



New Hampshire Department of  
HEALTH & HUMAN SERVICES



**Franklin Pierce School of Law**  
**Institute for Health Policy & Practice**  
Health Law & Policy

# DHHS Preparation for End of Federal Public Health Emergency Impact on Medicaid and Other Benefits Stakeholder Meeting

July 29, 2021 | 10-11 AM



# Agenda

## **Welcome**

Lucy Hodder, Director of Health Law and Policy, UNH School of Law, IHPP

## **Introduction and Overview**

Henry Lipman, Director of Medicaid, DHHS

## **Overview of Notices and Timeline – what do beneficiaries need to do?**

Deb Sorli and Alyssa Cohen, DHHS

## **Impact of End of PHE on Other Benefits**

Deb Sorli, Chief, Bureau of Family Assistance, DHHS

## **Provider Resources, Website and other resources**

Alyssa Cohen, Deputy Medicaid Director, DHHS

## **Moderated Question & Answer Session**

Deborah Fournier, Health Law and Policy, UNH IHPP



# Presenters

**Henry Lipman**

DHHS Medicaid Director

**Alyssa Cohen**

DHHS Deputy Medicaid Director

**Debra Sorli**

DHHS Bureau Chief for Bureau of Family Assistance

**Dawn Landry**

DHHS Medicaid Policy Administrator



# Background

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# Medicaid Overview

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- Medicaid provides health insurance coverage to over 220,000 beneficiaries at this time.
- Medicaid provides health insurance and additional services to almost 16% of the population.
- Medicaid covers low-income populations including children, foster children, pregnant and post-partum women, people with disabilities, medically frail, family planning.
- The Granite Advantage program covers adults up to 138% of the FPL (currently approximately 77,058).
- Children make up approximately 43% of the people on Medicaid.



# Medicaid Unwind! The Deal - Increased FMAP During Public Health Emergency

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- The Families First Coronavirus Response Act (FFCRA) provides a **6.2 percentage** point increase in the federal share (FMAP) of certain Medicaid spending with requirements to meet **maintenance of eligibility** (MOE)
- Enhanced FMAP retroactive to 1/1/20
- In exchange for the enhanced FMAP, all States must:
  - Keep beneficiaries enrolled until the end of the month when the COVID-19 public health emergency (PHE) ends
  - Maintain eligibility criteria as of 1/1/20 (can not be more restrictive)
  - Move beneficiaries into appropriate eligibility categories with an equivalent benefit level.



# Coverage During COVID-19

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- The current federal COVID-19 public health emergency (PHE) extends through **October 18, 2021**.
- Federal PHE likely to be extended through the rest of 2021 in 90-day increments.
- DHHS will receive at least 60 days-notice before the emergency ends and will communicate to clients, partners, providers and stakeholders before any changes take place.
- DHHS will not terminate coverage during the PHE except for very limited circumstances as prescribed by CMS.



# Latest Enrollment Trends

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# Changes in Enrollment – NH Medicaid

	2018	2019	2020	June 28, 2021
Standard Medicaid	128,538	127,302	142,828	145,033
Granite Advantage	51,733	51,040	69,443	77,058
Total	180,311	178,342	212,271	222,091 (25% increase over 2019)



# Protected Individuals, Overdues, Ineligibles

**Pending Ineligible**  
25,213

**Overdue  
redeterminations**  
45,391

**Total Protected**  
Over 70,000

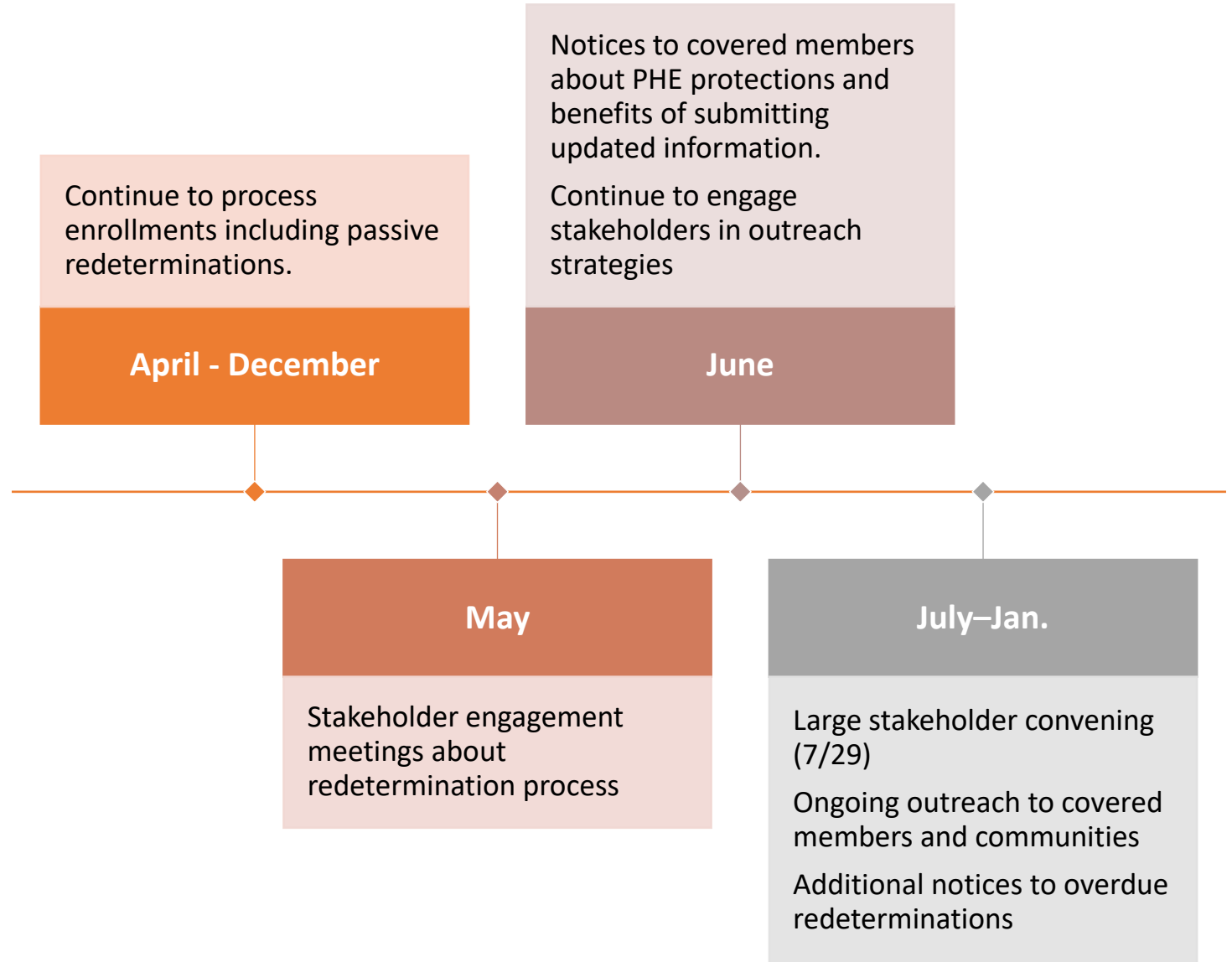


# Beneficiary Engagement

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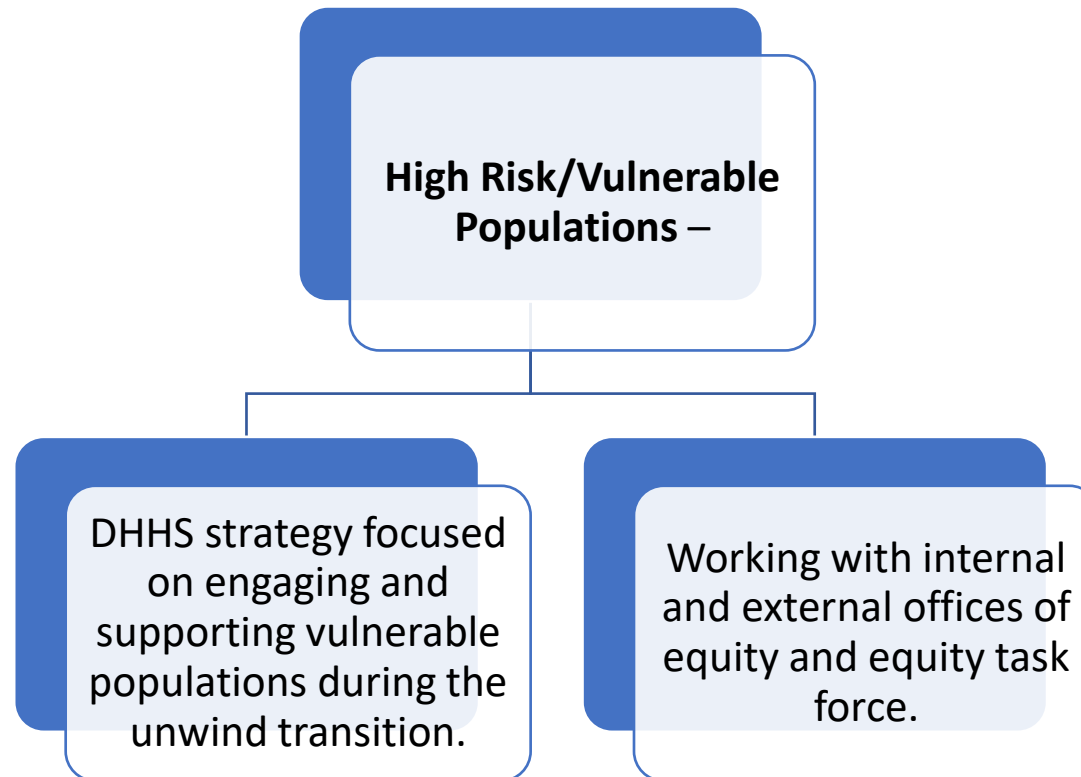


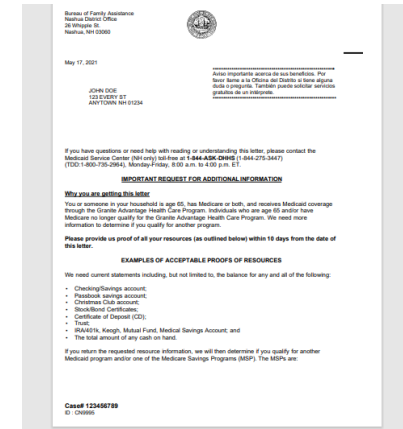
# DHHS Time-Line Based on Current CMS Guidance





# Engagement Focused on Vulnerable Populations



[illegible]

## Failure to Complete Redetermination Notice

## Granite Advantage and Medicare Notice



# Notice: Overdue Redetermination June 2021 (front page)

newly born  
Bureau of Family Assistance  
Nashua District Office  
28 Whipple St.  
Nashua, NH 03060

HEALTH AND HUMAN SERVICES

June 03, 2021

JOHN DOE  
123 EVERY ST  
ANYTOWN NH 01234

\*\*\*\*\*  
Aviso importante acerca de sus beneficios. Por  
favor llame a la Oficina del Distrito si tiene alguna  
duda o pregunta. También puede solicitar servicios  
gratuitos de un intérprete.  
\*\*\*\*\*

**IMPORTANT INFORMATION REGARDING YOUR MEDICAL ASSISTANCE**

Our records show you have not completed your 05/2021 redetermination or you failed to provide requested verification.

Please return required verifications and/or complete your redetermination before the end of the COVID-19 national Public Health Emergency (PHE). Failure to do so may result in your Medicaid coverage ending.

John Doe

Program	Reason
APTD-MA	Failed to complete your Medicaid/Medicare Savings Program Redetermination

There are four ways to complete required actions or update your information:

- Online:** Go to <https://nheasy.nh.gov> and make the updates using your NH EASY account.  
  
The majority of individuals use NH EASY because it is a fast and easy way to complete redetermination, upload verifications, and more using their phone, desktop or tablet. If you don't have an account, you can create one at <https://nheasy.nh.gov>.
- By mail:** Send a copy to the Central Scanning Unit, PO. Box 181, Concord, NH 03302 (or upload online using NH EASY).
- In person:** Bring a copy to any District Office that is convenient to you.
- By phone:** Call 1-800-852-3345 ext 9700.

Case# 8725362737  
ID : CN0030

Telephone: (603) 271-9700 or (800) 852-3345 (NH Only)  
TDD Access: (800) 735-2964 (NH Only)



## Notice: Overdue Redetermination June 2021 (back page)

The Families First Coronavirus Relief Act (FFCRA) prohibits the Department from closing medical assistance during the COVID-19 national public health emergency (PHE). **This means you will remain eligible and enrolled through the end of the month in which the COVID-19 national PHE ends.**

Remember, you must continue to report any changes that might affect your medical coverage. You must report the change within **10 calendar days** of when the change happens. Please report changes for both you and other people in your household. For example, you must report if someone moves, if someone's income changes, or if your household changes, such as someone in your household marries or divorces, becomes pregnant, or has or adopts a child. Delays in reporting and verifying changes may result in your getting benefits or services in error. You must pay back any benefits or services received in error, regardless of whether you made a mistake in the information you gave, or failed to give, to us.

### **If you think we made a mistake: Your Right to an Administrative Appeal ("Hearing")**

You can appeal our decision. For example, you can appeal if you think we made a mistake on things like your household size, income, citizenship, immigration status, or residency. You can also appeal what services you get or did not get or how much you get in benefits, if you think we made a mistake in the action we took. If you have questions about the action we took, please contact the Customer Service Center at 1-844-275-3447. Only call the Administrative Appeals Unit if you want to ask for an appeal or if you have questions about a current appeal. You can contact the Appeals Unit directly at 1-800-852-3345, extension 4292. You can also write your own letter to ask for an appeal. Send your written request to the address at the top of the first page of this Notice. You must ask for an appeal by a certain time. The enclosed Notice of Rights and Responsibilities tells you more about when you must ask for an appeal and what will happen at a hearing. **If you are already getting benefits and you ask for an appeal, you can also ask to keep getting the same benefits while you wait for the decision on your appeal.** If you want to do this, you must ask for your benefits to continue within 15 days of the date on the notice of the action you are appealing.

Once you ask for an appeal, we will try to fix the problem over the phone or by meeting with you. If a phone call or meeting does not fix the problem, you can schedule a hearing. A hearing is a meeting between you, someone from DHHS, and an appeals officer. At the hearing, you can explain why you think we made a mistake. To get ready for your hearing, you can:

- Ask for a copy of your file before the hearing.
- Bring someone with you to the hearing, like a friend, relative, or lawyer, or, come by yourself. DHHS will **not** pay for the cost of any legal services you may want. However, there are free and reduced cost legal services available in NH.
- Bring documents, information, or witnesses to show us where you think we made a mistake.

**Legal Counsel** If you or anyone in your household needs free legal counsel, contact NH Legal Aid by visiting <https://nhlegalaids.org/get-help> or calling 1-800-639-5290. DHHS will not pay your legal fees.

### **Common Abbreviations We Use In Our Notices**



# Details of Notices

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- Notice to Overdue Redes or Pending Ineligibles:
  - *Please return required verifications and/or complete your redetermination before the end of the COVID-19 national Public Health Emergency (PHE). Failure to do so may result in your Medicaid coverage ending. OR*
  - *We have completed our review of your 05/2021 redetermination. We have determined that you no longer qualify for medical assistance for the reasons listed below.*
- ***The Families First Coronavirus Response Act (FFCRA) prohibits the Department from closing medical assistance during the COVID-19 national public health emergency (PHE). This means you will remain eligible and enrolled through the end of the month in which the COVID-19 national PHE ends.***



# Notices to Beneficiaries

<https://www.dhhs.nh.gov/dfa/documents/post-pandemic-medicaid-notices-chart.pdf>

Notice	Audience	Purpose	Timeline
Advance MA Closing Notice	Overdue Redetermination and Pending Ineligible	Notify individuals who have not submitted their redetermination, failed to provide requested verification, or no longer will meet eligibility requirements based on their redetermination. These are the <b>pink</b> notices. Sample notice at <a href="https://www.dhhs.nh.gov/dfa/post-covidproviders.htm">https://www.dhhs.nh.gov/dfa/post-covidproviders.htm</a>	<ul style="list-style-type: none"><li>• <b>Monthly</b> for redeterminations due the month prior starting June 15, 2021 for May redeterminations</li><li>• Monthly thereafter</li></ul>
Resource Request Mailing	Granite Advantage 65+ and/or Medicare	Request resource information to determine qualifications for Medicare Savings Plan (MSP) or another medical assistance program that could extend coverage past the PHE from Granite Advantage individuals age 65+, with Medicare or both. Sample notice at <a href="https://www.dhhs.nh.gov/dfa/post-covidproviders.htm">https://www.dhhs.nh.gov/dfa/post-covidproviders.htm</a>	June 16, 2021
Pre-Fill Form	Pending Ineligibles	Provide a “pre-filled” form providing individuals with information the Department has on record for their case and an opportunity to update using current information for eligibility determination. This would be an additional reminder/opportunity for a subset of the overdue redetermination mailing.	TBD - late August / September 2021
Spenddown	Spenddown	Notify individuals they will need to begin submitting their spenddown bills again upon expiration of PHE	TBD- After announcement of PHE end



# MCO Open Enrollment - 2021

Notice	Audience	Purpose	Timeline
MCO Open Enrollment	Medicaid MCO Recipients	<p>The time frame for Medicaid Care Management (MCM) open enrollment in CY2021 will be <b>August 1 – August 31, 2021</b> with a “go-live” date of September 1, 2021. Member notices will be shared when available. MCM Members will be able to actively select one of the three Health Plans or take no action to remain in their current Health Plan.</p> <p>Open enrollment dates will be posted to the DHHS website at <a href="https://www.dhhs.nh.gov/ombp/caremg/index.htm">https://www.dhhs.nh.gov/ombp/caremg/index.htm</a></p> <p>All related open enrollment materials will be posted to the DHHS website as they become available.</p>	July 2021 (mailed 7/22)



# Sign Up to Receive Text Message Alerts and/or Go Green on NH Easy

(Can still receive paper notices with this option)



Go Green! SIGN UP to enroll in paperless notices.



Redetermination due: May 2022  
(Method: Online-**CHANGE**)



Go Green!  
**GET YOUR NOTICES ONLINE**



Want to receive account alerts to your mobile  
device?  
**GET TEXT MESSAGE NOTIFICATIONS**



Have documents to submit?  
**UPLOAD PROOFS HERE**



# “Support Your Family – Act Now!”

- By updating your information now, you could avoid losing coverage later!
- Act now to help you and your family!
- If you delay, you could get stuck in the bottleneck at the end of the year!






# Resources and Links: <https://www.dhhs.nh.gov/>

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If you or someone you know is experiencing an addiction-related crisis, call 2-1-1 now.

Post-pandemic benefit changes are coming ...

**What you need to know**



Pause Previous Next 1 2 3 4 5 6 7 8 9 10 11

## *What's New...*

- **Notice of Public Hearing:** [DHHS Announces Public Hearing and Releases Draft of FFY 2022 – 2024 Child Care and Development Fund \(CCDF\) Federal Plan for Public Comment](#)
- Read what you need to know about [Post-Pandemic Benefits Changes](#)



## Resources and Links, Social Media

navigate to the “Social Media Posts & Graphics link: <https://www.dhhs.nh.gov/dfa/post-covid-social-media.htm>

### Facebook Graphics (500x500 pixels)



### Twitter Graphics (1200x675 pixels)



### Social Media Posts and Graphics

1. Throughout the COVID-19 pandemic, DHHS has worked to provide continued economic, nutrition and medical assistance to New Hampshire residents. Some of the extended program assistance and flexibilities you may have received will change when state and federal public health emergencies end. There is time to prepare for these changes!

If your household is receiving SNAP benefits or Medicaid, please visit <https://www.dhhs.nh.gov/dfa/post-covid.htm> for more information and resources.

2. Attention Medicaid recipients: When the federal public health emergency ends, extended Medicaid eligibility will end, too. Complete your redetermination for benefits now to avoid a gap in your medical coverage. Even if you are over income, your benefits will not close until the end of the federal public health emergency.

Complete your Medicaid redetermination at <https://nheasy.nh.gov/#/>

3. Your SNAP and Medicaid benefits could change when state and federal public health emergencies end. Visit <https://www.dhhs.nh.gov/dfa/covid19-changes.htm> to learn more.
4. If you receive medical, food, cash, or childcare assistance through NH DHHS, be sure the Department has your updated address and phone number. If you have a NH EASY account, visit <https://nheasy.nh.gov/#/> to update your information.



# Additional Resources

Website: <https://www.dhhs.nh.gov/>

- Resources/Q&A/Links to notices
- Social media links available
- Information about other benefits including SNAP
- Messaging across benefits and agencies
- Dedicated Email: [ContinuedCoverage@dhhs.nh.gov](mailto:ContinuedCoverage@dhhs.nh.gov)

Meetings:

- Outreach and engagement meetings with provider and other small groups continue
- Larger Stakeholder Meeting: July

Lists:

- Running pilot of lists for providers and MCOs.
- More to come!



# Other Options for Assistance

- Communications around insurance options
  - COBRA
  - HeathCare.gov
  - Open enrollment through August 15 in NH Insurance Marketplace
- NH Navigator: [www.healthcare.gov](http://www.healthcare.gov)
  - 1-877-211-NAVI or (603) 931 3858
  - <https://acanavigator.com/nh/home>
- Provider assistance for populations
- Telephone outreach



# Engage and support!

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Support covered  
beneficiaries



Reach out to call  
centers



Assist in the  
community

# Acknowledgments

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Lucy Hodder, JD, Director, Health Law & Policy, Franklin Pierce School of Law & IHPP

Kelsi West, Project Director, IHPP



# A Few Frequently Asked Questions

- **Is the pink paper visible from the envelope?** Yes!
- **Will all 200,000+ members need to be redetermined this year?** No. The Department has continued to process redeterminations during the COVID-19 PHE. For individuals whose eligibility could be renewed based on information known to the Department, eligibility has been extended into 2022. Medicaid beneficiaries who failed to complete a redetermination during the PHE will need to do so before the end of the PHE in order to prevent their Medicaid coverage from closing.
- **How can members get virtual notices?** The Department sends email notifications to members who sign up to “Go Green”. The email notification alerts members that they have a new notice and need to log into their NH EASY account to read it. Members can sign up to “Go Green” by choosing this option in their NH EASY account.
- **Do Stimulus Checks or Tax Credits count as income towards Medicaid?** No.
- **Will beneficiaries receive a second notice about being overdue?** All Medicaid beneficiaries will receive a Notice of Decision with the required 10-day advance termination notice prior to closing a beneficiary’s Medicaid coverage.
- **When is the next redetermination date after a beneficiary resolves an overdue redetermination?** The redetermination date is 12 months from the original re-determination date. Pending any additional guidance from CMS, the original redetermination date will not change, regardless of when the redetermination was completed.
- <https://www.dhhs.nh.gov/dfa/documents/provider-faqs.pdf>



# Questions