



Commonwealth of Massachusetts  
Executive Office of Health and Human Services  
[www.mass.gov/masshealth](http://www.mass.gov/masshealth)

# February 2024 Update on MassHealth Redetermination

## *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 February 2024 dashboard update contains enrollment data through the end of January 2024.

## *Highlights from February 2024 dashboard*

### January Data

Overall, during January 2024, the MassHealth caseload remained largely unchanged. Approximately 21,000 members newly gained coverage, approximately 23,000 re-joined coverage, and approximately 57,000 departed.<sup>1</sup>

- The ~21,000 arrivals are within a typical monthly range for new entrants, as individuals become eligible for MassHealth.
- The ~23,000 member re-openings reflect members who departed and re-joined MassHealth within 12 months. This number is higher than previous months, which was expected, given the high numbers of departures in November and December 2023.
- The ~57,000 departures are a significant decrease from the prior two months, where MassHealth saw a spike in the number of members departing coverage.
  - 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).
  - Since April 2023, MassHealth has averaged approximately 63,000 departures per month.
- \* MassHealth initiated redeterminations for approximately 161,000 members in January and is on track to initiate all required renewals during the 12-month "unwinding" period.<sup>2</sup>

## Aggregate Data since Beginning of Redeterminations in April

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<sup>1</sup> Some members who join or re-join MassHealth are eligible for retroactive enrollment. As a result, caseload data reported in prior months' dashboards may fluctuate as new information is uploaded each month. For example, in last month's dashboard, we reported a December caseload of 2.120M members. This month's dashboard now shows a December caseload of 2.136M members, reflecting retroactive enrollments and re-openings.

<sup>2</sup> Note: As a result of updated federal guidance on autorenewals released in August, a small subset of Non-MAGI MassHealth members had their renewal deferred for an additional 12 months.

- Since redeterminations began in April, MassHealth has seen a net decrease of 11.6%, or ~279K members, in its caseload. MassHealth expects to see additional departures in the months ahead, as more members go through the renewal process.
- Children have seen the lowest rate of disenrollment of any age group; enrollment of members under age 20 has declined minimally from April through the end of January, whereas adults' enrollment has declined more substantially – specifically for adults aged 21 through 64.
- To date, ~34% of disenrolled members lost coverage because MassHealth confirmed that they are ineligible. ~64% of disenrolled members lost coverage due to insufficient information.
- While MassHealth's overall caseload has decreased by approximately 279K individuals since April 2023, the Massachusetts Health Connector has enrolled about 95K who were deemed no longer eligible for MassHealth through the redetermination process. Of people who are determined ineligible for MassHealth and become Health Connector eligible, approximately one quarter are signing up for a Connector plan. This rate remains higher than what is observed in other states.

### *How is MassHealth working to reach and support members?*

Outreach efforts to members and collaboration with assisters (individuals available in the community to help members complete MassHealth renewals) have continued at a rapid pace.

- Through EOHHS's partnership with Health Care For All, canvassers have knocked on over 428K doors and community-based organizations have held approximately 3,750 events and activities in the 15 communities with the most members at risk of coverage loss.
- MassHealth Accountable Care Organizations and other health plans have made approximately 1.4M 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.
- MassHealth is conducting a media campaign, which includes digital, traditional, and out of home ad placements, in over 30 communities with high MassHealth enrollment in the top four languages spoken by MassHealth members.
- Additionally, MassHealth has continued to expand member outreach efforts, including new member awareness efforts at 70+ grocery stores, ~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). Through these grants, Assisters have served more than 4,000 households via 4,000+ hours of member support, over 200 population-specific events, and various other engagements.

You can learn more about MassHealth's renewal process at [mass.gov/masshealthrenew](https://mass.gov/masshealthrenew)