

# Supporting States in Implementing Community Engagement Requirements

## Background

The Working Families Tax Cut (WFTC) legislation introduces Community Engagement (CE) requirements that require states to enhance their technology and may require modifying existing workflows. Meeting the deadline and limiting disruptions to beneficiaries and staff are top-of-mind.

To help, the Centers for Medicare & Medicaid Services (CMS) is offering no-cost, hands-on technical assistance to help states plan and implement the new CE requirements.

## How we can help

Our experienced technical assistance team will work with you to tailor technical assistance for your state's specific needs, challenges, and opportunities.

We can support you in any of the following areas or combination of areas.

### Assess & Plan

Our technical assistance team can collaborate with you to identify the most practical path to implementing the CE requirements.

### Examples

We can help:

- Document the current systems and processes ecosystem to determine impacts of the new requirements
- Define a phased, realistic, and prioritized implementation roadmap
- Support state staff on implementation methodologies that will help you move fast and reduce risk

Contact the Technical Assistance team at [cms.gov/eligibility-made-easy](https://www.cms.gov/eligibility-made-easy).

## Procure & Coordinate

Our technical assistance team can collaborate with you to develop a procurement approach to meet your implementation goals, objectives, and timelines.

### Examples

We can help:

- Advise on procurement approaches to meet your challenges and timeline
- Participate in vendor selection, coordination, and oversight
- Review Advanced Planning Documents (APDs) to support funding approval

## Implement & Integrate

Our technical assistance team can collaborate with you to implement key aspects of your roadmap, integrate with systems, software, or data sources, and beneficiary communications.

### Examples

We can help:

- Configure reporting workflows and system integrations
- Optimize data exchange and interoperability
- Develop a content plan and create beneficiary-centered notices and outreach materials

## Test & Optimize

Our technical assistance team can collaborate with you to ensure Medicaid CE requirements implementation is working as expected and supporting existing operational practices at launch and over time.

### Examples

We can help:

- Create rapid prototypes or run pilots to understand performance and usability
- Review processes and documentation for implementation readiness
- Monitor performance metrics and end-user feedback, and make recommendations for improvement

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