Project COMPASS- Coordinating **M**edicaid **& P**ublic **A**ssistance **S**ystem **S**hifts

Project COMPASS: An internal Department effort to prepare New Hampshire residents, staff, and provider partners for changes to Medicaid and SNAP eligibility.

Situation

Families, providers, and frontline staff must navigate new eligibility rules, program changes, and work requirements.

State government must manage fiscal responsibilities, ensure compliance, and preserve access to essential health and nutrition supports for people who are eligible.

Vision

All eligible New Hampshire residents have continuous access to health coverage and nutrition supports, with systems that are simple to navigate, fiscally sustainable, and built on trust and transparency.

Mission

To guide the Department's response in meeting federal and state requirements for the Medicaid and SNAP changes. This will be done by fostering cross-agency alignment, engaging community partners, and building streamlined, resilient systems that maintain eligibility for people who are eligible.



Project COMPASS – Objective

- **Coverage Stability and Personal Responsibility** – Ensure eligible individuals and families who follow program requirements maintain coverage.
- **Operational Excellence** – Modernize and streamline eligibility, enrollment, and processes to reduce administrative burden.
- **Stakeholder Engagement** – Engage people with lived experience, community partners, and frontline workers to design and implement systems.
- **Fiscal Stewardship** – Responsibly manage state and federal resources.
- **Clear Communication** – Provide individuals and community partners with transparent, accessible, and timely information.



Type of Work Underway



Policy & Fiscal Alignment

Ensuring state policy complies with federal law and protects taxpayer dollars

- Interpreting and implementing new federal and state requirements (such as work requirements).
- Identifying fiscal risks early—especially risks that could lead to errors, penalties, or future budget impacts.
- Working with legal counsel and federal partners to clarify guidance and seek flexibility when timelines or requirements create operational risk.
- Engaging with national partners when national policy changes create unintended consequences for states.



Operations & Systems Implementation

Developing policies that actually work in real life

- Updating eligibility systems (New HEIGHTS) to reflect new rules.
- Using temporary workarounds when federal timelines don't match system realities.
- Managing system maintenance and modernization costs to avoid larger expenses later.
- Ensuring staff can administer programs accurately and consistently.
- Coordinating SNAP and Medicaid processes, where possible, so requirements are aligned rather than duplicative.



Communications & Stakeholder Engagement

Helping people understand what's changing and what they need to do

- Clear, timely communication to the public about new requirements.
- Guidance for frontline staff so information is consistent statewide.
- Outreach to community partners (e.g., homeless services, employment agencies, health plans) who help people navigate benefits.
- Language access and accessibility so information reaches everyone who needs it.
- Coordinated messaging across programs to avoid confusion when changes happen at the same time.



Cross-Program Coordination & Modernization

Reducing administrative burden and improving efficiency

- Aligning SNAP and Medicaid rules where possible.
- Exploring technology improvements to simplify income verification and eligibility checks.
- Reducing duplicative paperwork for residents and staff.
- Planning for long-term sustainability once one-time federal funding ends.