HEALTH & HUMAN SERVICES OVERSIGHT COMMITTEE

DHHS Continuous Enrollment

March 2024 Report

NEW HAMPSHIRE DHHS DEPARTMENT OF HEALTH & HUMAN SERVICES

DHHS's Approach to the Continuous Enrollment Unwinding

New Hampshire DHHS has prioritized a community-based approach to maximize healthcare continuity; helping eligible Medicaid recipients retain coverage and helping others identify an affordable health insurance option for themselves and their families.

Unwind Readiness ⟷ **Unwind Strategy** ⟷ **Coverage Continuity**

Empower clients and community partners with tools and resources to **renew and update contact information** *prior* to the unwinding of the Public Health Emergency

Prioritization that **maximizes healthcare access**, particularly for the vulnerable, and **simplification of the renewal process**

Multiple channels for those no longer eligible (or those who do not renew) to **find alternative coverage quickly and easily**



Multi-Channel Outreach

- **Called and encouraged 40K households** to renew – targeted those with children and disabilities, the elderly and frail, and those with high healthcare utilization
- **Contacted 25K households** via text, email and phone to update their contact information
- **Sent over 120K "pink notices"** via mail, e-mail and text encouraging clients to renew. This increased renewal rates by ~30% and reduced the volume of future renewals



Community Engagement

- Proactively and iteratively sharing with providers lists of those with overdue renewals and those no longer eligible
- Enabling providers, guardians and other co-pilots access to NH Easy so they can view eligibility due dates and offer assistance
- Coordinating outreach via MCO's and navigators
- Conducting numerous community outreach forms



Risk-Based Strategy and Safeguards

- Prioritizing – at the outset – those clients more likely to have healthcare choices and less vulnerabilities
- Maximizing passive renewal, online renewals, and other enablers
- Providing ~60 days for renewal, giving families added time beyond 30 days
- Nudging clients to renew via notices, text, e-mail and calls
- Using multiple modality outreach for those who had lost contact with DHHS
- Advanced analytics to monitor outcomes and outliers throughout the unwind period



Post-Closure Outreach

- Identification/follow up for potentially vulnerable clients
- Adding procedural denial for over income to FFM referral
- Navigator outreach and support, including advertisements and in person community events
- Informing providers and MCO's of outcomes via NH EASY/interfaces
- Paths back for those who don't renew, including NH EASY reapply without starting over
- Retroactive reopen within 120 days with no gap in coverage (new)

NEW HAMPSHIRE DHHS DEPARTMENT OF HEALTH & HUMAN SERVICES

State	Total Due for renewal in December	Among the total number of Medicaid/CHIP Beneficiaries Due for Renewal in Jan. 2024 (Preliminary Numbers)							
		Number Renewed in Medicaid/CHIP	Percent Renewed in Medicaid / CHIP	Percent Renewed on an Ex Parte Basis	Number Terminated from Medicaid / CHIP	Percent Terminated from Medicaid / CHIP	Percent Terminated for a Procedural Reason	Number Renewals Pending at the End of the Month	Percent Pending at the End of the Month
NH	8,924	8,109	90.9%	81.0%	518	5.8%	4.5%	297	3.3%
MA	138,528	84,051	60.7%	33.0%	54,423	39.3%	28.0%	54	0.0%
ME	36,359	16,238	44.7%	25.0%	867	2.4%	0.2%	19,254	53.0%
VT	12,870	9,296	72.2%	61.0%	2,016	15.7%	12.6%	1,558	12.1%
CT	88,704	67,529	76.1%	69.0%	11,660	13.1%	9.1%	9,515	10.7%
RI	42,887	29,013	67.6%	61.0%	9,149	21.3%	18.4%	4,725	11.0%
All States	6,230,825	3,912,162	62.8%	46.0%	1,151,449	18.5%	12.4%	1,167,214	18.7%

* New Hampshire exceeds national averages in percent retaining coverage, ex parte rate, percent terminated for a procedural reason (8% lower than national average), and percent pending at end of month (15% lower than national average)

** NH's ex parte rate 4th in nation at 81% and only 2 points behind for the nations leader, Arkansas

**** NH's closure rate was the 9th lowest in the nation for January

**** NH was 11th for application completion % by end of month at 97% processed. Note: A few States in the top 10 had 0%

Link to all state CMS data: Monthly Data Reports | Medicaid

NEW HAMPSHIRE DHHS DEPARTMENT OF HEALTH & HUMAN SERVICES

State	Total Due for renewal in December	Among the total number of Medicaid/CHIP Beneficiaries Due for Renewal in December 2023							
		Number Renewed in Medicaid/CHIP	Percent Renewed in Medicaid / CHIP	Percent Renewed on an Ex Parte Basis	Number Terminated from Medicaid / CHIP	Percent Terminated from Medicaid / CHIP	Percent Terminated for a Procedural Reason	Number Renewals Pending at the End of the Month	Percent Pending at the End of the Month
NH	12,274	10,273	83.7%	75.5%	1,406	11.5%	9.1%	595	4.8%
MA	94,780	58,551	61.8%	44.7%	20,085	21.2%	14.0%	16,144	17.0%
ME	36,945	16,096	43.6%	24.2%	827	2.2%	0.2%	20,022	54.2%
VT	11,830	8,474	71.6%	61.2%	1,788	15.1%	12.1%	1,568	13.3%
CT	104,702	81,677	78.0%	68.1%	15,647	14.9%	10.8%	7,378	7.0%
RI	17,908	10,098	56.4%	52.1%	5,564	31.1%	27.5%	2,246	12.5%
All States	7,089,277	4,419,515	62.3%	47.3%	1,340,131	18.9%	13.0%	1,329,631	18.8%

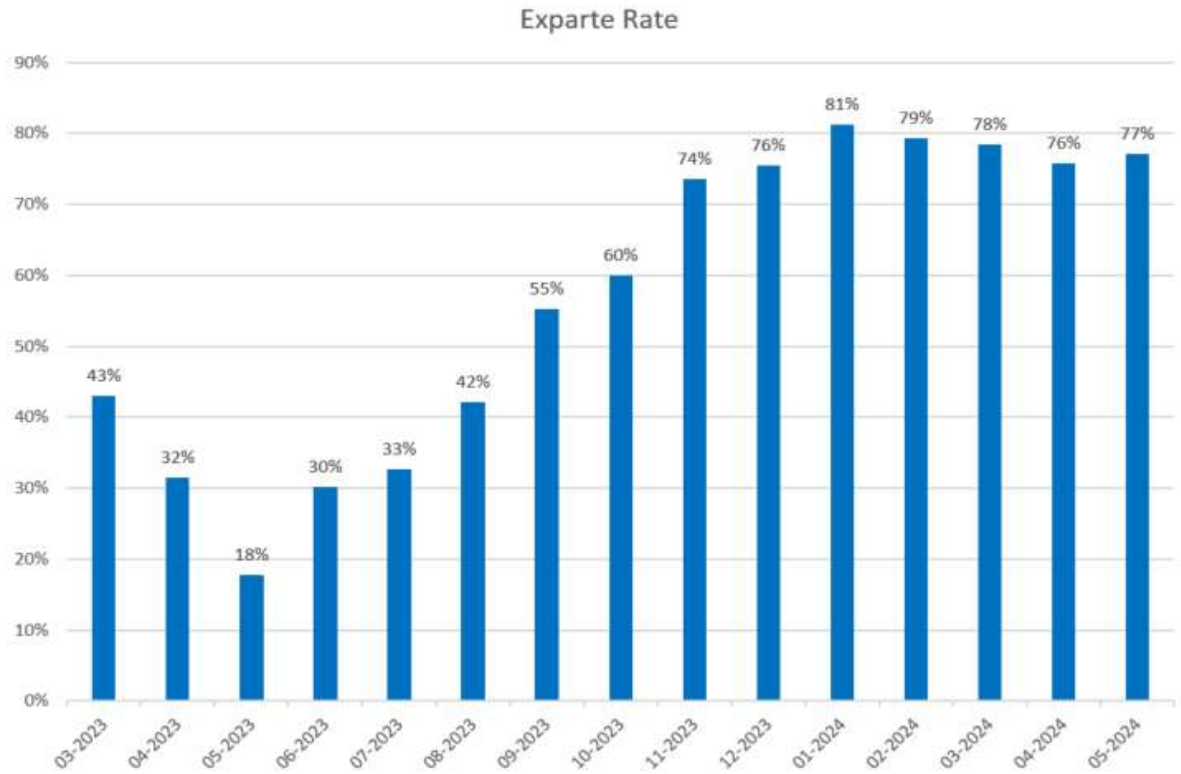
* New Hampshire exceeds national averages in percent retaining coverage, ex parte rate, percent terminated for a procedural reason (4% lower than national average), and percent pending at end of month (14% lower than national average)

Link to all state CMS data: Medicaid and CHIP National Summary of Renewal Outcomes – December 2023 and National Summary to Date

NEW HAMPSHIRE DHHS DEPARTMENT OF HEALTH & HUMAN SERVICES

Ex-parte Rate by Month

The chart below illustrates the ex-parte rates for the total population from March 2023 through May 2024. The increases in ex-parte rates reflect the adoption of new options and policy clarifications provided by CMS. The ex parte rate is also influenced by the unwind renewal sequencing which began with individuals more likely to be ineligible and therefore not candidates for ex parte.



NH DHHS Weekly Medicaid Enrollment Dashboard

Period	Granite Adv	Standard	Total
3/16/2020 to 4/1/2024	59,458 +15.8% 8,093	123,295 -2.2% -2,760	182,753 +3.0% 5,333

Point in Time Trend		% Δ	# Δ	Δ 3/28
Adult Expansion - GAHCP		15.8%	8,093	-37,057
Foster Care & Adoption Subsidy		13.6%	342	-391
Elderly & Elderly With Disabilities		-1.6%	-142	-1,931
Children With Disabilities		-18.2%	-233	-99
Other Non-Disabled Adults		-6.4%	-820	-9,329
Adults With Disabilities		-12.9%	-2,121	-3,828
Low-Income Children - CHIP & Low-Income Children - Non-CHIP		0.3%	214	-15,969
Grand Total		**3.0%**	**5,333**	**-68,604**

NEW HAMPSHIRE DHHS DEPARTMENT OF HEALTH & HUMAN SERVICES

NH DHHS Weekly Medicaid Enrollment Dashboard

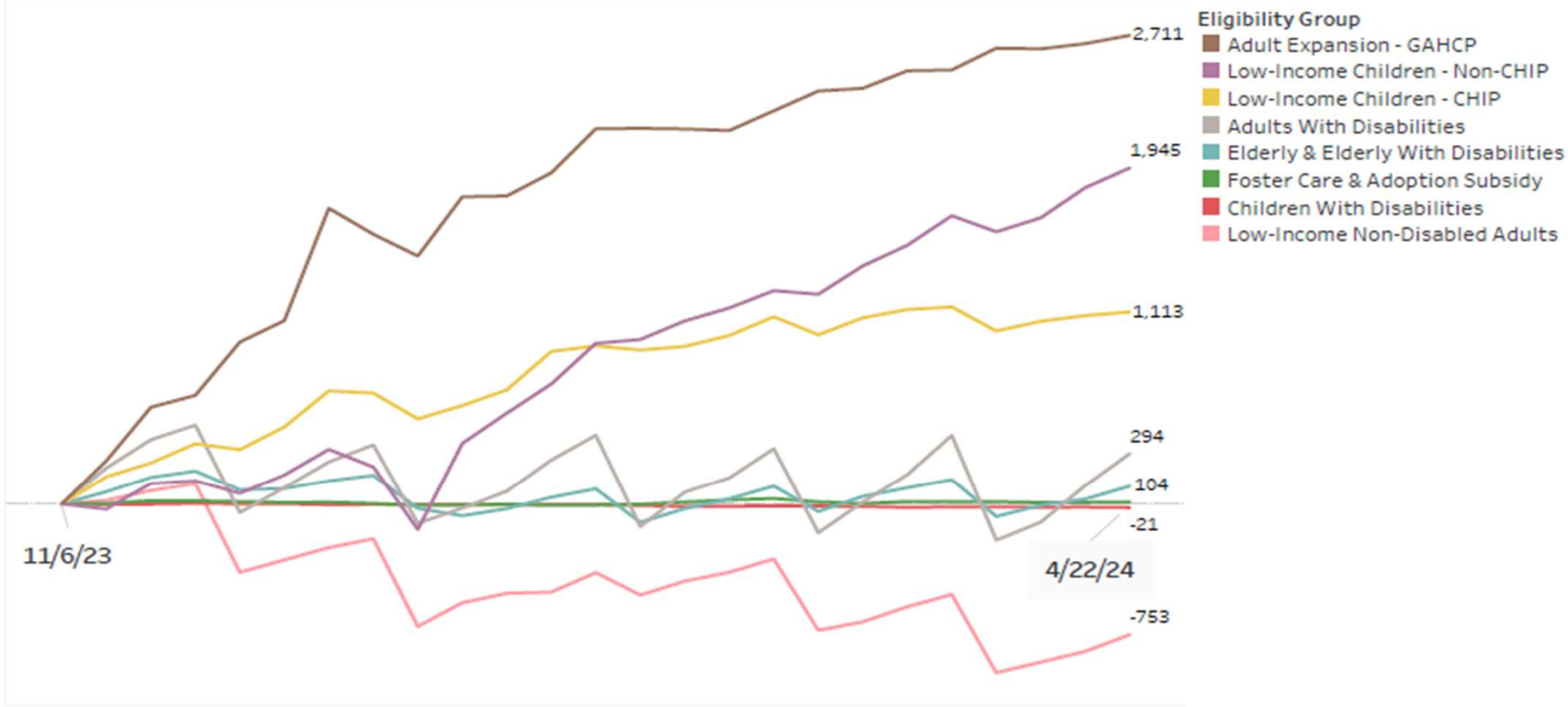
Period	Granite Adv	Standard	Total
3/16/2020 to 4/22/2024	59,532 +15.9% 8,167	124,665 -1.1% -1,390	184,197 +3.8% 6,777

Point in Time Trend		% Δ	# Δ	Δ 3/28
Adult Expansion - GAHCP		15.9%	8,167	-36,983
Foster Care & Adoption Subsidy		13.5%	340	-393
Elderly & Elderly With Disabilities		0.4%	34	-1,755
Children With Disabilities		-18.6%	-238	-104
Other Non-Disabled Adults		-4.7%	-601	-9,110
Adults With Disabilities		-9.9%	-1,618	-3,325
Low-Income Children - CHIP & Low-Income Children - Non-CHIP		0.8%	693	-15,490
Grand Total		**3.8%**	**6,777**	**-67,160**

NH Department of Health and Human Services

NEW HAMPSHIRE DHHS DEPARTMENT OF HEALTH & HUMAN SERVICES

Point in Time Change from 2023 Low Point to Present



CMS Reporting and Closure Reasons - March

	Mar-2024					
	Grand Total (CMS)		Protected		Non-Protected	
March Renewals	**Count**	**Percent**	**Count**	**Percent**	**Count**	**Percent**
Total Renewals Due	10,738	100%	29	100%	10,709	100%
In Progress	93	0.9%	3	10.3%	90	0.8%
Renewals with Outcomes	10,645	99.1%	26	89.7%	10,619	99%
Retained MA	**9,750**	**91.6%**	**23**	**88.5%**	**9,727**	**91.6%**
Total Closures by outcome	**895**	**8.4%**	**3**	**11.5%**	**892**	**8.4%**
Not Referred to FFM	716	80.0%	1	33.3%	715	80.2%
Referred to FFM	**179**	**20.0%**	**2**	**66.7%**	**177**	**19.8%**
Procedural	10	1.1%	0	0.0%	10	1.1%
Non-Procedural	169	18.9%	2	66.7%	167	18.7%
Total Closure by Reasons	**895**	**100%**	**3**	**100%**	**892**	**100%**
Income	119	13.3%	1	33.3%	118	13.2%
Failed to Rede	460	51.4%	0	0.0%	460	51.6%
Categorically Ineligible	22	2.5%	1	33.3%	21	2.4%
Not Requesting/Living Arrangement	44	4.9%	0	0.0%	44	4.9%
Failed to Verify/Comply	19	2.1%	0	0.0%	19	2.1%
Does Not Meet Program Requirements	32	3.6%	0	0.0%	32	3.6%
Other	199	22.2%	1	33.3%	198	22.2%

NEW HAMPSHIRE DHHS DEPARTMENT OF HEALTH & HUMAN SERVICES

** This table does not include outcomes for individuals who reported a changes in circumstance outside of the renewal period.*

*****Closure by reason percentages are for the closed individuals only (% of closure reasons), not the percent of renewals that close per month which is reflected in Total Closures by outcome row.***

CMS Reporting and Closure Reasons - Cumulative

The table below shows the renewal rates* and outcomes for the protected and non-protected populations from March 2023 through March 2024 in aggregate.

Highlights:

- The outcome variance between the protected and non-protected is consistent with forecasts due to the front-loading of protected individuals less likely to be eligible
- Given the composition of the protected group (e.g., over income/categorically ineligible) the higher FFM referral rate was anticipated
- Re-openings are occurring at a meaningful rate with ~15% of March closures reopening illustrating the trend over 90 days
- Households that fail to renew have varying circumstances, such as:
  - No longer require or desire Medicaid (e.g., self-employed over income, those who already have commercial healthcare, etc.)
  - Circumstances that have changed (e.g., they moved out of state, passed away, etc.)
  - May be eligible if they renew (many administrative closures subsequently reapply for benefits)

	Grand Total					
	Grand Total (CMS)		Protected		Non-Protected	
Renewal Metrics	**Count**	**Percent**	**Count**	**Percent**	**Count**	**Percent**
Total Renewals Due	195,693	100%	61,759	100%	133,934	100%
In Progress	575	0.3%	37	0.1%	538	0.4%
Renewals with Outcomes	195,118	99.7%	61,722	99.9%	133,396	99.6%
Retained MA (Successful renewal)	**127,767**	**65.5%**	**18,445**	**29.9%**	**109,322**	**82.0%**
Total Closures (all reasons)	**67,351**	34.5%	43,277	70.1%	24,074	18.0%
Not Referred to FFM	42,879	63.7%	26,590	61.4%	16,289	67.7%
Referred to FFM	**24,472**	**36.3%**	**16,687**	**38.6%**	**7,785**	**32.3%**
Procedural (Pilot)	11,102	16.5%	9,503	22.0%	1,599	6.6%
Non-Procedural	13,370	19.9%	7,184	16.6%	6,186	25.7%
Total Closure by Reasons	**67,351**	**100%**	**43,277**	**100%**	**24,074**	**100%**
Income	19,123	28.4%	14,180	32.8%	4,943	20.5%
Failed to Rede	32,380	48.1%	20,730	47.9%	11,650	48.4%
Categorically Ineligible	4,895	7.3%	3,692	8.5%	1,203	5.0%
Not Requesting/Living Arrangement	4,379	6.5%	2,625	6.1%	1,754	7.3%
Failed to Verify/Comply	1,872	2.8%	819	1.9%	1,053	4.4%
Does Not Meet Program Requirement	2,086	3.1%	612	1.4%	1,474	6.1%
Other	2,616	3.9%	619	1.4%	1,997	8.3%

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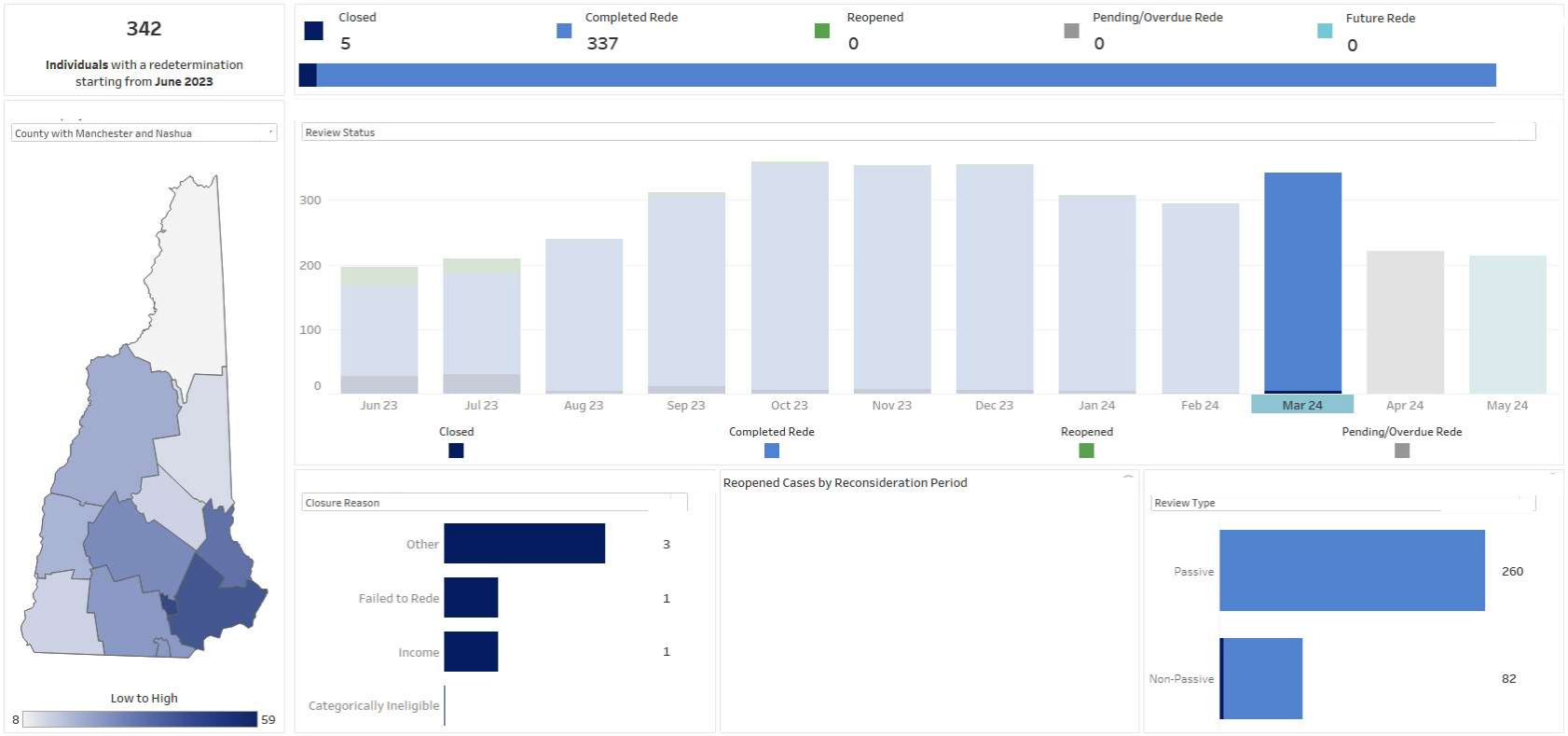
** This table does not include outcomes for individuals who reported a changes in circumstance outside of the renewal period.*

	Nov-23				Dec-23				Jan-24			
[MONTH] MEAs	**Count**	**Percent**	**Open**	**Not Ope**	**Count**	**Percent**	**Open**	**Not Ope**	**Count**	**Percent**	**Oper**	**Not Open**
Total MEAs Due	**523**				**521**				578			
In Progress	0		0		0		0		0		0	
MEAs Bridged	245	46.8%	204	41	260	49.9%	214	46	289	50.0%	248	41
MEAS Completed	256	48.9%	221	35	229	44.0%	210	19	249	43.1%	240	9
Met Level of Care	**256**	**100.0%**	221	35	**229**	**100.0%**	210	19	**249**	**100.0%**	240	9
Total Closures by MEA	**-**	**0.0%**	0	0	**-**	**0.0%**	0	0	**-**	**0.0%**	0	0
Does not meet level of care	-	0.0%			-	0.0%			-	0.0%		
Failed to provide MEA documentation	-	0.0%			-	0.0%			-	0.0%		
HCBC Closure/termiantion by worker	22	4.2%	5	17	32	6.1%	2	30	40	6.9%	3	37

	Feb-24				Mar-24				
[MONTH] MEAs	**Count**	**Percent**	**Open CFI**	**Not Open CFI**	**Count**	**Percent**	**Open CFI**	**Not Open CFI**	
Total MEAs Due	569				551				
In Progress	1		1		0				
MEAs Bridged	330	58.0%	302	28	294	53.4%	284	9	1418
MEAS Completed	198	34.8%	191	7	226	41.0%	199	27	
Met Level of Care	**192**	**97.0%**	186	6	**166**	**73.5%**	163	3	1158
Total Closures by MEA	**6**	**3.0%**	5	1	**60**	**26.5%**	36	24	66
Does not meet level of	5	83.3%			36	60.0%			
Failed to provide MEA documentation	1	16.7%			24	40.0%			
HCBC Closure/termiantion by	40	7.0%	0	40	31	5.6%	0	31	

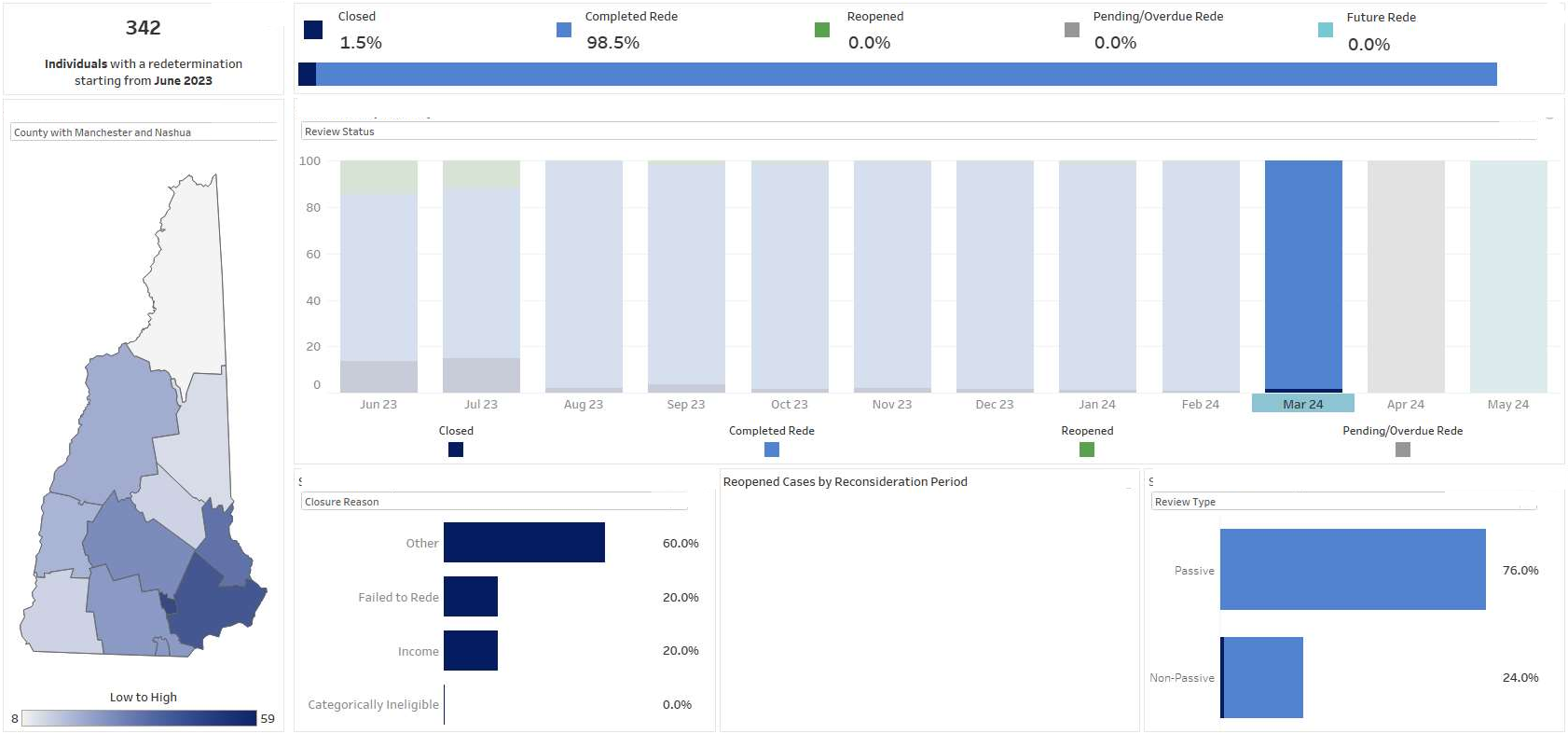
DHHS's Continuous Enrollment Unwind Status – HCBC-CFI (By Individual Counts)

These graphs provide an overview of NH's Medicaid renewal processing for HCBC-CFI individuals as of as of April 1st, 2024.



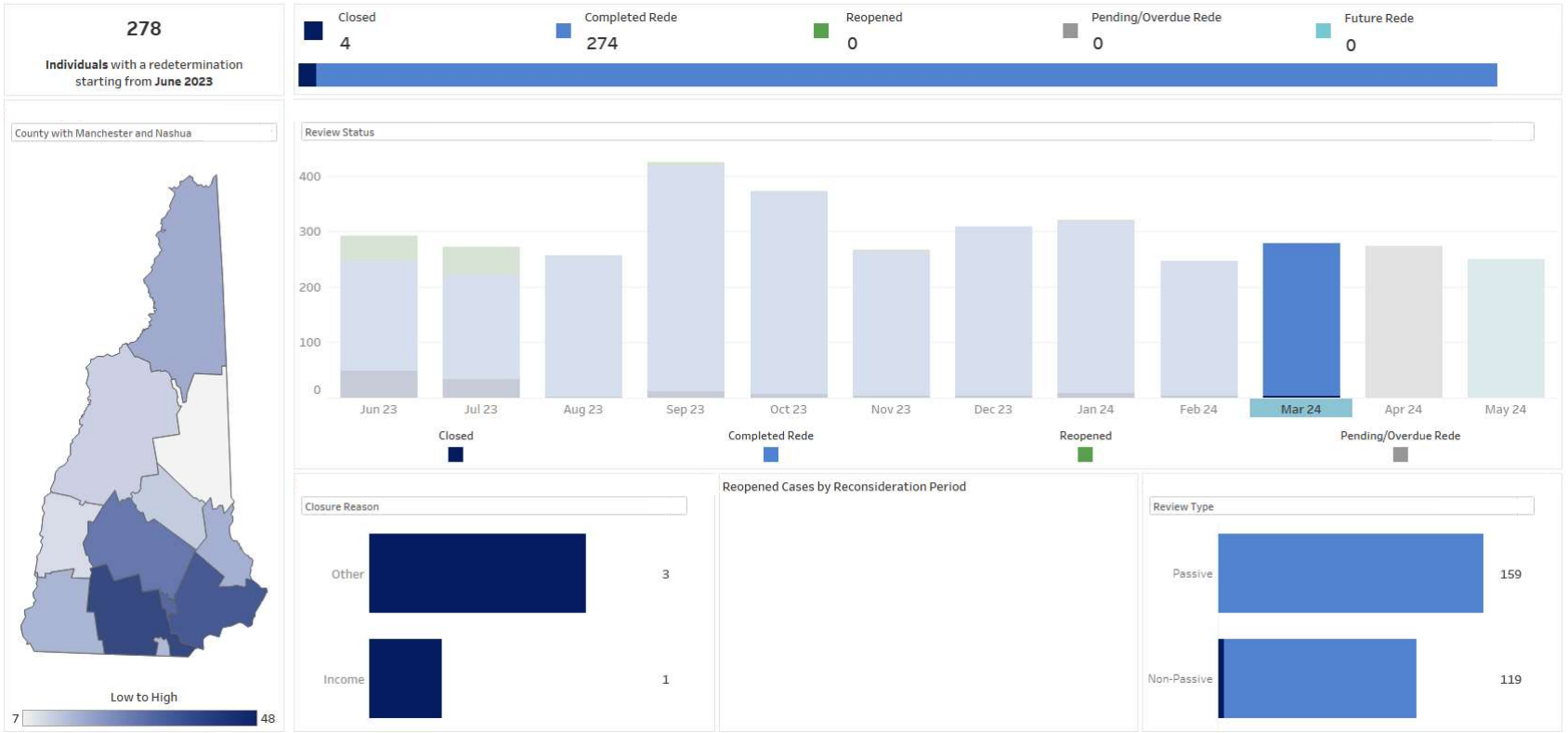
DHHS's Continuous Enrollment Unwind Status – HCBC-CFI (By Percentage)

These graphs provide an overview of NH's Medicaid renewal processing for HCBC-CFI individuals as of as of April 1st, 2024.



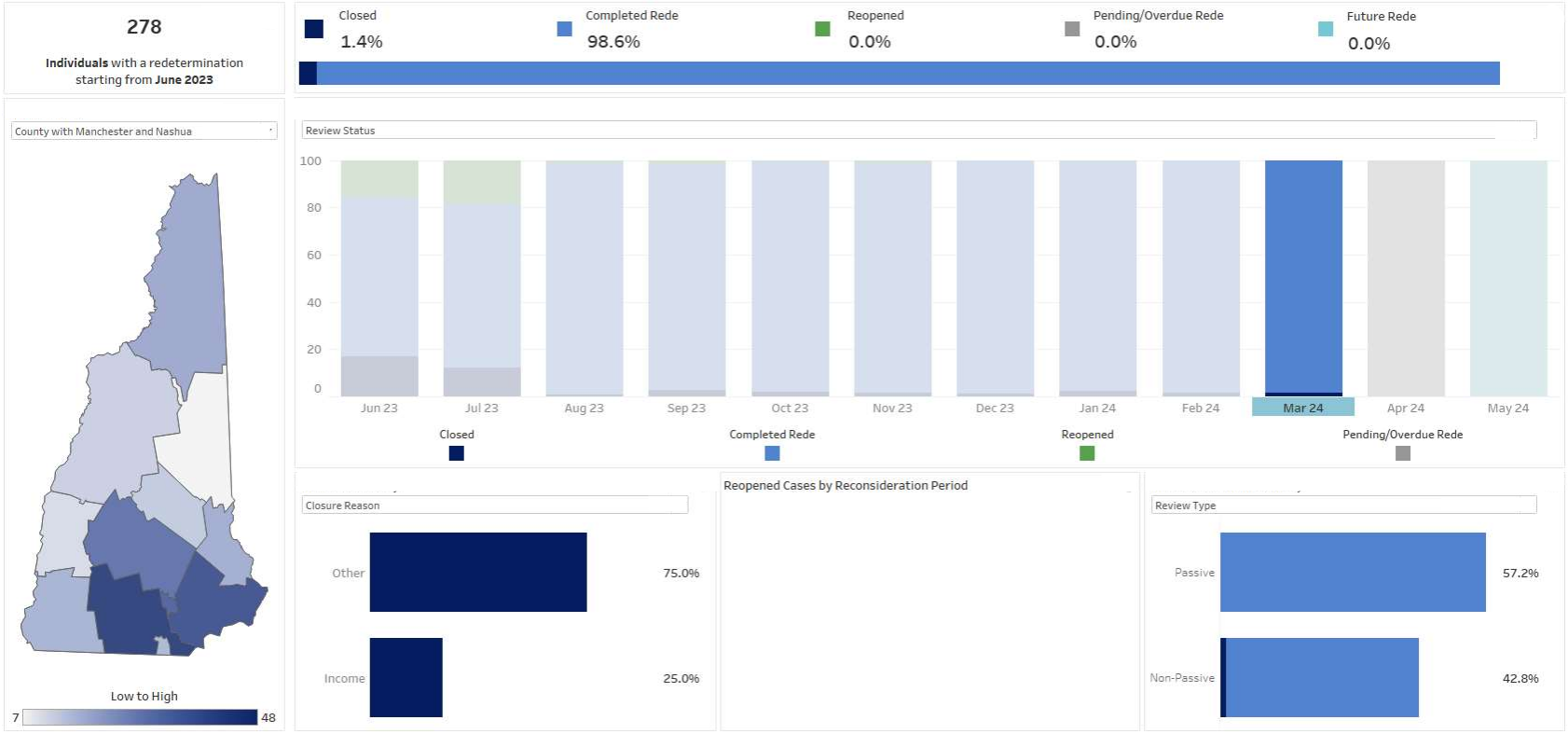
DHHS's Continuous Enrollment Unwind Status – Nursing Facility (By Individual Counts)

These graphs provide an overview of NH's Medicaid renewal processing for Nursing Facility individuals as of as of April 1st, 2024.



DHHS's Continuous Enrollment Unwind Status – Nursing Facility (By Percentage)

These graphs provide an overview of NH's Medicaid renewal processing for Nursing Facility individuals as of as of April 1st, 2024.



CFI Waiver Participant Estimates versus Total Eligible Participants and Total CFI Participants Served per SFY								
State Fiscal Year	Waiver Year	Waiver #	CFI Waiver Estimate	Total Unduplicated Count of CFI Eligible Members	CFI Eligibles % +/- Over Prior Year	Total Unduplicated Count of CFI Members Served	CFI Members Served % +/- Over Prior Year	Variance Between Estimated and Served (D-G)
2013	Year 1	NH.0060.R076.01	3,617	3,744		3,009		608
2014	Year 2		4,053	3,728	0%	3,546	18%	507
2015	Year 3		4,202	3,819	2%	3,694	4%	508
2016	Year 4		4,359	3,955	4%	3,810	3%	549
2017	Year 5		4,522	4,352	10%	4,158	9%	364
2018	Year 1	NH.0060.R07.01 - Jul 01, 2017	4,170	4,755	9%	4,540	9%	(370)
2019	Year 2		4,499	4,850	2%	4,709	4%	(210)
2020	Year 3		4,855	4,862	0%	4,761	1%	94
2021	Year 4		5,238	4,776	-2%	4,702	-1%	536
2022	Year 5		5,652	4,821	1%	4,708	0%	944
2023	Year 1	NH.0060.R08.01 - Apr 01, 2023	4,952	4,685	-3%	4,502	-4%	450
2024*	Year 2		5,185	4,203	-10%	4,100	-9%	1,085
2025	Year 3		5,429					
2026	Year 4		5,684					
2027	Year 5		5,951					

* Since SFY24 is not yet complete, numbers for total eligible and total served only represent totals through March. These numbers will continue to change as months are completed through the end of the SFY.