Delaware’s Plan for Unwinding from the COVID-19 Public Health Emergency

February 2023

dhss.delaware.gov
STATE OF DELAWARE

BACKGROUND

Unwinding
Process by which the State will resume annual Medicaid eligibility reviews.
DHSS starts preparations for unwinding.

Congress passed the Consolidated Appropriations Act (CAA).

Congress designates April 1, 2023 as date for unwinding to begin.
DHSS starts preparations for unwinding.

December 29, 2022
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STATE OF DELAWARE
MEDICAID RECIPIENTS

~27% Growth

April 2020
February 2023
During unwinding, DSS/DMMA will process monthly:

- **5,245** non-LTC Medicaid renewals
- **1,831** LTC Medicaid renewals

Based on CMS’s requirement that no more than 1/9 of all renewals are completed in any given month.

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Federal Medical Assistance Percentages (FMAP) used in determining the amount of Federal matching funds for State expenditures for assistance payments.
# Enhanced FMAP Phaseout

## Table

<table>
<thead>
<tr>
<th>Year</th>
<th>2023</th>
<th>2024</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enhanced FMAP</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.2% FMAP</td>
<td>5.0% FMAP</td>
<td>2.5% FMAP</td>
</tr>
<tr>
<td>Month</td>
<td>Jan</td>
<td>Feb</td>
</tr>
</tbody>
</table>

- **March 31, 2023**
  - End of the Medicaid continuous coverage requirement.
- **December 31, 2023**
  - Enhanced FMAP phases out by 12/31.
MEMBERS SHOULD EXPECT:

- Members **will need to renew** their Medicaid over the course of the unwinding period (April 1, 2023 to June 30, 2024).
- Members **will have to update their contact information** or report other changes.
- Renewals will be **worked from oldest to newest**.
- Members **should be on the lookout for any communication** from the State and follow up on it quickly.
- The DSS Customer Relations Unit, DSS/DMMA eligibility workers, the health plans, and other State staff will be **supporting members** through this process.

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## STATE OF DELAWARE

### POPULATION-SPECIFIC CONSIDERATIONS

<table>
<thead>
<tr>
<th>Category</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Pregnant Women</strong></td>
<td>DMMA is pursuing a State Plan Amendment to allow for 12-month continuous coverage for pregnant women; this SPA is pending with CMS.</td>
</tr>
<tr>
<td><strong>People Living with I/DD</strong></td>
<td>No automatic closures of cases.</td>
</tr>
<tr>
<td><strong>Members Living in a Nursing Facility</strong></td>
<td>No automatic closures of cases.</td>
</tr>
<tr>
<td><strong>Other Members Eligible for Long-Term Care</strong></td>
<td>No automatic closures of cases.</td>
</tr>
</tbody>
</table>
MEMBER COMMUNICATIONS

DHSS has been in regular contact with members, partners, and stakeholders about unwinding since April 2022.

- MCO text campaign
- Announcements via DMMA, DSS, and DMAP websites, newspapers
- Outreach to providers and stakeholders
- Provider associations
- Community partners and advocates
- Flyers and posters placed in state agency and health care provider offices
## COMMUNICATIONS STRATEGY

<table>
<thead>
<tr>
<th>Audiences</th>
<th>Tactics</th>
</tr>
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<tr>
<td><strong>INTERNAL</strong></td>
<td><strong>DIRECT MEMBER OUTREACH</strong></td>
</tr>
<tr>
<td>DHSS</td>
<td>Mail (Notices/Letters)</td>
</tr>
<tr>
<td>DSS Call Centers</td>
<td>Text</td>
</tr>
<tr>
<td>Health Benefits Manager Call Centers</td>
<td>Email</td>
</tr>
<tr>
<td>Delaware State Agencies</td>
<td>Phone</td>
</tr>
<tr>
<td>State Executive Leadership</td>
<td>ASSIST Self Service Portal</td>
</tr>
<tr>
<td></td>
<td>DHSS Website Content and Banners</td>
</tr>
<tr>
<td></td>
<td>Social Media Content and Graphics</td>
</tr>
<tr>
<td><strong>EXTERNAL</strong></td>
<td><strong>PUBLIC OUTREACH</strong></td>
</tr>
<tr>
<td>Benefits Recipients</td>
<td>Webinars and Briefings</td>
</tr>
<tr>
<td>Elected offices</td>
<td>Community Partner and Provider Toolkits</td>
</tr>
<tr>
<td>Managed Care Orgs (MCOs)</td>
<td>Outreach Materials</td>
</tr>
<tr>
<td>Marketplace Navigators</td>
<td>Flyers, Posters, Infographics</td>
</tr>
<tr>
<td>Medical Providers and Facilitates</td>
<td>Social Media and Video</td>
</tr>
<tr>
<td>Community Organizations</td>
<td>Media: Press Releases, Media Outreach, and Paid Media Campaign</td>
</tr>
<tr>
<td>Consumer Advocates</td>
<td></td>
</tr>
</tbody>
</table>

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ONGOING MEMBER COMMUNICATIONS

GET READY TO RENEW NOW!
DON'T RISK LOSING YOUR DELAWARE MEDICAID COVERAGE

Delaware Medicaid renewals restarted on April 1, 2023.

<table>
<thead>
<tr>
<th>STEP 1</th>
<th>STEP 2</th>
<th>STEP 3</th>
<th>STEP 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report name changes (your name and household members).</td>
<td>Update your contact information (mailing address, email address, and phone numbers).</td>
<td>Check your mail / email for letters from Delaware Medicaid.</td>
<td>Complete your Delaware Medicaid renewal form (if you get one).</td>
</tr>
</tbody>
</table>

For more information, visit [http://www.DE.gov/MedicaidUpdate](http://www.DE.gov/MedicaidUpdate).

Postcards will be sent.

Current social media.
STATE OF DELAWARE

TRANSITION TO OTHER COVERAGE

Federally Facilitated Marketplace (FFM)
Navigators in Delaware

Westside Family Healthcare
westsidehealth.org

Quality Insights
qualityinsights.org

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STATE OF DELAWARE

SEQUENCE OF COMMUNICATIONS
For illustrative purposes only

Targeted Outreach by MCOs

Closing notices go out

60-day Email and Text

Renewal letters go out

30-day Email and Text

Medicaid coverage renews or ends (e.g. June 1)

Month of Sequence

1 2 3 4 5 6 7 8 9 10 11 12 13 14

Note: this sequence will repeat on a monthly basis for 1/9 of Medicaid members.

This slide illustrates a sequence for individuals with renewals due in April.
## STATE OPERATIONAL NEEDS

### Division of Social Services (DSS)
- Create **new Medicaid renewal team**
- Create front end fair hearing resolution team
- Augment/realign staff to handle:
  - Returned mail
  - Contacting clients regarding returned renewals
  - Document imaging
- Augment Call Center

### Division of Medicaid & Medical Assistance (DMMA)
- Update and test eligibility systems
- System improvements to handle passive renewals (saves a mailing to members automatically deemed eligible)
- Expand staff capacity to process renewals for people receiving long-term care
- Coordinate with health plans to ensure readiness for unwinding
SUMMARY OF ELIGIBILITY UNWINDING

The Consolidated Appropriations Act signed in late 2022 dictates that the unwinding period will begin on April 1, 2023.

Unwinding will result in an unprecedented workload for the State.

The State has multiple strategies planned to ensure continuity of coverage for individuals.

The State will communicate with members and stakeholders during each stage of the process.
On December 29, 2022, the CAA became law, marking the end of SNAP Emergency Allotments in February 2023.
The last month Emergency Allotments will be issued to Delaware SNAP households.

The first month since 2020 that benefits will be reduced back to regular eligibility levels.
SNAP BACKGROUND

Individuals received extra emergency food benefits on top of their normal food benefit during the federal Public Health Emergency.

The SNAP Emergency Allotment benefit equaled $10 million per month on average.

Current SNAP caseload: 61,759 cases

Covering 124,854 individuals
Emergency allotment = (equals) current maximum benefit amount for the household size minus the household’s current monthly benefit amount.

<table>
<thead>
<tr>
<th>Number in SNAP Household</th>
<th>Maximum Benefit Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$281</td>
</tr>
<tr>
<td>2</td>
<td>$516</td>
</tr>
<tr>
<td>3</td>
<td>$740</td>
</tr>
<tr>
<td>4</td>
<td>$939</td>
</tr>
<tr>
<td>5</td>
<td>$1,116</td>
</tr>
<tr>
<td>6</td>
<td>$1,339</td>
</tr>
<tr>
<td>7</td>
<td>$1,480</td>
</tr>
<tr>
<td>8</td>
<td>$1,691</td>
</tr>
<tr>
<td>Each additional person</td>
<td>$211</td>
</tr>
</tbody>
</table>
EMERGENCY ALLOTMENT

DHSS will still support individuals who qualify for SNAP

Need Additional Help? Call Delaware’s 2-1-1 Helpline
# Communications Strategy

## Audiences

**INTERNAL**
- DHSS Division Leadership & Staff
- DSS Benefits Call Center Staff
- Constituent Relations
- Delaware State Agencies
- Offices of the Governor and Lt. Governor and other Statewide Officials

**EXTERNAL**
- SNAP Benefit Recipients
- Community Partners and Advocates
- Elected Offices
- Medical Provider Community and Health Care Facilities
- Consumer Advocates and Advisory Committees

## Tactics

**DIRECT MEMBER OUTREACH**
- Mail (Letters)
- ASSIST Self Service Portal
- DHSS Website Content and Banners
- Social Media Content and Graphics

*Messages to be translated to Spanish/Haitian Creole

**PUBLIC OUTREACH**
- Webinars and Briefings for Key Stakeholder Groups
- Community Partner and Provider Communications Toolkits
- Outreach Materials Social Media and Video
- E-newsletter Content
- Press Releases

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[Social Media Icons and Website Link]

- [DelawareDHSS](#)
- [@Delaware_DHSS](#)
- [@deldhss](#)
- [dhss.delaware.gov](http://dhss.delaware.gov)
## Appendix: CAA Provisions

**PHE Unwinding**
- Fixed end date for Medicaid continuous coverage, gradual phasedown of enhanced federal match, and new Guardrails*
- Extension through 2024 of several Medicare telehealth flexibilities authorized under the PHE.

**U.S. Territories**
- Extension of higher federal Medicaid match rates for Puerto Rico, American Samoa, the Commonwealth of the Northern Mariana Islands, Guam, and the U.S. Virgin Islands.

**Maternal Health**
- Permanent state option to extend 12-months postpartum coverage in Medicaid/CHIP.
- Reauthorization of the Maternal, Infant, and Early Childhood Home Visiting Program and new virtual home visiting option.

*Today’s focus

**Source:** CAA
## Appendix: CAA Provisions

### Children & Adolescent Health
- **Requirement** to provide children with 12 months continuous Medicaid/CHIP eligibility, effective January 1, 2024.
- **Extension of CHIP funding** through fiscal year (FY) 2029.
- **Enhancements to the provision of Medicaid/CHIP services** while a youth is incarcerated in a public institution.

### Behavioral Health
- Reauthorizes behavioral health programs and expands access to opioid/substance use disorder (SUD) prevention, treatment, and recovery support services.
- Requires the United States Department of Health and Human Services (HHS) to issue guidance on crisis response.

*Source: CAA*
### Appendix: CAA Provisions

#### Home and Community-Based Services (HCBS)

| Extended funding for the Medicaid Money Follows the Person Rebalance Demonstration program. |
| Extended protections against spousal impoverishment for recipients of HCBS. |

Source: CAA
Appendix: CMS Reporting Requirements

The State of Delaware will submit the following:

**February 15, 2023**
Renewal Distribution Plan

**February 15, 2023**
Eligibility System Configuration and Testing Plans

**April 8, 2023**
Baseline Unwinding Data

The State of Delaware will submit the following on a monthly basis from April 1, 2023 to June 30, 2024:

- Number of Clients for Whom Coverage is Renewed
- Number of Clients for Whom Coverage is Passively Renewed
- Number of Clients Whose Coverage is Terminated
- Number of Clients Whose Coverage is Terminated for Procedural Reasons
- Number of Clients Who are Enrolled in Separate CHIP
- Number of Clients for Whom Coverage is Renewed
- Total Call Center Volume
- Average Call Center Wait Time
- Average Call Center Abandonment Rate
APPENDIX: TRANSITION TO OTHER COVERAGE

If a member is found ineligible for Medicaid/CHIP by the State due to federal regulations:

- Member creates account at HealthCare.gov
- Member verifies identity and starts a new Marketplace application
- Member completes their application and reviews eligibility results**
- Member compares Marketplace plans and enrolls in coverage

State sends letter to members found ineligible for Medicaid/CHIP with information about Delaware’s two FFM Navigator organizations

Member contacts Navigator and establishes relationship

Navigators assist member in successfully completing FFM steps

DHSS Actions