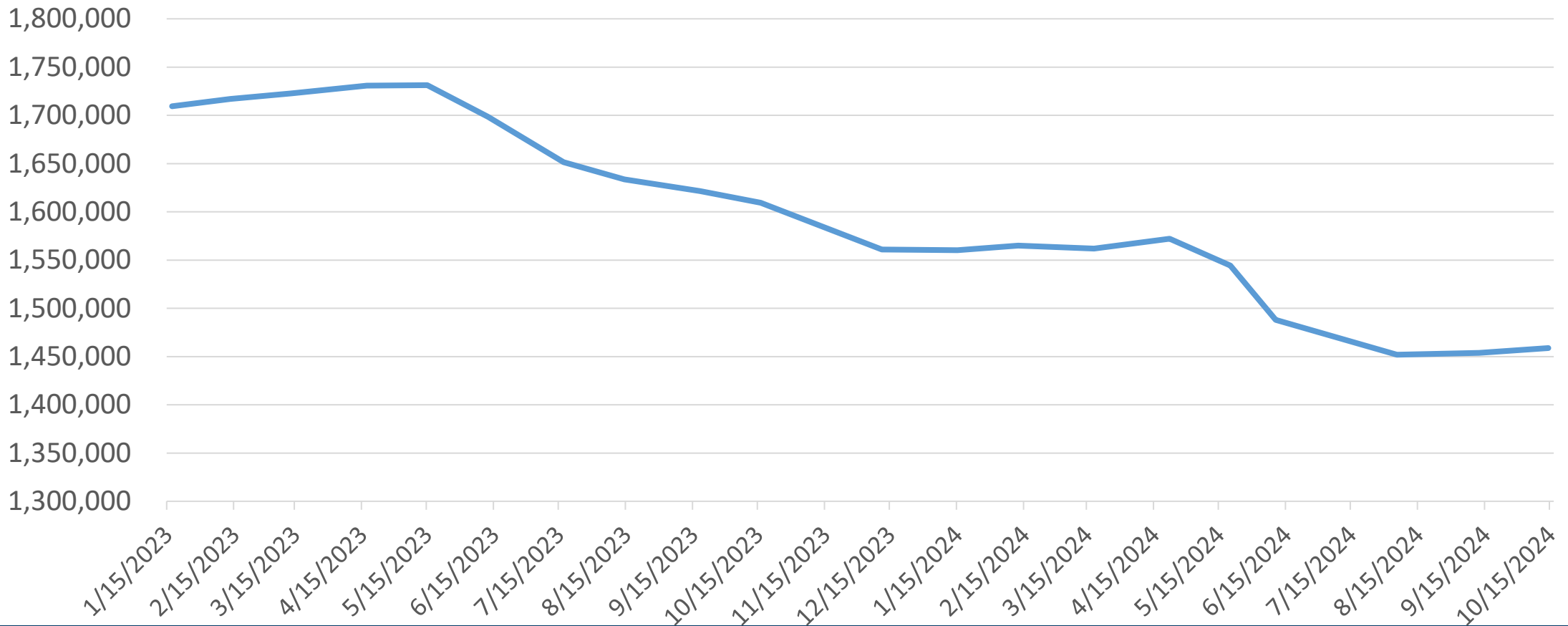


# Medicaid Renewals Updates

# Medicaid Enrollment Trend

Medicaid Enrollment: Jan 2023 through Oct 2024 Renewals



# Medicaid Renewals

2023

2024



- All **PHE-related renewals for adults** have been conducted and processed.
- Ongoing annual renewals for **non-PHE** cases resumed in April 2024.
- Flexibilities in place through June 2025.
- Certain Appendix K flexibilities made permanent in 1915(c) waivers effective May 1, 2024.
- 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



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

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

Note – Updated Pending Cases Report for July reporting period is in development and will be submitted on November 15.

\*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 11/08/24
August	36,136	31,823	979	2	3,332	499
September	52,369	45,833	1,234	1	5,301	420
October	61,174	52,815	1,557	4	6,798	201

\*Numbers are based on CMS Reports.

# Renewals: Need help?

There are  
people in  
every  
community  
who can  
help!

[kynector](#) or [licensed insurance agent](#) available online and by calling **1-855-4kynect** (1-855-459-6368)

If you're 65+ call the SHIP Hotline at (877) 293-7447 (**option #2**) or call DAIL at (502) 564-6930 and ask for a SHIP counselor to learn about Medicare options!

Resources on Kentucky's website for all things Medicaid Renewals and PHE Unwinding!

[MedicaidUnwinding.ky.gov](https://www.MedicaidUnwinding.ky.gov)

# Providers Supporting Patients Through Renewals

Here is how to find your patient's renewal date in KYHealthNet.

KENTUCKY  
CABINET FOR HEALTH AND FAMILY SERVICES  
KY MEDICAL MANAGEMENT INFORMATION SYSTEM (KYMIS)

Provider Home | Member | Claims | PA | Missed Appointments | Provider References | Trade Files | RA Viewer | Logout

Member Eligibility Verification

Friday 24 March 2023 07:55 am

Provider: [dropdown] - 282N00000X

Select Lookup Type: Member ID Lookup Service Type: Emergency Services, Family Planning, Health Plan Coverage

Member ID: [input]

From Date: 03/24/2023 To Date: 03/31/2023

Verification No. 230830000C - 3/24/2023 Status: Active

Member

Current ID: [input] Last Name: L... First Name: [input] Date of Birth: 09/27/1964

Previous IDs: [input] Check Digit: 0 Gender: F Date of Death: [input]

SSN: [input] Phone Number: [input] County: 058 - Johnson

Physical Address: 1833 [input] View Member's Mailing Address: here

City: [input] State: KY Zip Code: [input]

Hospice Election Date: [input]

Medicare A: [input] Medicare B: [input]

Medicare C: [input]

Case Number: [input] Case Name: [input] Above FPL: N

Redetermination Date: 06/01/2023

Member's Authorized Representative

No Authorized Representative on file for current member.

Eligibility

Eligibility 5 Year History

Eligibility Group	Program Code	Program Status	From Date	To Date
KY Managed Care Organization with [input]	D - Disabled indiv who rec [input]	00 - Regular [input]	03/24/2023	03/31/2023

## How can I help my patients?

- ✓ Ask them to update their information in kynect by logging into [kynect.ky.gov](https://kynect.ky.gov) or calling 855-4kynect (855-459-6328)
- ✓ Remind them to watch for notices. Medicaid will contact them when it is their time to renew.
- ✓ If their renewal date is coming up, make sure they are aware.

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

## Reinstatement Information

## Materials for Offices

## Editable Fliers for kynectors

## ID Proofing Tips

### How to Reinstate 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!

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)



### TEAM KENTUCKY Public Health Emergency Unwinding Kentucky Medicaid Renewals

#### 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:

#### 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

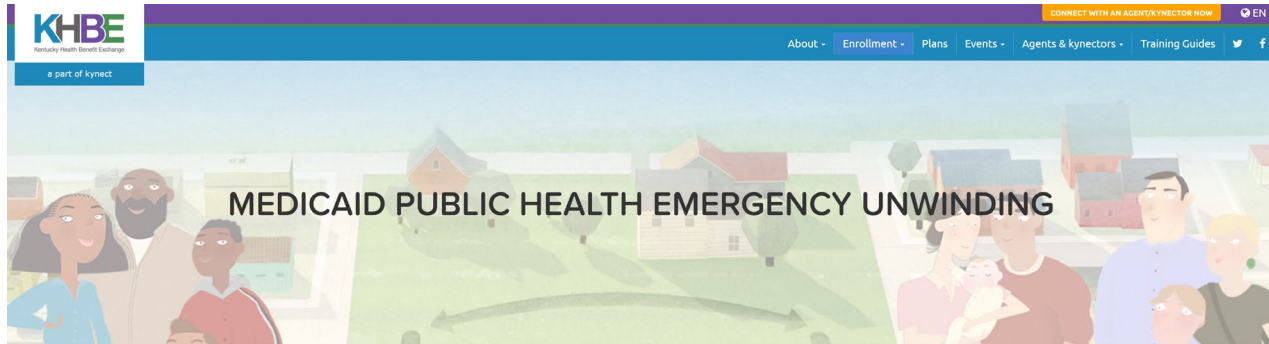
Identify member in body of email.





# KY PHE Website Resources

<https://medicaidunwinding.ky.gov>



During the COVID-19 Public Health Emergency (PHE), the Kentucky Department for Medicaid Services (DMS) made sure that all Medicaid beneficiaries kept their coverage. DMS stopped all annual renewals. But soon, DMS will begin annual renewals for Medicaid members. You may be at risk of losing Medicaid coverage if we cannot reach you. You should update your contact information as soon as possible and keep it updated so Kentucky Medicaid is able to reach you when it is your time to renew!

**Please update your information as soon as possible!**  
Visit [kynect.ky.gov](https://kynect.ky.gov) or call kynect at 855-4kynect (855-459-6328) to update your mailing address, phone number, email and other contact information.  
Kentucky Medicaid will then be able to reach you when it is your time to renew!

## Kentucky PHE Plans and Reports

Through the PHE Unwinding, Kentucky will be prioritizing transparency across all operations and progress through the unwinding. The following materials will provide insight to all operational plans and up-to-date information on our progress through the 12-month unwinding period. Additional reports will be added to this section as they are available.

- [Kentucky Unwinding Approach March 2023](#)
- [Kentucky PHE Flexibilities Tracker](#)
- [Renewal Redistribution Report](#)
- [System Artifact Report](#)

## Stakeholder Session Information

## KY PHE Reports

## FAQs

## Medicaid Member Information

## Medicaid Provider Information

## Communication Materials

### Communications Materials

If you should need any materials to share with your customers or partners, please feel free to leverage the following resources, developed and approved by Kentucky Medicaid.

- [Member Information Brief](#) [español](#)
- [Member Renewals Information](#) [español](#)
- [Provider Information Brief](#)
- [Alternative Coverage Options](#) [español](#)
- [Qualified Health Plan \(QHP\)](#) [español](#)
- [Medicare Enrollment \(Members\)](#) [español](#)
- [Medicare Enrollment \(Provider\)](#)
- [How to Access Your Renewal Date](#)
- [How to Access Your Patient's Renewal Date](#)
- [KY PHE Renewal Pathway Brief](#)
- [Provider Renewals Guidance Document](#)

### Stakeholder Sessions

In March, DMS hosted Stakeholder Engagement meetings to provide information about the PHE Unwinding and Medicaid renewals. You can find the materials from those sessions here:

- [Presentation Recording - KY PHE Stakeholder Engagement Meeting Recording March - YouTube](#)
- [Presentation Slides](#)
- [Kentucky Unwinding Stakeholder Frequently Asked Questions Document](#)

To help support Medicaid partners, DMS is holding virtual stakeholder forums.



Please join us for the [Monthly Stakeholder Meeting](#) every third Thursday at 11:00 am ET.

If you have any questions for DMS that you would like for us to speak to during the upcoming monthly meeting, please submit those questions through this [survey](#). Thank you!

In addition, Thursday, April 20th we will be hosting a Provider Informational session on Medicaid Renewals and the PHE unwinding. Please [register for the event](#) to learn about updates specific to providers and hear answers to some of your questions!