

**Partnership for a Healthy Durham
Access to Care Committee
April 13, 2023
Minutes**

Access to Care: This committee’s activities include advocating for changes that will affect health care coverage for residents across all ages and developing community and agency-based strategies to make measurable improvements in access to care for the uninsured and underinsured residents of Durham.

Facilitated by: Angel Romero

Present: Alexander DeAbreu, Angel Romero, Alix, Ana Velasquez, Andrea Chicas, Debbie Royster, Deborah Dolan, Edeia Lynch, Fiorella Horna, Jaeson Smith, Jasmine, JaVae Ferguson, Jenny Mullis, Kara Goel, Kat Combs, Kevin Ogbonna, Kim Shaw, Mary Vinson, Norma Marti, Paulina Ruiz, Rachel Dizney, Renee Shaw, Rose Perry, Shatequa Bowling, Kearston Ingraham, Bria Miller, Katushka Olave		
Topic	Major Discussion	Recommendations and Action Steps
Welcome & Introductions & Icebreaker	Introductions in the chat. Name, organization, email address if this is your first time.	
Review March Minutes		
Medicaid Unwinding <i>Alexander DeAbreu, CMS Atlanta, Public Outreach Specialist</i>	<p>Alexander DeAbreu is the Public Outreach Specialist for Centers for Medicare and Medicaid Services.</p> <p>The current phase is called Medicaid Unwinding. Preparing for the End of the Continuous Enrollment Condition: What partners need to know about Medicaid and Children’s Health Insurance Plans (CHIP) Coverage. People must stay enrolled. People were not required to submit paperwork and apply for renewal. There were over 92 million people enrolled in Medicaid and CHIP last year. This was an all-time high. The states could not unenroll in Medicaid or CHIP programs. The continuous enrollment provision was given an end date.</p> <p>This change ends COVID-19 continuous enrollment. Over 15 million people could lose their current Medicaid or CHIP coverage. Around 2.6 million people in NC have to go through recertification. CMS has issued guidance and tools to support state processing of eligibility. We are past April first and terminations can start this month. The renewal process:</p> <ul style="list-style-type: none"> • NC is doing renewals as they come up. Following it as a renewal or redetermination would normally come up, we handle them. • States must renew eligibility only once every twelve months for Modified Adjusted Gross Income (MAGI) beneficiaries. 	

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- States must begin the renewal process by first attempting to redetermine eligibility based on reliable information available to the agency.
- If the state does not already have their information, that individual can reach out to the state to give them the information.
- People will most likely find out that they no longer have coverage when they go to seek services.
- If there is a person who is no longer eligible for the benefit, their information will feed into the national database and be contacted from there.
- This was the most successful year with about 16.4 million people enrolled. There is going to be a large volume of renewal. There are workforce challenges because of outdated information.
- www.Medicaid.gov/unwinding is the resource page for states and partners. These are resources we can share.
- The campaign goal is to ensure that individuals maintain coverage.

CMS is working on a multifaceted effort to help facilitate continuity of coverage for impacted consumers.

Special enrollment period

- There is a continuous enrollment unwinding communications toolkit that includes articles, tip sheets, key messages, emails, and text messages. These are available in English and Spanish. Alexander will share this information with the committee.

Call to action

- Partners can help prepare for the renewal process and educate Medicaid and CHIP enrollees about the upcoming changes.
- Key messages- update contact information, check mail, and complete the renewal form if you receive one.

Medicaid to Marketplace Transitions

- Application information for the following individuals is sent via secure electric file.
 - Those who newly apply for Medicaid CHIP at the state agency and found ineligible for Medicaid/CHIP and
 - Those who enrolled in Medicaid/CHIP and found ineligible following a redetermination by the state agency

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They can go to the marketplace and see if their data is sent over. That is not the start of an application. The marketplace will direct beneficiaries to begin an application. Special enrollment period is March 31, 2023, through July 31, 2024. Those who enroll will be eligible for a 60-day Special Enrollment Period beginning the day they submit or update a Marketplace application. People can apply online or over the telephone. There is also a special enrollment period for those with Medicare.

Legal Aid of NC and the United Language Group are the Federally-Facilitated Marketplace Navigator and Assistance Personnel. This is free, unbiased enrollment assistance. They are extensively trained. Agents and brokers are not unbiased because they try to get people enrolled and keep people enrolled. For help applying, visit [healthcare.gov](https://www.healthcare.gov) or call 1-800-318-2596.

Q&A

Q: Will NC be tracking the number of procedural terminations?

A: Yes, states are required to track procedural terminations. The state is not required to publish the data. CMS will publish the data, but it will be retroactive. The state is required to try multiple forms of communication with the beneficiary. If they send mail and it gets bounced back, that does not count as a contact.

Q: Will terminated beneficiaries be notified if they will be eligible under expansion?

A: The CMS team is working with the state to see how they can mitigate the confusion. There will be more information on the strategy in the future.

Q: Is the only way for individuals to access the FFM Navigator through the website you listed? Are there other communication options (by phone)?

A: There is a marketplace call center. These are federal call centers: 1-800-318-2596 or 1-855-889-4325. The navigators have their own numbers.

United Language Group is working on Health Literacy 101. All of their information is available in Spanish.

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	<p>Q: Is there a number for United Language Group (ULG) in Charlotte? A: They are a national group. Alexander can connect those interested with the leader of North Carolina's ULG.</p> <p>Alexander can be contacted at Alexander.deabreu@cms.hhs.gov.</p>	
Medical Options Brochure Discussion	<p>We are updating a medical options brochure for those who are uninsured and underinsured. As we review the brochure, we can share with others interested. There is also information on how to apply for Medicaid. We will revisit the brochure next meeting.</p>	
Meeting Adjourn		

***Next Meeting:** March 9, 8:30-9:30am