

Stay Up to Date with the PHE Unwinding

Summary

Outreach efforts have begun for HUSKY Health members that have been kept active during the PHE due to the Continuous Enrollment Provision. The first round of outreach is taking place for individuals due for renewal this month.

What's New This Week?

DSS has partnered with our Administrative Services Organizations (ASOs) to do outreach to individuals due for renewal this month. Outreach efforts will continue monthly throughout the PHE Unwinding.

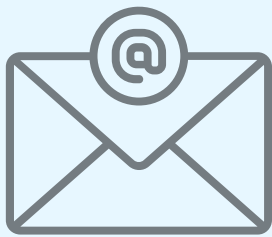
33%

Success rate for automated emails opened



56% of auto calls were listened to in full - an additional 24% were partially listened to

Automated Emails



Community Health Network of Connecticut (CHNCT) has partnered with DSS to create an automated email to HUSKY Health members whose HUSKY Health renewal is due this month. A reminder email will be sent again towards the end of the month to those who have yet to complete their renewal.

Automated Calls



DSS and Community Health Network of Connecticut (CHNCT) created an automated call to HUSKY Health members whose HUSKY Health renewal is due this month. This automated call goes out if the automated email was not successful.

Direct Outreach



Direct outreach is being conducted by the ASOs to HUSKY Health members identified as having high medical needs. Calls are placed directly to HUSKY Health recipients with high medical needs to inquire if they have received their renewal, already completed their renewal, or would like to be transferred to the Access Health Call Center to complete their renewal.

Upcoming

The anticipated end of the Public Health Emergency declaration: May 11, 2023. PHE flexibilities, other than Continuous Enrollment for Medicaid remain tied to this date.

Covid-19 Limited Benefit



During the PHE, Connecticut implemented an optional coverage group for uninsured individuals. This limited benefit program covered only Covid-19 testing and treatment. This coverage group ends at the end of the PHE declaration, May 11, 2023.

Temporary Family Assistance (TFA)



During the PHE, people receiving TFA have been eligible for payments beyond the 21-month time limit. Individuals and families will be notified this month if they are near or past the 21-month limit. This will impact 2,350 households of the 6,400 on TFA.

More information

Connecticut agencies are working hard to ensure that the impact of the PHE Unwinding is as navigable as possible. Part of that is keeping you informed so that you can share your knowledge. For updates, please visit: Public Health Emergency (ct.gov) by scanning the QR code below:

