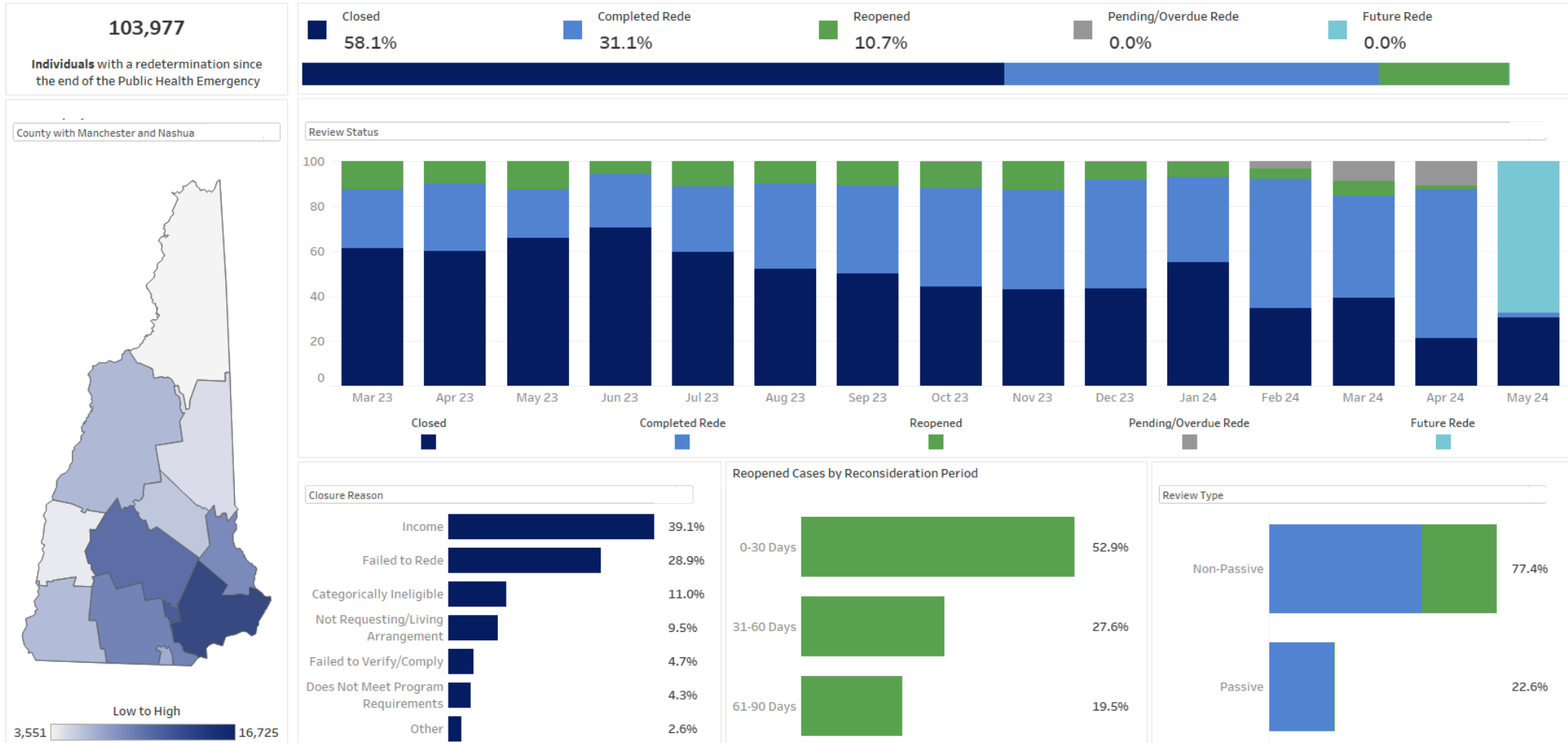
These graphs provide an overview of NH's Medical renewal processing for the protected population by individual as of April 1st, 2024.*



* **Protected Population** - Medicaid beneficiaries who would have closed under normal policy without protections provided under the PHE.

DHHS's Continuous Enrollment Unwind Status (By Percentage)

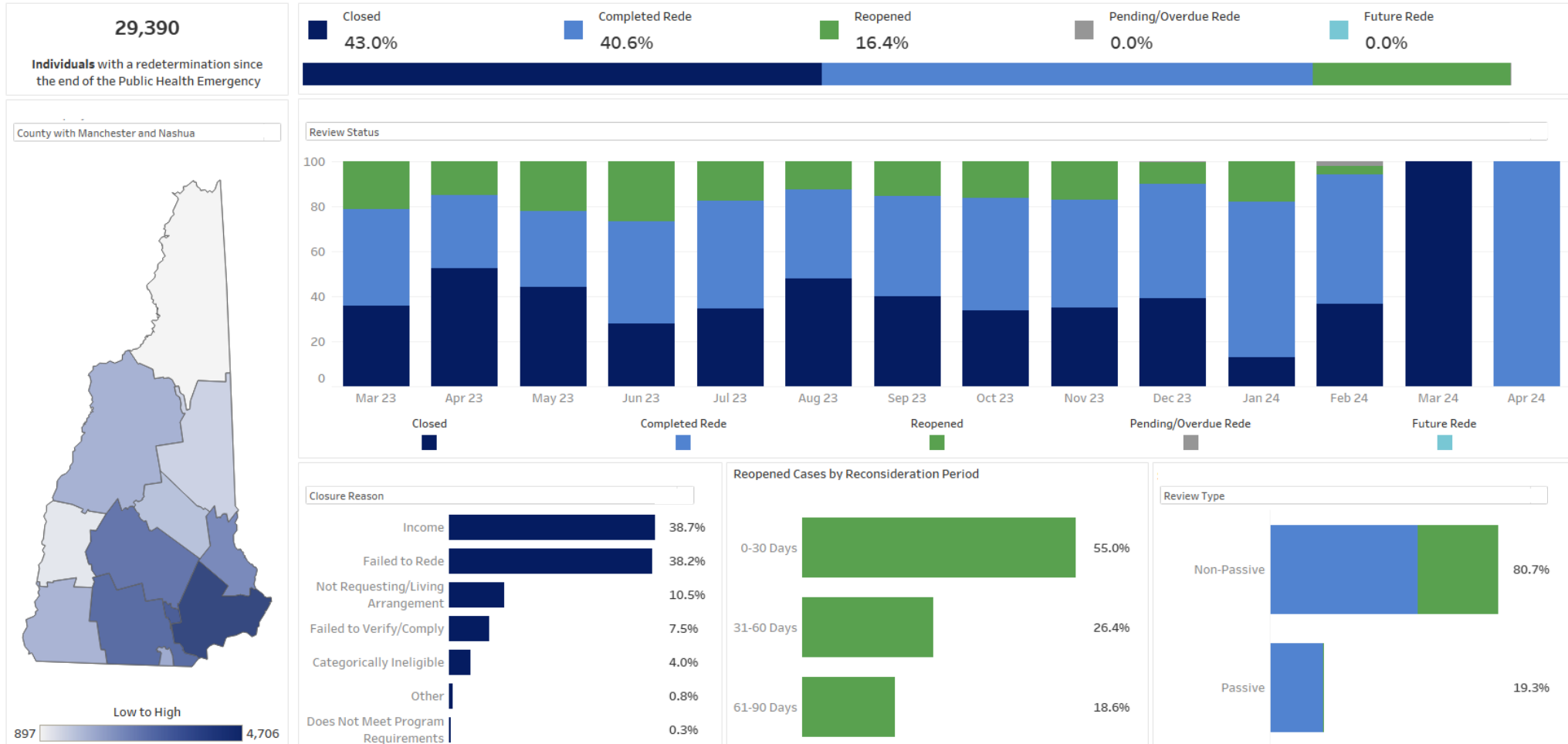
These graphs provide an overview of NH's Medical renewal processing for the protected population by percentage as of April 1st, 2024.*



* **Protected Population** - Medicaid beneficiaries who would have closed under normal policy without protections provided under the PHE.

DHHS's Continuous Enrollment Unwind Status – Children

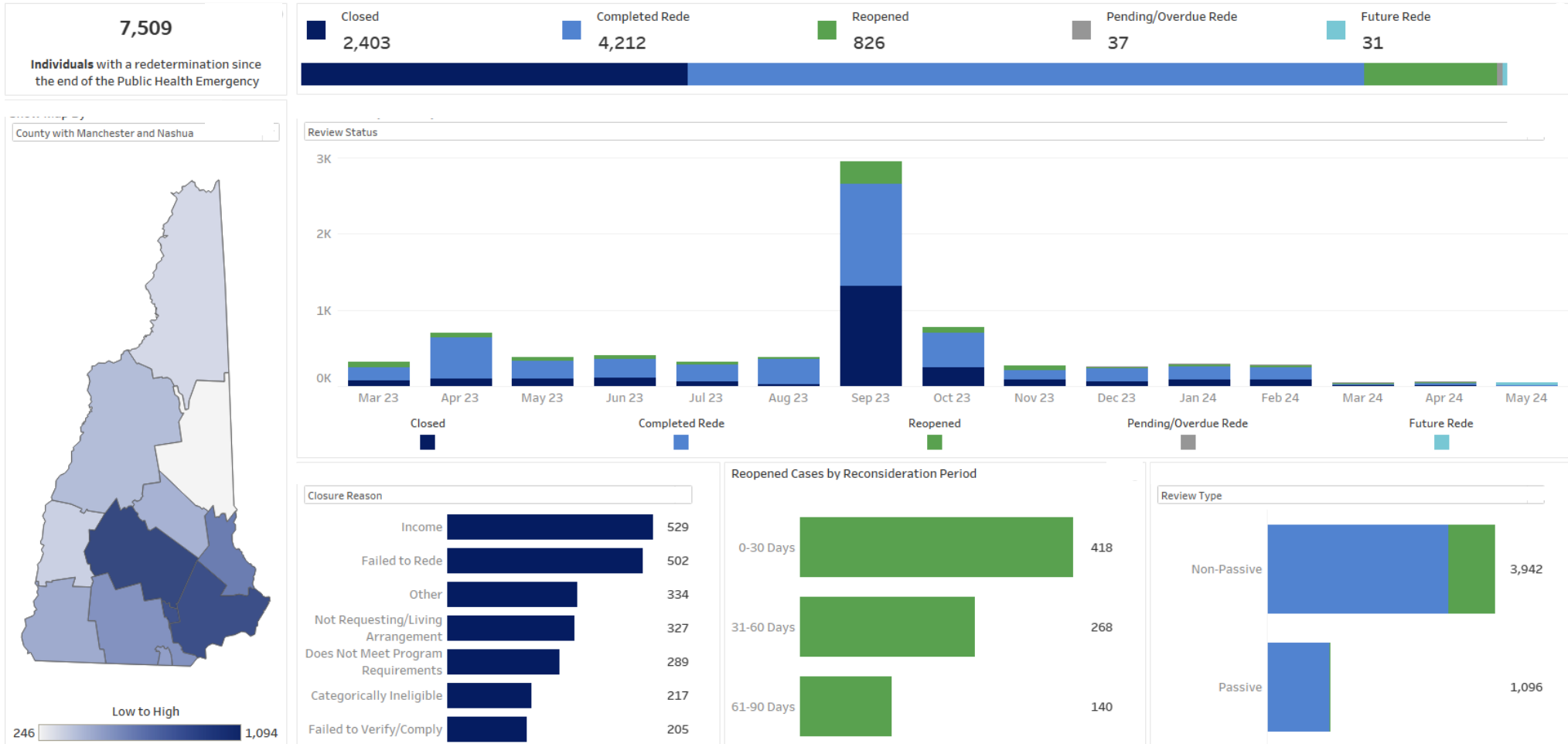
These graphs provide an overview of NH's Medical renewal processing for protected children by individual as of April 1st, 2024.*



* **Protected Population** - Medicaid beneficiaries who would have closed under normal policy without protections provided under the PHE.

DHHS's Continuous Enrollment Unwind Status – LTC/Disabled

These graphs provide an overview of NH's Medical renewal processing for protected long term care and disabled individuals as of as of March 1st, 2023. Note that many of the renewals scheduled for September are for individuals in disability categories with nursing facility and HCBC renewals distributed through May of 2024.*



* Protected Population - Medicaid beneficiaries who would have closed under normal policy without protections provided under the PHE.

DHHS's Continuous Enrollment Unwind Status – HCBC-CFI (By Individual Counts)

These graphs provide an overview of NH's Medical renewal processing for HCBC-CFI individuals as of as of April 1st, 2024.



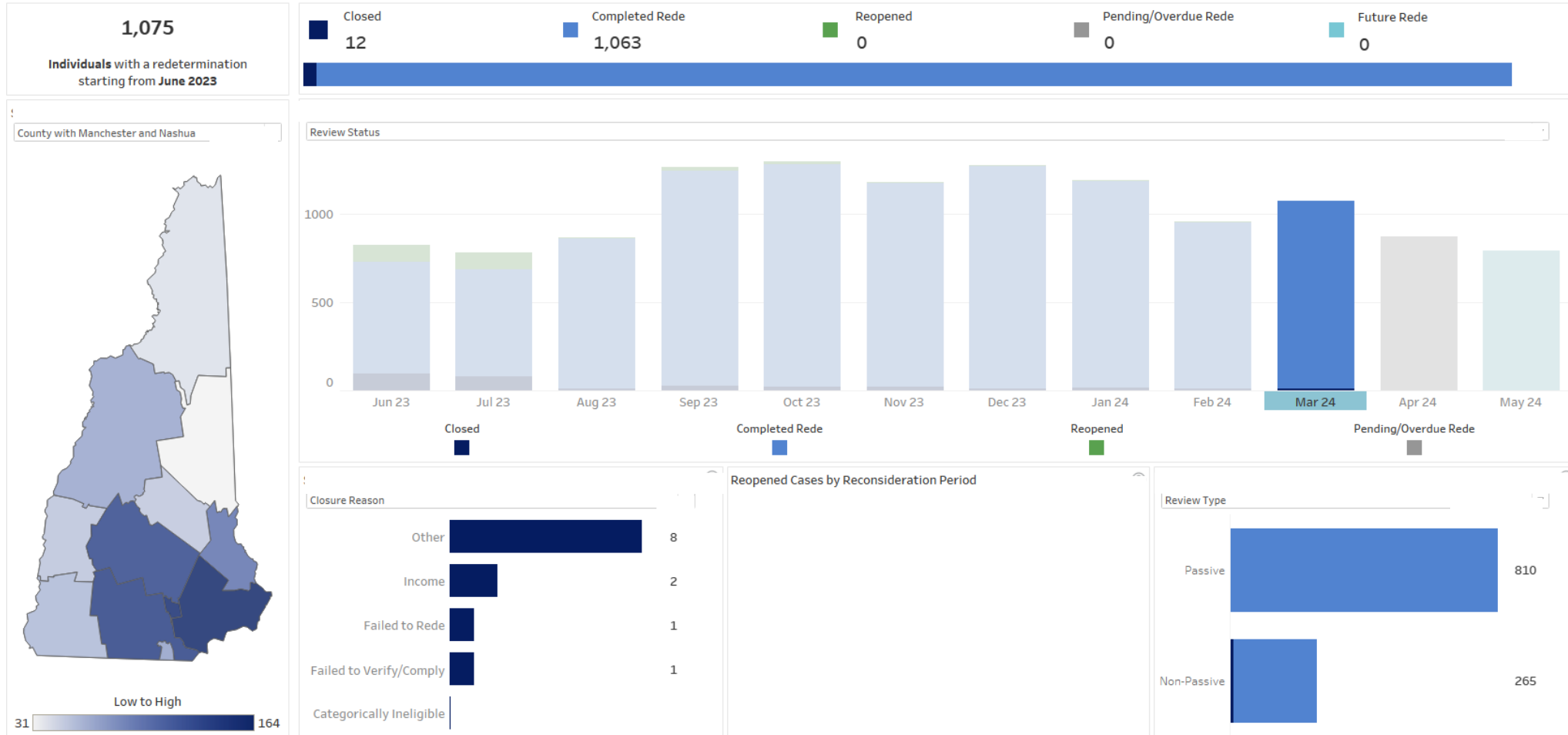
DHHS's Continuous Enrollment Unwind Status – Nursing Facility (By Individual Counts)

These graphs provide an overview of NH's Medical renewal processing for Nursing Facility individuals as of as of April 1st, 2024.



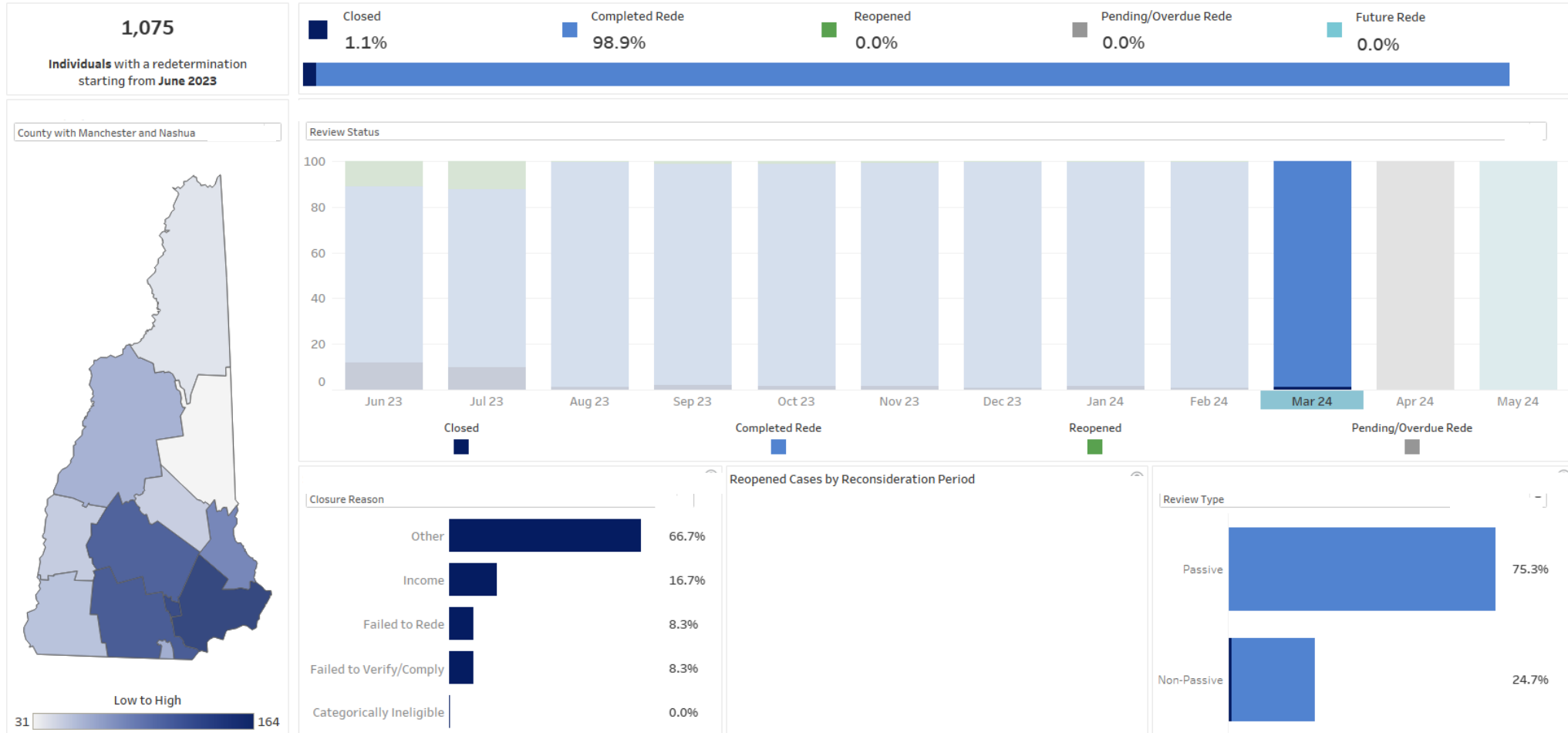
DHHS's Continuous Enrollment Unwind Status – LTC (By Individual Counts)

These graphs provide an overview of NH's Medical renewal processing for long term care individuals as of as of April 1st, 2024.



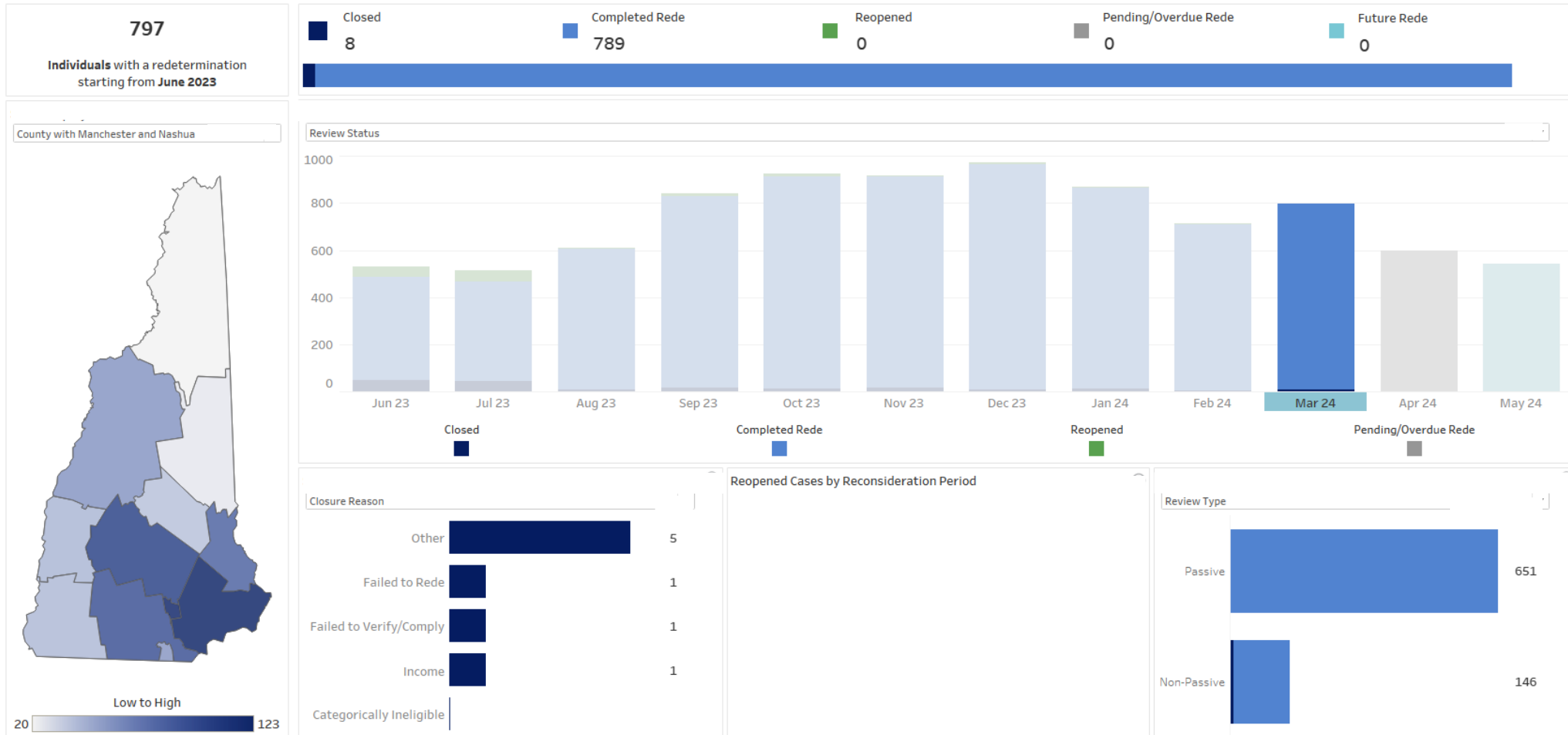
DHHS's Continuous Enrollment Unwind Status – LTC (By Percentage)

These graphs provide an overview of NH's Medical renewal processing for long term care individuals as of as of April 1st, 2024.



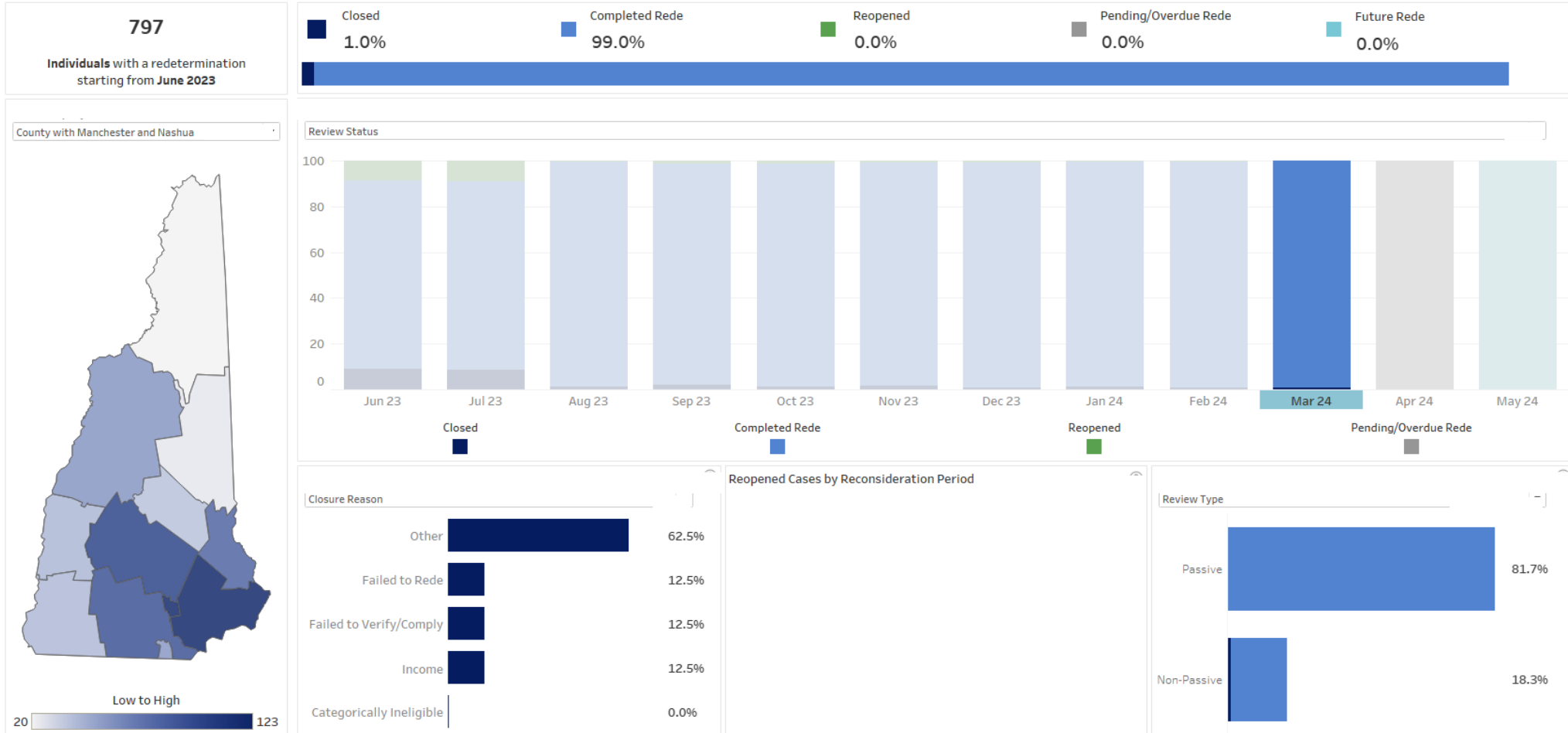
DHHS's Continuous Enrollment Unwind Status – HCBC (By Individual Counts)

These graphs provide an overview of NH's Medical renewal processing for HCBC individuals as of April 1st, 2024.



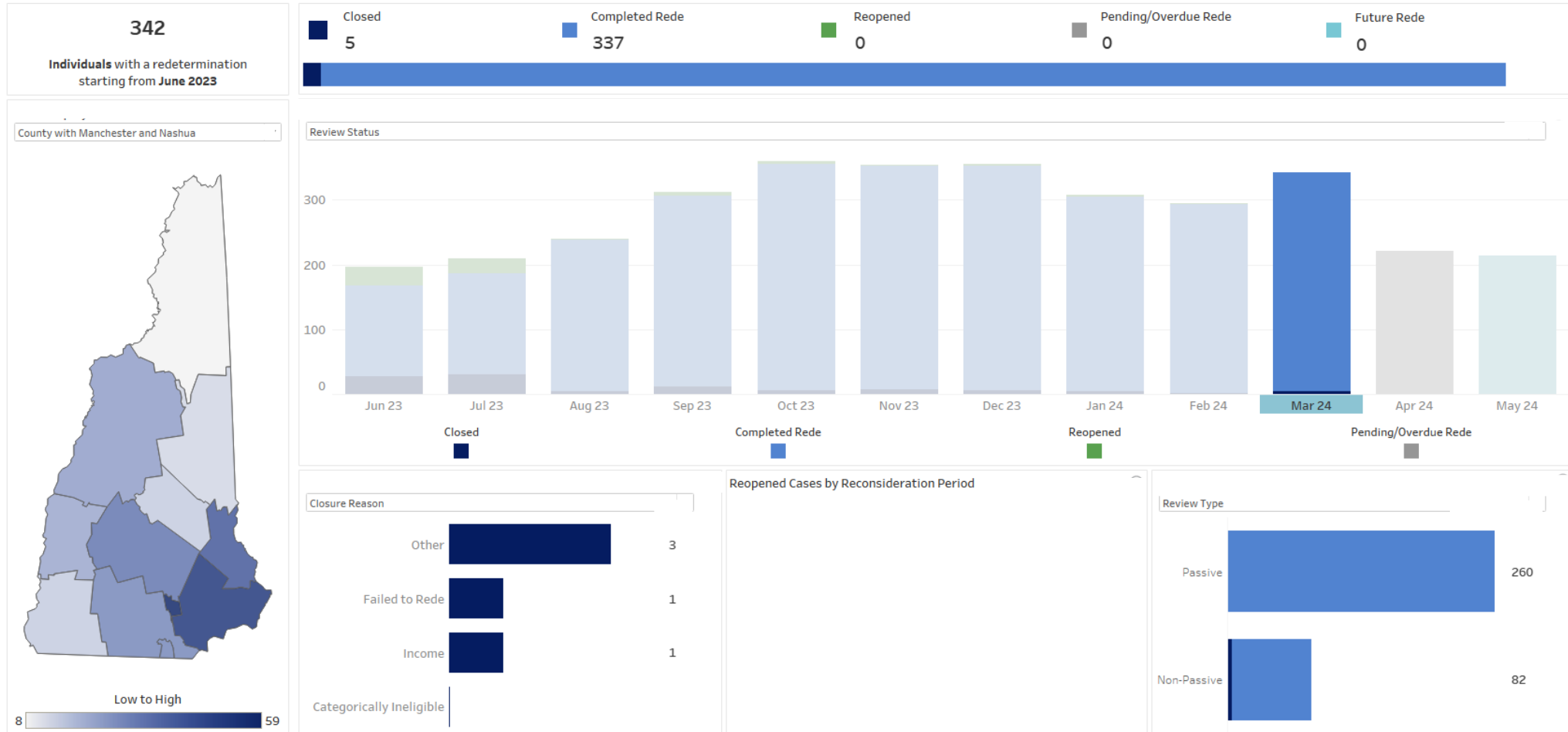
DHHS's Continuous Enrollment Unwind Status – HCBC (By Percentage)

These graphs provide an overview of NH's Medical renewal processing for HCBC individuals as of as of April 1st, 2024.



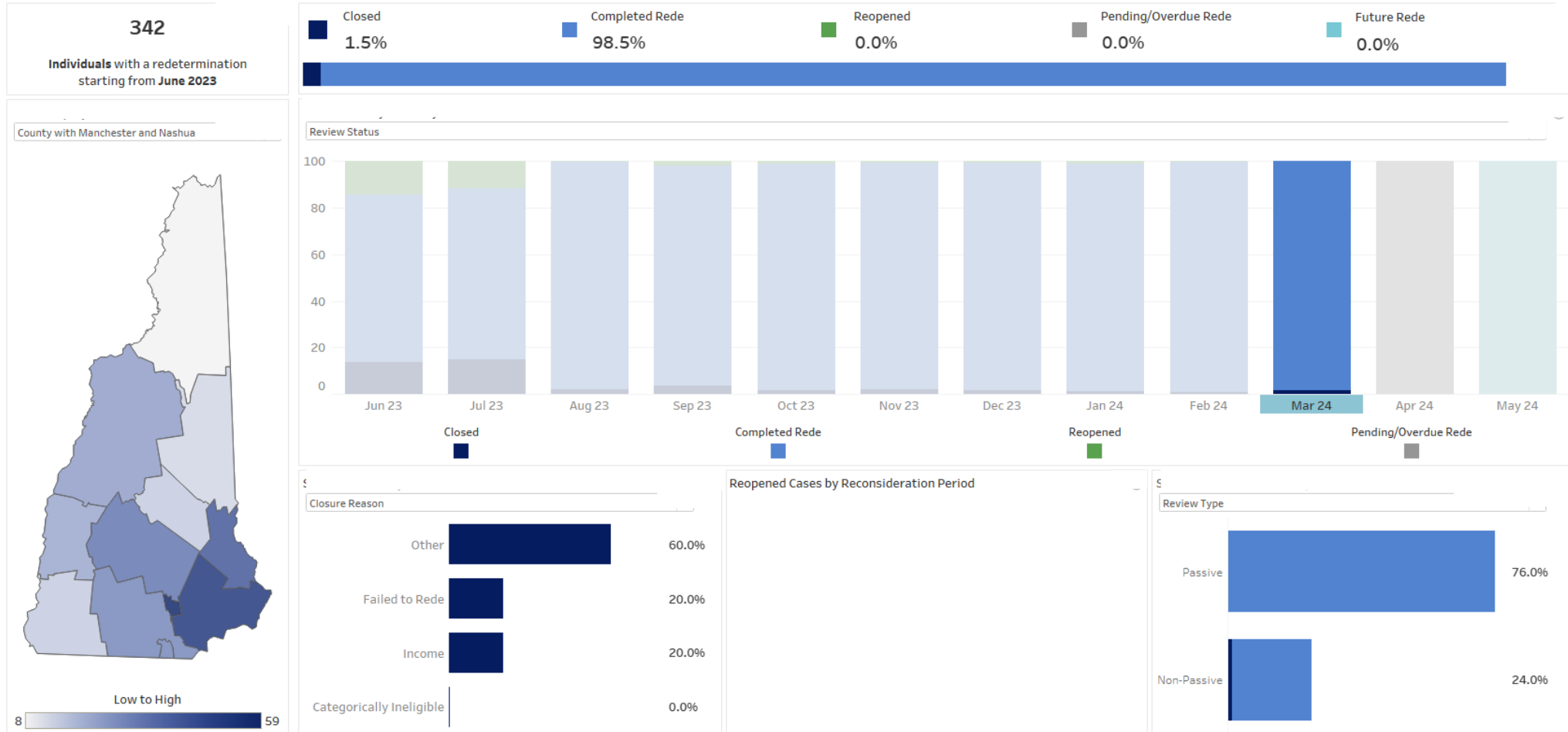
DHHS's Continuous Enrollment Unwind Status – HCBC-CFI (By Individual Counts)

These graphs provide an overview of NH's Medical renewal processing for HCBC-CFI individuals as of as of April 1st, 2024.



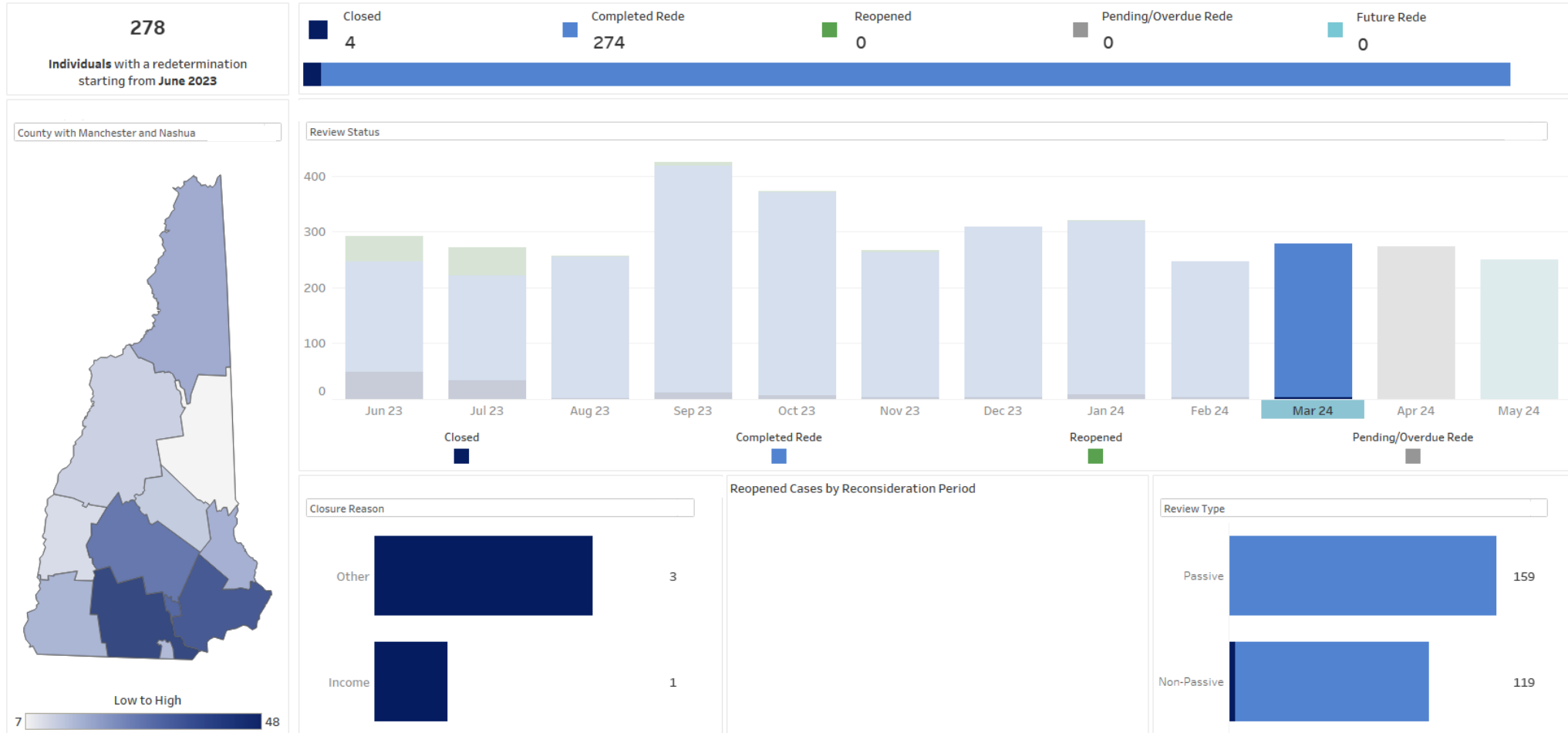
DHHS's Continuous Enrollment Unwind Status – HCBC-CFI (By Percentage)

These graphs provide an overview of NH's Medical renewal processing for HCBC-CFI individuals as of as of April 1st, 2024.



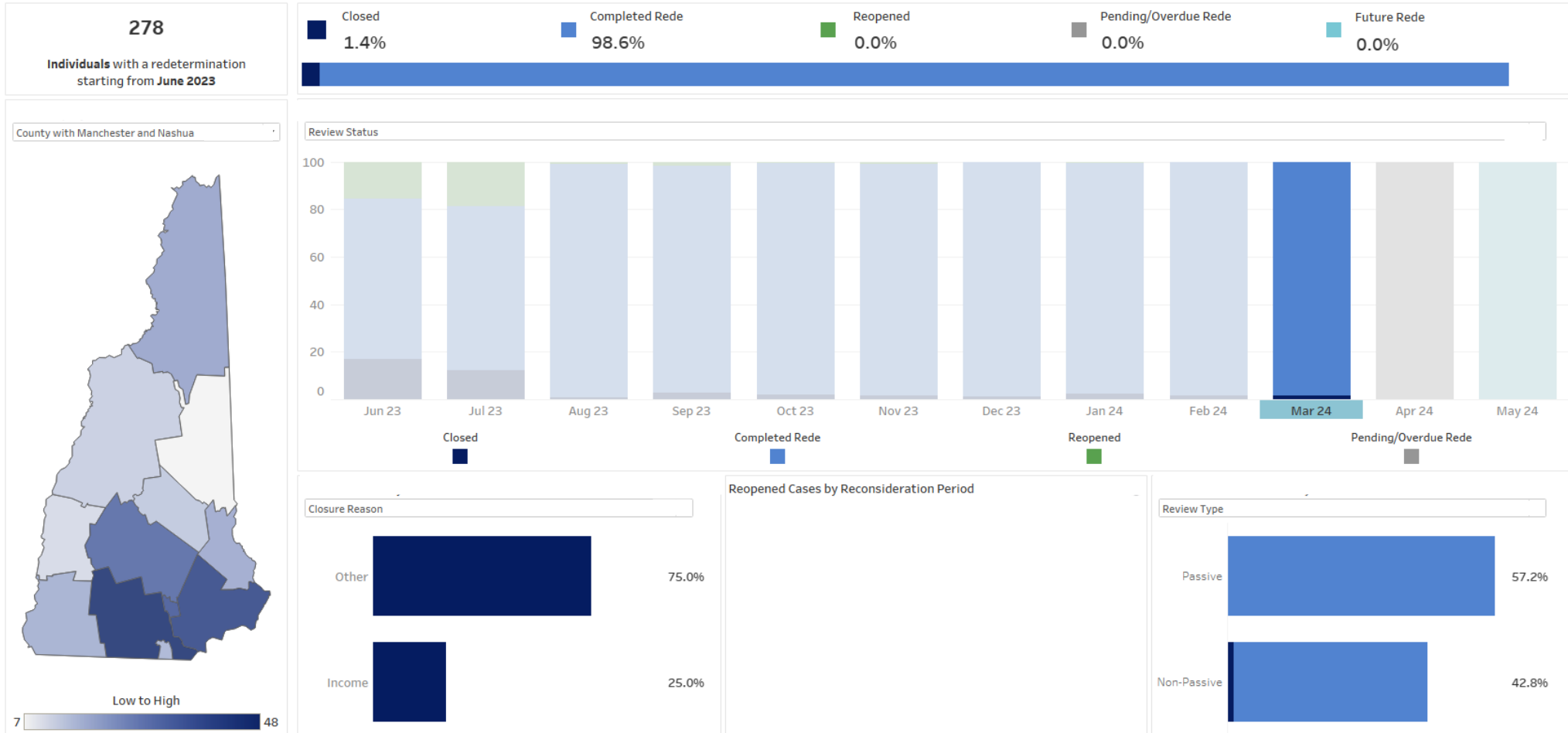
DHHS's Continuous Enrollment Unwind Status – Nursing Facility (By Individual Counts)

These graphs provide an overview of NH's Medical renewal processing for Nursing Facility individuals as of as of April 1st, 2024.



DHHS's Continuous Enrollment Unwind Status – Nursing Facility (By Percentage)

These graphs provide an overview of NH's Medical renewal processing for Nursing Facility individuals as of as of April 1st, 2024.



Call Center Metrics

Date Range	8/1-31/2023	9/1-30/2023	10/1-32/2023	11/1-30/2023	12/1-31/2023	1/1-31/2024	2/1-29/2024	3/1 - 31/2024
Call Center Information								
Call Center #1 Name	Central	Central	Central	Central	Central	Central	Central	Central
Call Volume								
1. Total Call Center Volume	41862	39680	39943	39822	36078	40989	33449	31530
By Individual Call Center								
Central	41862	39680	39943	39822	36078	40989	33449	31530
Call Center Wait Time								
2. Average Call Center Wait Time	6	7	7	6	7	7	4	3
By Individual Call Center								
Central	6	7	7	6	7	7	4	3
Abandonment Rate								
#3: Average Call Center Abandonment Rate	0.06	0.07	0.06	0.08	0.06	0.06	0.05	0.04
By Individual Call Center								
Central	0.06	0.07	0.06	0.08	0.06	0.06	0.05	0.04
Data Limitations: DHHS Service Center handles all calls for Medicaid eligibility, TANF, Food Stamps, State Supplement Payments, and Child Care Scholarships. Although the call center captures all of the data that CMS is requesting, it cannot provide the data by specific program.								