Recording



We are recording this presentation and will post the recording to <u>Covering Wisconsin's YouTube Channel</u>



What Employers and HR Need to Know about Medicaid Unwinding

Covering Wisconsin

May 2023

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Caroline Gómez-Tom Enrollment Network and Accessibility Manager Covering Wisconsin



Masiel Gomez Enrollment and Outreach Coordinator Wisconsin Department of Health Services



Stephanie Severs Insurance Literacy and Communications Manager Covering Wisconsin



Adam VanSpankeren

Navigator Program Manager Covering Wisconsin

Questions and Answers



Ask your question anytime by using the button at the bottom of your screen.





- Covering Wisconsin and free enrollment help
- Why is this topic important to employers
- What to know: BadgerCare Plus and Medicaid
- No longer eligible for Medicaid Options and SEPs
- Making a referral: Support tools
- Free outreach and education materials
- Key messages and takeaways
- Questions

Thank You to Today's Hosts and Sponsors







MILWAUKEE HEALTH CARE

PARTNERSHIP

Covering Wisconsin Connect to Care, Engage in Health

What We Do



Covering Wisconsin:

Covering Wisconsin (CWI) is a grant funded program of UW-Extension that helps people in Wisconsin **find and use health insurance**.

Health Insurance Navigators:

We are Wisconsin's federally-certified Navigator agency. Our expert Navigators are licensed to provide free help statewide.



Education, Outreach and Promotions

Our team creates consumer-tested materials and offers training for professionals and partners on health insurance topics.



Covering Wisconsin Health Insurance Navigators

Health Insurance Navigators provide free help so you can:

- Know your options for plans and financial help.
- Sign up for HealthCare.gov, BadgerCare Plus or Medicaid.
- Use your plan to get the health care you need.
- Get help with billing or coverage problems.
- Find community programs to help pay for insurance or medical care.



Covering Wisconsin Navigator Service Area 2023-2024

45 Navigators located at agencies across the state.

- ABC for Rural Health
- Centro Hispano of Dane County
- Family Health Center of Marshfield
- Gerald L Ignace Indian Health Center
- Northwest Wisconsin CEP
- Partnership Community Health Center
- Progressive Community Health Center
- WIPPS Hmong and Hispanic Communication Network (H2N)
- Workforce Connections
- Findley Foundation

Covering Wisconsin provides phone assistance statewide.



Many Types of Enrollment Assisters

Trained and licensed enrollment assisters include:

- Navigators
- Certified Application Counselors
- Agents and Brokers

There are many agencies that have enrollment assisters on staff.

Health insurance help should always be free!



Why is This Topic Important to Employers?

Health Insurance Access is the Window to Care

- A "covered" employee is more likely to be a healthy, happy, and loyal employee
- People are more likely to receive preventative and early care when they have health insurance
- Making sure employees have health insurance, supports employee wellbeing and retention
- Reduces absenteeism

What You Can Do to Keep Employees Covered

- Many of your part-time or lower-wage workers may remain eligible for BadgerCare Plus/Medicaid – help them stay covered
- Some employees may need to transition to your employer coverage help them review options, costs, and enrollment timelines
- If the employee's plan from work is considered unaffordable under the Patient Protection and Affordable Care Act– connect them to an enrollment assister who can help them sign up on HealthCare.gov
- Stay informed about the changes to Medicaid and other forms of coverage and share resources with your employees

What to Know: BadgerCare Plus and Medicaid

BadgerCare Plus (Medicaid) Overview

- Free or low-cost comprehensive health insurance, provided by the State of Wisconsin
- Sign up <u>at any time</u>
- BadgerCare Plus and Medicaid had special rules during the pandemic that allowed for continuous coverage



	ouse- hold size	Adults 🖞	Pregnant & Woman	양월 Child ରେ (under age 19)
(1	\$0 - \$1,215/mo	Mom + Baby↓	\$0 - \$3,718/mo
	2	\$0 - \$1,643/mo	\$0 - \$5,029/mo	\$0 - \$5,029/mo
	3	\$0 - \$2,072/mo	\$0 - \$6,339/mo	\$0 - \$6,339/mo
	4	\$0 - \$2,500/mo	\$0 - \$7,650/mo	\$0 - \$7,650/mo
	5	\$0 - \$2,928/mo	\$0 - \$8,961/mo	\$0 - \$8,961/mo

Household - who you file taxes with

CWI Options How-to Sheet: English/Spanish

The process of moving from continuous eligibility for Medicaid to the rules and annual renewals that existed before the pandemic.

Wisconsin's Unwinding goals include:

- Implement a successful return to routine operations, including annual renewals
- Help Wisconsinites stay covered. If no longer eligible for a state program, help people understand and transition to insurance from an employer, or a plan from HealthCare.gov

BadgerCare Plus and Medicaid Changes

- Renewal deadlines are spread out over 12 months from June 2023 to May 2024.
- People can find out their current renewal date by creating an account on access.wi.gov or MyACCESS now.
- Renewing too soon may cause a member to lose their Medicaid health insurance unnecessarily.

"Check your date and wait!"



BadgerCare Plus and Medicaid Renewals – the Challenge

- No one has renewed during the last 3 years and may be unfamiliar with the process.
- Approximately 1.6 million people are enrolled in a Medicaid program.
- Total enrollment prior to the pandemic was ~1.2 million, meaning a higher monthly renewal volume.
- Everyone will need to renew over next 12-14 months.
- Income maintenance agencies will not be able to help everyone over the phone.
- Enrollment assisters and key community partners need to learn how to use <u>access.wi.gov</u> or the MyACCESS app to help people check for renewal dates and submit documents.

People Who Are No Longer Eligible for Medicaid

Robert Wood Johnson Foundation and Urban Institute estimate about 385,600 Wisconsin members may lose Medicaid/BadgerCare Plus; these folks will need to transition to other health insurance coverage.

Connect people who are no longer eligible to the other forms of coverage:

- Employer-sponsored coverage
- HealthCare.gov
- Medicare
- Federally-qualified health centers (FQHC) and free clinics

Get free, local help from an expert. Call 2-1-1 to find enrollment assisters in your community or visit <u>WisCovered.com</u> to learn more.

Recommended Action Steps- Check the renewal date and wait!

Please help members to:

- 1. Download the MyACCESS app and sign in. To sign in the first time, they will need one of these numbers:
 - Case number
 - ForwardHealth card number
 - Quest card number



- 2. Sign up for push notifications to get an alert when it is time to renew.
- 3. Keep contact information updated with the state.
- 4. Check their renewal date.
- 5. **Renew 30-45 days before the renewal deadline**. If they renew early, they may lose coverage too soon. If they wait to the last minute, they may have a coverage gap.

MyACCESS Mobile App

Consumers can use the MyACCESS App to:

- Check their renewal date
- Update contact information
- Get reminders when it's time to take action
- Take photos of and upload verification documents
- And more!



Search for "MyACCESS Wisconsin" in the Google Play or Apple App Store.



Where to Find the Renewal Date in MyAccess

- Tap "Check your 1. Benefits"
- Tap "BadgerCare Plus" 2.
- Look for next renewal 3 date.
- **Double check the year!** 4.

Wait to renew until your renewal window.



11:59

Search

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Where to Find the Renewal Date in Access.gov

Account Home			
ount Home			
My Letters	My Benefits		
View My Letters		n is current as of Monday March 6, 2023	
Manage My Email	-		
My Health Care	Benefits FoodShare	Status	Details
Manage My HMO		HEATHER is not getting FoodShare bene March 2023.	min Q
Treatment Needs Question	\mathbf{U}		•
BadgerCare Plus Health Survey	BadgerCare Plus	in March 2023, HEATHER is getting Bady	
Request Explanation of Medical Benefits (EOM8)	۲	Plus benefits	~ ~
Set a New Card	W-2	HEATHER is not eligible for W-2 in March	
ForwardHealth Card	S	nervinen onstalgioa ist metal	
My Account			
Manage My Account			
My Benefits	My Change Re	ports	
Report My Changes	Who	Status	Octails
Apply For Benefits	HEATHER	Sent on Wednesday June 8, 2022	View
Renew My Benefits			
My Documents			
Submitted Documents			
Needed Documents			
Learn More			
Other Programs			

Account Home				
Senefits Renewal Overview				
lefore you get started on your renewal, there	are a few things you should know.			
Eligibility reviews for Wisconsin Works (W-2) and/or Job Access Loan (JAL) cannot be done online. Please contact your W- 2 agency regarding eligibility review scheduling.				
The more complete your information is wh	en you submit it, the less information a worker will have to ask you about later			
We may contact you for proof of some of the	he answers you have given.			
/ If you submit your renewal after 4 30 p.m.	or on a weekend or holiday, we will receive it on the next business day			
If you have recently done a renewal, pleas	e do not submit another one			
The whole renewal process must be comp	leted in order for your benefits to continue.			
If you haven't used a computer very much	and would like to practice before you get started, click here.			
Senefits to Renew Now				
	ick Next below to begin your renewal. Be sure to act by the date below to avoid			
elays or a gap in coverage. Benefits Health Care	Take action to renew by: 05/18/2023			

How-to Sheet for Consumers

Step-by-step guide written in plain language to give to employees. Webpage version: <u>www.CoveringWI.org/freehelp</u>

Sheet includes:

- Step by step instructions on how to check renewal dates in the app
- Lists 3 ways to find a Navigator
- Tells people when to renew
- Lists other options that may be available if members no longer qualify



No Longer Eligible For Medicaid – Now What?

Health Insurance From a Job When Losing Medicaid

- People typically have a 30-day special enrollment period at their job if they lose another type of coverage.
- If an employee loses coverage before July 10, 2023, employers must provide a special enrollment period (SEP) through September 8, 2023.
- After July 10, 2023, people who lose Medicaid have a 60-day window to enroll in employer benefits (<u>under HIPAA Act</u>).

Guidance from Dept. of Labor and HHS

- Employers can play an important role in helping their employees maintain health coverage.
- <u>The Department of Labor (DOL) recommends</u> that employers work with their plan or issuer to extend the special enrollment period beyond the minimum 60 days required by law.
- DOL encourages plans and issuers to offer a special enrollment period that matches the HealthCare.gov Unwinding special enrollment period of July 31, 2024.



Employer Plans and the Employee

• If the employee-only plan is more than 9.12% of the household's taxable income, the employee can enroll in a plan through HealthCare.gov and get financial help.



CWI Affordability Worksheet: English/Spanish

Employer Plans and Dependents

- As of November 2022, if health insurance is unaffordable for entire family, family members may be eligible for financial help from HealthCare.gov.
- If the family plan is more than 9.12% of the household's taxable income, the family members can enroll in a plan through HealthCare.gov and qualify for financial help.

Is health insurance Affordability Worksheet affordable through my job? Can I get financial help for a Marketplace plan? 1. Ask your job for this information Date / 1. Is the employee eligible 2. Does the plan offered meet 3. How much would the employee pay in premiums for coverage now or in the the minimum value standard? for the lowest-cost plan that next 3 months? (The plan covers at least 60% of meets the minimum value the total allowed benefit costs.) standard? ☐yes, eligible now ves, plan meets the standard Ves, eligible Stop here, employee Stop here, employee □no → no 📥 goes to step 4 goes to step 4 use this number below Find 9.12% of your household 3 Check if the plan is affordable monthly income before taxes (add together all incomes monthly premiu from your household) monthly income job #1 Is the monthly premium less than 9.12% of your monthly income? monthly income job #2 +\$ The plan is affordable and I can't get financial help for a Marketplace plan. +\$ monthly income job #3 yes monthly income job #4 **no** This plan is **not** affordable. Go to step 4. monthly income job #5 multiply total monthly Apply for a Marketplace plan income by 0.0912) total monthly inco Choose how you want to apply: × 0.0912 = Online: www.healthcare.gov 9.12% of incom (times) • By Phone: 1-800-318-2596 · In person: Call 2-1-1 for local help Household anyone you file taxes with covering Extension September 2022 © 2022 Board of Regents of the University of Wisconsin System Wisconsin Supported by Wisconsin Health Information Organization, Ira and Ineva Reilly Baldwin nsin Idea Endowment, & Wisconsin Department of Health Services

Medicare: What You Need to Know

Basic overview of Medicare and when to sign up (<u>link to</u> <u>Medicare how-to sheet</u>)

Refer to <u>local Aging and Disability Resource Center</u> or the Medigap Helpline (800-242-1060)

Special SEP (Special Enrollment Period) for Medicare:

- Medicare Part A and/or B: 6-month SEP
- Medicare Advantage Plan and/or Part D: 3-month SEP

People can get started by calling all Social Security at 800-772-1213 (TTY 800-325-0778) or visit <u>ssa.gov/medicare/sign-up</u>.



Free, expert help is available.

If you have questions about Medicare, a benefits counselor can help. Visit the **State Health** Insurance Assistance Program (SHIP) at dhs.wi.gov/medicare-help or call:

- Wisconsin's Medigap Helpline: 800-242-1060
- Disability Rights Wisconsin Part D Helpline: 800-926-4862
- Your local aging and disability resource center (ADRC). Find your county's phone
 number at FindmyADRC.org.



P-03440 (05/2023)

Health Insurance Marketplace (HealthCare.gov)

- HealthCare.gov is available to people who do not have access to affordable health insurance from their employer
- Financial help is based on income
- Open Enrollment Period to sign up is
 November 1 January 15*
- Special enrollment periods are available in different circumstances



*Sign up by December 15 for coverage to start January 1.

Special Enrollment Periods on HealthCare.gov



Special Enrollment Period How-to Sheet: English/Spanish

New Special Enrollment Period for HealthCare.gov

Anyone who loses Medicaid coverage from March 31, 2023, to May 31, 2024, can sign up on HealthCare.gov anytime before July 31, 2024.

- They will need to attest to a loss of Medicaid, but don't need to submit any verification.
- Once they start the application, they have 60 days to complete it.
- To avoid gaps in coverage, consumers should complete their HealthCare.gov application before the last day of Medicaid coverage.

Making a Referral: Support Tools

Screening Resources

Screening tools can help give consumers a sense of what health insurance options they may have available.

- Detailed Screening: <u>Am I Eligible</u> on <u>access.wi.gov</u>
- Basic Options: Covering Wisconsin's
 <u>two-question tool</u>
- Health Insurance <u>Chatbot:</u> Screening tool that uses household size and income



Tips for Avoiding Scams

- Get free, local, unbiased help! Help should always be free.
- Before sharing personal information, consumers can ask:
 - Are you licensed or certified by the State of Wisconsin or the federal government to provide insurance help? Can I have your license number or see your certificate?
 - Are you showing me all the insurance options available to me?
- Remember to look for the ".gov" (HealthCare.gov or access.wi.gov)



Report scams to the WI Department of Agriculture, Trade, and Consumer Protection at **1-800-422-7128**.
Free Outreach and Education Materials

Outreach Materials – DHS

Unwinding Partner Toolkit (https://www.dhs.wisconsin.gov/covid-19/unwindingtoolkit.htm)

- Ready-to-use flyers, social media tools, outreach cards, and more.
- Some can be customized with your organization's information, or you can use **Covering Wisconsin's customized versions!**





Log in at access.wi.gov or contact your local agency. If you have questions, we're here to help.

Need some help?

For free, local health insurance help call 608-261-1455 or go to www.coveringwi.org/enroll

P-03218 (05/2022

Renewal News for Medicaid Members

The Department of Health Services created a new web page for Medicaid members to follow Medicaid and renewal news.

Medicaid News for Members: Post-COVID Changes Health care renewals are underway



Status as of May 15, 2023

If you have a June 2023 renewal due date, it's now time to take action.

Be sure to send in your updated household information before **June 16, 2023**, to avoid delays or a gap in coverage.

Renewal resources

Learn more about completing your renewal

Renew now



Need Materials or Have Questions?

Outreach and Promotions Toolkit: (<u>CoveringWi.org/Toolkit</u>)

- Materials in English and Spanish
- Download and print outreach cards and flyers
 Get free local help to renew, apply
- Find social media graphics and videos





Worried about losing

coverage, or find financial help

© (877) 942-68



HealthyMKE Outreach Tools

Multilingual tools that feature local influencers

- Social media posts (FB-IG)
- Printed 5 x 7 flyers
- 1 sided 8.5 x 11 posters
- Educational video

Visit: <u>HealthyMKE.com</u>



Covering Wisconsin Educational Resources



Follow and Re-post to Spread the Word











Covering Wisconsin (Facebook/Twitter) Wisconsin Office of the Commissioner of Insurance (Facebook/Twitter) Wisconsin Department of Health Services (Facebook/Twitter/Instagram)

HealthCare.gov (Facebook/Twitter)

CuidadoDeSalud.gov (Facebook/Twitter)





Keep Your BadgerCare Plus or Medicaid Health Insurance



Make sure we have your current address to reach you when it's time to renew your benefits.

Join an Enrollment Network



Northwest: **Mike Rust** mike@safetyweb.org



Western: Lindsey Schwarz-Nichols Ischwarz@lacrossecounty.org



Northeast: Kirk Moore kmoore35@wisc.edu



East Central: Julia Garvey julia.garvey@thedacare.org



Central: **Tina Marshalek** tina.marshalek@wisc.edu



Latino Enrollment Network: Lourdes Godinez lourdes@micentro.org



Milwaukee (MKEN): Justin Rivas jrivas@mkehcp.org



Southwest and Southeast: Caroline Gomez-Tom cbgomez@wisc.edu



Key Messages and Takeaways



BadgerCare Plus and Medicaid members can have coverage **until their renewal date**.

- Know your date and then wait. Check date in <u>MyACCESS app</u> and renew within 30-45 days of your date.
- 2. Get free, local help from an expert. Call 2-1-1 to find Enrollment Assisters in your community or visit <u>WisCovered.com</u> to learn more.
- 3. Sign up for employer health plans within 60 days of losing Medicaid.
- **4.** Apply for plans on HealthCare.gov by July 31, 2024 if you lose Medicaid and don't have an affordable offer for insurance from work.

What Can Employers Do To Help Employees

- Work with your plan or issuer to extend a special enrollment period for employees who lose Medicaid through July 31, 2024, in alignment with the federal government recommendations
- Share with your employee resources from HR and local enrollment assisters who can help them renew Medicaid benefits or transition to other coverage
- Reach out to Covering Wisconsin if you have questions
- Refer employees who need help to a local Navigator

Remember: We're Here to Help



Find and Schedule Online: <u>www.CoveringWI.org/enroll</u> (Spanish: www.CoveringWI.org/enrollspanish)



Call

- Covering Wisconsin (608-261-1455)
- Local enrollment assister
- 211 Helpline



NEW! Chat

- Online at <u>www.CoveringWI.org</u> (Spanish: <u>www.CoveringWI.org/enrollspanish</u>)
- Text COVER to 920-507-5295 (Spanish: Text "SEGURO")



Webinar Evaluation

<u>https://uwmadison.co1.qualtrics.com/jfe/form/SV_cM769vdGJo84DFs</u>





Contact Caroline Gomez-Tom or Adam VanSpankeren

Contact Covering WI:

608-261-1455

caroline.gomez@wisc.edu

covering adam.vanspankeren@wisc.edu Wisconsin Connect to Care, Engage in Health

