

The End of the Public Health Emergency



The Continuous Enrollment Condition

Families First Coronavirus Response

- Passed in March 2020, this law required states to keep people who were no longer eligible on the Medicaid roles. Arkansas continued processing renewals and determining people ineligible but did not end their coverage.

Omnibus Bill

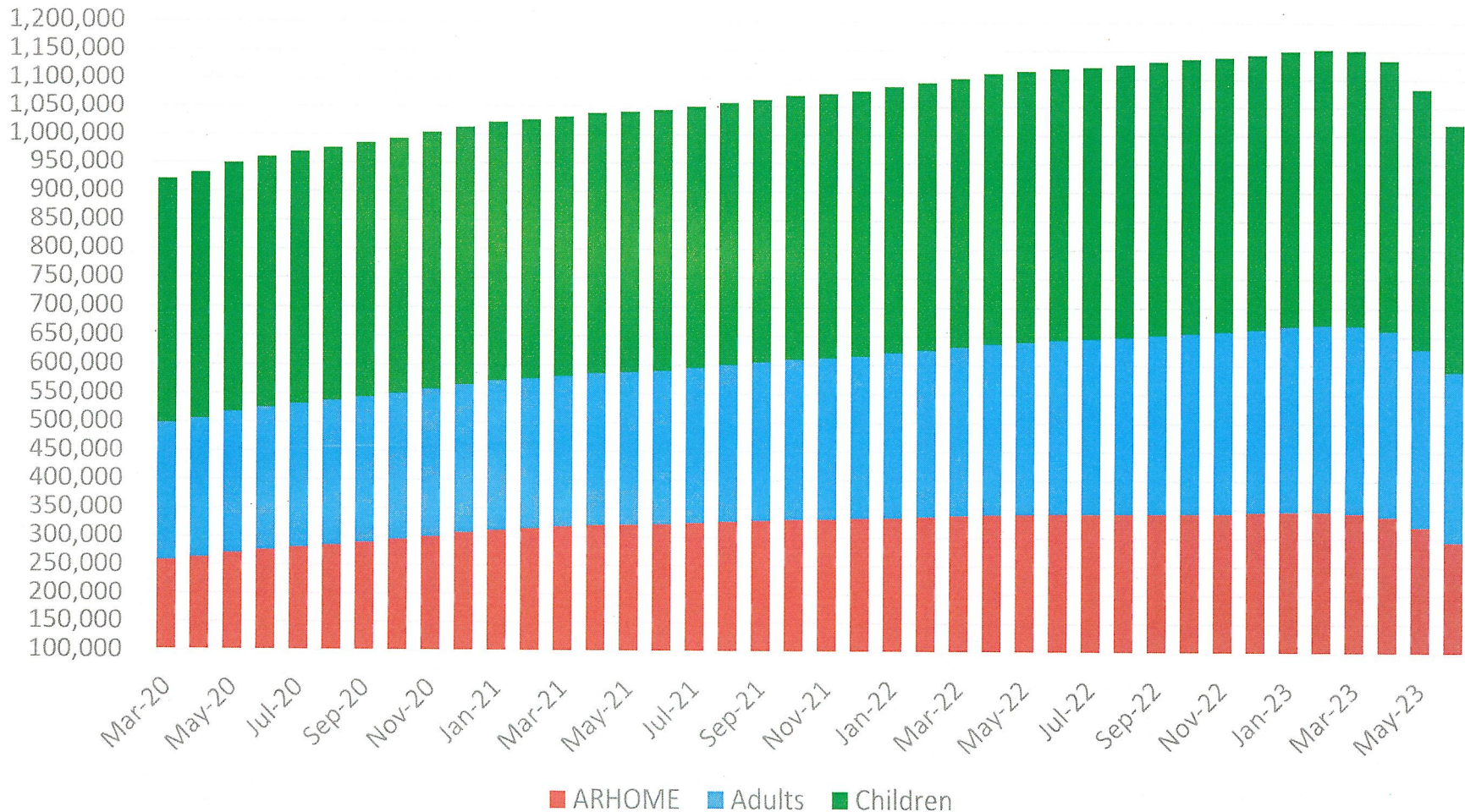
- In December 2022, President Biden signed the Consolidated Appropriations Act ending the continuous enrollment condition for Medicaid and requiring states to return to normal operations as of April 1.

Act 780 of 2021

- As of April 1, 2023, state law requires DHS to complete within six months redeterminations of eligibility for anyone whose case had not been reviewed in last 12 months

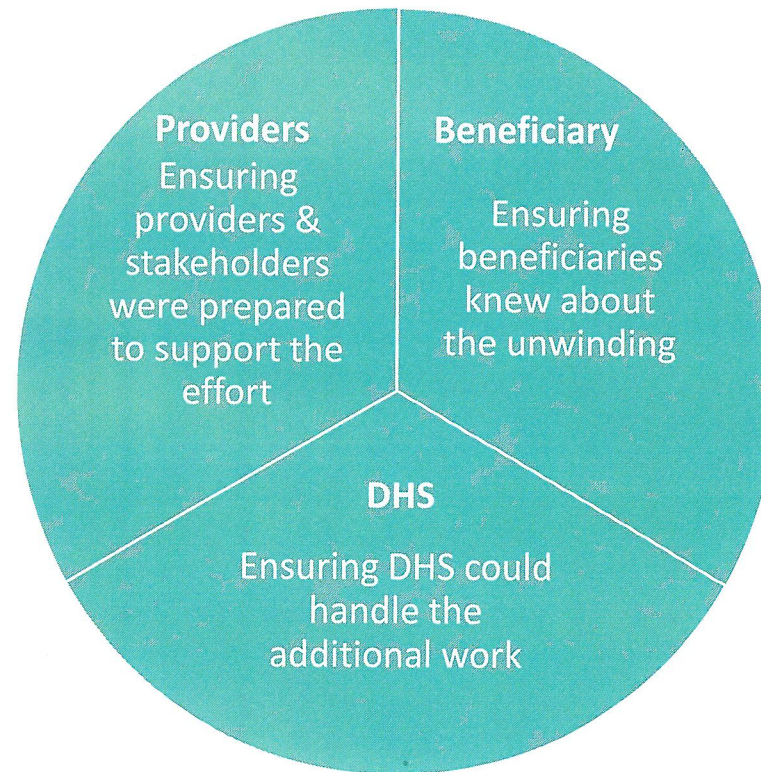
The Impact on Enrollment

At its peak in March 2023, over 420,000 enrollees remained covered by Medicaid even though they were ineligible or never provided information so DHS could determine their eligibility. At that time, enrollment growth in the programs was 25.16%.



Preparation for Unwinding

- ✓ Beneficiary lists
- ✓ Weekly calls
- ✓ Outreach toolkits
- ✓ Outreach grants
- ✓ State agency support



- ✓ Work began in Spring 2022
- ✓ Address updates
- ✓ New federal strategies
- ✓ Paid advertising
- ✓ Digital campaigns
- ✓ Texts, emails, alerts
- ✓ Expanded outreach
- ✓ Enhanced program support

- ✓ Contracted surge support
- ✓ Streamlined processes
- ✓ Cross-divisional work to support eligibility determinations

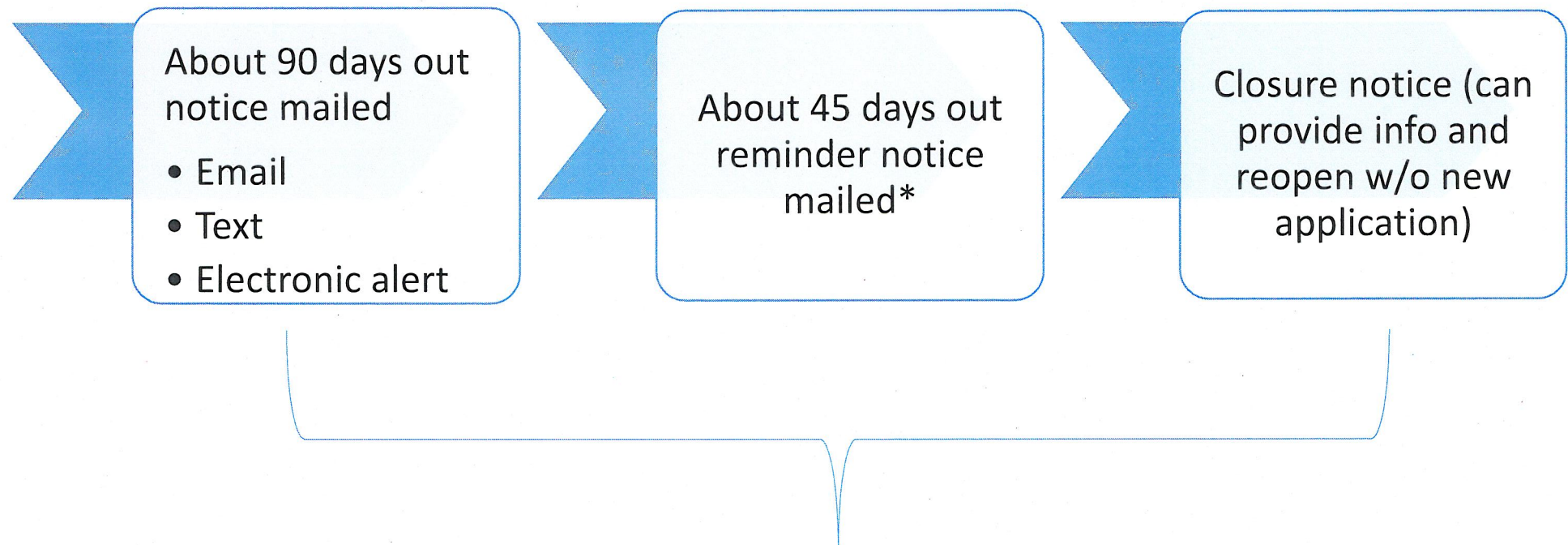
Preparation for Unwinding

DHS is conducting renewals for the extended population over the first six months and the regular population over 12 months.

Renewals initiated	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Total
# of renewals scheduled	70,063	72,605	72,466	79,072	74,705	73,697	38,601	36,425	33,891	45,191	38,836	29,362	664,914

MAGI Outreach Efforts

For ARHOME, ARKids and other non-disabled adults and children this is the typical outreach made during the renewal period for beneficiaries who have not responded to DHS to encourage them to return their form.

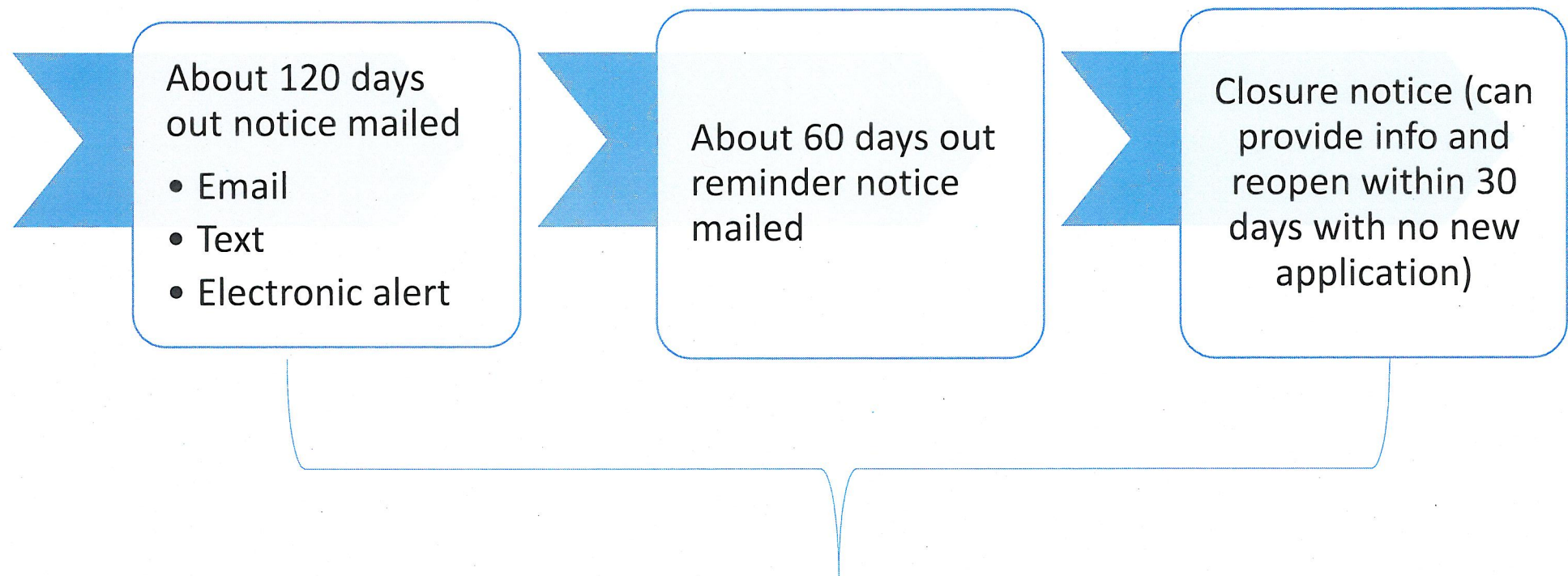


Weekly files sent to call center with three attempts made to reach each beneficiary. Doctors, providers, hospitals such as Arkansas Children's and others making contact.

* Adding email and texting when the reminder notice goes out.

LTSS Outreach Efforts

For beneficiaries in long-term services and supports categories who do not return their renewal packets, here are the typical outreach efforts to try to get them to respond.



Weekly files sent to call center with three attempts made to reach the beneficiary.
Weekly files sent to PASSE, SNFs, ALFs; care coordinators and staff reaching out.

* Adding email and texting when the reminder notice goes out.

Factors Impacting Outcomes

CMS is concerned that states are seeing a large percentage of “procedural terminations.” In Arkansas, DHS is not surprised by the number of people not responding because many know they no longer are eligible and just aren’t returning the forms.

- Arkansas is experiencing record-low unemployment and a rate significantly lower than when the pandemic began. In March 2020, the unemployment rate in Arkansas was 4.9 percent. In April 2023, it was 2.8 percent.
- Arkansas increased the minimum wage twice during the pandemic, likely resulting in many beneficiaries being over income.
- Historically, DHS disenrolled 20,000 to 30,000 people each month prior to the pandemic

Eligibility Outcomes So Far

Month	Number due for renewal in the month who retained their coverage	Coverage ended in the month	
April	Regular & Extended 39,848	Extended 44,667	Regular 28,135
May	Extended & Regular 61,236	Extended 43,385	Regular 25,453
Total	101,084	88,052	53,588

Remaining Unwinding Eligibility Work

- DHS will continue to process extended renewals through September and anticipates having those all completed by the end of the month.
- The processing of regular renewals and appeals will continue as part of the return to normal operations.
- DHS is required to submit monthly reports to CMS on our renewal efforts and those will be posted on our website.
- DHS is required to submit a report to the Arkansas Legislature at the end of the six-month unwind period outlining the results of the renewal efforts.

If People Lost Coverage

Beneficiaries who lose coverage during the unwinding have options:

- If they failed to turn in requested information during a renewal, they can turn that in and get their coverage reinstated within 30 or 90 days depending on the category of assistance.
- If they believe they lost coverage in error, they can appeal the determination decision.
- If they are over income, they can apply for coverage at [healthcare.gov](https://www.healthcare.gov) or seek out employer-sponsored coverage.