



August 2023 Update on MassHealth Redeterminations

Background on MassHealth redeterminations

In March 2020, the federal government declared a public health emergency (PHE) due to the COVID-19 pandemic. In response to the PHE and consistent with federal requirements, MassHealth put protections in place that prevented members' MassHealth coverage from ending during the COVID-19 emergency. On April 1, 2023, these continuous coverage protections ended and MassHealth began the year-long process to redetermine all members' eligibility, as required by CMS.

About the redeterminations data dashboard

MassHealth is committed to publishing a monthly dashboard that provides data on MassHealth's caseload and detail on members joining and departing from MassHealth. This transparency will be critical to identifying populations that require additional support during the redetermination period and will give the public greater visibility into this important initiative. The dashboard will provide data through the end of the month prior to each release; for example, the August dashboard update contains enrollment data through the end of July.

Highlights from August 2023 dashboard

- Overall, the MassHealth caseload of approximately 2.4 million members decreased 1.5% during the month of July 2023, as approximately 22,000 members newly joined the program and approximately 61,000 departed.
 - o The ~22,000 arrivals are within a typical monthly range for new entrants, as individuals become eligible for MassHealth.
 - o The ~61,000 departures represent an expected increase in departures as the redeterminations process enters its fourth month.
 - For context, prior to the COVID-19 Public Health Emergency, approximately 52,000 members departed MassHealth coverage each month (based on data from CY2018 and CY2019).
 - MassHealth expects more members to depart MassHealth during the redeterminations period given overall caseload growth and the end of the federal Maintenance of Effort requirement.
 - Many of these individuals may lose coverage due to non-response, but then re-join MassHealth after losing coverage for a short period of time. As shown in the "MassHealth Reopenings by Month" chart, there were ~3,000 individuals who returned to MassHealth within 3 months of losing coverage. While an increase over prior months, this remains a very small fraction of all disenrollments to date.
 - o The "Departures" view outlines the top three departure reasons since April 1, 2023:
 - Confirmed Ineligible: MassHealth received information confirming that the individuals do not meet the eligibility requirements for MassHealth. This includes individuals found ineligible through a renewal, individuals who voluntarily withdrew, individuals who moved out of state, as well as other scenarios.
 - Insufficient Information: MassHealth did not receive requested information by the required deadline to confirm eligibility for these individuals.
 - Unable to Contact: This group of members had their mail returned to MassHealth and did not respond to outreach by other methods.
 - o As more members' redetermination deadlines approach, MassHealth expects to see a continued increase in the number of departures.
- MassHealth initiated redeterminations for approximately 129,000 members in July. This number of redeterminations is similar to the prior month as MassHealth continues through the redeterminations process.
 - o MassHealth expects to initiate significantly more renewals in August in order to facilitate MA Health Connector Open Enrollment. MassHealth is still on track to initiate all 2.4M renewals during the 12-month period.
- While redeterminations began in April, MassHealth has not yet seen a significant change in caseload. This is due to the measured approach MassHealth took in ramping up renewals and the timeline for member response. MassHealth does,

however, expect departures to continue increasing in the months ahead as more members go through the renewal process.

- Additionally, MassHealth sought and received federal approval to make additional enhancements to its systems, enabling it to automatically renew (“auto-renew”) more members. The autorenewal process seeks to confirm a member’s eligibility for their current MassHealth coverage by validating data on file with state and federal data sources, without requiring individual action.
 - o As a result of those enhancements, MassHealth has achieved an autorenewal rate of ~75% for individuals under 65 years old who have not had their coverage “protected” during the public health emergency, meaning they successfully applied or renewed their coverage in the past 12 months.
 - o For individuals under 65 years old who had their coverage protected during the public health emergency, the autorenewal rate is significantly lower (below 10%), as there is not updated information in the system for this population to match through the autorenewal process.
 - MassHealth also elected in June to “restart” renewals for approximately 18,000 households whose renewals were already in process, so that more individuals could be renewed without needing to complete unnecessary paperwork. An additional 22% of these households were automatically renewed as a result of the enhancements made to the autorenewal process.
 - o MassHealth has also requested federal approval to enhance the autorenewal process for individuals over 65 or individuals with disabilities (the non-MAGI population).

How is MassHealth working to reach and support members?

Outreach efforts to members and collaboration with assisters (individuals available in the community to help complete MassHealth renewals) have continued at a rapid pace. Already, MassHealth has seen increased response rates to renewals as a result of these efforts.

- Through EOHHS’s partnership with Health Care For All, canvassers have knocked on over 350K doors and community-based organizations have held over 1,000 events in the 15 communities with the most members at risk of coverage loss.
- MassHealth Accountable Care Organizations and other health plans have made nearly 400K outreach attempts via phone call, text message, and letter, to members selected for renewal since April 2023. Additionally, MassHealth is partnering with health plans to directly assist members with completing renewal forms and applications in the coming weeks.
- Additionally, MassHealth has continued to expand member outreach efforts, including new member awareness efforts at 50+ Market Baskets, ~600 libraries, ~1,800 schools, and additional statewide organizations such as the YMCA, Boys & Girls Club, etc.
- MassHealth has hosted several in-person renewal events in partnership with community organizations to support specific member populations through renewals, such as members who are experiencing homelessness.
- EOHHS held trainings specifically for eligibility specialists supporting members over age 65.
- EOHHS executed >\$1.5M of grants to expand community assister capacity at 23 Community Based Organizations serving immigrants, refugees, older adults, and other vulnerable populations, as well as expanding assister capacity at Aging Services Access Points (ASAPs).
- EOHHS executed an additional \$1M grant in collaboration with the Health Connector to hire a team of ‘Mobile Community Specialists’ to conduct renewal assistance in the community.

You can learn more about MassHealth’s renewal process at mass.gov/masshealthrenew