



Date: July 11, 2022

To: Community Attendant Services and Primary Home Care Providers
Community Living Assistance and Support Services (CLASS) Case
Management Agencies (CMAs)
CLASS Direct Service Agencies (DSAs)
Deaf Blind with Multiple Disabilities (DBMD) Providers
Emergency Response Service Providers
Home and Community-based Services (HCS) Program Providers
Home Delivered Meals Providers
Texas Home Living (TxHmL) Program Providers
Local Intellectual and Developmental Disability Authorities(LIDDAs)

Subject: Information Letter No. 2022-39
Provider Communications Prior to the End of the COVID-19 PHE

This information letter gives service coordinators, case managers and providers information to help individuals prepare for ending continuous Medicaid coverage. HHSC requests providers support the information campaign – Don't Wait – Respond and Update! – by communicating with individuals and incorporating campaign materials into Medicaid operations.

Background

The federal government declared a public health emergency (PHE) on Jan. 27, 2020, and Congress later passed the Families First Coronavirus Response Act (FFCRA). In order for states to qualify for enhanced federal funding under FFCRA, states must continue Medicaid coverage through the end of the PHE for recipients who are otherwise ineligible and would have lost Medicaid coverage. Though the timing is unknown, the federal government may soon allow states to discontinue coverage of Medicaid recipients who have sustained coverage due to the PHE. If Medicaid coverage ends for an individual enrolled in a Medicaid waiver program (such as HCS, TxHmL, CLASS, or DBMD), their waiver program services will also end. Using data from December 2021, HHSC estimates approximately 3.7 million Medicaid members will need to have their Medicaid eligibility redetermined when

continuous coverage ends. As of the time this notice is published, HHSC does not know when the federal PHE will end.

Summary of Request & Key Details

In order to prepare for ending continuous Medicaid coverage, HHSC is requesting providers support the information campaign – Don't Wait – Respond and Update! – by communicating with Medicaid individuals they serve and incorporating campaign materials into Medicaid operations. HHSC is providing the following information to key stakeholders:

- Public Health Emergency Frequently Asked Questions (FAQs) (English and Spanish versions)
- Stakeholder Social Media Messages & Graphics – Don't Wait Respond and Update! (English and Spanish versions)
- Flyers about YourTexasBenefits.com (English and Spanish versions)
 - ▶ Update Your Information
 - ▶ Create a Your Texas Benefits Account
 - ▶ Report Changes
 - ▶ Renew Your Benefits
- Provider Information Sheet – Your Patient's Medicaid Coverage May be Impacted by the End of the COVID-19 Public Health Emergency

Core messages for Medicaid individuals include actions they can take now to prepare for the end of the PHE including:

- Update their contact information with HHSC so HHSC can reach them at their current address and phone number to determine if they are eligible to receive services.
- Create a [Your Texas Benefits](#) online account or download the Your Texas Benefits mobile app to get up-to-date information from HHSC, report changes to their information, and respond to requests from HHSC.
- Individuals whose Medicaid eligibility is denied at their redetermination will be terminated from their waiver program services. Early preventative action is important to ensure eligible individuals retain their services after continuous Medicaid coverage ends.

Providers may create their own materials or language for individuals. HHSC suggests providers follow the [HHS Brand Guide](#) to help provide consistent messaging with clear writing for the Texas Medicaid audience. For any new language created [complete Form 6004: Texas Provider Marketing \(PDF\)](#) and route to [HHSC Communications](#) for review. HHSC approval is not needed to use or distribute any materials or language included in the [End of Continuous Medicaid Coverage Ambassador Toolkit](#).

Additional Resources

[Acrobat Document.pdf](#)

Contact Information

If you have any additional questions about this information letter, please contact LTSS_Policy@hhs.texas.gov.

Sincerely,

[signature on file]

Michelle Erwin
Deputy Associate Commissioner, Office of Policy
Medicaid and CHIP Services