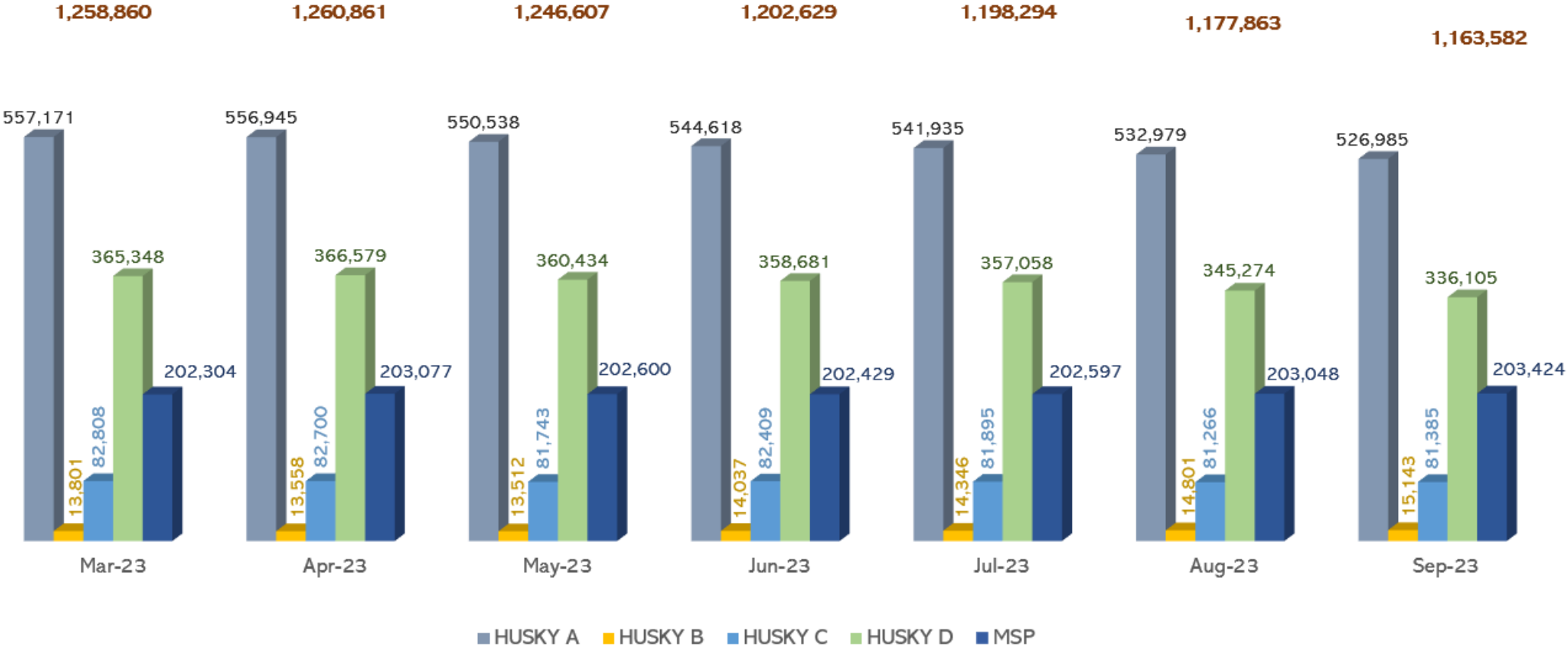


# PUBLIC HEALTH EMERGENCY (PHE) UNWINDING – HUSKY HEALTH PROGRAM PERFORMANCE DASHBOARD

APRIL – SEPTEMBER 2023



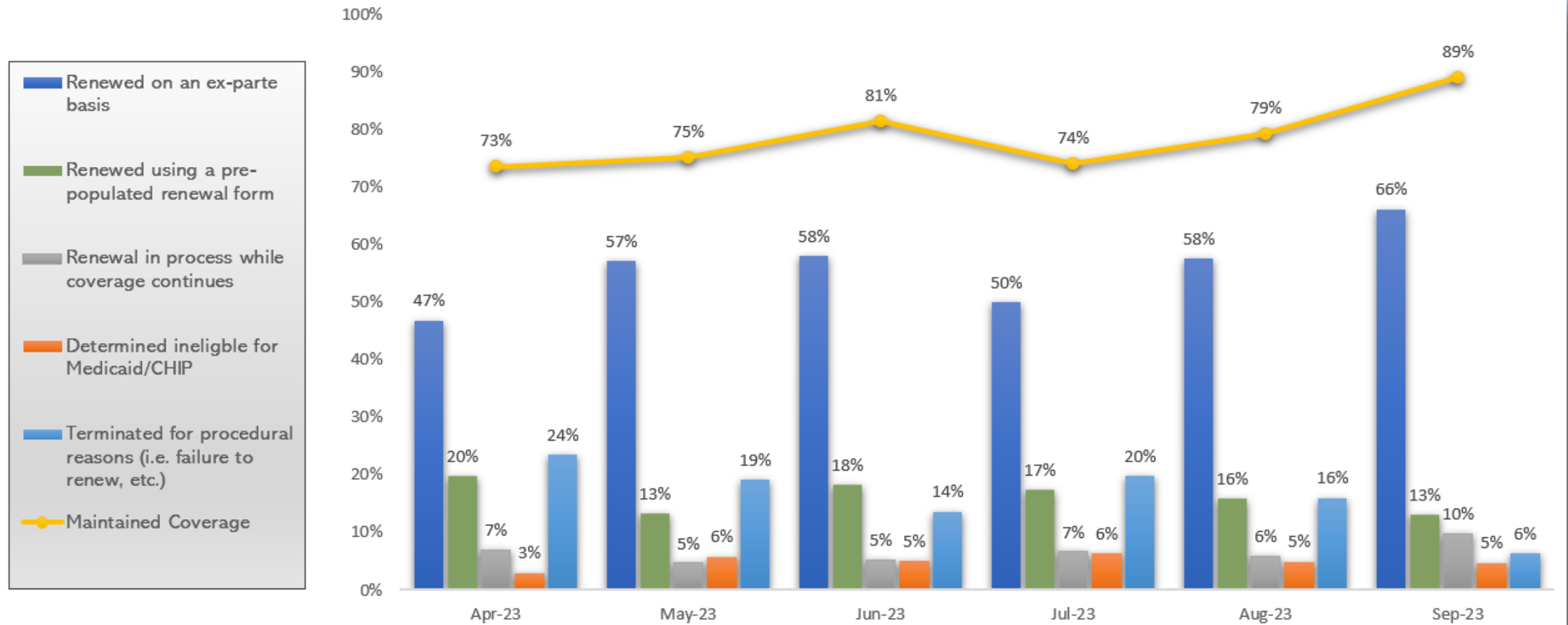
# HUSKY ENROLLMENT DURING UNWINDING



# HUSKY RENEWAL ACTIVITY AND OUTCOMES

# HUSKY Health Renewal Outcomes – April to September 2023

*As reported by DSS to CMS at end of each month*

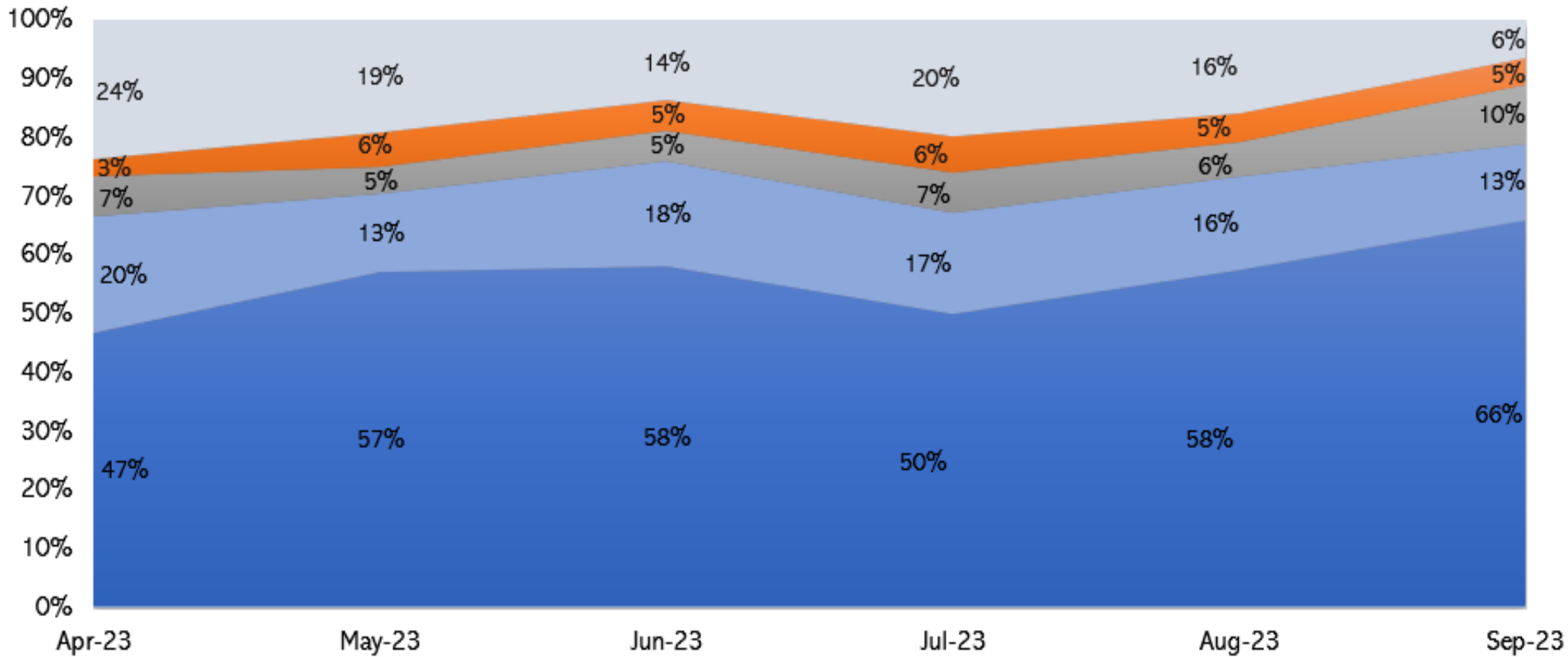


From April to September, an average of 79% of individuals maintained coverage at month end. Those who disenroll often re-enroll after the month end.

# HUSKY Health Renewal Outcomes – April to September 2023

*As reported by DSS to CMS at end of each month*

- Terminated for procedural reasons (i.e. failure to renew, etc.)
- Determined ineligible for Medicaid/CHIP
- Renewal in process while coverage continues
- Renewed using a pre-populated renewal form
- Renewed on an ex-parte basis



From April to September, an average of 79% of individuals maintained coverage at month end. Those who disenroll often re-enroll after the month end.

# NATIONAL RENEWAL OUTCOMES BY STATE

FEDERAL DATA FROM CMS

# Medicaid and CHIP Renewal Outcomes, by State (July 2023)

State	Total Due for Renewal in July	Among the Total Number of Medicaid/CHIP Beneficiaries Due for Renewal in July 2023:							
		Number Renewed in Medicaid/CHIP	Percent Renewed in Medicaid/CHIP*	Percent Renewed on an <i>Ex Parte</i> Basis* (i.e., based on available information)	Number Terminated from Medicaid/CHIP	Percent Terminated from Medicaid/CHIP*	Percent Terminated for a Procedural Reason*	Number of Renewals Pending at the End of the Month	Percent Pending at the End of the Month
AK	14,250	4,893	34.3%	28.2%	7,207	50.6%	39.5%	2,150	15.1%
AL	131,852	83,661	63.5%	32.8%	44,832	34.0%	30.2%	3,359	2.6%
AR	127,233	50,609	39.8%	28.7%	61,116	48.0%	33.3%	15,508	12.2%
AZ	223,139	165,052	74.0%	66.7%	50,056	22.4%	16.6%	8,031	3.6%
CA	1,083,005	467,194	43.1%	27.5%	77,005	7.1%	5.3%	538,806	49.8%
CO	136,582	63,034	46.2%	22.2%	69,947	51.2%	36.7%	3,601	2.6%
CT	125,381	84,444	67.4%	49.9%	32,642	26.0%	19.8%	8,295	6.6%
DC	31,414	14,623	46.6%	35.2%	12,795	40.7%	37.3%	3,996	12.7%
DE	23,607	9,688	41.0%	20.3%	3,191	13.5%	7.9%	10,728	45.4%
FL	542,315	303,741	56.0%	16.7%	143,139	26.4%	15.1%	95,435	17.6%
GA	200,943	64,964	32.3%	22.8%	76,125	37.9%	34.1%	59,854	29.8%
HI	37,833	19,704	52.1%	42.6%	8,638	22.8%	19.7%	9,491	25.1%
IA	88,273	34,178	38.7%	25.5%	6,321	7.2%	1.3%	47,774	54.1%
ID	35,915	10,032	27.9%	13.6%	24,300	67.7%	60.4%	1,583	4.4%
IL	350,563	202,309	57.7%	35.9%	23,903	6.8%	0.9%	124,351	35.5%
IN	149,331	77,542	51.9%	40.0%	33,708	22.6%	19.3%	38,081	25.5%
KS	76,442	7,336	9.6%	4.4%	2,321	3.0%	0.1%	66,785	87.4%
KY	54,975	27,044	49.2%	40.2%	20,344	37.0%	25.0%	7,587	13.8%
LA	151,564	90,939	60.0%	49.9%	56,311	37.2%	29.3%	4,314	2.9%
MA	61,424	42,841	69.8%	57.6%	48,349	78.7%	48.5%	Unable to report	Unable to report
MD	148,184	94,441	63.7%	44.1%	38,973	26.3%	16.4%	14,770	10.0%
ME	33,196	11,210	33.8%	0.0%	1,642	5.0%	0.8%	20,344	61.3%
MI	255,861	121,217	47.4%	31.8%	10,900	4.3%	0.7%	123,744	48.4%
MN	107,398	55,979	52.1%	22.3%	8,993	8.4%	0.6%	42,426	39.5%
MO	106,103	66,455	62.6%	53.5%	21,630	20.4%	15.7%	18,018	17.0%
MS	75,110	37,029	49.3%	16.2%	22,507	30.0%	23.8%	15,574	20.7%

\*Percentages calculated as a share of the total number of beneficiaries due for renewal in the reporting month. AR, CA, DE, DC, IL, KS, KY, ME, MI, MN, NJ, NY, OK, and WY paused some or all procedural terminations due in July. MA reports the dispositions of renewals completed in the reporting period. Therefore, the state is unable to report the number of pending renewals to CMS, and MA's data is excluded from the national totals. SC did not complete renewals for a cohort due in July.



# Medicaid and CHIP Renewal Outcomes, by State (July 2023) (cont'd)

State	Total Due for Renewal in July	Among the Total Number of Medicaid/CHIP Beneficiaries Due for Renewal in July 2023:							
		Number Renewed in Medicaid/CHIP	Percent Renewed in Medicaid/CHIP*	Percent Renewed on an Ex Parte Basis* (i.e., based on available information)	Number Terminated from Medicaid/CHIP	Percent Terminated from Medicaid and CHIP*	Percent Terminated for a Procedural Reason*	Number of Renewals Pending at the end of the Month	Percent Pending at the End of the Month
MT	39,859	10,466	26.3%	14.1%	13,511	33.9%	25.9%	15,882	39.9%
NC	188,400	124,296	66.0%	65.6%	33,300	17.7%	15.8%	30,804	16.4%
ND	13,028	5,596	43.0%	15.6%	6,946	53.3%	38.4%	486	3.7%
NE	39,610	18,175	45.9%	31.5%	5,941	15.0%	7.1%	15,494	39.1%
NH	15,535	7,815	50.3%	32.7%	7,056	45.4%	38.8%	664	4.3%
NJ	173,314	53,316	30.8%	15.8%	9,800	5.7%	1.4%	110,198	63.6%
NM	71,358	29,181	40.9%	28.5%	22,516	31.6%	30.8%	19,661	27.6%
NV	68,611	25,835	37.7%	32.6%	42,776	62.4%	58.3%	0	0.0%
NY	540,118	335,846	62.2%	22.8%	179,070	33.2%	17.4%	25,202	4.7%
OH	320,068	216,701	67.7%	40.1%	78,506	24.5%	19.1%	24,861	7.8%
OK	90,375	30,764	34.0%	9.7%	40,151	44.4%	34.2%	19,460	21.5%
OR	105,583	98,730	93.5%	93.5%	6,272	5.9%	0.4%	581	0.6%
PA	247,827	95,509	38.5%	4.8%	47,233	19.1%	8.3%	105,085	42.4%
RI	13,790	9,238	67.0%	50.0%	3,721	27.0%	22.2%	831	6.0%
SD	12,304	4,699	38.2%	13.0%	6,134	49.9%	24.4%	1,471	12.0%
TN	83,308	46,215	55.5%	39.6%	27,037	32.5%	23.3%	10,056	12.1%
TX	176,120	100,876	57.3%	11.2%	59,168	33.6%	26.2%	16,076	9.1%
UT	29,571	11,384	38.5%	24.2%	16,921	57.2%	55.5%	1,266	4.3%
VA	199,583	84,139	42.2%	27.7%	35,998	18.0%	14.8%	79,446	39.8%
VT	9,004	7,166	79.6%	62.3%	489	5.4%	0.0%	1,349	15.0%
WA	195,074	105,300	54.0%	47.3%	88,906	45.6%	41.4%	868	0.4%
WI	86,455	39,739	46.0%	8.1%	38,651	44.7%	31.0%	8,065	9.3%
WV	43,610	23,127	53.0%	13.6%	19,367	44.4%	33.5%	1,116	2.6%
WY	4,828	1,652	34.2%	14.0%	2,786	57.7%	54.5%	390	8.1%
<b>Total</b>	<b>7,077,802</b>	<b>3,653,083</b>	<b>51.6%</b>	<b>30.7%</b>	<b>1,650,802</b>	<b>23.3%</b>	<b>16.5%</b>	<b>1,773,917</b>	<b>25.1%</b>

\*Percentages calculated as a share of the total number of beneficiaries due for renewal in the reporting month. AR, CA, DE, DC, IL, KS, KY, ME, MI, MN, NJ, NY, OK, and WY paused some or all procedural terminations due in July. MA reports the dispositions of renewals completed in the reporting period. Therefore, the state is unable to report the number of pending renewals to CMS, and MA's data is excluded from the national totals. SC did not complete renewals for a cohort due in July.



# Medicaid and CHIP Coverage Renewed, by State (March-July 2023)

State	Among the Total Number of Medicaid/CHIP Beneficiaries Due for Renewal in the Reporting Month, Number and Percent Renewed in Medicaid/CHIP												
	Total Due for Renewal in March	Percent Renewed in March	Total Due for Renewal in April	Percent Renewed in April	Total Due for Renewal in May	Percent Renewed in May	Total Due for Renewal in June	Percent Renewed in June	Total Due for Renewal in July	Percent Renewed in July	Total Due for Renewal March-July	Total Renewed March-July	Percent Renewed March-July*
AK					6,539	30.4%	7,530	35.3%	14,250	34.3%	28,319	9,540	33.7%
AL							127,533	69.2%	131,852	63.5%	259,385	171,967	66.3%
AR			137,679	44.5%	99,266	40.1%	128,604	39.2%	127,233	39.8%	492,782	202,059	41.0%
AZ			230,526	70.6%	207,473	61.3%	230,082	67.1%	223,139	74.0%	891,220	609,179	68.4%
CA							1,052,030	47.5%	1,083,005	43.1%	2,135,035	966,641	45.3%
CO					119,563	56.1%	127,475	48.1%	136,582	46.2%	383,620	191,335	49.9%
CT			83,246	68.2%	104,755	70.4%	85,764	76.2%	125,381	67.3%	399,146	280,314	70.2%
DC					14,504	73.4%	21,620	64.5%	31,414	46.5%	67,538	39,202	58.0%
DE					6,392	48.9%	23,759	30.7%	23,607	41.0%	53,758	20,099	37.4%
FL			606,702	34.9%	408,438	56.3%	404,036	61.7%	542,315	56.0%	1,961,491	994,845	50.7%
GA					12,526	51.1%	219,359	29.4%	200,943	32.3%	432,828	135,784	31.4%
HI					40,725	50.8%	39,818	54.4%	37,833	52.1%	118,376	62,033	52.4%
IA			94,290	45.9%	78,271	38.1%	84,961	38.0%	88,273	38.7%	345,795	139,580	40.4%
ID	25,081	67.4%	51,553	33.6%	51,008	32.9%	37,946	26.6%	35,915	27.9%	201,503	71,116	35.3%
IL							199,040	64.5%	350,563	57.7%	549,603	330,679	60.2%
IN			157,688	41.3%	165,431	39.8%	160,155	48.0%	149,331	51.9%	632,605	285,378	45.1%
KS			69,699	20.1%	69,200	12.2%	68,374	9.5%	76,442	9.6%	283,715	36,316	12.8%
KY					80,673	46.1%	89,275	44.6%	54,975	49.2%	224,923	104,000	46.2%
LA							146,892	62.0%	151,564	60.0%	298,456	182,035	61.0%
MA					29,953	72.8%	82,084	69.7%	61,424	69.7%	173,461	121,816	70.2%
MD					119,803	63.5%	134,593	73.3%	148,184	63.7%	402,580	269,175	66.9%
ME					28,773	32.4%	31,957	24.7%	33,196	33.8%	93,926	28,423	30.3%
MI							215,712	48.0%	255,861	47.4%	471,573	224,757	47.7%
MN							97,220	48.5%	107,398	52.1%	204,618	103,154	50.4%
MO							116,617	42.8%	106,103	62.6%	222,720	116,418	52.3%
MS							67,695	48.7%	75,110	49.3%	142,805	70,006	49.0%

\*Percentages calculated as a share of the total number of beneficiaries due for renewal from March through July 2023. MA reports the dispositions of renewals completed in the reporting period. Therefore, the state is unable to report the number of pending renewals to CMS, and MA's data is excluded from the national totals for May, June, and July. Blank values indicate that the state did not have renewal outcomes due for that month and therefore did not report outcomes.

# Medicaid and CHIP Coverage Renewed, by State (March-July 2023) (cont'd)

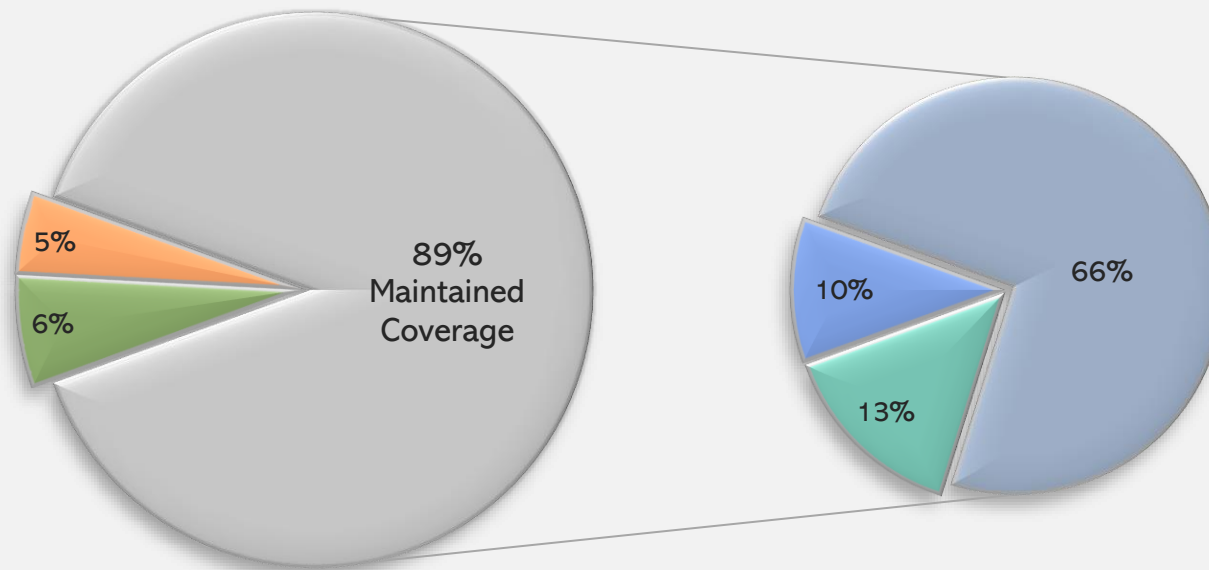
State	Among the Total Number of Medicaid/CHIP Beneficiaries Due for Renewal in the Reporting Month, Number and Percent Renewed in Medicaid/CHIP												
	Total Due for Renewal in March	Percent Renewed in March	Total Due for Renewal in April	Percent Renewed in April	Total Due for Renewal in May	Percent Renewed in May	Total Due for Renewal in June	Percent Renewed in June	Total Due for Renewal in July	Percent Renewed in July	Total Due for Renewal March-July	Total Renewed March-July	Percent Renewed March-July*
MT					32,698	21.3%	42,712	34.1%	39,859	26.3%	115,269	32,000	27.8%
NC							185,093	74.5%	188,400	66.0%	373,493	262,192	70.2%
ND					12,048	35.5%	12,900	41.0%	13,028	43.0%	37,976	15,150	39.9%
NE			8,105	61.3%	24,619	54.4%	29,598	52.5%	39,610	45.9%	101,932	52,064	51.1%
NH	16,599	63.1%	23,352	47.5%	23,236	35.9%	16,154	47.0%	15,535	50.3%	94,876	45,298	47.7%
NJ							162,483	33.5%	173,314	30.8%	335,797	107,774	32.1%
NM			103,107	42.2%	109,800	32.6%	91,920	46.2%	71,358	40.9%	376,185	150,859	40.1%
NV					53,932	41.0%	78,038	39.1%	68,611	37.7%	200,581	78,437	39.1%
NY							488,480	65.2%	540,118	62.2%	1,028,598	654,266	63.6%
OH			220,961	69.0%	241,475	68.7%	318,313	67.9%	320,068	67.7%	1,100,817	751,094	68.2%
OK	17,408	62.8%	55,309	30.4%	64,487	47.2%	66,768	38.8%	90,375	34.0%	294,347	114,854	39.0%
OR									105,583	93.5%	105,583	98,730	93.5%
PA			262,561	35.8%	254,287	39.7%	229,182	37.8%	247,827	38.5%	993,857	377,089	37.9%
RI					10,062	68.6%	10,119	70.1%	13,790	67.0%	33,971	23,232	68.4%
SC					228,464	11.9%	211,538	16.2%			440,002	61,443	14.0%
SD	14,649	42.6%	17,904	34.4%	17,536	33.7%	14,688	37.1%	12,304	38.2%	77,081	28,464	36.9%
TN							80,084	54.5%	83,308	55.5%	163,392	89,881	55.0%
TX					785,287	14.2%			176,120	57.3%	961,407	212,419	22.1%
UT			40,411	42.3%	44,238	41.8%	29,186	39.1%	29,571	38.5%	143,406	58,363	40.7%
VA					205,701	79.7%	167,232	45.7%	199,583	42.2%	572,516	324,628	56.7%
VT					13,157	48.4%	13,359	47.2%	9,004	79.6%	35,520	19,841	55.9%
WA					192,611	52.0%	199,496	51.9%	195,074	54.0%	587,181	308,955	52.6%
WI							86,475	33.9%	86,455	46.0%	172,930	69,065	39.9%
WV			48,057	62.3%	47,329	45.5%	50,551	60.2%	43,610	53.0%	189,547	105,076	55.4%
WY			5,137	15.2%	5,904	18.0%	5,618	22.0%	4,828	34.2%	21,487	4,732	22.0%

\*Percentages calculated as a share of the total number of beneficiaries due for renewal from March through July 2023. MA reports the dispositions of renewals completed in the reporting period. Therefore, the state is unable to report the number of pending renewals to CMS, and MA's data is excluded from the national totals for May, June, and July. Blank values indicate that the state did not have renewal outcomes due for that month and therefore did not report outcomes.

# HUSKY RENEWAL OUTCOMES – LATEST STATUS

# HUSKY Health Renewal Outcomes – September 2023

As reported by DSS to CMS at end of each month



- Terminated for procedural reasons (i.e. failure to renew, etc.)
- Determined ineligible for Medicaid/CHIP
- Renewal in process while coverage continues
- Renewed on an ex-parte basis
- Renewed using a pre-populated renewal form

## Notes:

- Data captures renewal outcomes at individual level (not household). In September, 91,541 individuals went through the renewal process.
- 66% of individuals had coverage renewed without further information being requested from them. This is called an *ex-parte* or passive renewal.
- 13% of individuals could not be renewed passively (i.e., data sources show income over the program limit) and were sent a pre-filled form to complete their renewal.
- 10% of individuals were conditionally enrolled/renewal in process, but a final eligibility determination has not yet been made (pending receipt of outstanding verifications).
- Data is point-in-time at end of reporting month and does not include subsequent reenrollments.



# HUSKY Health Renewal Outcomes – September 2023

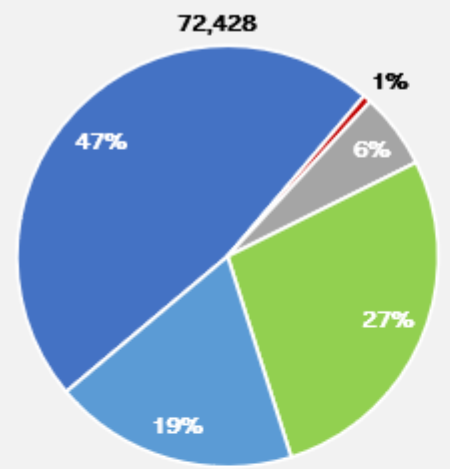
## By Medical Benefit Plan

**Notes:**

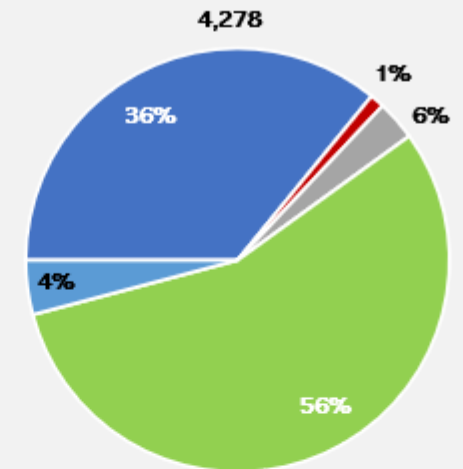
Medical Benefit Plans refer to the HUSKY Programs (A, B, C, and D) and the Medicare Savings Program (MSP)

- HUSKY A - Medicaid for children, parents, relative caregivers, and pregnant individuals, etc.
- HUSKY B - Children's Health Insurance Program (CHIP)
- HUSKY C - Medicaid for older adults and individuals with disabilities
- HUSKY D - Medicaid for adults without dependent children
- MSP provides premium and/or copayment assistance to Medicare beneficiaries

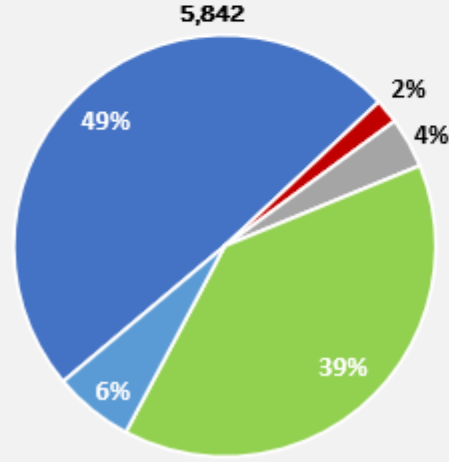
Renewed and retained in Medicaid/CHIP



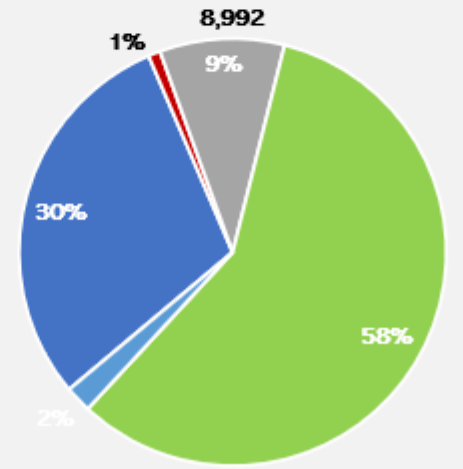
Determined ineligible for Medicaid/CHIP



Terminated for procedural reasons



Renewal in process



- HUSKY A
- HUSKY B
- HUSKY C
- HUSKY D
- MSP - Medicare Savings Program

# HUSKY HEALTH RENEWAL OUTCOMES – SEPTEMBER 2023

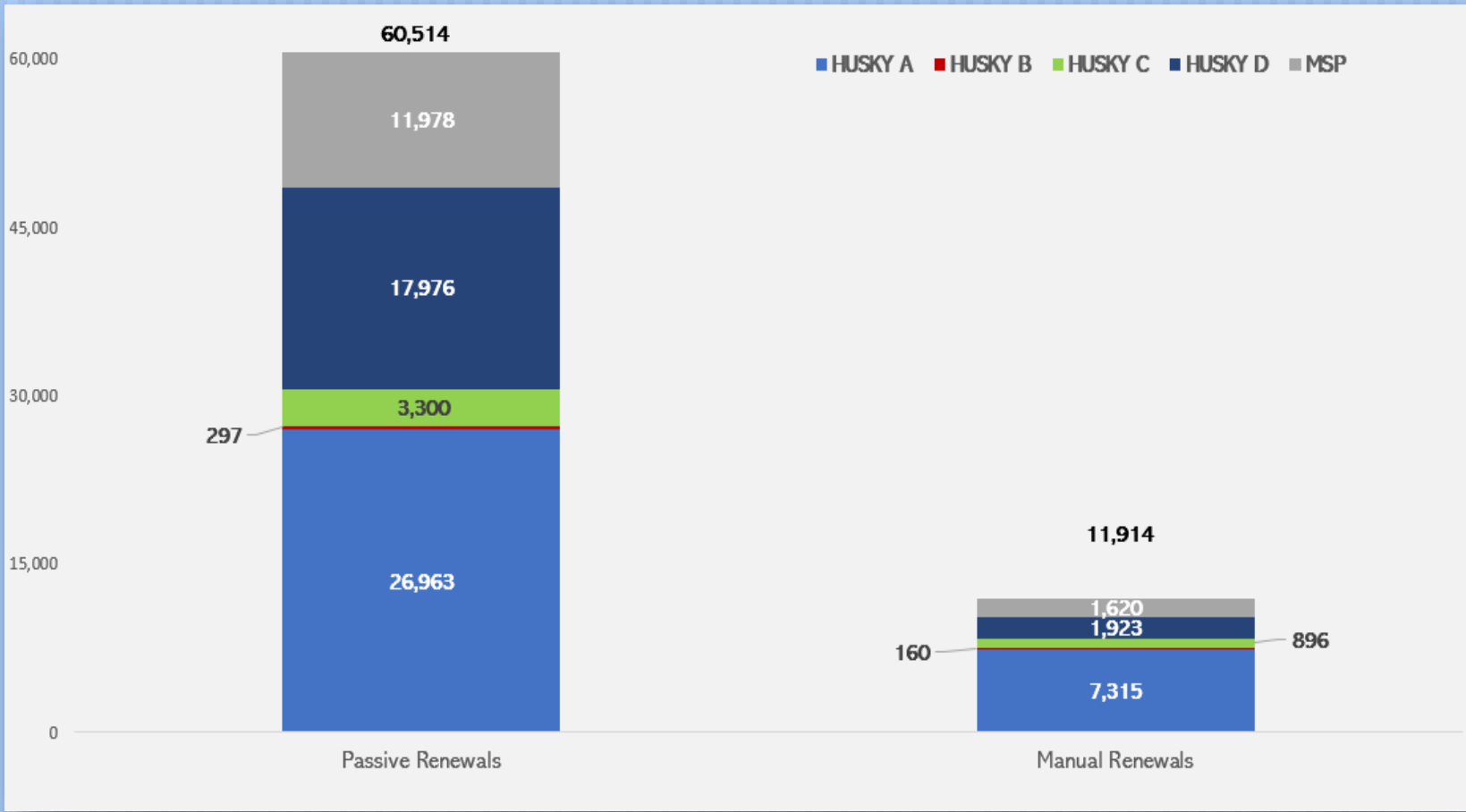
## PASSIVE VS. MANUAL RENEWALS BY MEDICAL BENEFIT PLAN

*Over 70,000 individuals renewed during September, with 66% renewing "passively"*

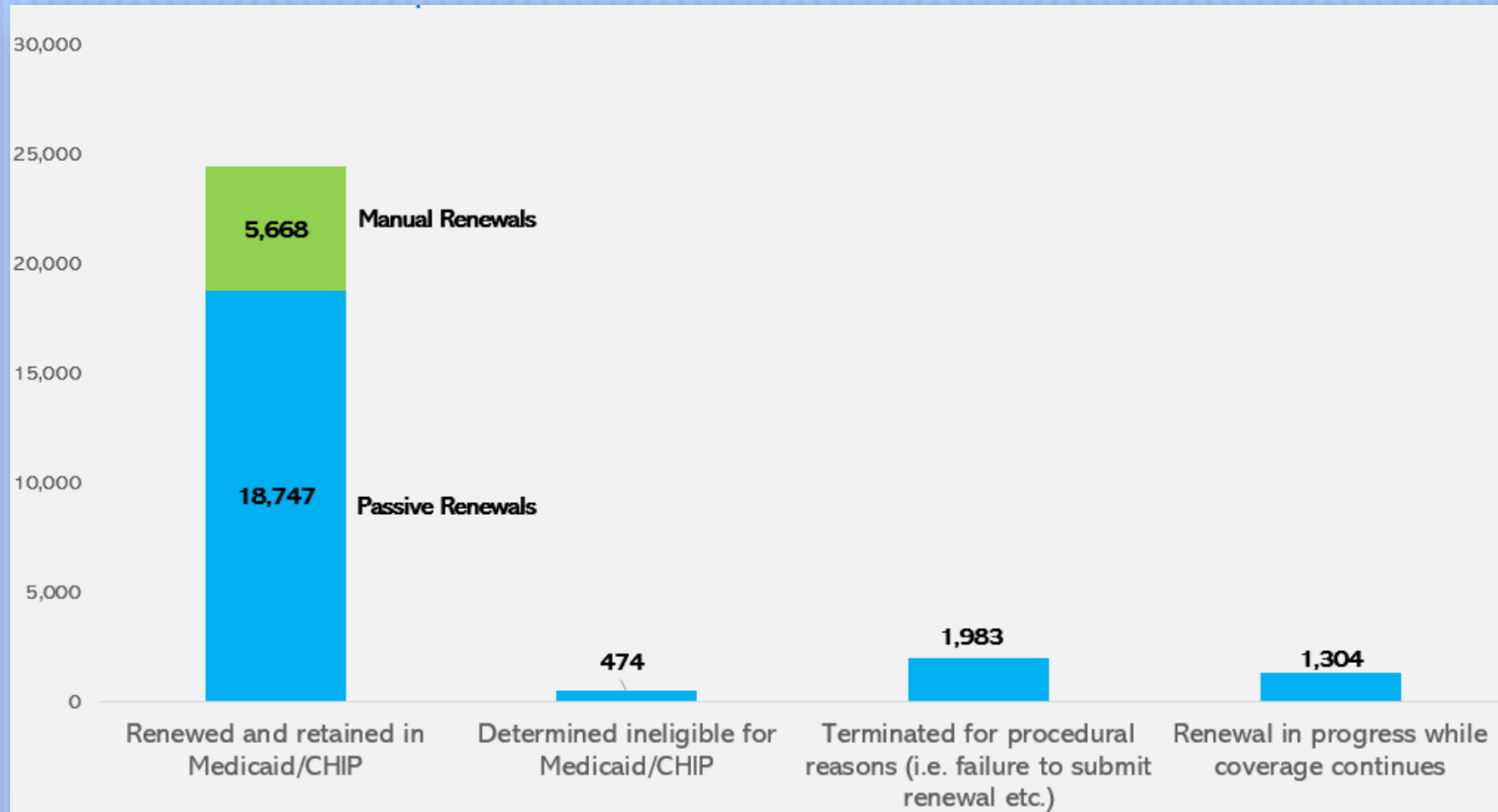
### Notes:

Medical Benefit Plans refer to the HUSKY Programs (A, B, C, and D) and the Medicare Savings Program (MSP)

- HUSKY A – Medicaid for children, parents, relative caregivers, and pregnant individuals, etc.
- HUSKY B – Children’s Health Insurance Program (CHIP)
- HUSKY C – Medicaid for older adults and individuals with disabilities
- HUSKY D – Medicaid for adults without dependent children
- MSP – provides premium and/or copayment assistance to Medicare beneficiaries



# HUSKY HEALTH RENEWAL OUTCOMES FOR CHILDREN – September 2023



## Notes:

- ❑ Includes data for children on HUSKY A and HUSKY B (CHIP)
- ❑ The "Renewal in process" metric also includes children in HUSKY A and B who are in a reasonable opportunity period and have a VCL (verification check-list) for outstanding verifications. Coverage is maintained during this process.



# RENEWAL POST-DISENROLLMENT STATUS

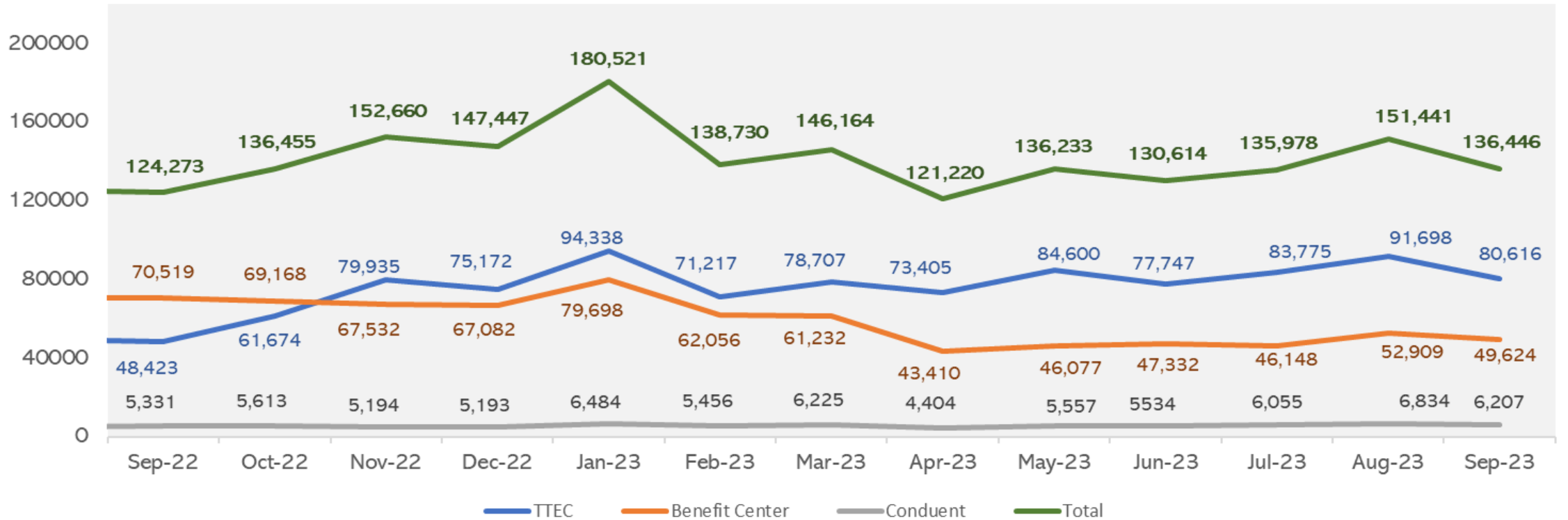
*Tracking Individuals after Disenrollment for 90 days*

Renewal Disenrollment Tracking – 30/60/90 Days Later	April	May	June	July	August	September
	90-day mark	90-day mark	90-day mark	90-day mark	60-day mark	30-day mark
Total individuals disenrolled at renewal	24,508	25,342	15,569	32,643	22,298	10,051
Total individuals active currently in HUSKY	9,639	7,707	4,212	8,839	5,313	1,188
Total individuals active currently in QHP/APTC	851	1,493	1,145	2,350	1,291	819
Total individuals active currently in Covered CT	453	672	513	943	647	432
Total Individuals who transitioned to non-MAGI HUSKY	149	217	57	110	83	36
Total individuals who closed and are now active	11,092	10,089	5,927	12,242	7,334	2,475
Total individuals not enrolled in any state programs	13,416	14,835	9,642	20,401	14,964	7,576

40% of individuals who were disenrolled at renewal during the first 4 months of unwinding have regained coverage 30 to 90 days later, mostly by requalifying for HUSKY coverage. Most of the remaining households have stayed closed because they did not come in to renew coverage or be evaluated for other coverage options.

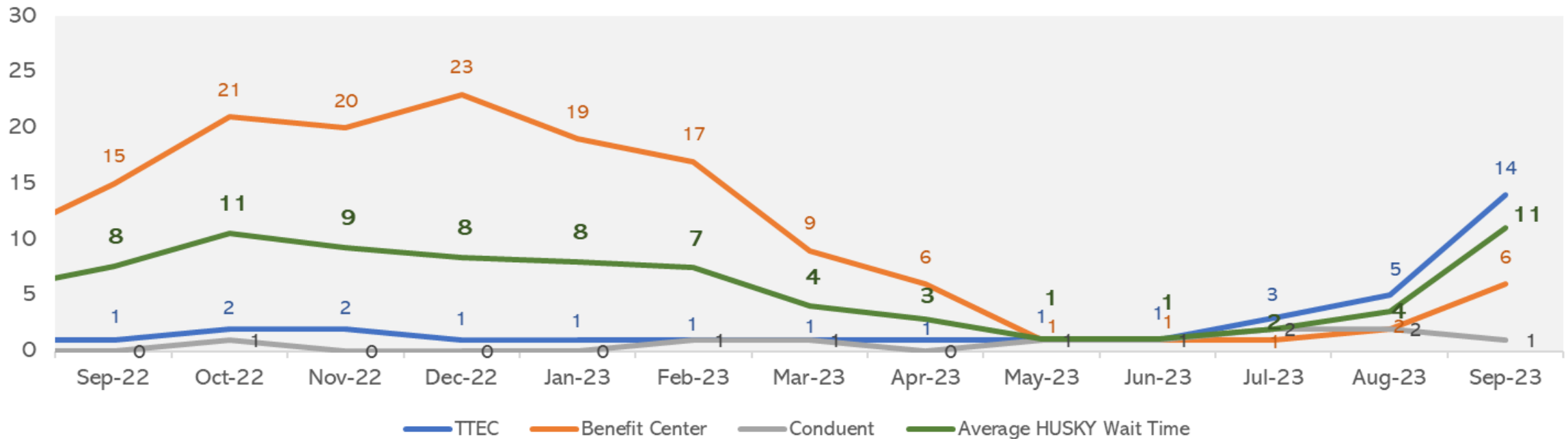
# CALL CENTER DATA ACROSS ALL HUSKY CONTACT CENTERS

## Call Volume by Call Center



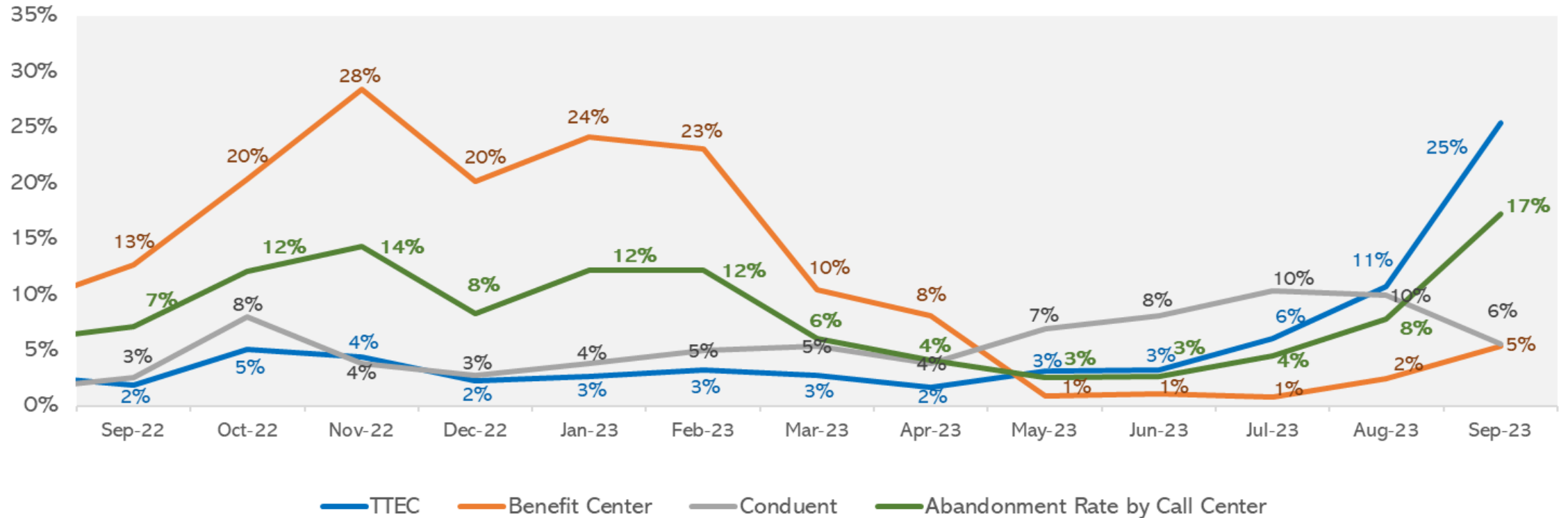
Per CMS requirements, data represents only Medicaid/CHIP calls. Calls for other programs are excluded. The DSS Benefit Center handles 30% of Medicaid/CHIP calls. Total call volume for the Benefit Center in September was 177,227.

## HUSKY Wait Time by Call Center



Per CMS requirements, data represents only Medicaid/CHIP calls. Calls for other programs are excluded.

## Abandonment Rate by Call Center

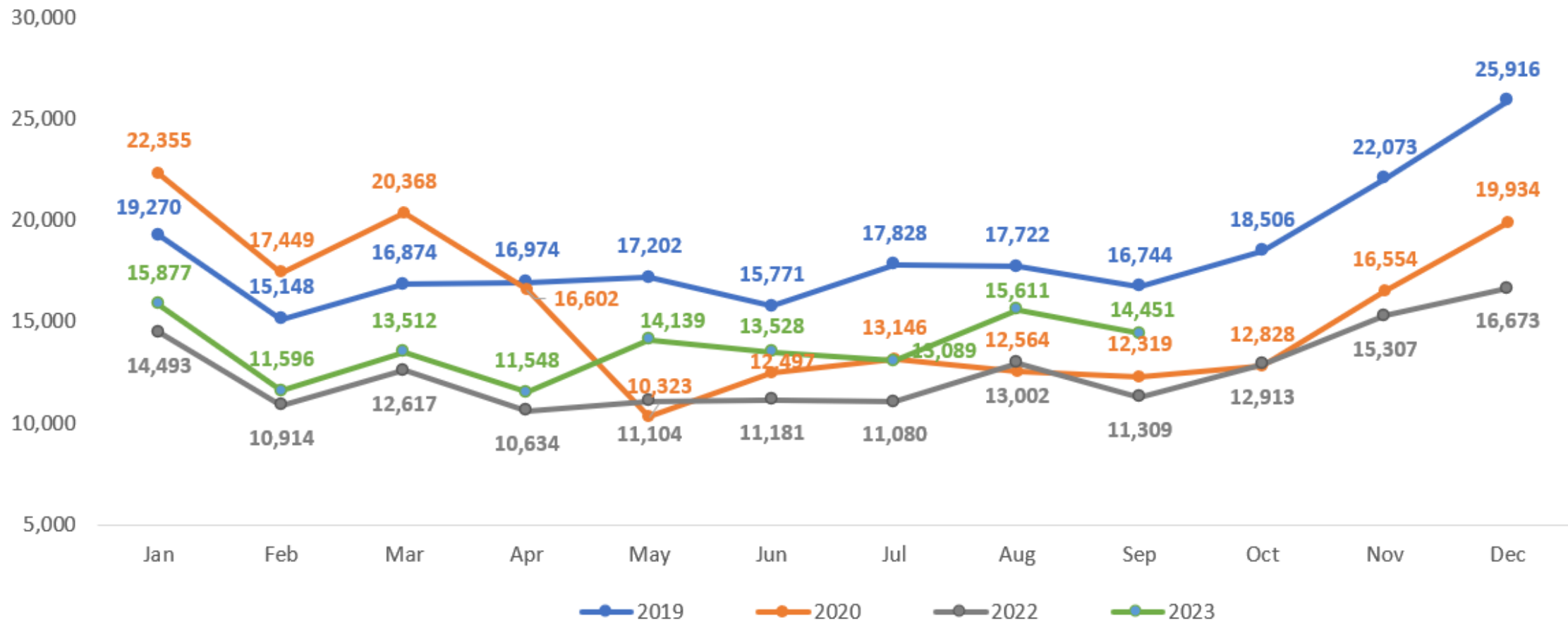


Per CMS requirements, data represents only Medicaid/CHIP calls. Calls for other programs are excluded.

# NEW HUSKY APPLICATION ACTIVITY AND TIMELINESS

## Year-Over-Year New Medical Applications

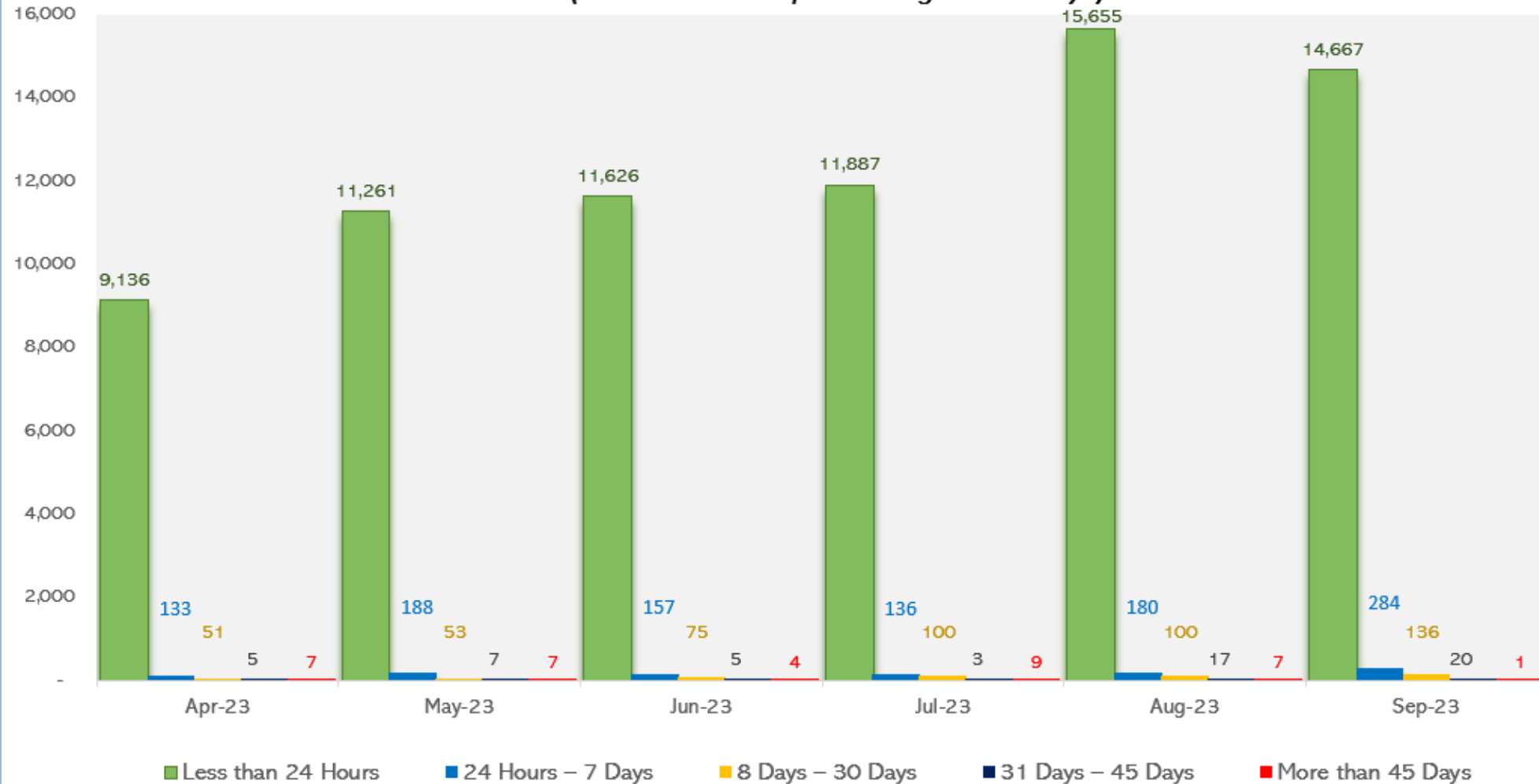
DSS consistently maintains an average of 98% processing timeliness



Calendar year 2021 was omitted to ease crowding in the chart allowing better comparison of pre-pandemic data in 2019 and early 2020 with current trends. 2021 looks very much like 2022.

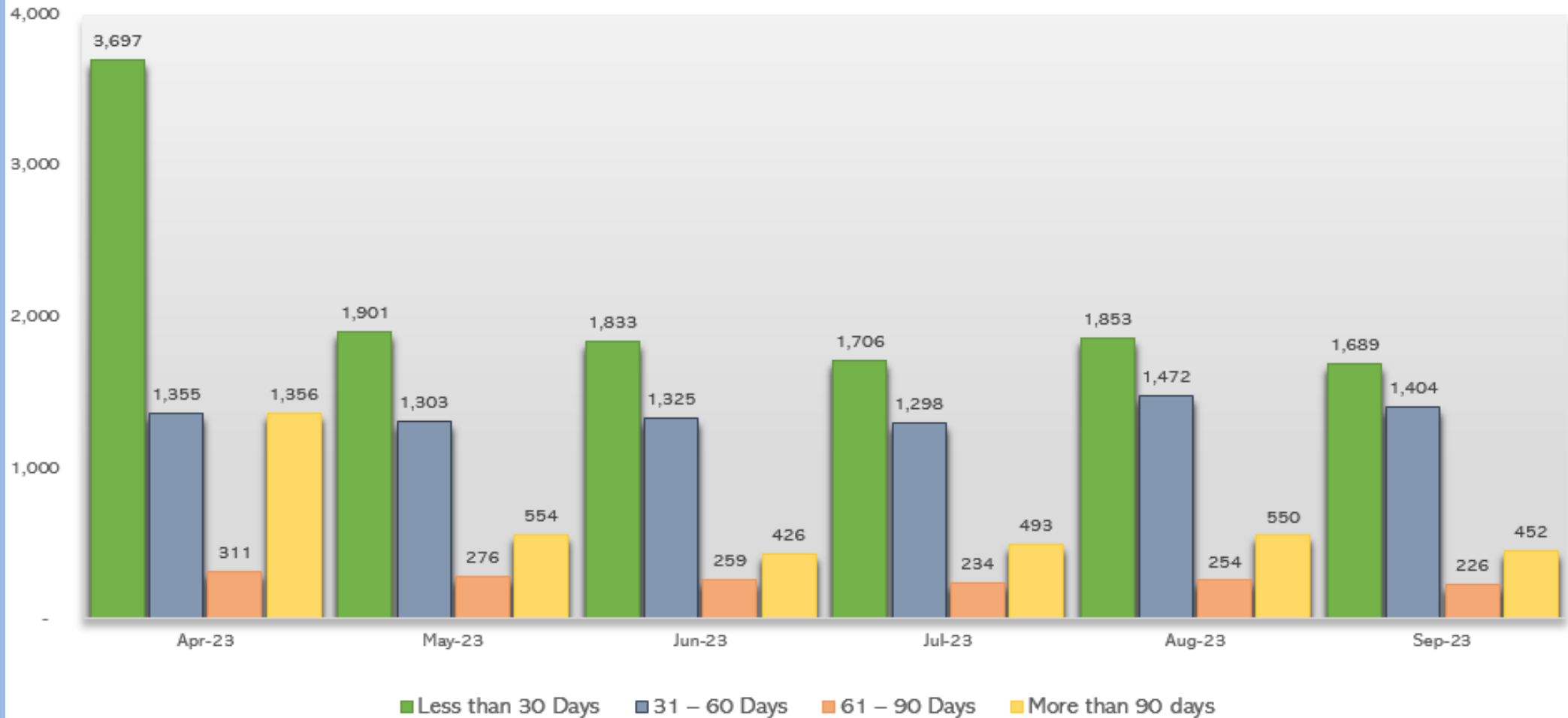


## MAGI Medicaid New Applications by Processing Time (current median processing time 0 days)



The standard of promptness for MAGI-based Medicaid applications is 45 days from receipt.

## Non-MAGI Medicaid New Applications by Processing Time (current median processing time 32 days)



The standard of promptness for most Medicaid applications is 45 days from receipt. A longer period of up to 90 days is allowed for people with disabilities and applications for long term services and supports.