



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

# November 2023 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 November dashboard update contains enrollment data through the end of October 2023.

## *Highlights from November 2023 dashboard*

### **October Data**

Overall, during October 2023, the MassHealth caseload decreased by approximately 55,000 members, or 2.46%, from the prior month. Approximately 22,000 members newly gained coverage, approximately 11,000 re-joined coverage, and approximately 88,000 departed.<sup>1</sup>

- The ~22,000 arrivals are within a typical monthly range for new entrants, as individuals become eligible for MassHealth.
- The ~11,000 member re-openings reflect members who departed and re-joined MassHealth within 12 months. This represents only a fraction of all disenrolled individuals and is a far lower rate of re-opening than MassHealth observed before the COVID-19 Public Health Emergency
- The ~88,000 departures represent an expected volume as the redeterminations process continued for a seventh month.
  - 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 MassHealth expects a significant number of members to disenroll in the coming months, as the redeterminations process continues and following the end of the Massachusetts Health Connector's open enrollment process (as explained below)
- MassHealth initiated redeterminations for approximately 91,000 members in October and is on track to initiate all 2.4M renewals during the 12-month "unwinding" period.

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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' dashboard may fluctuate in each month's dashboard. For example, in last month's dashboard, we reported a September caseload of 2,325.2K members. This month's dashboard now shows 2,347.2K members in September, reflecting retroactive enrollments and reopenings.

### **Aggregate Data since Beginning of Redeterminations in April**

- Since redeterminations began in April, MassHealth has seen a net decrease of 4.67%, or ~112K members, in its caseload. MassHealth expects to see a substantial increase in departures in the months ahead, as more members go through the renewal process.
- To date, ~46% of disenrolled members lost coverage because MassHealth confirmed that they are ineligible. ~52% of disenrolled members lost coverage due to insufficient information.
- While MassHealth's overall caseload has decreased by approximately 112K individuals since April, 2023, the Massachusetts Health Connector's enrollment has grown by 38K. This suggests that a large portion of the individuals who have lost MassHealth eligibility are able to obtain affordable coverage through the MA Health Connector. This rate is much higher than what is observed in other states.

### **Auto Renewals and Completed Renewals**

MassHealth's autorenewal and completed renewal metrics were largely the same as the data reported in October. Please see the October Dashboard Narrative for more information.

### ***Anticipated Increase in Closures by End-of-Year***

MassHealth expects a significant number of members to disenroll by January 1, 2024, based on eligibility changes leading up to Massachusetts Health Connector's open enrollment process. In August and September, MassHealth initiated renewals for members in mixed households (i.e., households where some members are on MassHealth, and some are on the Health Connector). Some members who lose MassHealth coverage as a result of the mixed household renewal process, but are eligible for certain types of Health Connector coverage, receive additional time before disenrolling from MassHealth; they maintain coverage until the end of December, to align with the Health Connector Open Enrollment Period, which ends January 23, 2024. This eases these members' transitions and minimizes any gaps in coverage. As a result, MassHealth expects December to see a significant amount of member departures.

### ***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 2,240 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 917K 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).
  - 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](https://mass.gov/masshealthrenew)