



CABINET FOR HEALTH
AND FAMILY SERVICES

Behavioral Health Technical Advisory Committee Public Health Emergency Unwinding Update

January 11, 2024

Unwinding Flexibilities Implemented

This is not a full list of all flexibilities. Please reference the [KY PHE Flexibility Tracker](#) for full information.

Suspend Child Renewals

- Suspend renewals and grant 12-month continuous coverage for children under age 19
- Effective for renewals from October 2023 through April 2024
- Rules for continuous coverage apply

Extensions for All Populations

- 1-month extension to conduct additional outreach to all non-LTC and non-waiver members who haven't responded to a notice

Redistribute December Renewals

- Redistribute December renewals to later in the unwinding period to address backlogs
- Excludes renewals that align to another program
- Allow passive renewal and transfer to QHP

Extensions for LTC & Waiver Members

- Up to 3-month extension to conduct additional outreach to LTC or 1915c waiver members who haven't responded to a notice

NOTE: HCBS Appendix K flexibilities are covered separately and are available on the KY PHE website

PHE Unwinding - Appendix K Flexibilities

01

Allow telehealth as a component of case management, counseling, and therapies

02

Expand case management provider qualifications

03

Reduce age requirement for Respite, Personal Assistance, Attendant Care, and Residential staff from 21 to 18

04

Allow access to respite for participants receiving Residential Support Level II in SCL

05

Allow limited waiver services to be provided in acute hospital settings under extraordinary circumstances

06

Expand Residential in ABI and ABI-LTC to allow up to five participants per house

07

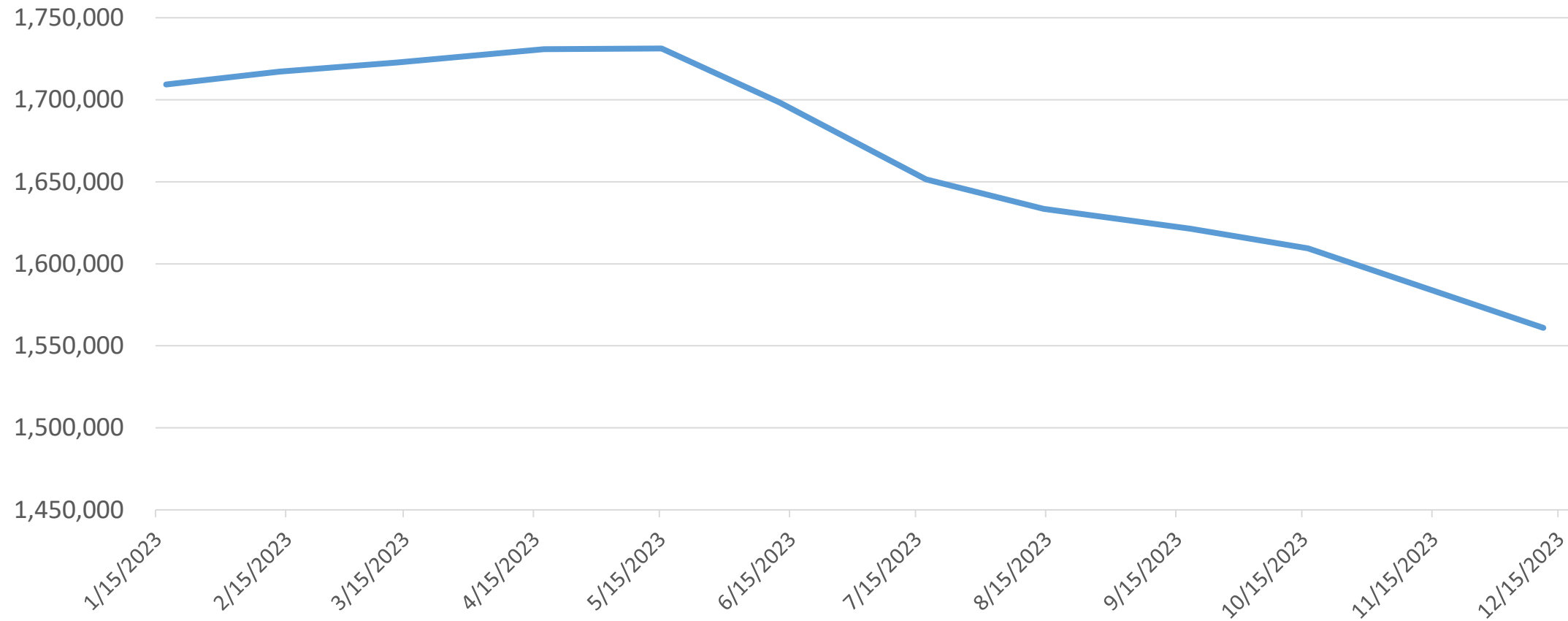
Maintain Appendix K rate increases for all waiver services

- DMS amended all six 1915(c) Home and Community Based waivers to make some Appendix K flexibilities permanent.
- Flexibilities remain in place while the waivers are pending Centers for Medicare and Medicaid Services review and approval.

[Appendix K Waiver Update Info](#)

Medicaid Enrollment during PHE

Medicaid Enrollment: January 2023 through December 2023



KY Medicaid Renewals*

| | Individual Renewals | Medicaid Approvals | Medicaid Terminations | Pending | Extended |
|-----------|---------------------|--------------------|-----------------------|---------|----------|
| May | 80,673 | 37,182 | 34,124 | 2,698 | 6,669 |
| June | 82,606 | 37,364 | 35,971 | 1,883 | 7,338 |
| July | 54,975 | 27,044 | 20,344 | 1,325 | 6,262 |
| August | 54,344 | 28,296 | 18,662 | 1,069 | 6,317 |
| September | 150,985 | 80,417 | 16,468 | 892 | 53,208 |
| October | 155,003 | 89,854 | 12,613 | 2,852 | 49,684 |
| November | 32,097 | 22,888 | 1,508 | 38 | 7,663 |
| December | 30,705 | 28,889 | 1,244 | 2 | 570 |

*Based on CMS Monthly Report

November Demographic Data

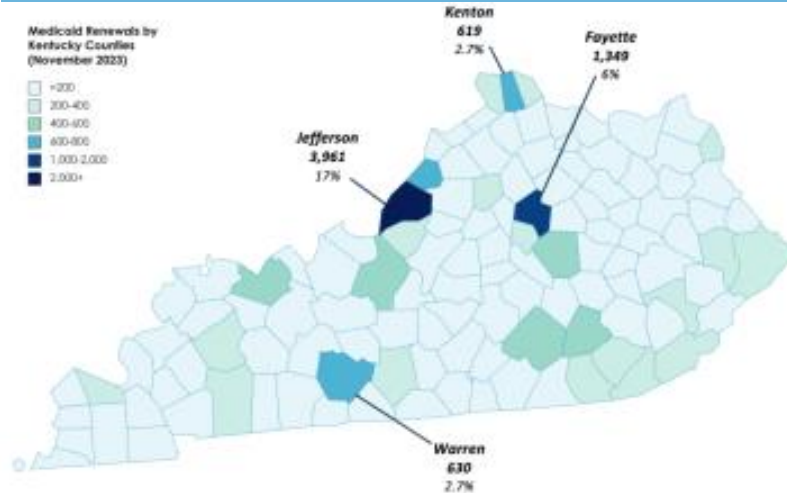
| November 2023 Kentucky Renewals | | |
|---|---------------|--------------|
| Race | Approved | Terminated |
| White | 18,050 | 1,176 |
| Black or African American | 2,422 | 168 |
| Unknown | 1,661 | 98 |
| Mixed | 483 | 34 |
| Asian | 226 | 28 |
| American Indian or Alaskan Native | 31 | 4 |
| Native Hawaiian or Other Pacific Islander | 15 | 0 |
| Total | 22,888 | 1,508 |

| November 2023 Kentucky Renewals | | |
|---------------------------------|---------------|--------------|
| Gender | Approved | Terminated |
| Female | 10,802 | 837 |
| Male | 12,086 | 671 |
| Total | 22,888 | 1,508 |

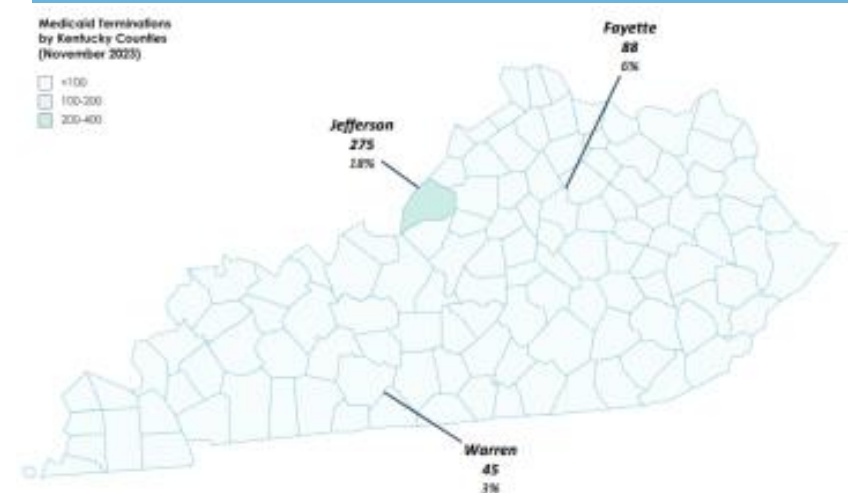
| November 2023 Kentucky Renewals | | |
|---------------------------------|---------------|--------------|
| Ethnicity | Approved | Terminated |
| Hispanic/Latino | 1,033 | 76 |
| Not Hispanic/Latino | 20,636 | 1,329 |
| Unknown | 1,219 | 103 |
| Total | 22,888 | 1,508 |

| November 2023 Kentucky Renewals | | |
|---------------------------------|---------------|--------------|
| Age Group | Approved | Terminated |
| 0-6 | 8 | 0 |
| 7-18 | 6 | 0 |
| 19-25 | 3,511 | 304 |
| 26-50 | 11,834 | 618 |
| 51-64 | 6,311 | 488 |
| 65+* | 1,218 | 98 |
| Total | 22,888 | 1,508 |

November 2023 Kentucky Approvals

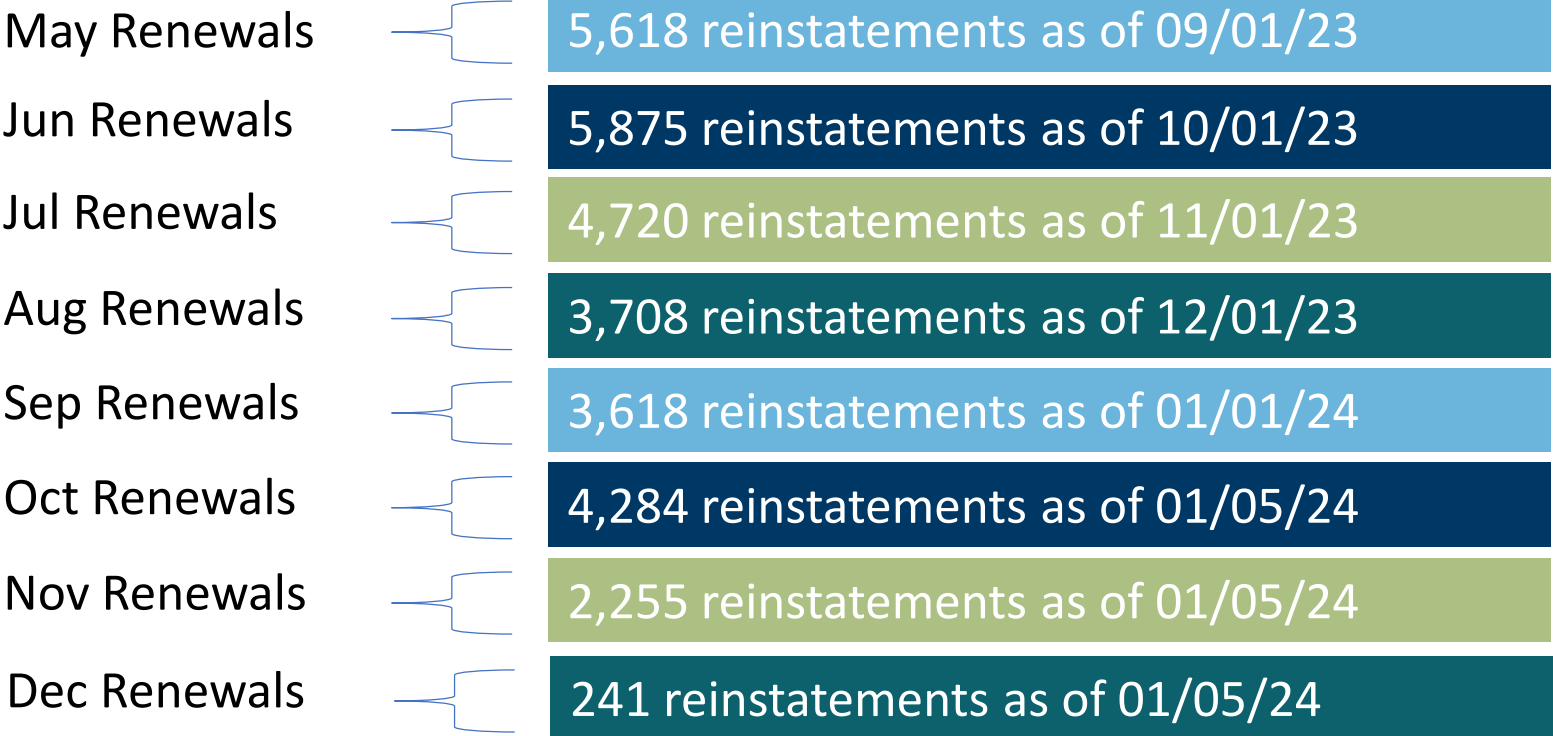


November 2023 Kentucky Terminations



Medicaid 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.



Current Outreach Priorities

Encourage members to respond to notices, even if they believe they are no longer eligible

Support reinstatement of members who are procedurally terminated if they provide information within 90 days

Help members who lose categorical eligibility understand the steps to take to continue coverage, if eligible

Connect members ineligible for Medicaid to other coverage

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

Reinstatement Information

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 – 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



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 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 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

Enter "ID Proof" in subject line

Identify member in body of email.



Providers Supporting Patients Through Renewals

- ✓ Patient's renewal dates are available in KYHealthNet.
- ✓ *Medicaid Renewal Report* can be pulled from KLOCs.

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

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: [282N00000X]

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

Member ID: []

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

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

Member

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

Previous IDs: Check Digit: 0 Gender: F Date of Death:

SSN: Phone Number: () County: 058 - Johnson

Physical Address: 1833 View Member's Mailing Address: here

City: State: KY Zip Code: 40304

Hospice Election Date:

Medicare A: Medicare B:

Case Number: Case Name: 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 C...D... | D - Disabled indiv who rec... | 00 - Regular | 03/24/2023 | 03/31/2023 |

KLOCs

Home Start Application LOC Management Message Center Quick Search

Welcome Hart Allen | Sign Out | Help

Agency: NF Provider 2

Dashboard

Time Travel Date: 06/13/2023 Change Time Travel Date

Quick Links

- Start New Application
- Message Center
- View Announcements
- View Appointments
- Quick Search
- LOC Management
- Manage Discharge
- View Reports**
- Other Links
- Member View
- FAQ
- MAP Forms
- Policy Documents
- CHFS Website
- Page Help
- Help Desk

My Tasks

| Task Type | My Tasks | Group Tasks |
|----------------|----------|-------------|
| Tasks Assigned | 0 | 0 |
| Due | 0 | 0 |

Tasks

Select Queue: My Tasks Filter Columns: 13 Selected Filter

| Task Name | App # | Action | Provider # | Individual Name | Program |
|-----------------------------------|-------|--------|------------|-----------------|---------|
| No tasks available for this queue | | | | | |

Applications

| Date Initiated | App # | Individual Name | Application Status | Action |
|---------------------------|-------|-----------------|--------------------|--------|
| No Applications Available | | | | |

Today's Appointments

Filter Columns: 7 Selected Filter

How can I help my patients?

- ✓ Ask them to update their information in kynect by logging into 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.

Qualified Health Plan Enrollment Windows

Open Enrollment

- Now through January 16, 2024

Special Enrollment

- After January 16, 2024 with qualifying life event

Unwinding Special Enrollment

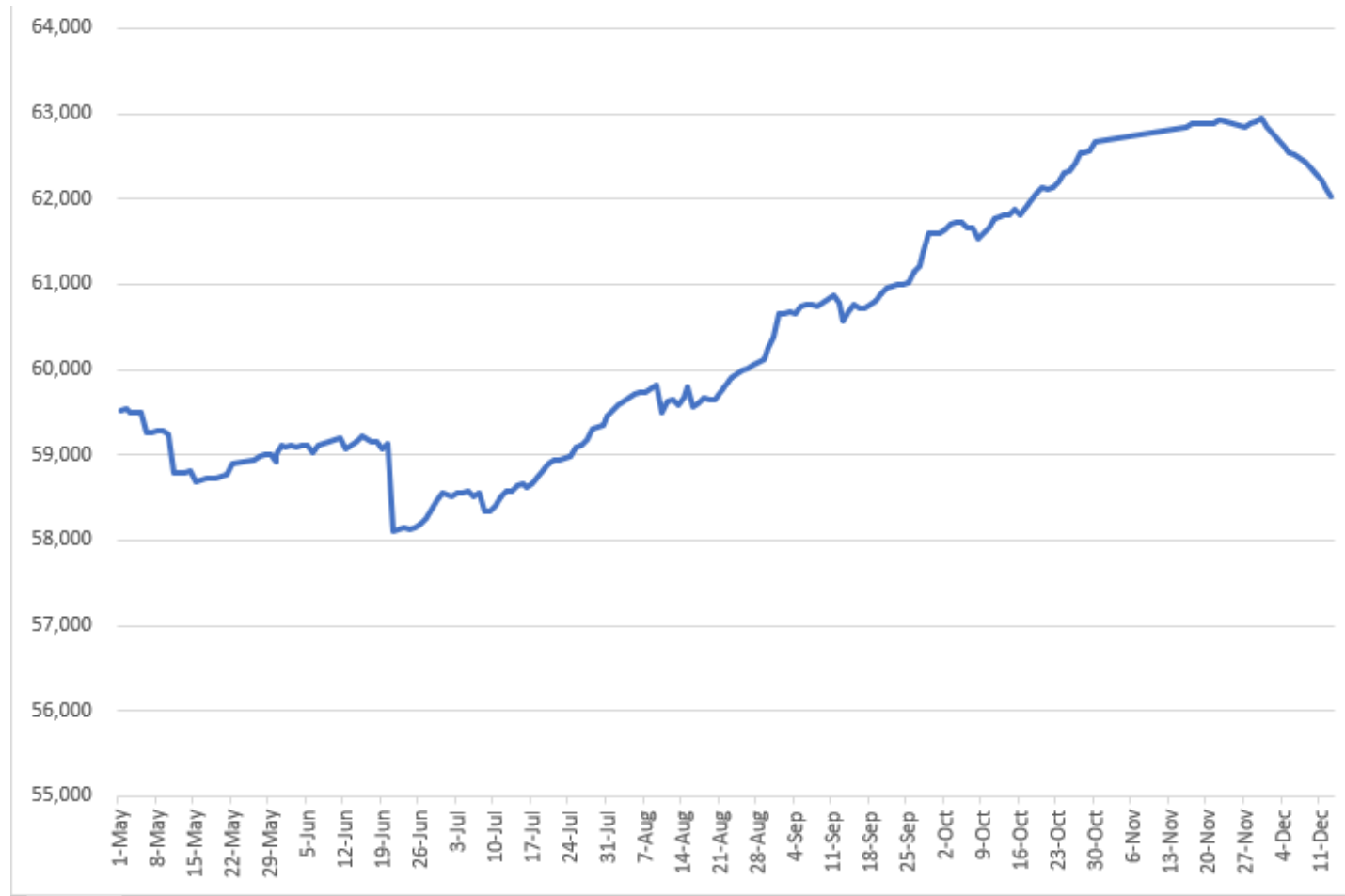
- March 31, 2023 through July 31, 2024

Contact Center hours will be Monday - Friday 8AM- 7PM EST; Saturday hours are available during Open Enrollment 8AM - 5PM. DCBS remains open Saturdays 9AM - 2PM EST.

If a Kentucky Resident loses Medicaid coverage at any time, they may be eligible to enroll in a Qualified Health Plan with Financial Assistance.

Qualified Health Plan Enrollment as of 12/15/23

Total Members Enrolled for PY2023



QHP: Stay alert! Be aware of scams!

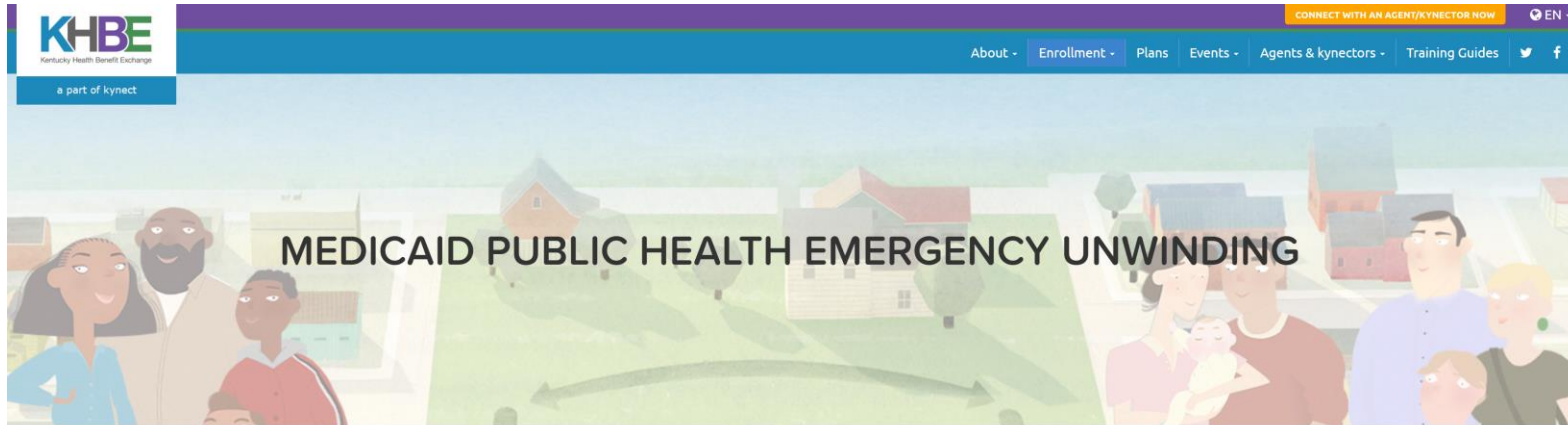
The following tips can members know more and avoid scams:

- The only official website for enrolling in Qualified Health Plans is kynect.ky.gov.
- Currently, the four insurance companies with Qualified Health Plans through kynect health coverage are: [Anthem Blues Cross Blue Shield](#), [CareSource](#), [Passport Health Plan by Molina](#), [Ambetter by Wellcare of Kentucky](#)
- No one offering ACA-compliant health care coverage will ask if you have a pre-existing condition or ask for your bank account, wire money, or health information.
- If the caller refuses to give you their license number or refuses to send you information on the policy and premiums, it is likely a scam and **you should hang up!**

Consumers who have complaints about these types of high-pressure sales calls may contact the Kentucky Department of Insurance. Additional information can be found on the Department's website at insurance.ky.gov

KY PHE Website Resources

<https://medicaidunwinding.ky.gov>



Stakeholder Session Information

KY PHE Reports

FAQs

Medicaid Member Information

Medicaid Provider Information

Communication Materials

1 Update your information in kynect!

To update your mailing address, phone number, email, and other contact information:

Visit kynect.ky.gov

-or-

Call kynect at 855-4kynect (855) 459-6328

2 Please Respond!

If you received a Medicaid Renewal Packet or Request for Information please respond.

Even if circumstances have changed we still need to hear from you!

Coverage can be reinstated if you missed your due date and are still eligible.

3 Get free local help!

Free help with your benefit application is available.

A kynector can help you!

Find a kynector - [Get Local Help](#)

4 No longer qualify for Medicaid?

If you no longer qualify for Medicaid, you can still get help from kynect!
You may be eligible to enroll in a Qualified Health Plan with Financial Assistance to help pay for premiums, co-pays and more.

A licensed insurance agent can help you at no cost to you!

Find an Insurance Agent - [Get Local Help](#)

How to Stay Informed...

Kentucky's Medicaid Renewals and PHE Unwinding Website - [MedicaidUnwinding.ky.gov](https://www.MedicaidUnwinding.ky.gov)

CHFS Social Media

- [Facebook](#),
- [Twitter](#), and
- [Instagram](#)

Stakeholder Meetings

- Ongoing Stakeholder Meetings – 3rd Thursday @ 11:00 ET

Reports

- CMS Monthly Report
- Monthly Demographic Report
- Provider KLOCS Report
- Provider KYHealthNet Renewal Information



Questions