

May 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, beginning in May, that provides up-to-date 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 May dashboard contains enrollment data through the end of April.

Highlights from May 2023 dashboard

- Overall, the MassHealth caseload of approximately 2.4 million members grew 0.3% during the month of April 2023, as approximately 19,000 members newly joined the program and approximately 12,000 departed.
 - The ~19,000 arrivals reflect a typical month's new entrants, as individuals become newly eligible for the program.
 - The ~12,000 departures are within the range of what MassHealth anticipated for the first month of the redetermination process, and represents ~3,000 more members disenrolling than in March 2023. 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 ~108K members in April. This represents a measured ramp-up in redeterminations, providing opportunity for MassHealth to ensure that its systems are fully functioning and allow additional time for outreach to members and for community partners to prepare. 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.

Why did MassHealth caseload numbers go up, even though redeterminations started?

Given that redeterminations began in April, and that most members have 45 days or more to respond to renewal notices, MassHealth will not begin to see a significant number of caseload departures until late May or early June. Future dashboard releases will include more information on caseload departures, including the most common reasons for departure, and enrollment on the Health Connector.

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 EOHHS's partnership with Health Care For All, canvassers knocked on 120K doors in April alone in the 15 communities with the most members at risk of coverage loss.

- MassHealth Accountable Care Organizations and other health plans conducted outreach to tens of thousands of members selected for renewal in April.
- 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