



UPDATE ON MEDICAID TO MARKETPLACE COVERAGE BRIDGE

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Goals for Today's Presentation

- Receive Board feedback on success metrics and project priorities
- Provide status update on project progress to date
- Highlight assumptions and unknowns

Progress to Date

- Internal teams have met to discuss potential impact to operations from Medicaid to Marketplace Coverage Bridge.
 - Communications, Policy, Product Development, Customer Service, Legal
- Policy and Communications teams established bi-monthly meeting series with HCPF
 - Discuss updated guidance from CMS on terminations and verifications
 - Draft joint communications plan
 - Shared C4HCO Job Loss Toolkit (<https://bit.ly/JobLossToolkit>)
 - Developed outreach text for CDLE to share with UI claimants
- Public Health Emergency Declaration extended to October 23
 - Terminations may not begin until PHE declaration rescinded.

Assumptions

- Majority of customers will be able to self-service
- Customer service staff will temporarily increase to accommodate the needs of this project
 - Faneuil
 - CSU
 - If Medicaid Bridge work does not materialize, temporary staff will be reassigned to other projects
- Training needs:
 - Faneuil/MSU – 6 weeks
 - CSU – 8 – 10 weeks

Unknowns

- Timing:
 - The date that terminations will resume
 - Possibility of PHE declaration extension
 - Whether CMS will allow terminations prior to the PHE being rescinded
 - Timing with C4HCO OE
 - The date that verifications will result in a negative action
 - When temporary staff should be onboarded
- Customer volume
 - Data needed: termination reason, termination date, FPL, identifiers to match against existing customers
- C4HCO capacity needed to support counties and external stakeholders as they process terminations, verifications, redeterminations, etc.

Defining Success

1. Overcommunicate internally and externally
 - Craft strategy specific to Medicaid bridge customer profile
2. Create process that accommodates Medicaid bridge customers
 - Prioritize self-service and real-time determinations
 - Seamless pathway to PEAK
3. Monitor C4HCO workload impacts given capacity constraints for counties, assistance network, community partners

Next Steps and Guiding Principles

- Let's overcommunicate!
 - Share out our Job Loss Toolkit
 - Invite potential partners to CoverCO
- C4HCO will provide updates as available:
 - Federal and state guidance
 - C4HCO planning
- Ask at this point: *when this is over and we look back, how will we judge our performance?*