



Commonwealth of Massachusetts
Executive Office of Health and Human Services
www.mass.gov/masshealth

January 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 January 2024 dashboard update contains enrollment data through the end of December 2023.

Highlights from January 2024 dashboard

December Data

Overall, during December 2023, the MassHealth caseload decreased by approximately 94,000 members, or 3.59%, from the prior month. Approximately 21,000 members newly gained coverage, approximately 19,000 re-joined coverage, and approximately 133,000 departed.¹

- The ~21,000 arrivals are within a typical monthly range for new entrants, as individuals become eligible for MassHealth.
- The ~19,000 member re-openings reflect members who departed and re-joined MassHealth within 12 months and is a higher figure than in previous months. This represents a small fraction of all disenrolled individuals and is a lower rate of re-opening than MassHealth observed before the COVID-19 Public Health Emergency.
- The ~133,000 departures represent an expected increase in volume of departures as the redeterminations process continued for a ninth month. More information about this expected increase in closures through the end of calendar year 2023 can be found below (See: Expected Increase in Closures through End-of-Year).
 - o 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).
 - o Since April 2023, MassHealth has averaged approximately 65,000 departures per month.
- * MassHealth initiated redeterminations for approximately 97,000 members in December and is on track to initiate all required renewals during the 12-month "unwinding" period.

Aggregate Data since Beginning of Redeterminations in April

¹ Some members who join or re-join MassHealth are eligible for retroactive enrollment. As a result, caseload data reported in prior months' dashboard may fluctuate in each month's dashboard. For example, in last month's dashboard, we reported an November caseload of 2.199M members. This month's dashboard now shows 2.207M members in October, reflecting retroactive enrollments and reopenings.

- Since redeterminations began in April, MassHealth has seen a net decrease of 11.7%, or ~282K members, in its caseload. MassHealth expects to see substantial 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 December, whereas adults' enrollment has declined more substantially.
- To date, ~33% of disenrolled members lost coverage because MassHealth confirmed that they are ineligible. ~65% of disenrolled members lost coverage due to insufficient information.
- While MassHealth's overall caseload has decreased by approximately 282K individuals since April 2023, the Massachusetts Health Connector has enrolled about 74K 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.

Expected Increase in Closures through End-of-Year

MassHealth saw an expected increase in the number of departures for the months of November and December 2023, based in part on eligibility changes leading up to Massachusetts Health Connector's open enrollment process. Those eligibility changes are described in detail below:

- In August and September 2023, MassHealth initiated renewals for a total of ~561K members – much higher than most months. The larger numbers are due to an operational need identified by MassHealth to align renewals for mixed households (i.e., households where some members are on MassHealth and some are on the Health Connector) in advance of the Health Connector's Open Enrollment Period, which ends in January. As part of the open enrollment process, certain members found ineligible for MassHealth are granted more time on MassHealth to minimize gaps in coverage and ease their transition to the Health Connector. As a result, the number of departures we see in November and December are typically higher than January-October monthly averages.

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 over 3,000 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 1.3M 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 3,000 households via 3,400+ hours of member support, nearly 200 population-specific events, and various other engagements in December 2023.

- 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