



CABINET FOR HEALTH  
AND FAMILY SERVICES

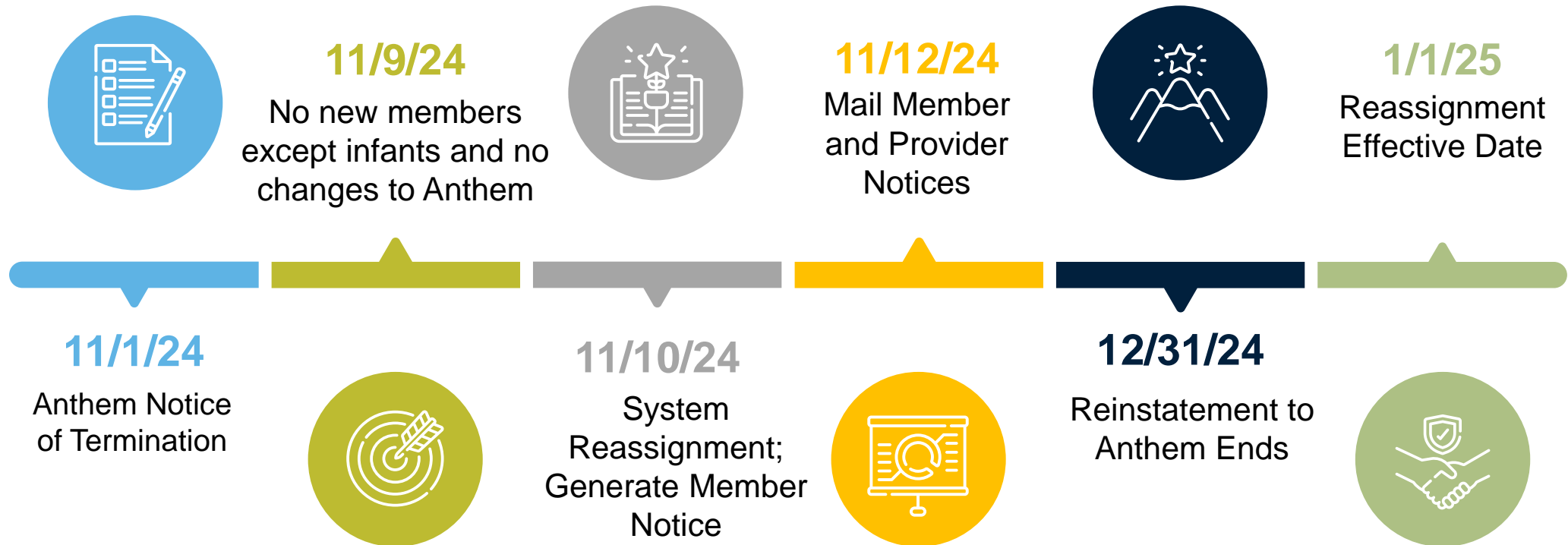
# Anthem Transition and Renewal Update

**Medicaid Advisory Council**

January 23, 2025

# Anthem Medicaid Transition

# Anthem Transition Timeline



# Anthem Transition

Anthem must maintain operations for run out including but not limited to:

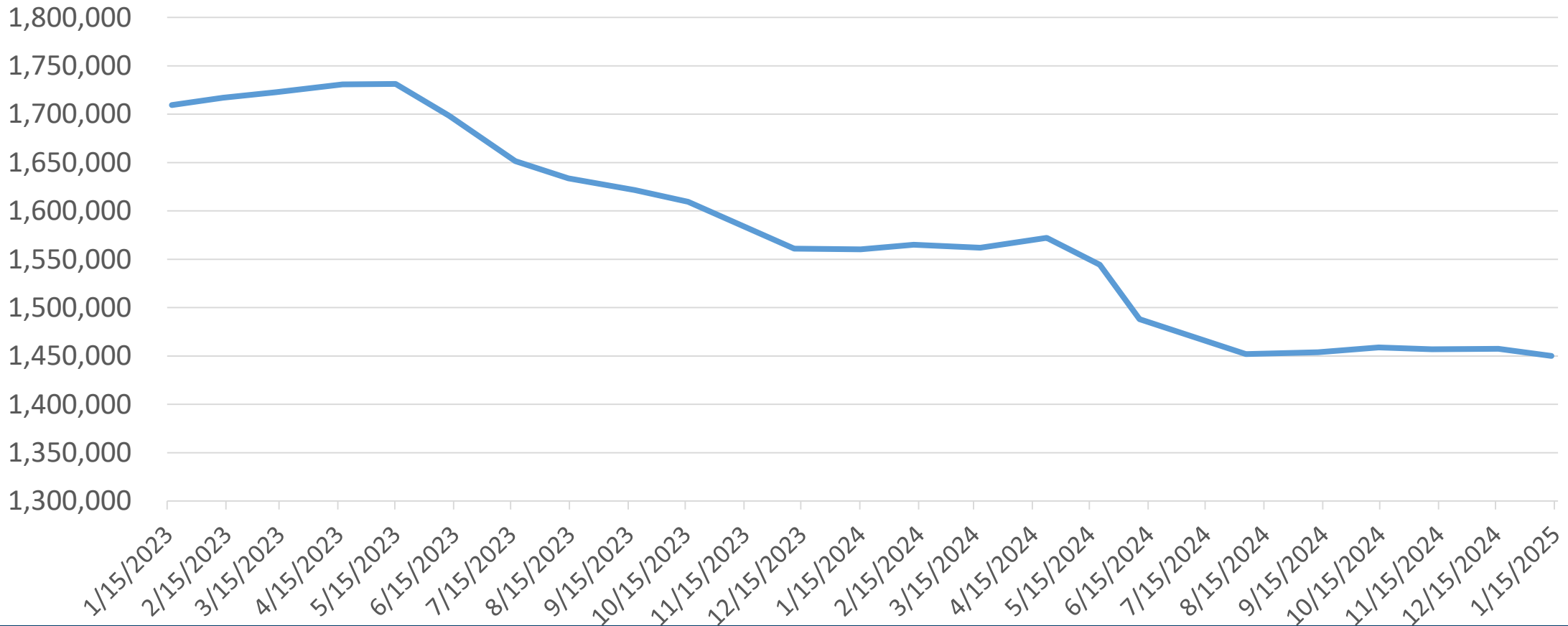
- Cover and reimburse for services prior to January 1, 2025
- Process claims up to 365 days from date of service
- Respond to appeals for services prior to January 1, 2025 until completed

Designated website, [Kentucky Medicaid Anthem MCO Transition](#)  
Designated number for Anthem members: 1-833-501-9930

# Medicaid Renewal Updates

# Medicaid Enrollment Trend

Medicaid Enrollment: Jan 2023 through Jan 2025 Renewals



# Medicaid Renewals

- Regular annual renewals for cases following the Public Health Emergency (PHE) unwinding resumed in April 2024.
- PHE flexibilities in place through June 2025 including automatic child renewals
  - November 14, 2024 CMCS Informational Bulletin outlines options to make some flexibilities permanent – under consideration.
  - *Streamlining Medicaid, Children’s Health Insurance program and Basic Health Program Application, Eligibility Determination, Enrollment, and Renewal Processes Final Rule*
- CMS monthly and updated reporting ongoing.

# Unwinding Report Updates Posted – Cont'd

Original 2024 CMS Monthly Reports

	Individual Renewals	Medicaid Approvals	Medicaid Terminations	Pending
Jan	79,053	67,748	10,899	22
Feb	93,004	64,789	10,128	1
Mar	97,962	70,358	7,932	72
Apr	103,265	70,170	15,887	226
May	94,705	51,534	37,461	816
Jun	58,959	41,336	13,187	1
Jul	40,719	36,036	1,187	0
Aug	36,136	31,823	979	2
Sep	52,369	45,833	1,234	1



Updated 2024 CMS Monthly Reports\*

	Individual Renewals	Medicaid Approvals	Medicaid Terminations	Pending
Jan	79,053	67,758	10,911	0
Feb	93,004	64,780	10,128	0
Mar	97,962	70,404	7,958	0
Apr	103,265	70,266	16,017	0
May	94,705	51,938	37,873	0
Jun	58,959	41,337	13,187	0
Jul	40,719	36,036	1,187	0
Aug	36,136	31,825	979	0
Sep	52,369	45,833	1,235	0

<b>22 processed</b>
<b>1 processed</b>
<b>72 processed</b>
<b>226 processed</b>
<b>816 processed</b>
<b>1 processed</b>
<b>0 processed</b>
<b>2 processed</b>
<b>1 processed</b>

\*Per CMS' Medicaid and Children's Health Insurance Program Eligibility and Enrollment Data Specifications for Reporting During Unwinding, Updated October 2023, Version 3.



# KY Medicaid Renewals\* and Reinstatements

Individuals procedurally terminated on their renewal due date are given 90 days to respond and provide requested information. If they are determined eligible, coverage is **reinstated** back to their termination date. Months that are still within the 90-day window and are still processing reinstatements are included below.

	Individual Renewals	Medicaid Approvals	Medicaid Terminations	Pending	Extended	Reinstatements as of 1/17/25
October	61,174	52,815	1,557	4	6,798	848
November	38,540	30,194	1,234	5	7,107	842
December	38,604	33,235	819	1	4,549	280

\*Numbers are based on CMS Reports.

# KY PHE Website – Resources

<https://medicaidunwinding.ky.gov>



Stakeholder Session Information

KY PHE Reports

FAQs

Medicaid Member Information

Medicaid Provider Information

Communication Materials

## Reinstatement Information

### How to Reinstatement Your Medicaid

Beginning in April 2023, Kentucky Medicaid went back to doing annual renewals for Medicaid eligibility.

Did your Medicaid coverage get terminated? You may be able to get it back with a few easy steps!

**But...** You need to act within 90 days of your termination to get coverage reinstated!

Your kynect dashboard will have information about any notices you may have received explaining the steps you need to take to get your coverage back!

#### Here is what you need to do!

1. Log into [kynect.ky.gov](https://kynect.ky.gov) – if you don't have a kynect account, you can set one up by following the steps in this [video!](#)
2. Navigate to your Message Center to view your notices.
3. Read the notices you received to know what you need to do.
4. You may need to complete a pre-populated renewal application, upload documents, or report a change to your application.
5. Once everything is updated and completed, you can proceed to sign and submit.
6. If you are having trouble or can't set up a kynect account, you can call (844)-4kynect or go into a DCBS office for help. [Find a DCBS Office](#) or [find a kynector](#).

If your situation has changed and you are no longer eligible for Medicaid, there are other options available to you. Agents and kynectors can help you select and enroll in a Qualified Health Plans (QHPs) with payment assistance.

Visit <https://medicaidunwinding.ky.gov> to learn more!

## Materials for Offices

Are you or your family covered by Medicaid or KCHIP? Your renewal letter could be coming soon!

- Make sure your address is up to date in kynect
- Check your mail. We may need to contact you!
- Complete and return requests for information.
- No longer qualify? Shop kynect for an affordable plan!

(855)-4kynect **FREE HELP!**

[www.kynect.ky.gov/healthcoverage](https://www.kynect.ky.gov/healthcoverage)

## Editable Fliers for kynectors

**Here is what you need to know to stay covered!**

If you or a family member currently has health coverage through Medicaid or the Kentucky Children's Health Insurance Program, called KCHIP, there are changes coming.

**What's changing?**

Because of COVID-19, the federal government declared a public health emergency (PHE). During this time, changes were made so that Medicaid and KCHIP renewals were not required, so people did not lose their coverage.

However, Kentucky restarted Medicaid annual renewals in April. Renewals will continue over a 12-month period.

Make sure you take the necessary steps to keep your coverage!

**★ You will receive a letter when it is your time to renew.**

**What do you need to do?**

1. **Update your information:** Make sure [kynect.ky.gov](https://kynect.ky.gov) has your correct:  mailing address  phone number  email This way, we can contact you without delay.
2. **Check your mail:** You will get a letter about your Medicaid or KCHIP renewal when it is your time. The letter will let you know if you need to complete a form or send in information to keep your coverage.
3. **Send in information:** If you get a form, fill it out, return it right away. Make sure to give us any information we request. The information will help determine if you still qualify for coverage.

**Have questions? Need help?**

To make sure your information is updated, visit [kynect.ky.gov](https://kynect.ky.gov) or call 855-4kynect (855-459-6328)

**Kentucky Medicaid will reach out to you when it is your time to renew.**

You can also get free help from local kynectors.

Local kynector: \_\_\_\_\_ Contact Info: \_\_\_\_\_

## ID Proofing Tips

### ASSISTANCE FOR KYNECTORS

#### MANUAL IDENTIFICATION PROOFING MADE EASY!

#### WHY IS ID PROOFING NEEDED?

Sometimes, a Medicaid member's identification cannot be verified electronically with Experian. When this happens, members will need to take additional steps to assure the verification of their identity.

#### ADDITIONAL INFO...

It is important to flag emails for DCBS staff to assure awareness of an identification proofing request and proper identification of the Medicaid member.

Email documents to:

**TIP 1**  
If ID proofing is needed, Medicaid members must submit a form and photo ID to the Department for Community Based Services (DCBS).

**TIP 2**  
Kynectors can assist with the completion of form and can email the document, photo ID, and member's contact info on behalf of the member to DCBS.

**TIP 3**  
Members or kynectors can hand deliver the form to a local DCBS office.

[DMS.IDProofing@ky.gov](mailto:DMS.IDProofing@ky.gov)

Enter "ID Proof" in subject line

Identify member in body of email.



Help us get the message out! Informational fliers available on PHE website in English and Spanish!