

Resuming Medicaid Redeterminations – An Important Learning Moment

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The Menges Group

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What Can We Learn from the Medicaid MCO Industry's “Full Court Press” to Retain Enrollees?

- Medicaid MCOs are facing a large enrollment loss as eligibility redetermination processes, the process used to ensure that those Medicaid enrollees who continue to be eligible for Medicaid coverage, are reinstated.
- The health plans are working intensively and creatively to retain existing members and to minimize loss of coverage for those they serve.
- The outcomes of these outreach efforts are valuable to ascertain, not just from an enrollment retention perspective, but in better connecting with enrollees from a care coordination perspective.
- This is an opportune time to capture better data to support optimal policymaking around continuous enrollment and coverage redetermination.
- We encourage strong collaboration across regulatory agencies, health plans, and the research community to elevate the knowledge base in these areas. Thoughtful data compilation and collaborative knowledge sharing can strengthen the effectiveness of Medicaid enrollee contact and care coordination efforts in both the MCO and FFS settings.

Background on Medicaid's Upward Trajectory as Redeterminations Were Paused

- Medicaid enrollment declined modestly and steadily from January 2017 to January 2020.
- From February 2020 through February 2023, Medicaid enrollment increased by 22.4 million persons, an overall increase of 31.4%. This growth had two phases:
 - Between February and December 2020, Medicaid enrollment grew by an average of 881,880 per month.
 - Between January 2021 and February 2023 enrollment grew less sharply -- but still quite sharply -- at an average monthly increase of 520,966. Across this 26-month stretch of time, Medicaid's enrollment growth was remarkably consistent. No month had an increase of less than 400,000, and no month had an increase of greater than 700,000.

Month and Year	USA Medicaid Enrollment	Percent of USA Population Enrolled in Medicaid	Change Versus January of Prior Year	% Change Versus January of Prior Year
January, 2016	72,894,837	22.0%		
January, 2017	75,033,246	22.7%	2,138,409	2.9%
January, 2018	73,209,532	22.1%	(1,823,714)	-2.4%
January, 2019	72,012,096	21.7%	(1,197,436)	-1.6%
January, 2020	71,409,205	21.6%	(602,891)	-0.8%
January, 2021	80,830,005	24.3%	9,420,800	13.2%
January, 2022	87,244,941	26.2%	6,414,936	7.9%
January, 2023	93,270,766	27.9%	6,025,825	6.9%

Discerning The Degree to Which Enrollees are Being Successfully Reached by Each Type of Approach – Systematic Data Tracking Needs and Opportunities for MCOs and Medicaid Researchers

A. Who conducted the outreach?

- MCO staff
- Provider staff
- Contracted entities

B. Success rates by type of outreach

- Phone calls
- Regular mail
- Email
- Text messaging
- Home visits
- Other

C. When was the outreach conducted?

- Success rates by days of the week
- Success rates by time of day

What Can We Learn About Both Those Persons Losing Coverage and Those Retaining Coverage?

Examples of Detailed Data Needed About Persons Losing Coverage

- What is their distribution by number of months of consecutive Medicaid enrollment in their MCO (prior to losing coverage)?
- What is their distribution by the number of months since they last had a Medicaid claim/encounter?
- What were this subgroup's per member per month (PMPM) claims costs during CY2021, CY2022, and CY2023 to date?
- To what degree have persons losing coverage communicated with the MCO (or other outreach entity)?
- Where persons have communicated with their MCO (or the other entity conducting the outreach), what is the distribution of their reason for not redetermining their enrollment (e.g., obtained other coverage, moved, etc.)?

Examples of Detailed Data Needed About Persons Renewing Coverage

- What is their distribution by number of months of consecutive Medicaid enrollment in their MCO (prior to extending their coverage)?
- What is their distribution by the number of months since they last had a Medicaid claim/encounter?
- What were this subgroup's PMPM claims costs during CY2021, CY2022, and CY2023 to date?
- What percentage of enrollees renewed their coverage by eligibility category, age cohort, and race/ethnicity group?

5 Slide Series Overview

Our 5 Slide Series is typically a monthly publication whereby we briefly discuss/address a selected topic outside the confines of our client engagements. The Menges Group has developed a variety of datasets that we use to support our 5 Slide Series and client projects.

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