

Medicaid and CHIP Renewals: What to Know and How to Prepare

A Partner Education Monthly Series

December 6, 2023

Medicaid & CHIP Continuous Enrollment Unwinding: Medicaid Fair Hearings

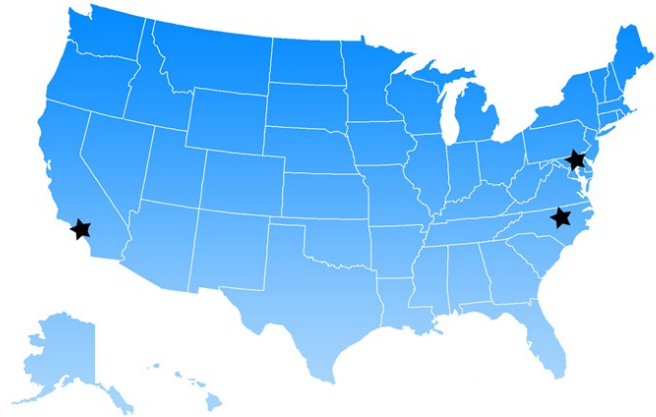
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The contents of this slide were provided by the National Health Law Program.

About the National Health Law Program

- National non-profit law firm committed to improving health care access, equity, and quality for underserved individuals and families
- State & Local Partners:
 - Disability rights advocates – 50 states + DC
 - Poverty & legal aid advocates – 50 states + DC
- National Partners
- Offices: CA, DC, NC
- www.healthlaw.org
- Follow us on Twitter @NHeLP_org
- Like us on Facebook [@NHeLPProgram](https://www.facebook.com/NHeLPProgram)
- Read NHeLP's [Equity Stance](#)



State Differences

- Every state is slightly different
- Core required features, but common areas of difference:
 - Level of detail in a notice
 - Whether all policies are explained that may be relevant
 - Referral to legal services organizations
- Self-advocacy materials are usually state specific
 - Often developed by legal services, advocacy organizations, or the Medicaid agency

Notice is a key source of information!!

Notice – Key Source of Information

- Contains the information the person needs to understand the decision and how to appeal
- Deadlines! When and how to:
 - File an appeal
 - Maintain benefits pending appeal
 - Important for many!!
 - Often at the end of a notice
 - Advocacy Tip: Pay attention to date on envelope v. date on letter
- Not all policies are always on the notice
 - Exceptions policies
 - Informal resolution

Notice – Key Source of Information

- Basis of the decision—The why?
 - Varying levels of information by state
 - Minimally should tell enough to understand the basis and relevant information
 - Often involves looking at eligibility policies
- Advocacy:
 - May need to help a person understand how they may be eligible, which helps them understand what to show at a hearing
 - Other options for coverage

Access to Hearing Issues

- Diversion from fair hearings to reapplication
 - Continued benefits v. retroactive coverage
 - Reconsideration for MAGI populations
- Wrongful denials
 - State may improperly limit access to hearings
 - Timeliness, not allowing exceptions where allowed
- Improper use of informal resolution to deter appeals
- If a person is having trouble accessing a hearing, not getting needing information, etc., legal services may be able to help

NHeLP Resources

- NHeLP's [NHeLP PHE Unwinding Landing Page](#)
- [Unwinding Checklist](#)
- [Renewal Tips of the Day](#)
- [Call Center Questions for LEP & Disability Access](#)
 - [Protecting People with Disabilities and with LEP](#)
- [Video: Medicaid Unwinding Issue Spotting](#)
- [Health Coverage Option for those who Lose Medicaid During the Unwinding](#)
- [Medicaid Continuous Coverage Unwinding: Messaging and Outreach Resources](#)
- NHeLP Unwinding Litigation: [AMC \(TN\)](#); [Chianne D. \(FL\)](#), [Franklin \(NC\)](#)
- [NHeLP Blog](#)

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Where To Direct People If They Have Questions

CMS Office of Communications
Stefanie Costello, Partner Relations Group

Where Should I Direct People To If They Have Questions?

- **For questions about Medicaid or CHIP** – Contact your state Medicaid or CHIP office directly
 - Find the contact information for your state Medicaid office at [Medicaid.gov/renewals](https://www.Medicaid.gov/renewals)
- **For questions about the Health Insurance Marketplace®** – Visit [HealthCare.gov](https://www.HealthCare.gov) or contact a local enrollment assister in your area
 - Find a list of enrollment assisters in your area at [LocalHelp.HealthCare.gov](https://www.LocalHelp.HealthCare.gov)
 - You can also call 1-800-318-2596. TTY users can call 1-855-889-4325.
 - Help is available 24 hours a day, 7 days a week in over 200 languages.

Where Should I Direct People To If They Have Questions?

- **For questions about enrolling in Medicare (generally for people age 65 and older)**
 - Visit [Medicare.gov](https://www.medicare.gov)
 - You can also call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048.
 - To get help with the enrollment form, contact your local Social Security Administration field office. Find an office near you at www.ssa.gov/locator or Call Social Security at 1-800-772-1213. TTY users can call 1-800-325-0778.
 - For additional help navigating Medicare, contact your local State Health Insurance Assistance Program (SHIP). Find your local SHIP at www.shiphelp.org.
- **For questions about Medicaid fair hearings** – Refer to the letter from your state
 - The letter you receive from your state about being disenrolled from Medicaid/CHIP should include contact information for help with fair hearings.

UPCOMING MONTHLY WEBINAR DATES

- Wednesday, January 24, 2024 @ 12:00pm ET

Other webinar dates for 2024 will be announced in the future.

