



HUMAN  
SERVICES  
DEPARTMENT



# MARKETPLACE KICK OFF EVENT

MEDICAL ASSISTANCE DIVISION

SEPTEMBER 29<sup>TH</sup>, 2021

*INVESTING FOR TOMORROW, DELIVERING TODAY.*

INTRODUCTION/REFRESHER ON THE HUMAN SERVICES  
DEPARTMENT

# INTRODUCTION TO HSD SYSTEMS AND DEPARTMENTS

- Connected Divisions
  - Medical Assistance Division (MAD) – Medicaid
  - Income Support Division (ISD) – Field offices and other benefit programs (SNAP, TANF, LIHEAP)
  - Information Technology Division (ITD) – IT support for HSD
- Systems
  - ASPEN – Eligibility and enrollment system
  - YesNM – Application portal
  - MMIS/Omnicaid – Medicaid Management Information System
  - CCSC – Consolidated Customer Service Center (call center)
- Assistance
  - In-person assistance at ISD field offices
  - CCSC
  - Chat bots

# MEDICAID APPLICATION PROCESS

- Eligibility for all Medicaid programs is based on several factors including:
  - Citizenship/immigration status
  - Residency
  - Income
- To be eligible for New Mexico Medicaid, you must be a New Mexico resident and have an intent to remain in the state
- Individuals (or families) may apply for Medicaid
  - On-line ([www.yes.state.nm.us](http://www.yes.state.nm.us))
  - By phone (1-800-283-4465)
  - With a paper application (submitted in person at an ISD office, mailed or faxed in)
  - At clinics, hospitals or facilities that participate in the New Mexico Medicaid Presumptive Eligibility (PE) program
  - There is no cost to apply for Medicaid and there are no co-payments or premiums required

# MEDICAID RENEWAL PROCESS

- Coverage for most Medicaid programs must be renewed every 12 months
- Any changes in address, income, family size, pregnancy status or other factors that could affect eligibility should be reported to HSD's Income Support Division (ISD)
- ISD will attempt to renew Medicaid coverage for clients administratively
- If an administrative renewal cannot be completed, ISD will send the client a notice informing them that it is time to renew and what is needed to complete the renewal process
- Any individual who does not complete the renewal process or respond to ISD's request for more information may lose eligibility and their Medicaid coverage

# TRAINING FOR HSD CALL CENTER/STAFF

- HSD call center staff are provided regular trainings to keep them up to date on policy changes, program changes, and other impactful events.
- Trainings happen before implementation, or throughout changes in order to ensure staff have the most current information to update providers, brokers, and members as changes occur.
- Training Materials:
  - Blackboards
  - Videos
  - FAQ's
  - Webinars
  - Fact Sheets

PUBLIC HEALTH EMERGENCY:  
MEDICAID & BEWELLM IMPACT

# MAINTENANCE OF EFFORT REQUIREMENTS

- Upon the declaration of the Public Health Emergency (PHE), CMS issued Maintenance of Effort (MOE) requirements to states in order to ensure Medicaid members retained health coverage during the Public Health Emergency.
- This MOE brought with it a 6.2% increase in the federal match for Medicaid agencies to assist with absorbing the cost associated with maintaining these members.
  
- Coverage CANNOT be terminated except when:
  - Requested by recipient
  - Recipient moves out of state
  - Recipient is deceased
  - Client was approved due to agency error



# IMPLEMENTATION OF MOE

- Changes were made in the state's eligibility system (ASPEN) to ensure that Medicaid coverage would not be terminated.
- Technical changes:
  - There are two ways Medicaid eligible individuals are being kept open during the public health emergency (PHE) which began in March of 2020:
    - Sustaining the Medicaid eligibility and benefit level of those individuals who are known to be no longer eligible for Medicaid or who would be eligible for a lesser benefit category;
    - Extending renewal dates in three month increments for individuals who fail to complete the renewal process.
- Some existing processes remained:
  - Administrative Renewal activities continue to be run monthly in order to allow for 12 month recertifications in as many cases as possible
  - Recertification applications are still being sent to members in the hopes to complete a successful 12 month certification

# IMPLEMENTATION OF MOE CONTINUED: CASE MANAGEMENT

- Income Support Division (ISD) workers are processing new Medicaid applications, changes in circumstances, and renewals the same way they were prior to the PHE. When eligibility is finalized the COVID MOE rules are enforced in the ASPEN eligibility system.
- ISD workers continue to use electronic data sources for verification of attested information.
- 90-day automated administrative renewals are being run once for the three-month extension group to reduce caseworker tasks being created due to failed automated renewals.
- Special ISD 201 and ISD 205 (Notice to Client) are being issued to those individuals sustained or whom have had their renewal extended due to the COVID emergency.

# CURRENT STATE OF MOE CASELOAD

- As of September 7, 2021 there are a total of 235,627 individuals whose Medicaid coverage is being retained as a result of the MOE requirements

Description	Individual Count
Total Unduplicated individual count	235,627
Extension - Unduplicated individual count	86,642
MOE - Unduplicated individual count	149,737
Total Unduplicated individual count active due to Extension & MOE reason	752
Total Unduplicated individual count for MAGI categories	217,054

# PRE-PHASE OUT ACTIVITIES

- Technical efforts
  - Working with eligibility contractors, MMIS contractors and call centers to ensure timely switch-over to pre-PHE functionality
- Administrative efforts
  - Training for eligibility staff
  - Review of all CMS disaster waivers/SPAs
- Communication efforts
  - Define communication needs and timeframes
  - Establish campaign
  - Initiate pre-phase out activities
- Stakeholder coordination efforts
  - Work with MCO partners and beWell NM to establish best methods for mitigating negative impacts of phase-out

## TECHNICAL EFFORTS - DATA SHARING & VISIBILITY

- Communication planning requires identification of target population:
  - MAD is working with our eligibility vendor to create monthly reports to be shared with our MCO partners and beWell NM for the purpose of identifying the MOE population for targeted outreach

Data Column	Purpose
Case Number	Identify the MOE status from the eligibility system
Head of Household	Primary contact for outreach
Individuals	Family members to be identified for recertification
Phone Number	Contact info
Mailing Address	Contact info
Email Address	Contact info
Recertification date	Confirmation of recertification month

# ADMINISTRATIVE EFFORT – TRAINING & RESOURCES

- Training is being developed for ISD eligibility staff, CCSC (Consolidated Customer Service Center) staff, and beWell NM staff to ensure that information being shared with the public regarding the end of the PHE is accurate and up to date.
- HSD is developing a web page to capture frequently asked questions and can be updated as information changes. This will be shared on communications and will be accessed via the QR code shown.

Benefit or Program Requirement	Temporary COVID-19 Change	Back on Track!
Regular SNAP	A 15% increase in SNAP benefits was issued. This was in January, 2021. It will end on September 30, 2021.	A federal Cost of Living Adjustment (COLA) will increase regular SNAP benefits. This is in October, 2021.
Emergency SNAP Benefits	Households that were approved for SNAP got extra benefits. This started January, 2021. Households got the highest amount available. It was based on the number of people in the house.	Emergency SNAP benefits will end. This is when the Public Health Emergency (PHE) is over. Households that are approved for SNAP will get their normal benefits. The amount is based on eligibility.
SNAP & CASH Interviews & Eligibility Extensions	Interviews were not always required to apply or renew SNAP and CASH. Benefits could continue. A new application was not needed.	Interviews may be required to apply for or recertify a SNAP or CASH case. Interviews can be done in-person or by phone. An application must be submitted. It will be used to see if you are still eligible for SNAP or CASH. This is at the Interim Review (IR) and Recertification. You may lose benefits if you do not submit an application.
Medicaid Eligibility Extensions	Those who were approved for Medicaid had it extended every three months. A renewal was not required. Anyone who did renew may have had benefits extended for 12 months. That is if they were still eligible.	Most HSD programs must be renewed. This starts again when the Public Health Emergency ends. You must complete your renewal. You will not keep getting benefits if you are not eligible. When your renewal date for a program is coming up, HSD will send a letter. The letter will say it is time to renew. Or you can renew online at <a href="http://www.yes.state.nm.us">www.yes.state.nm.us</a> .



# COMMUNICATION PATHWAYS

New Mexico's communication campaign for getting ***Back on Track*** will be utilized for all PHE related messaging

- Electronic
  - E-mail
  - Text
  - Chatbot
  - Updates to CCSC hold messages
  - Social Media campaigns
  - Provider Blasts
- Paper/Other
  - ASPEN notices
  - Postcard campaigns
  - Press Releases
  - Radio/TV



## COMMUNICATION PATHWAYS – CONT'D

- Working with beWell New Mexico and our MCO partners to develop a coordinated communication plan
- HSD is coordinating across divisions to provide a uniform message to our members
- Facilitating data exchange between HSD's eligibility system, MCO partner's and beWell to ensure continuity of coverage



# TIMEFRAME FOR COMPLETION OF PHASE-OUT

- Phase out activities cannot be initiated until the end of the PHE as declared by HHS.
  - Current PHE officially ends 10/20 as the declaration can only last a maximum of 90 days.
  - States expect at least one additional extension to carry through to the end of 2021.
- States are provided 12 months from the end of the PHE to complete all phase-out activities
  - End date of the phase-out activity is not tied to a calendar year or fiscal year
- Communication will occur on a cadence throughout the phase out period
  - In order to avoid procedural closures for existing Medicaid members, consistent and regular communications are planned

## RESOURCES

- Online application:  
<https://www.yes.state.nm.us/yesnm/home/index>
- Back on Track member information  
<https://www.hsd.state.nm.us/back-on-track/>
- HSD Customer Service Line for providers and members  
1-800-283-4465
- HSD Web  
<https://www.hsd.state.nm.us/>



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# QUESTIONS

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