



September 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 September dashboard update contains enrollment data through the end of August 2023.

Highlights from September 2023 dashboard

Overall, the MassHealth caseload decreased by 62,000 members, or 2.44%, during the month of August 2023. Approximately 20,000 members newly joined the program and approximately 82,000 departed.

- The ~20,000 arrivals are within a typical monthly range for new entrants, as individuals become eligible for MassHealth.
- The ~82,000 departures represent an expected increase as the redeterminations process continued for a fifth month.
 - 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 redeterminations began in April, MassHealth has seen a modest change in caseload (a net decrease of 2.66%, or ~64K members). This is due to the measured approach MassHealth took in ramping up renewals. MassHealth expects to see a continued increase in departures in the months ahead, as more members go through the renewal process.
- The "Departures" view outlines the top three departure reasons since April 1, 2023:
 - Confirmed Ineligible: MassHealth received information confirming that the individuals do not meet the eligibility requirements for MassHealth. This includes individuals found ineligible through a renewal, individuals who voluntarily withdrew, individuals who moved out of state, as well as other scenarios.
 - Insufficient Information: MassHealth did not receive requested information by the required deadline to confirm eligibility for these individuals.
 - Unable to Contact: This group of members had their mail returned to MassHealth and did not respond to outreach by other methods.
- To date, ~49% of disenrolled members lost coverage because MassHealth confirmed that they are ineligible and ~48% of such members lost coverage due to insufficient information. Some individuals who lose coverage for insufficient information may re-join MassHealth soon after, which is known as a coverage "reopening."
 - As shown in the "MassHealth Reopenings by Month" chart, in August, ~3,600 individuals returned to MassHealth within 3 months of losing coverage. This represents a very small fraction of all disenrolled individuals, and is a far lower rate of re-enrollment than MassHealth observed before the COVID-19 Public Health Emergency. MassHealth will closely track this metric in the coming months.
- While MassHealth's overall caseload has decreased by approximately 64,000 individuals since April, 2023, the Massachusetts Health Connector has enrolled approximately 25 percent of those former MassHealth members newly-eligible for a Marketplace plan. This suggests that many individuals who have lost MassHealth eligibility are able to obtain

affordable coverage through the MA Health Connector – particularly as compared to several other state Medicaid programs across the country, where a lower percentage of disenrolled members obtain coverage through a state-based marketplace.

- MassHealth initiated redeterminations for approximately 353,000 members in August. The spike in August renewals is typical, given the timing of the MA Health Connector Open Enrollment. MassHealth is still on track to initiate all 2.4M renewals during the 12-month “unwinding” period.
- MassHealth has sought, and received, federal approval to make additional enhancements to its systems, enabling it to automatically renew (“autorenew”) more members. The autorenewal process seeks to confirm a member’s eligibility for their current MassHealth coverage by validating data on file with state and federal data sources, without requiring individual action.
 - o As a result of those enhancements, MassHealth has continued to achieve an autorenewal rate of ~75% for individuals under 65 years old who had not had their coverage “protected” during the public health emergency, meaning they successfully applied for or renewed their coverage in the past 12 months.
 - o For individuals under 65 years old who had their coverage protected during the public health emergency, the autorenewal rate is significantly lower (below 10%), as there is not updated information in the system for this population to match through the original autorenewal process.
 - o MassHealth anticipates being able to autorenew a significantly higher number of over 65 (non-MAGI) members in the upcoming months, after requesting federal approval to enhance the non-MAGI autorenewal 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 EOHHS’s partnership with Health Care For All, canvassers have knocked on over 369K doors and community-based organizations have held over 1,100 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 550K 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 in the coming weeks.
- Additionally, MassHealth has continued to expand member outreach efforts, including new member awareness efforts at 60+ 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