



January 2024 Medicaid Expansion Partner Engagement Session- Takeaways

Processing times/ DSS workload

- Application processing time has been 12-13 days originally but now is closer to 45, can vary widely depending on the county you're in
- One DSS office reported seeing 4x higher call volume than pre-Expansion
- Folks in far west seem to prefer going in-person to DSS offices because internet access is an issue
- Overall, there has been quicker turnover than expected with no word of delinquent applications so far

Appointments

- Having consumers follow through and show up to appointments is a big challenge for assisters
- Appointments taking 1-1.25 hours on average
 - Email set-up and low-tech literacy are barriers here
- A lot of folks don't come to appointments with all the necessary documents, which requires additional follow-up
- If a consumer is on a Marketplace plan currently and their current PCP doesn't accept Medicaid, there is a hesitancy to switch over, despite Medicaid being more affordable.
- Assisters not being able to help new Medicaid beneficiaries with the choice counseling for Managed Care Plan selection has been challenging and confusing for consumers.

EPass:

- If someone has had food stamps or other benefits in the past, the application asks intense questions about utilities, assets, etc even though that isn't relevant for determining eligibility under Expansion. The questions are required so you can't skip them, and assisters don't want to lie on the application. **We have asked DHHS for guidance about what to do in this situation**
- Several instances of ePass automatically denying applications, but when the same information is entered into Healthcare.gov, the application is processed correctly.
- Concern with some enhanced ePass accounts having technical difficulties and not receiving the messages they're supposed to.

Messaging that folks are receiving

- Widespread confusion about the difference between Medicare and Medicaid
- CHWs are hearing excitement and engagement about how to get connected to these resources
- Some consumers seem hesitant to believe that Expansion is true
- Students assuming that they are not eligible for Medicaid
- Lack of awareness around Medicaid Expansion in some parts of the state

Misconceptions

- Misconceptions that mixed-status families can't help their child apply for Medicaid



- Folks thinking that if they have a criminal record, they can't get Medicaid
- Thinking that if they own their house or car, they can't qualify for Medicaid

Determination state:

- Are there situations in which we'd still want to use ePass after we become a determination state?
- What will the interaction between ePass and Healthcare.gov be after 2/1?

Agent/ Broker Fraud:

- Consumers are cancelling their Healthcare.gov plan because they've been approved for Medicaid, but Agents and Brokers are re-starting plans without the consumer's knowledge or consent. This is a major issue because they could have to pay back the subsidies (APTCs) they received for their Marketplace plan.

Other challenges:

- Once a patient has Medicaid, they won't qualify for services they'd been receiving when uninsured (free clinic or free prescriptions, etc.): how do you bridge the gap and connect them to care that is in-network with Medicaid?
- Shortage of Spanish-speaking caseworkers in some Departments of Social Services
- Some Family Planning beneficiaries that meet the income limits aren't being moved over to full Medicaid as expected, perhaps a systems issue where if the client hasn't updated their information since before the pandemic (within the past 3 years) it isn't able to verify their income so it's glitching and not switching them over?

Training and Webinar topic ideas:

- Outreach to marginalized and vulnerable populations
- Understanding of different types of Medicaid (for Aged, Blind, and Disabled, pregnant women, emergency medicaid, etc)
- What misinformation is circulating
- Guidance on building rapport with local DSS offices
- Understanding the interactions between Medicaid and Medicare