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Ending Continuous Medicaid Coverage

March 2023

Background



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- **March 2020:** Congress passed the Families First Coronavirus Response Act, allowing states to receive enhanced federal match provided they maintained continuous coverage for most people enrolled in Medicaid until the end of the federal public health emergency
- **December 2022:** Congress passed the 2023 Consolidated Appropriations Act, which separated the continuous Medicaid coverage requirement from the federal public health emergency
- **March 31, 2023:** Continuous coverage requirement ends
- **April 1, 2023:** States may begin disenrolling members who are no longer eligible
- **April 1 – December 31, 2023:** Enhanced FMAP will be phased out

Plan to Unwind Continuous Medicaid Coverage



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Unwinding continuous Medicaid coverage will be an immense undertaking for states.

- As of September 2022, **2.7 million members have extended Medicaid coverage** due to the continuous Medicaid coverage requirement
- States must renew everyone on Medicaid and CHIP within the 12-month unwinding period
- HHSC must complete the redetermination process for **more than 5.9 million members** by May 2024

Plan to Unwind Continuous Medicaid Coverage



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HHSC will stagger Medicaid redeterminations over multiple months.

- Continuous coverage population will be distributed into **three cohorts**
- Redeterminations will be initiated for each cohort in over a period of six months at the start of the unwinding period
- People enrolled in Medicaid and CHIP not included in the continuous coverage cohorts will have their eligibility redetermined based on their normal renewal dates

Plan to Unwind Continuous Medicaid Coverage



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First Cohort

Includes individuals most likely to be ineligible or transitioned to CHIP:

- Women who were pregnant who may transition to the Healthy Texas Women Program;
- Members who aged out of Medicaid; and
- Adult recipients who no longer have an eligible dependent child in their household.



Second Cohort

Includes individuals likely to transition to a different Medicaid eligibility group:

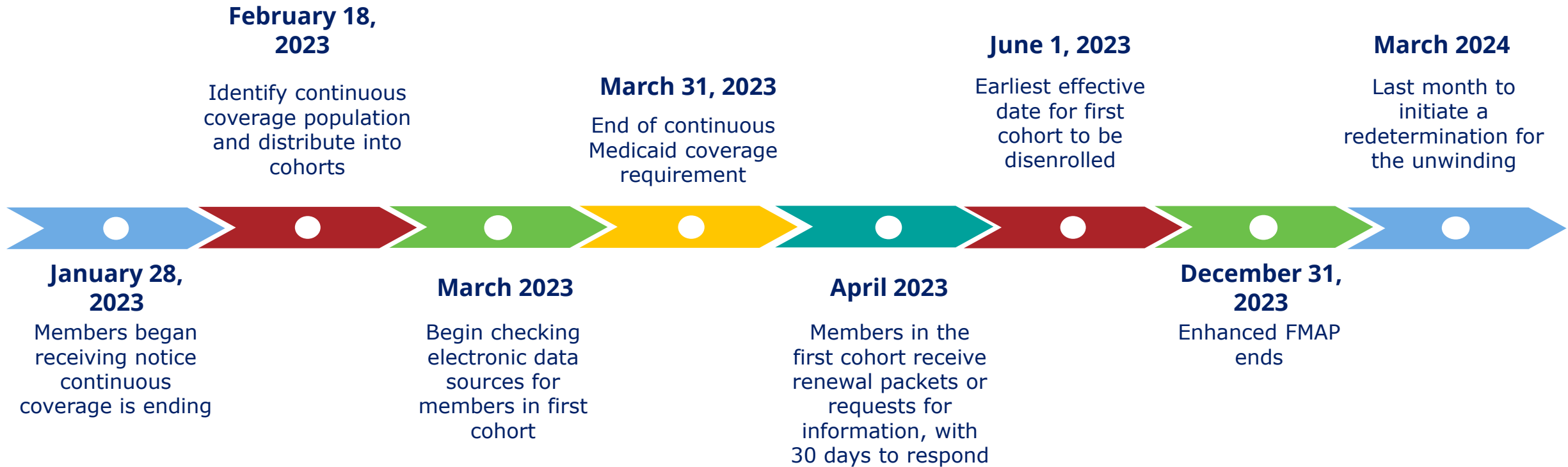
- Medicaid children, parent/caretaker and waiver groups pending information; and
- Certain MAGI population groups (e.g., women aging out of Children's Medicaid, people under Transitional Medical Assistance).



Third Cohort

Includes everyone remaining from the previous groups, including those most likely to remain eligible (i.e., older adults and people with disabilities).

Timeline for Ending Continuous Medicaid Coverage



Addressing Workload/Workforce Issues



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- Net increase of **1000 additional eligibility workers** since April 2022
- **Increased base salaries** for eligibility workers effective August 2022
- **Added more than 400 2-1-1 call center staff** since July 2022
- Gained access to additional data sources to update contact information and streamline eligibility processing
- Simplified onboarding and basic training processes to expedite new eligibility workers into production
- Implemented Case Assistance Affiliate program to allow Medicaid health plans to assist members with applications and renewals
- Implemented online password reset capability for [YourTexasBenefits.com](https://www.yourtexasbenefits.com)
- Engaged the Eligibility Support Services contractor to assist with processing applications and fair hearing packets

Communications Plan



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We developed a **proactive multi-pronged communications campaign** to help members, providers, health plans, and advocates prepare for the end of continuous coverage.

Second phase includes **texts, notices, social media, earned media and paid outreach** from HHSC to Medicaid members.



Key Messages – Phase 3



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Continuous Medicaid coverage has ended and renewals have started.

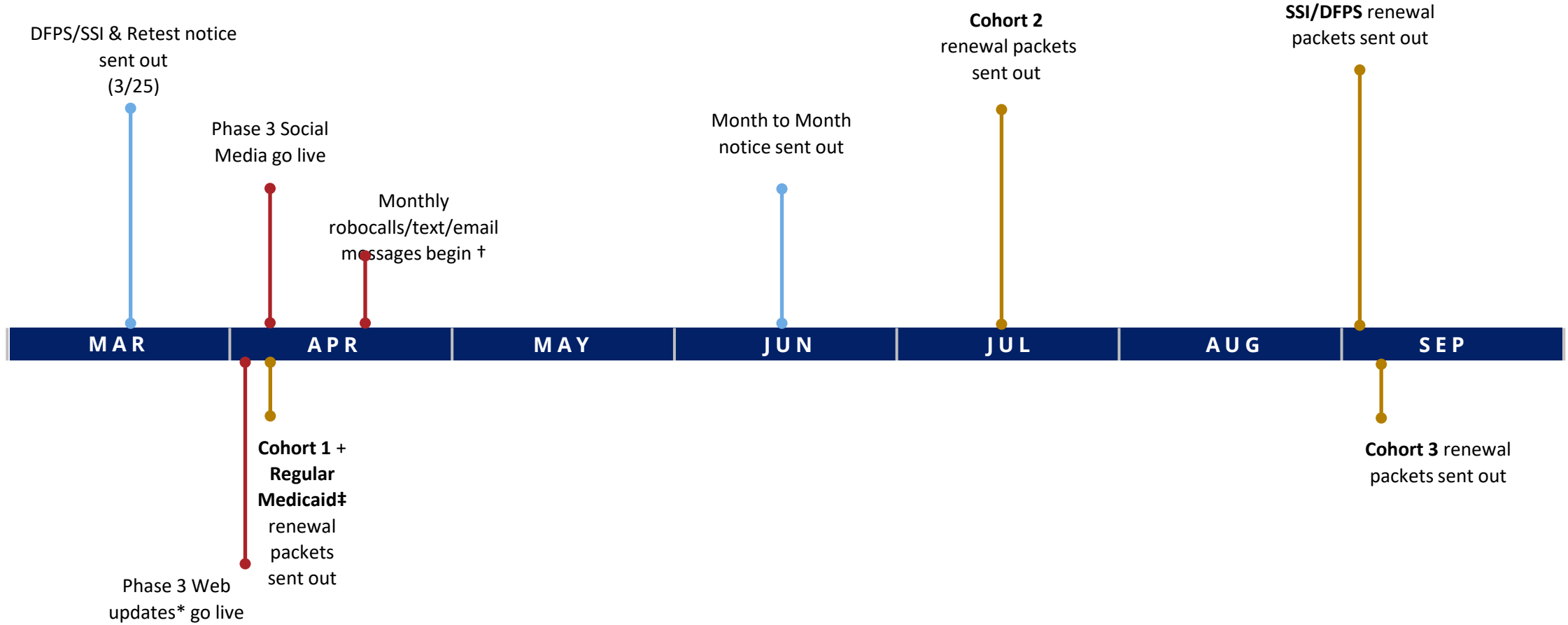
- Medicaid members should look out for renewal notices mailed in a **yellow envelope that says “Action Required” in red** or sent electronically to members signed up for electronic notices.
- Members will need to complete and return renewal packets and requests for information on time.
- Contact HHSC to report any changes (such as contact information, pregnancy or household changes) as soon as possible.

These key messages aim to increase likelihood of **eligible members maintaining coverage** and **minimize call center volume.**

HHSC Communication Timeline

Legend

- Communication Activities
- Notices Sent Out
- Renewal Packets Sent Out



* YTB.com & mobile app banners; promo tile on HHS website; updated document links and "Renew your Medicaid benefits here" tile hhs.Texas.gov/update page; updated document links on Ambassador Toolkit page

† Robocalls and possibly text/email messages will go out to clients who have a phone number on file during the month they receive their renewal packet or request for information

‡ Regular Medicaid population renewal packets will start to going out on a monthly basis

Ambassador Program Toolkit Graphics



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**DON'T WAIT —
Respond and Update!**



Update your information today.

Visit YourTexasBenefits.com or call 2-1-1 and select option 2.

Attention Medicaid recipients:

Have you moved, had a baby or changed jobs recently?
Make sure you update your contact information soon.
Visit YourTexasBenefits.com or call 2-1-1, option 2,
to update your information.



220407

**DON'T WAIT —
Respond and Update!**



Update your information today.

Visit YourTexasBenefits.com or call 2-1-1
and select option 2.



DON'T WAIT — Respond and Update!

**Update your
information today.**

Visit YourTexasBenefits.com or
call 2-1-1 and select option 2.



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Notice – Retest All

HEALTH AND HUMAN SERVICES COMMISSION
PO BOX 149029
AUSTIN TX 78714-9029



Case number: [REDACTED]

Date: 01/28/2023



Visit YourTexasBenefits.com or download the Your Texas Benefits mobile app to get started.

You can also update your contact information by calling 2-1-1 or 877-541-7905.

Questions?

- Visit hhs.texas.gov/update
- Call 2-1-1 or 877-541-7905, Monday through Friday, 8 a.m.– 6 p.m. Central Standard Time. Select a language, then press 2.

Form 1809: Retest all Continuous Medicaid Population

In response to the COVID-19 pandemic, the federal government declared a public health emergency Jan. 27, 2020. This allowed Texas to provide you with continuous Medicaid coverage. Based on new federal law, continued eligibility will end March 31, 2023.

You are getting this notice because your Medicaid eligibility will be reviewed to determine if you can keep receiving Medicaid benefits. If you are eligible, your coverage will be renewed, but you might be asked to give more information or complete a renewal packet.

Please respond quickly if you receive a request for information or a renewal packet.

If more information is needed to determine your eligibility, you will receive Form H1020, Request for Information or Action. This form will tell you what information is needed, the deadline for submitting the information and instructions on how to submit it.

Your Medicaid coverage will stay active while we review your eligibility. Please continue to report any updates to your information, including address changes.

Once a final determination is made, you will receive Form TF0001, Notice of Case Action. This form will provide information about your Medicaid eligibility and instructions on how to appeal the eligibility decision if you think the decision was wrong.

If you have questions about your Medicaid coverage or need to update your contact information, call 2-1-1 or 877-541-7905, Monday through Friday, 8 a.m.- 6 p.m. Central Standard Time. After selecting a language, press 2.

Form H1809/Jan 2023 [REDACTED]



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Forms



TEXAS HEALTH AND HUMAN SERVICES COMMISSION
P O BOX 149027
AUSTIN, TEXAS 78714-9027

XX/XX/XXXX

Phone: 2-1-1
or for out of state callers,
call 1-877-541-7905

Case Number:XXXXXXXX

It is time to renew your Health Care Benefits
You now have **30 days** to renew your health-care benefits.

ACTION REQUIRED: Check your renewal form -- make sure facts are correct.

Program	Name	EDG Number

You need to check your renewal form. Look it over and make sure the facts we have about you are correct. To find out how, see below -- "How to fill out or check your renewal form".

- If some of the facts about you are not correct: You must update your renewal form.
- If all the facts we have about you are correct: You need to only check your renewal form -- you don't need to send it back to us.



T-H1211

H1211 MR Cover Letter/Sep 2018

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Case Number: 1234567890

John Doe
APT 1234
1234 GENERIC DR
SAN ANTONIO TX 77771-7777

Health-Care Benefits Renewal

How to Renew

- Review and Update the Form
 - If any of the facts printed on this form are not correct, cross out the information and write in the correct information.
 - You must write any new facts in. This includes a new address or a change in immigration status.
 - If you update any information you must sign and return the renewal form to HHSC.
- Submit Form

There are five ways to submit your renewal form to renew your benefits.

Pick only one:

 - **YourTexasBenefits.com:** You can update the facts we have about you and upload your items online.
 - **Mail:** Mail the renewal form with all the correct facts about you and the items we need from you to:
TEXAS HEALTH AND HUMAN SERVICES COMMISSION
P O BOX 149024
AUSTIN, TEXAS 78714-9024
 - **Fax:** Fax the renewal form with all the correct facts about you and the items we need from you packet to 1-877-447-2839. If your form is 2-sided, fax both sides.
 - **Phone:** Call 2-1-1 (after you pick a language, press 2). If you have a hearing or speech disability, call 7-1-1 or any relay service.
 - **In person:** At a benefits office. To find an office near you, go to YourTexasBenefits.com or call 2-1-1 (after you pick a language, press 1).

Items you may need to renew

- Employer and income information for everyone in your family (for example, from pay stubs, W-2, or wage and tax statements).
- Policy numbers for any current health insurance.
- Information about any job-related health insurance.

H1206MA
Rev. 12/2022
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Envelope



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P.O. BOX 149029
AUSTIN, TEXAS 78714-9029

ELECTRONIC SERVICE REQUESTED

Manage and renew your benefits online:

**Your Texas
Benefits.com**

PRESORTED
FIRST-CLASS MAIL
U.S. POSTAGE
PAID
CSG Mail Services

ACTION REQUIRED

**FILL OUT THE FORM INSIDE AND
RETURN IT BY THE DUE DATE**

ACCIÓN REQUERIDA

**LLENE LA HOJA ADENTRO Y DEVUÉLVALA
ANTES DE LA FECHA LÍMITE**

Window Size: 5 3/4" x 1 1/2"

From Left: 4"

From Bottom: 1"



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FAQs

End of Continuous Medicaid Coverage FAQ

January 2023

End of Continuous Medicaid Coverage FAQ

1. What is the Public Health Emergency, and why is it important for my benefits?

In response to the COVID-19 pandemic, the federal government declared a public health emergency (PHE) on Jan. 27, 2020. This allowed Texas to provide you with continuous Medicaid coverage.

2. When will continuous coverage for Medicaid end?

Based on new federal law, continued Medicaid coverage will end on March 31, 2023. HHSC will reach out to you when it's time to renew your coverage. It is important for you to respond to any renewals or information requests from HHSC to ensure you keep your coverage if you are still eligible.

3. What should I do now to ensure my Medicaid coverage continues if I am eligible?

You should respond to any request HHSC sends you. When you get a notice that your renewal is due, follow the instructions to complete and return the information as soon as possible. This will ensure that your benefits continue if you are eligible.

The best way to complete your renewal is online at YourTexasBenefits.com.

You can also submit your application, renewal form and requested information by:

- Mail.
- Fax.
- Calling 2-1-1 and choosing Option 2 after picking a language.
- Visiting a local office or a community partner. To find an HHSC office or a community partner, visit yourtexasbenefits.com/Screeners/FindanOffice, or call 2-1-1 and choose Option 2 after picking a language.

You can create a Your Texas Benefits online account or download the Your Texas Benefits mobile app to view your account information, update your contact information or report a change, and download verifications

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Resources

Actions You Can Take Now

- Download Ambassador Toolkit from <https://www.hhs.texas.gov/services/health/coronavirus-covid-19/end-continuous-medicaid-coverage-ambassador-toolkit>
- Visit www.hhs.texas.gov/update
- update@hhs.texas.gov – Stakeholder Engagement Email
- Join the Ambassador Program email list – [Ambassador Program Contact List](#)





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Thank you!
