



The End of Medicaid Continuous Enrollment – What This Means for North Dakota

Agenda

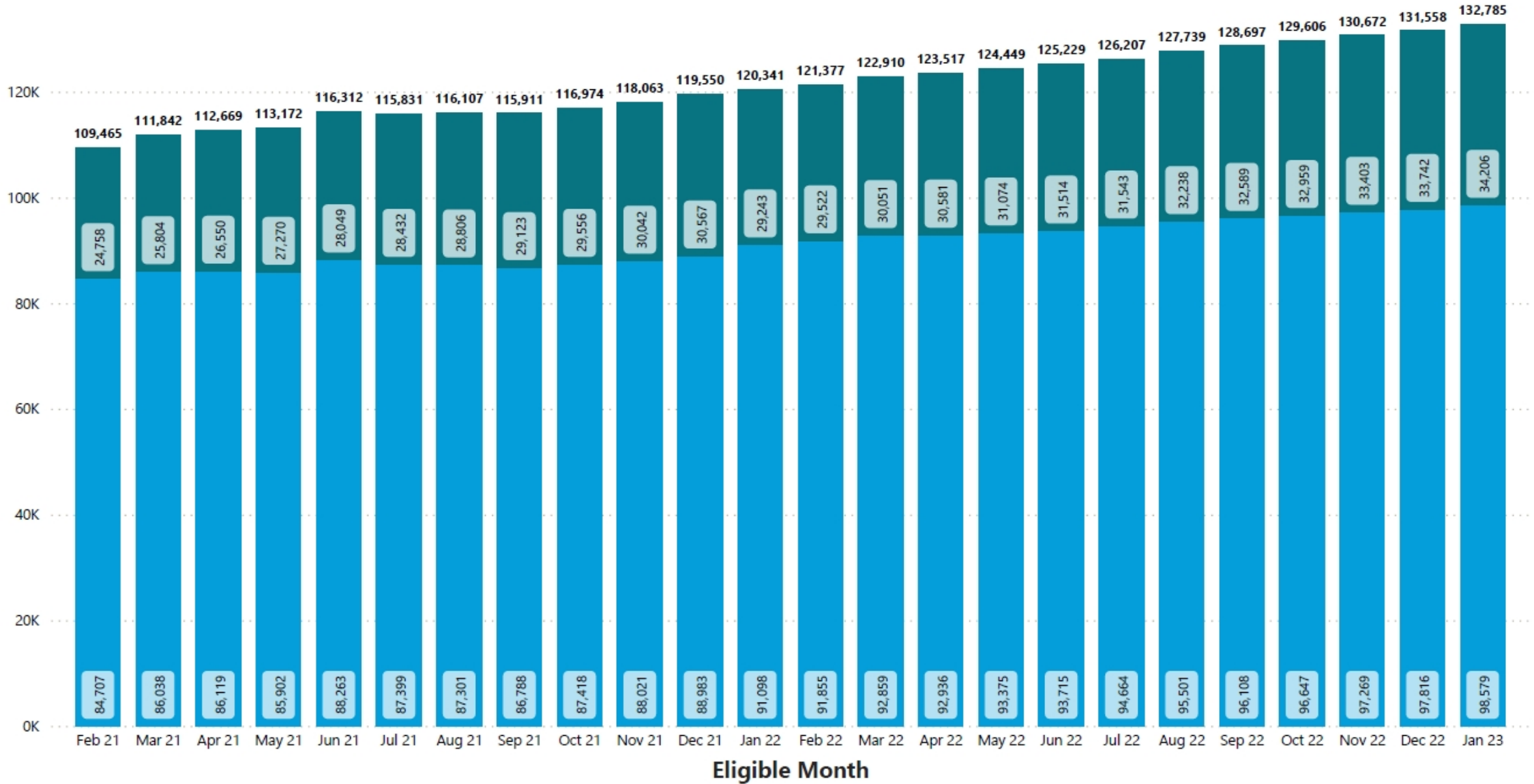
- Consolidated Appropriations Act (CAA) of 2023
- North Dakota's Unwinding Plans
- Eligibility Redesign
- Communication with Members
- When a Member Loses Coverage

Consolidated Appropriations Act (CAA) of 2023

- The Medicaid continuous enrollment requirement ends on March 30, 2023. The end of Medicaid continuous enrollment is no longer tied to end date of public health emergency (PHE).
- The enhanced Federal Medical Assistance Percentage (FMAP) is phased out throughout 2023.
- In order to obtain the enhanced FMAP, Medicaid agencies must comply with all requirements of the CAA.

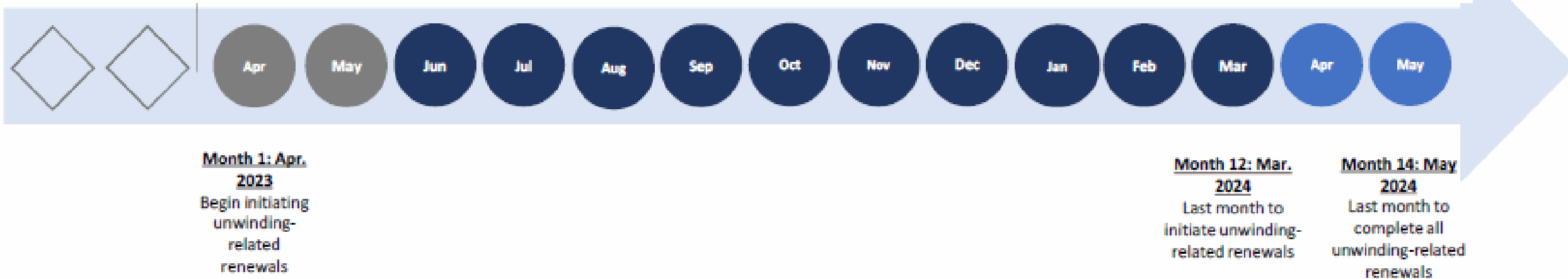
Medicaid Eligibles (previous 24 months)

● Traditional Medicaid ● Medicaid Expansion



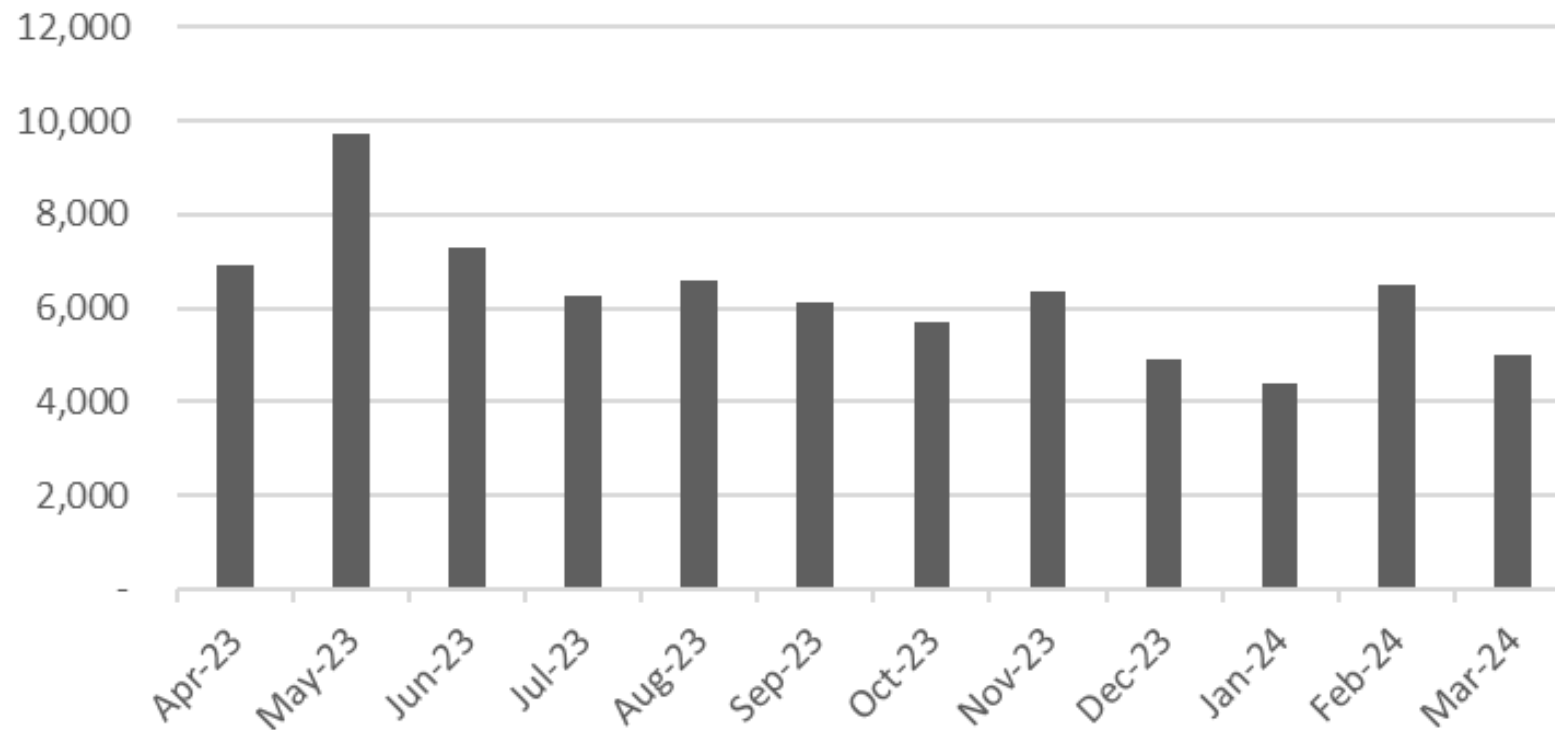
Medicaid Continuous Enrollment Unwinding

Option C: State begins 12-month unwinding period in April 2023 (the month after the month in which the continuous enrollment requirement ends)



Medicaid Continuous Enrollment Unwinding

Number of Renewals Scheduled to be Initiated
(based on households)



Eligibility Redesign: Working Better Together

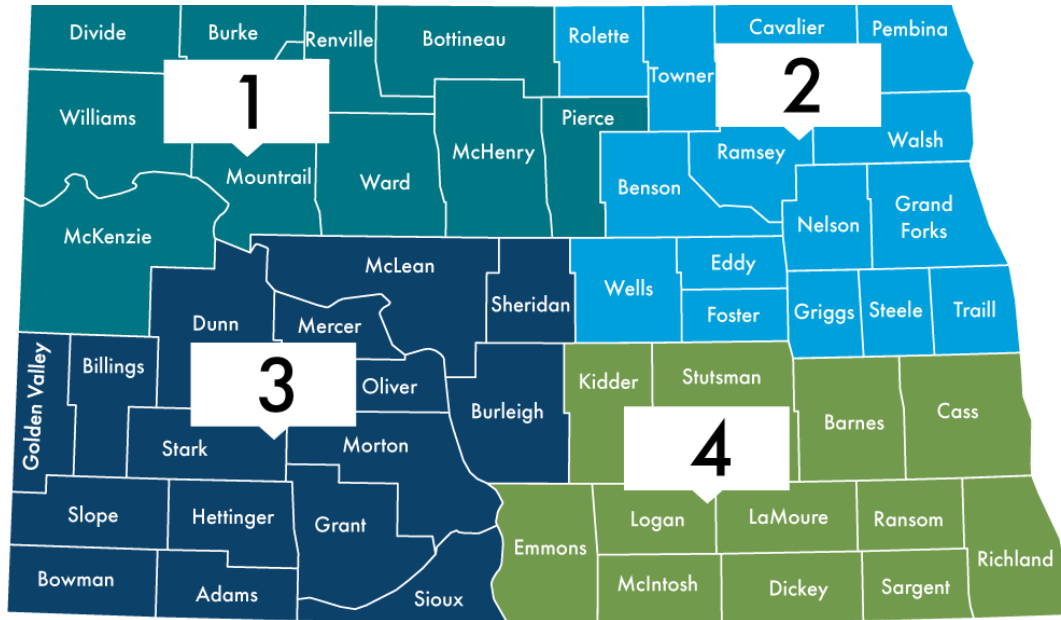


Health and Human Services and Human Service Zones have worked together to redesign the delivery of eligibility determination that supports Economic Assistance and Medicaid coverage.

GOALS OF REDESIGN:

- Level the workload so each worker has the capacity to handle the volume and the complexity.
- Process applications in a timely manner.
- Simplify the process to serve customers efficiently.
- Decrease errors and issue all the benefits a family is eligible to receive at the right time.

Eligibility Redesign Implementation: February 2023



Four Regions – Each Working as One Team

Human Service Zones in each region will work together as one team.



Local Support

Local offices will remain open for in-person support.



Customer Support Center

One phone number to speak to an expert in eligibility services.



Centralized Mail Unit

One mail and one email address for document submission.



Self-Service Portal Upgrade

Work has been done on the SSP to make it more user and mobile friendly.

Eligibility Redesign

Making it easier for you to apply for SNAP,
Medicaid and more.

 applyforhelp@nd.gov

 1.866.614.6005

 Customer Support Center
P.O. Box 5562
Bismarck, ND 58506



Enhanced Self-Service Portal

Allows individuals to easily apply online, update their information and view notices at www.applyforhelp.nd.gov

Partner agencies can help people apply. See www.hhs.nd.gov/applyforhelp/ea-partners

Message Strategy



Make sure your contact information is correct



Check your mail for a letter



Complete your renewal form (if you get one)

ND Navigators

If you no longer qualify for ND Medicaid, you likely qualify for low-cost coverage through the federal Health Insurance Marketplace.

Learn more at hhs.nd.gov/StayCoveredND or by contacting our customer support center at 1.866.614.6005.

How You Can Help!



- You can help your patients, clients, friends, and family
- Encourage members to update their contact information
- Print and post campaign materials

www.hhs.nd.gov/StayCoveredND

New Campaign Materials Available



Videos

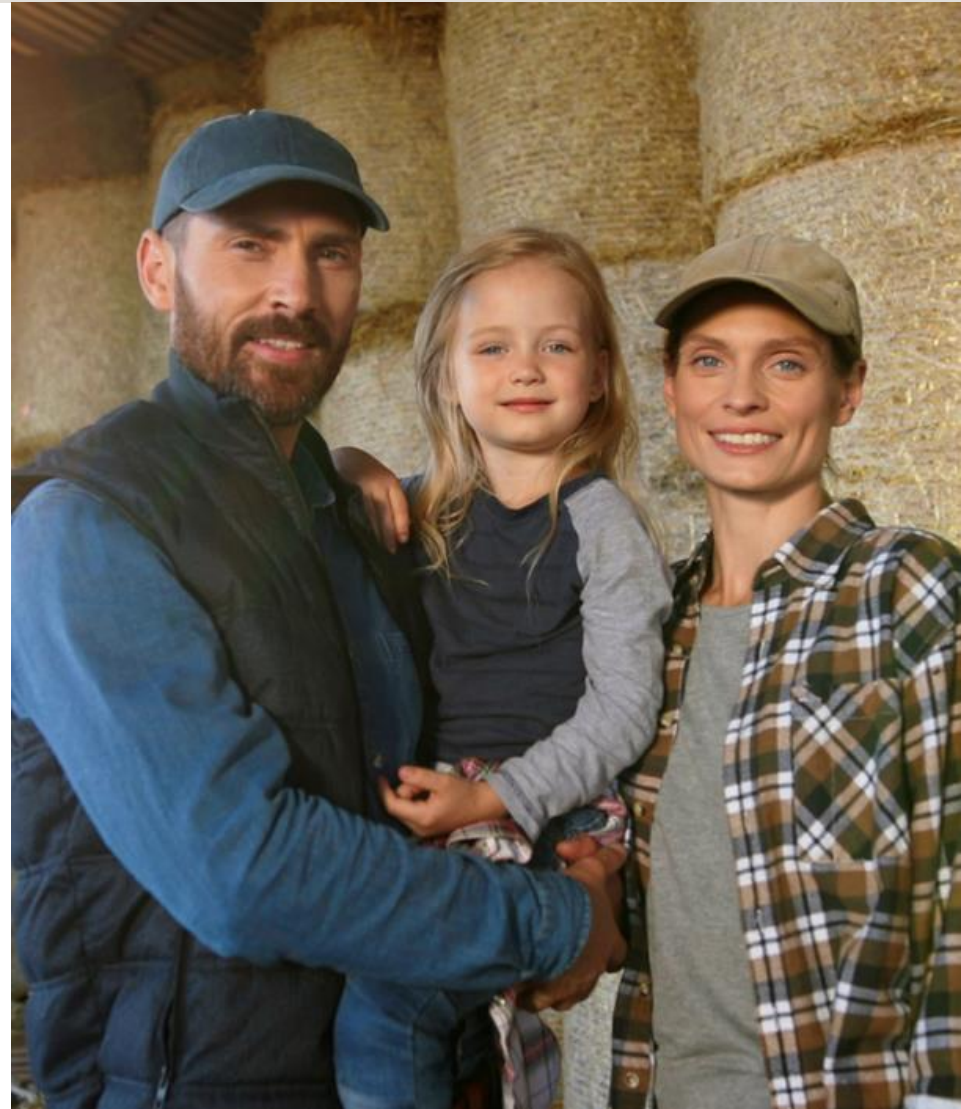


Print materials



Social media copy and graphics

www.hhs.nd.gov/StayCoveredND



When a Member Loses Coverage

- Many members would qualify for a low-cost Health Insurance Marketplace plan at www.healthcare.gov.
- Communication to members through notices and outreach campaign
- Information to insurance agents in the state who sell health insurance plans

ND Navigators



1.800.233.1737



www.ndcpd.org/NDnavigator



NDNavigators@MinotStateU.edu