



July 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 July dashboard contains enrollment data through the end of June.

Highlights from July 2023 dashboard

- Overall, the MassHealth caseload of approximately 2.4 million members decreased 0.67% during the month of June 2023, as approximately 15,000 members newly joined the program and approximately 33,000 departed.
 - o The ~15,000 arrivals are within a typical monthly range for new entrants, as individuals become eligible for MassHealth.
 - o The ~33,000 departures represent an expected modest increase in departures as the redeterminations process enters its third month. These departures include voluntary disenrollments, members who passed away, and members who completed their redeterminations and were found ineligible for MassHealth.
- MassHealth initiated redeterminations for approximately 142,000 members in June. This increase from the prior month represents the next step in MassHealth's measured ramp-up in redeterminations, which has allowed MassHealth to ensure that its systems are fully functioning, while providing additional time for MassHealth to communicate with members and for community partners to prepare to support members.
 - o In future months, MassHealth plans to initiate redeterminations for 150K+ members per month, in order to process its full member caseload within 12 months as required under federal law.
 - o Additionally, there will be some months with a higher volume of renewals than average, such as 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.
 - o This is due to the measured approach MassHealth took in ramping up renewals and the timeline for member response.
 - o Additionally, MassHealth made additional enhancements to its systems that enabled it to automatically renew ("auto-renew") more members in early June. MassHealth elected 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. The autorenewal process seeks to confirm a member's eligibility for their current MassHealth coverage without requiring individual action, by validating data on file with state and federal data sources.
 - o MassHealth expects to see a larger number of departures starting in July and continuing through the redeterminations process.

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:

- Through EOHS's partnership with Health Care For All, canvassers have knocked on over 320K doors and community-based

organizations have held over 500 events in the 15 communities with the most members at risk of coverage loss.

- MassHealth Accountable Care Organizations and other health plans have made more than 230K 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 complete renewal forms and applications in the coming weeks.
- Additionally, MassHealth is expanding member outreach efforts (e.g., new member awareness efforts at 50+ Market Baskets, ~600 libraries, ~1,800 schools)
- 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