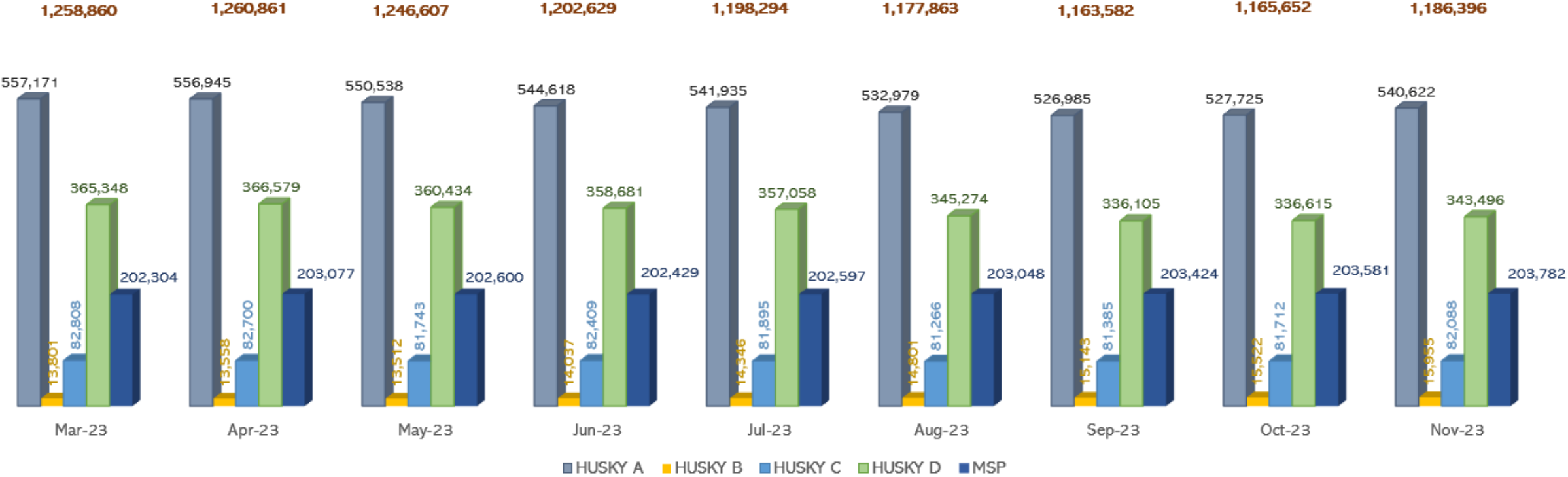


PUBLIC HEALTH EMERGENCY (PHE) UNWINDING – HUSKY HEALTH PROGRAM PERFORMANCE DASHBOARD

APRIL – NOVEMBER 2023



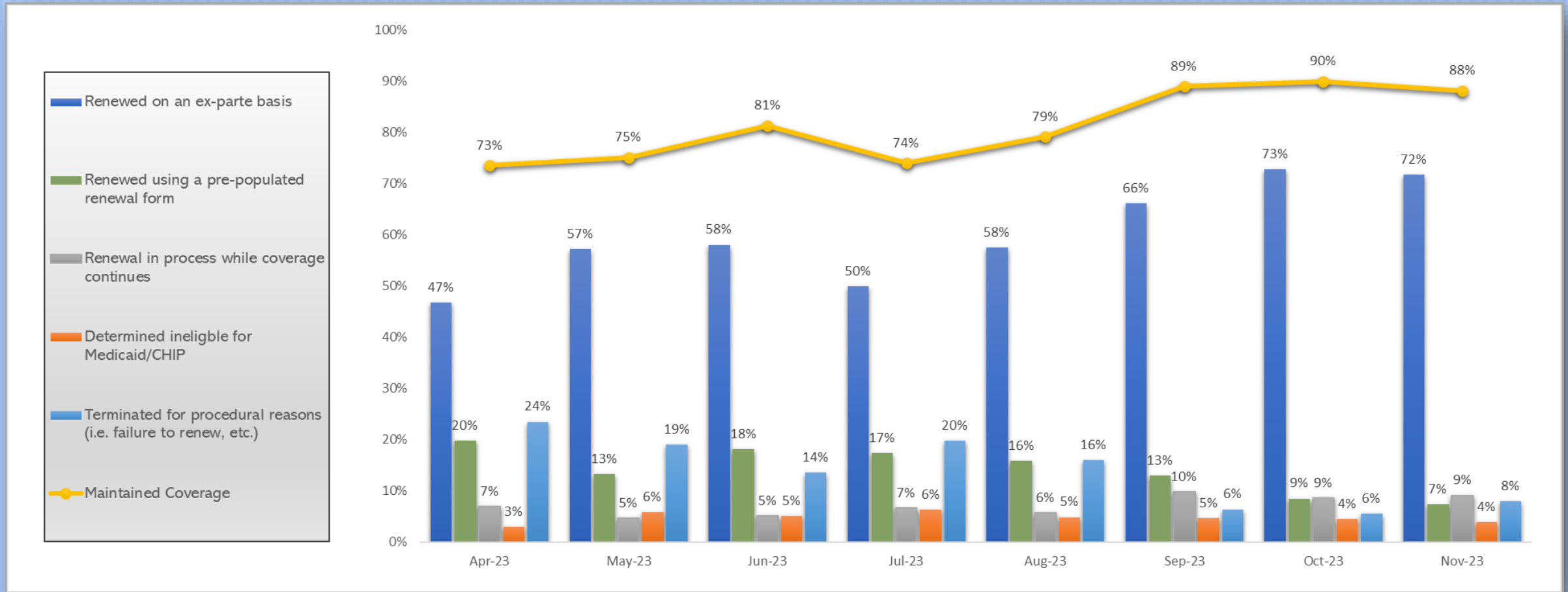
HUSKY ENROLLMENT DURING UNWINDING



HUSKY RENEWAL ACTIVITY AND OUTCOMES

HUSKY Health Renewal Outcomes – April to November 2023

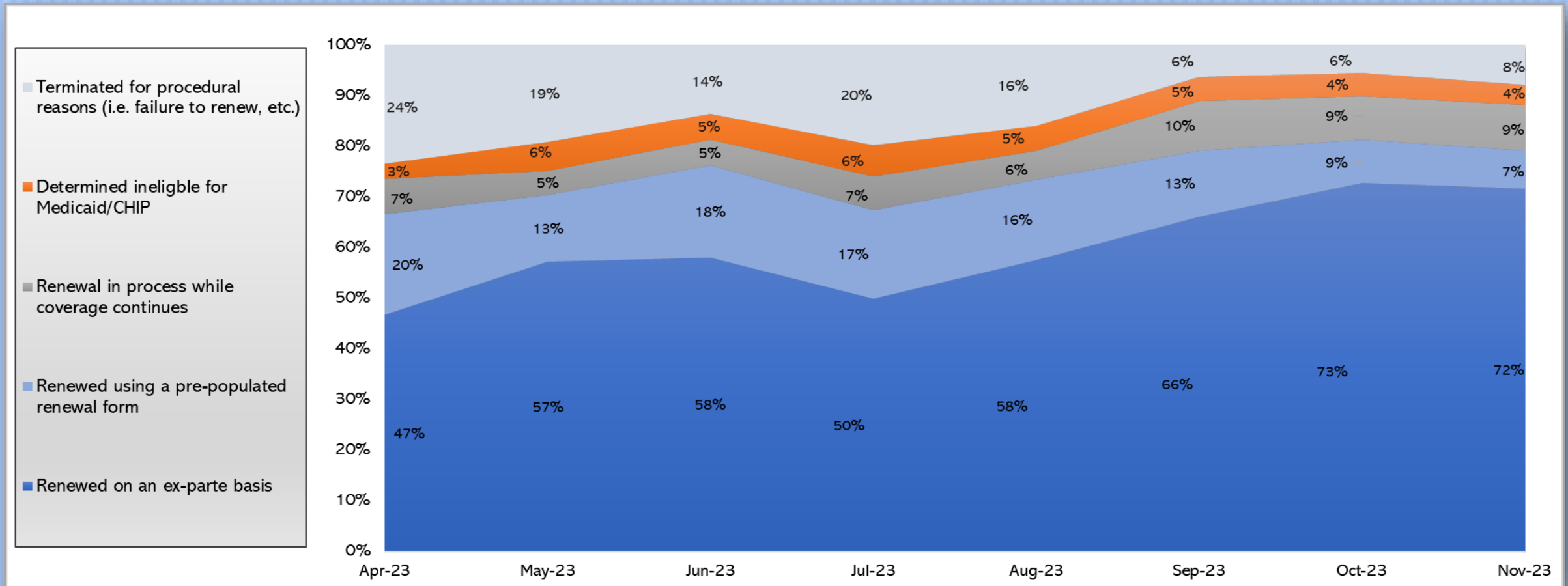
As reported by DSS to CMS at end of each month



From April to November, an average of 81% of individuals, maintained coverage at month end. Those who disenroll often re-enroll after the month end.

HUSKY Health Renewal Outcomes – April to November 2023

As reported by DSS to CMS at end of each month



From April to November, an average of 81% 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 (September 2023)

State	Total Due for Renewal in September	Among the Total Number of Medicaid/CHIP Beneficiaries Due for Renewal in September 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 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
AK	12,884	4,111	31.9%	23.7%	2,171	16.9%	5.4%	6,602	51.2%
AL	107,242	69,535	64.8%	35.8%	34,876	32.5%	28.7%	2,831	2.6%
AR	83,078	45,536	54.8%	32.9%	29,583	35.6%	27.7%	7,959	9.6%
AZ	220,341	172,756	78.4%	71.7%	39,667	18.0%	13.9%	7,918	3.6%
CA	1,073,632	506,846	47.2%	35.0%	219,809	20.5%	18.6%	346,977	32.3%
CO	140,310	59,161	42.2%	20.6%	27,321	19.5%	6.2%	53,828	38.4%
CT	91,541	72,428	79.1%	66.1%	10,121	11.1%	6.4%	8,992	9.8%
DC	17,621	11,118	63.1%	54.5%	1,476	8.4%	7.5%	5,027	28.5%
DE	25,344	10,903	43.0%	19.3%	3,628	14.3%	8.6%	10,813	42.7%
FL	324,324	210,678	65.0%	31.9%	91,945	28.3%	19.4%	21,701	6.7%
GA	171,387	58,133	33.9%	25.2%	73,231	42.7%	36.0%	40,023	23.4%
HI	28,960	22,399	77.3%	59.2%	182	0.6%	0.0%	6,379	22.0%
IA	87,049	38,341	44.0%	28.0%	5,649	6.5%	1.1%	43,059	49.5%
ID	17,091	15,979	93.5%	77.6%	1,112	6.5%	0.0%	0	0.0%
IL	283,579	162,197	57.2%	38.7%	17,329	6.1%	0.6%	104,053	36.7%
IN	144,513	77,864	53.9%	42.4%	32,027	22.2%	19.0%	34,622	24.0%
KS	36,536	13,885	38.0%	32.2%	1,753	4.8%	0.1%	20,898	57.2%
KY	150,985	80,417	53.3%	44.7%	16,468	10.9%	0.6%	54,100	35.8%
LA	142,894	85,748	60.0%	48.6%	51,081	35.7%	26.9%	6,065	4.2%
MA	123,681	47,142	38.1%	15.6%	59,164	47.8%	39.4%	17,375	14.0%
MD	113,169	90,155	79.7%	55.8%	12,870	11.4%	0.0%	10,144	9.0%
ME	41,506	19,864	47.9%	22.4%	1,514	3.6%	0.0%	20,128	48.5%
MI	252,110	142,401	56.5%	36.5%	14,203	5.6%	0.8%	95,506	37.9%
MN	102,141	48,305	47.3%	23.1%	6,958	6.8%	0.8%	46,878	45.9%
MO	102,635	51,919	50.6%	43.0%	27,471	26.8%	22.7%	23,245	22.6%
MS	68,592	31,549	46.0%	16.2%	12,828	18.7%	14.0%	24,215	35.3%

*Percentages calculated as a share of the total number of beneficiaries due for renewal in the reporting month. AK, CO, DC, DE, HI, ID, IL, KS, KY, MD, ME, MI, NH, NJ, NM, NV, NY, OR, SC, VA, VT, and WV held some or all procedural terminations for renewals due in September.

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

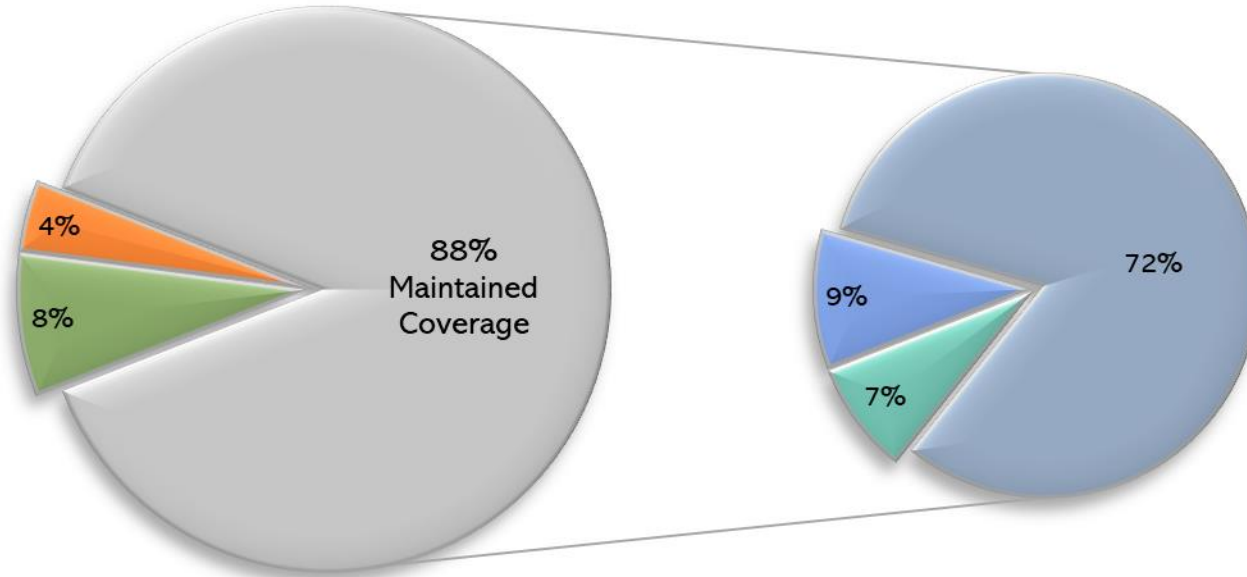
State	Total Due for Renewal in September	Among the Total Number of Medicaid/CHIP Beneficiaries Due for Renewal in September 2023:							
		Number Renewed in Medicaid/CHIP	Percent Renewed in Medicaid/CHIP*	Percent Renewed on an <i>Ex Parte</i> Basis* (i.e., based on available information)	Number Terminated from Medicaid/CHIP	Percent Terminated from Medicaid 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	40,162	10,632	26.5%	15.5%	12,606	31.4%	23.7%	16,924	42.1%
NC	182,924	115,996	63.4%	63.0%	29,166	15.9%	14.0%	37,762	20.6%
ND	10,549	6,260	59.3%	30.8%	4,121	39.1%	23.7%	168	1.6%
NE	43,530	17,716	40.7%	29.4%	6,120	14.1%	6.5%	19,694	45.2%
NH	14,323	10,255	71.6%	55.2%	2,729	19.1%	15.4%	1,339	9.3%
NJ	166,357	40,186	24.2%	15.1%	7,192	4.3%	0.8%	118,979	71.5%
NM	43,992	34,740	79.0%	55.1%	2,099	4.8%	0.6%	7,153	16.3%
NV	101,427	45,388	44.7%	30.4%	2,565	2.5%	0.0%	53,474	52.7%
NY	520,242	366,615	70.5%	35.1%	136,401	26.2%	11.8%	17,226	3.3%
OH	297,527	194,660	65.4%	46.7%	73,589	24.7%	19.3%	29,278	9.8%
OK	60,935	27,415	45.0%	19.1%	28,989	47.6%	36.5%	4,531	7.4%
OR	134,060	100,563	75.0%	67.6%	23,826	17.8%	8.3%	9,671	7.2%
PA	273,057	94,042	34.4%	4.8%	54,855	20.1%	8.5%	124,160	45.5%
RI	18,049	9,842	54.5%	50.4%	6,034	33.4%	29.8%	2,173	12.0%
SC	10,298	7,071	68.7%	63.6%	294	2.9%	0.1%	2,933	28.5%
SD	7,962	3,337	41.9%	18.0%	3,581	45.0%	12.6%	1,044	13.1%
TN	154,622	94,940	61.4%	46.8%	37,565	24.3%	18.9%	22,117	14.3%
TX	719,891	261,791	36.4%	2.2%	332,104	46.1%	22.5%	125,996	17.5%
UT	33,414	12,651	37.9%	21.7%	17,147	51.3%	49.0%	3,616	10.8%
VA	197,886	124,887	63.1%	40.9%	13,297	6.7%	5.1%	59,702	30.2%
VT	14,243	7,955	55.9%	40.9%	4,449	31.2%	26.5%	1,839	12.9%
WA	115,401	95,016	82.3%	73.4%	19,838	17.2%	13.2%	547	0.5%
WI	78,094	39,582	50.7%	7.5%	31,541	40.4%	24.4%	6,971	8.9%
WV	48,368	32,092	66.3%	8.8%	15,158	31.3%	26.1%	1,118	2.3%
WY	6,600	3,372	51.1%	32.7%	170	2.6%	0.2%	3,058	46.3%
Total	7,257,058	3,906,374	53.8%	33.7%	1,659,873	22.9%	14.8%	1,690,811	23.3%

*Percentages calculated as a share of the total number of beneficiaries due for renewal in the reporting month. AK, CO, DC, DE, HI, ID, IL, KS, KY, MD, ME, MI, NH, NJ, NM, NV, NY, OR, SC, VA, VT, and WV held some or all procedural terminations for renewals due in September.

HUSKY RENEWAL OUTCOMES – LATEST STATUS

HUSKY Health Renewal Outcomes – November 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 November, 105,291 individuals went through the renewal process.
- ❑ 72% of individuals had coverage renewed without further information being requested from them. This is called an *ex-parte* or passive renewal.
- ❑ 7% of individuals who could not be renewed passively (i.e., data sources show income over the program limit) were renewed using a pre-filled form.
- ❑ 9% 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

November 2023

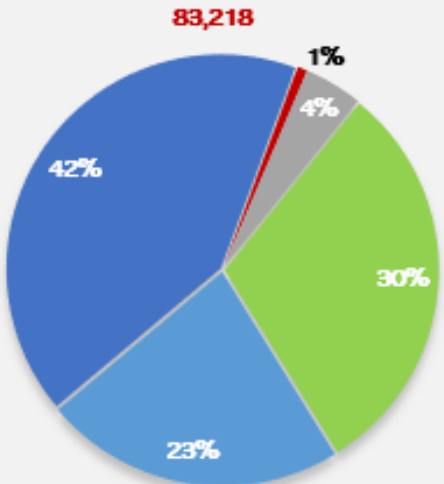
By Medical Benefit Plan

Notes:

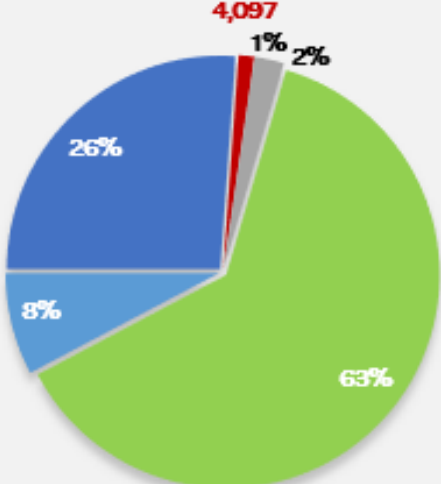
Medical Benefit Plans refer to the HUSKY Programs (A, B, C, and D) and the Medicare Savings Program (MSP)

- 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

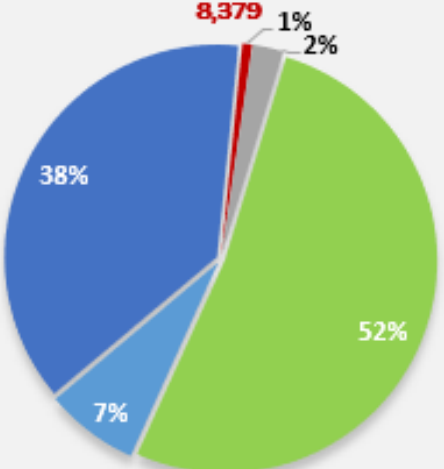
Renewed and retained in Medicaid/CHIP



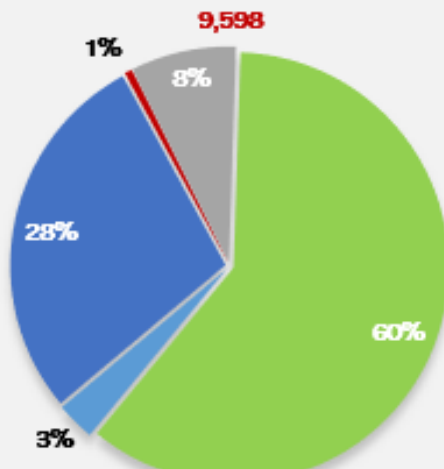
Determined ineligible for Medicaid/CHIP



Terminated for procedural reasons



Renewal in process

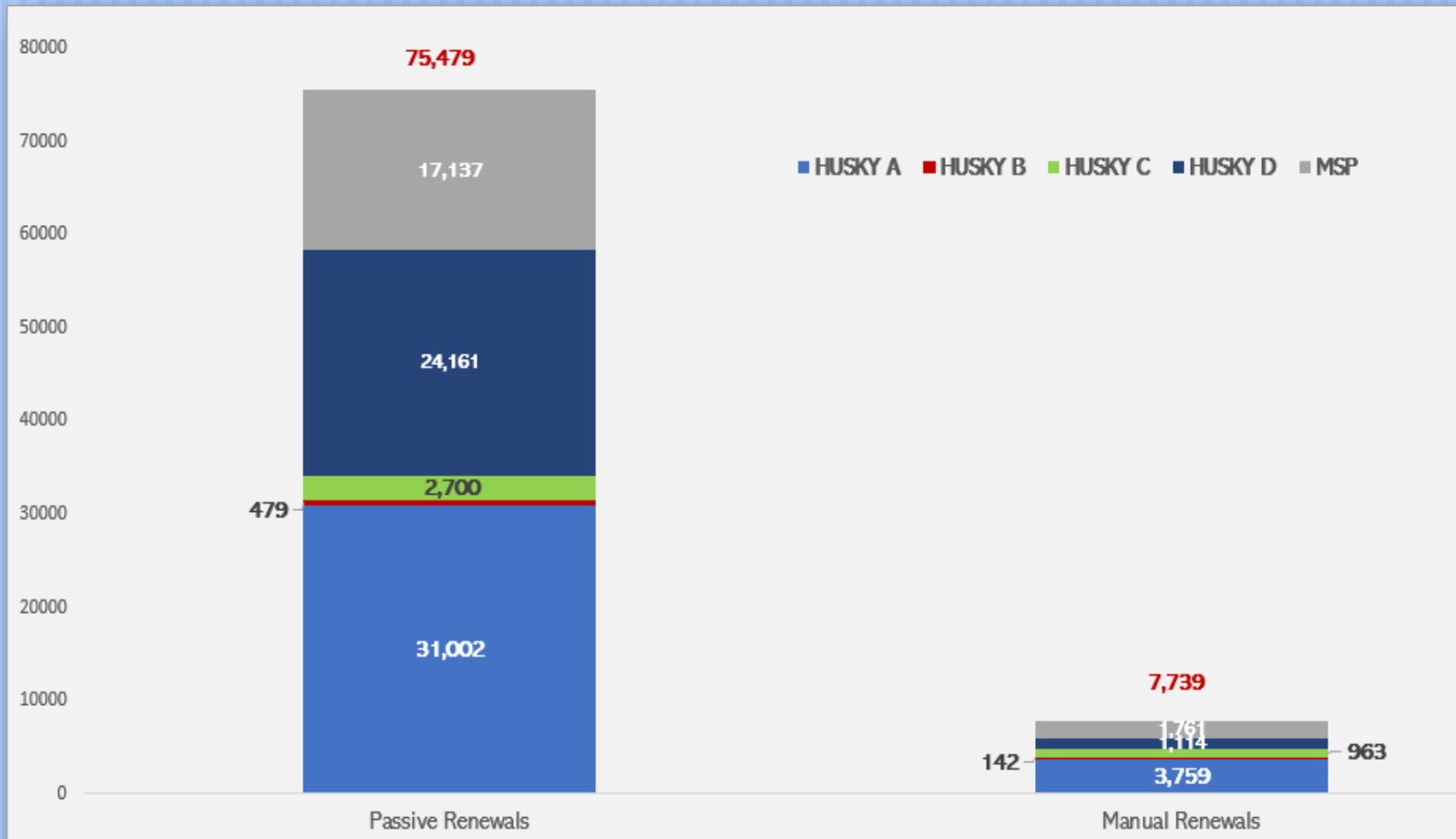


- HUSKY A
- HUSKY B
- HUSKY C
- HUSKY D
- MSP - Medicare Savings Program

HUSKY HEALTH RENEWAL OUTCOMES – NOVEMBER 2023

PASSIVE VS. MANUAL RENEWALS BY MEDICAL BENEFIT PLAN

83,218 individuals renewed during November, with 72% renewing "passively"

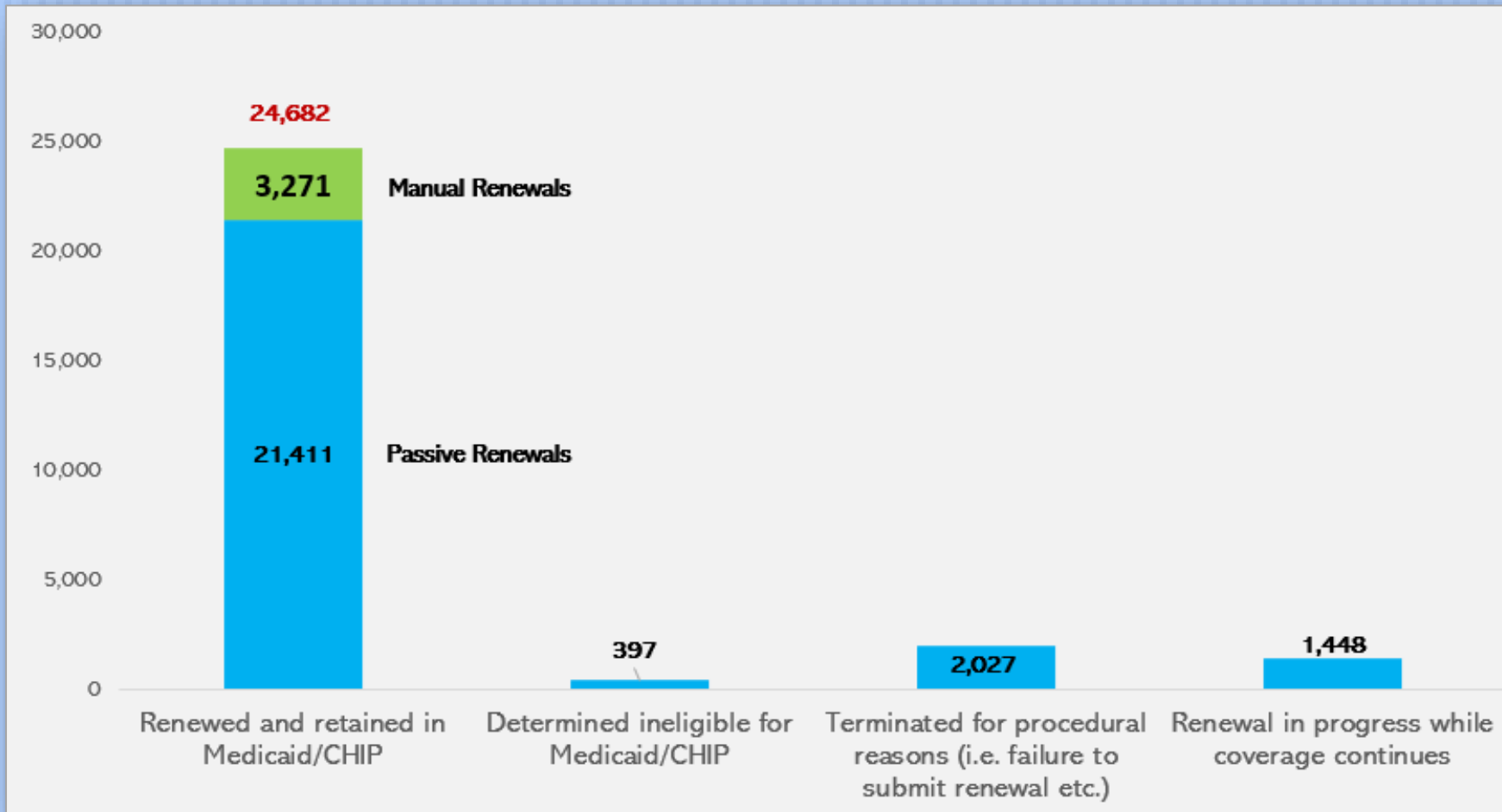


Notes:

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- HUSKY D – Medicaid for adults without dependent children
- MSP – provides premium and/or copayment assistance to Medicare beneficiaries

HUSKY HEALTH RENEWAL OUTCOMES FOR CHILDREN – November 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

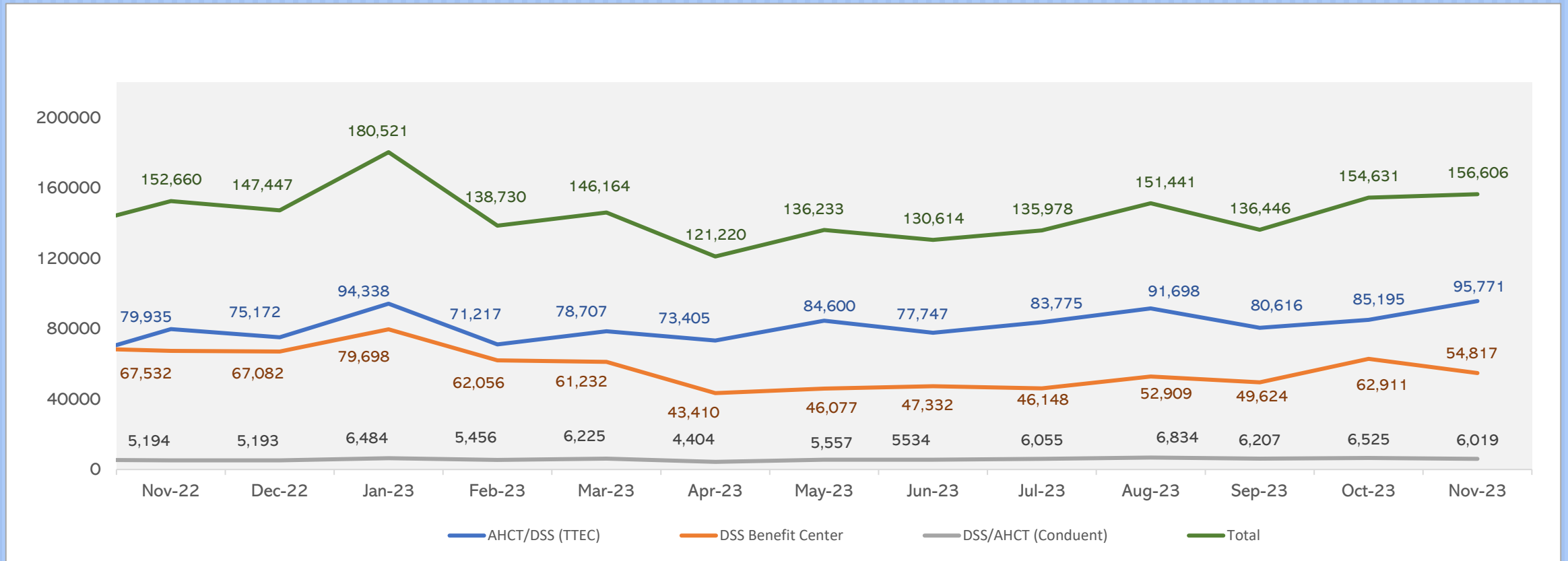
Tracking Individuals for up to 90 days after disenrollment

Renewal Disenrollment Tracking – 30/60/90 Days Later	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23
	90-day mark	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	9,044
Total individuals active currently in MAGI HUSKY/CHIP	9,639	7,707	4,212	8,839	8,555	2,395	1,433
Total individuals active currently in QHP/APTC	851	1,493	1,145	2,350	1,216	841	877
Total individuals active currently in Covered CT	453	672	513	943	815	541	626
Total Individuals who transitioned to non-MAGI HUSKY	149	217	57	110	85	40	63
Total individuals who closed and are now active	11,092	10,089	5,927	12,242	10,671	3,817	2,999
Total individuals not enrolled in any state programs	13,416	14,835	9,642	20,401	11,627	6,234	6,045
Re-enrolled	45%	40%	38%	38%	48%	38%	33%

42% of individuals who were disenrolled at renewal during the first 5 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.

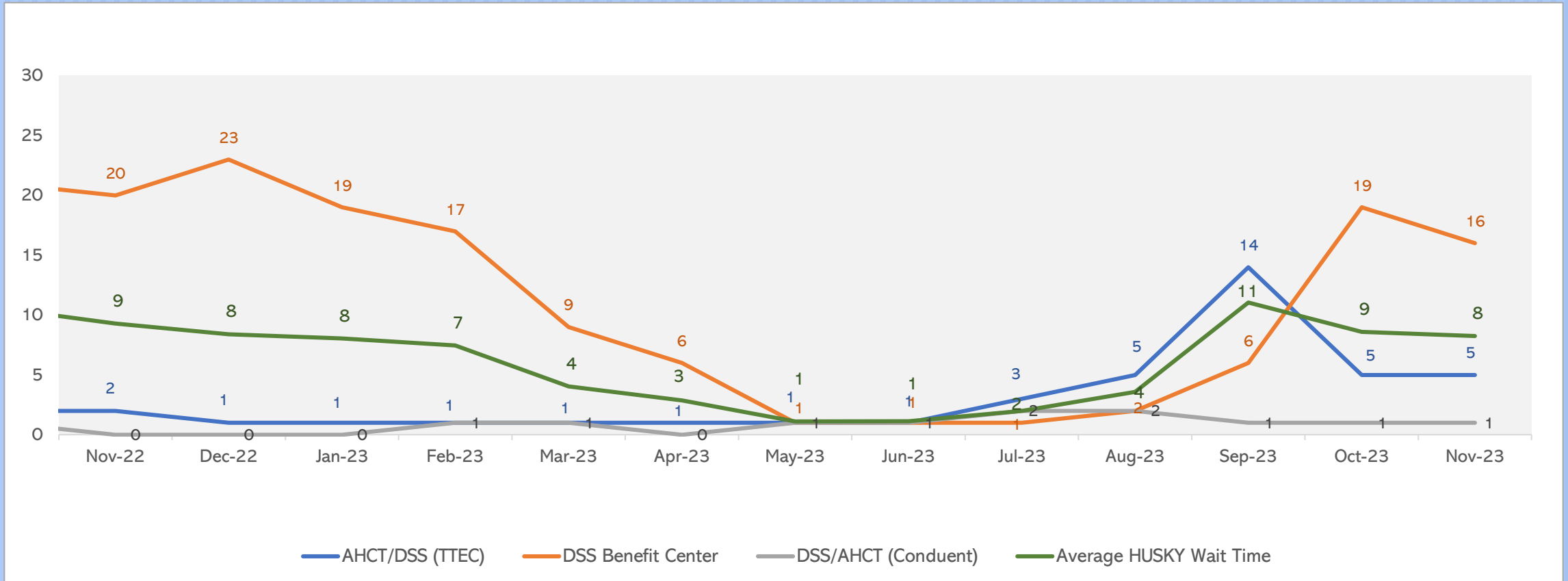
CALL CENTER DATA ACROSS ALL HUSKY CONTACT CENTERS

HUSKY Call Volume By Call Center



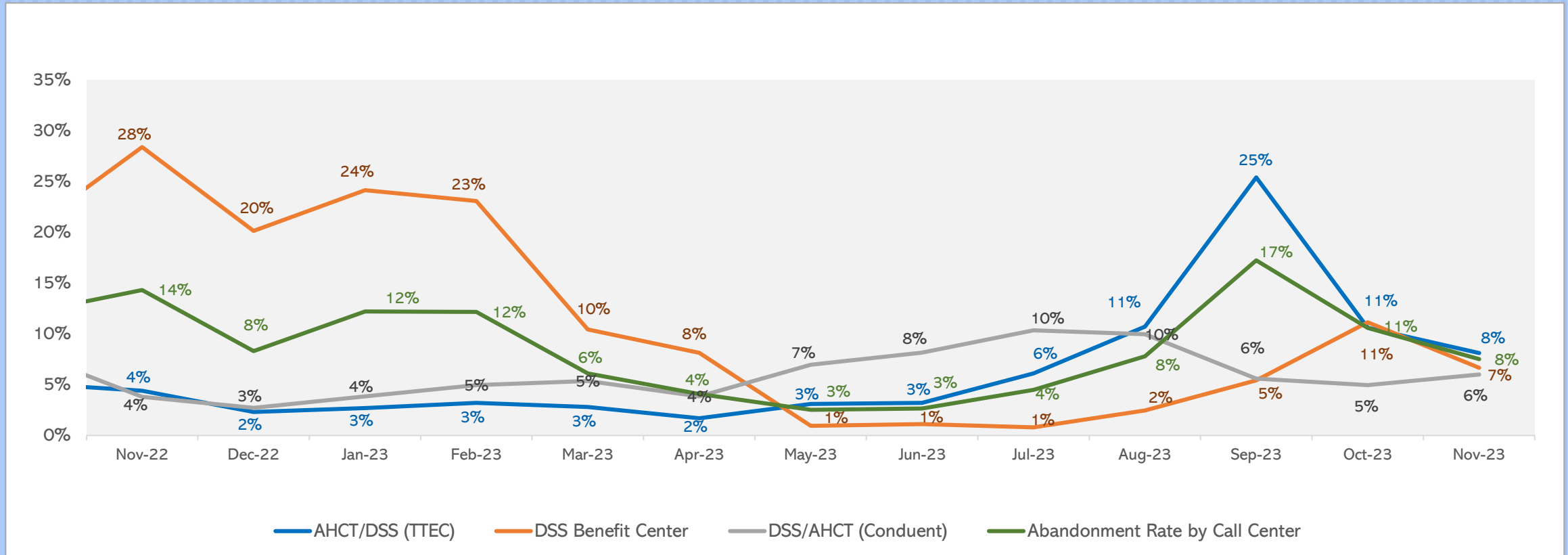
Per CMS requirements, data represents only Medicaid/CHIP calls. Calls for other programs are excluded. The DSS Benefit Center handles 30% of Medicaid/CHIP calls. Total call volume for the Benefit Center in November was 195,774.

HUSKY Average Wait Time By Call Center (min)



Per CMS requirements, data represents only Medicaid/CHIP calls. Calls for other programs are excluded. Wait times are measured from the time a caller selects the option to speak with an agent to the moment the caller is connected to one.

HUSKY Abandonment Rate By Call Center

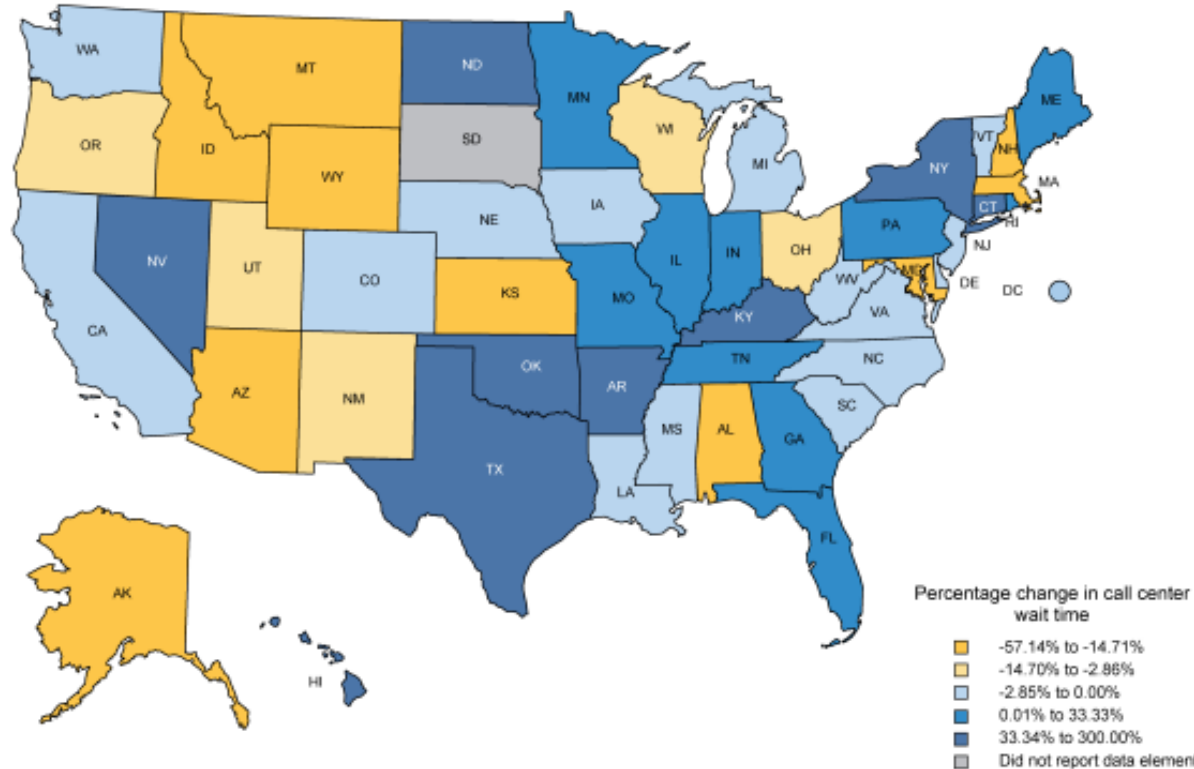


Per CMS requirements, data represents only Medicaid/CHIP calls. Calls for other programs are excluded.

Preliminary Performance Indicators

50 States & the District of Columbia

Percentage change in average call center wait time, August 2023 to September 2023



State	Avg. Call Center Wait Time	% Change from Previous Month	State	Avg. Call Center Wait Time	% Change from Previous Month
AK	13.00	-18.75%	MT	29.00	-14.71%
AL	2.00	-33.33%	NC	0.00	0.00%
AR	16.00	300.00%	ND	2.00	100.00%
AZ	15.00	-51.61%	NE	4.00	0.00%
CA	4.00	0.00%	NH	7.00	-53.33%
CO	12.00	0.00%	NJ	2.00	0.00%
CT	11.00	175.00%	NM	34.00	-2.86%
DC	1.00	0.00%	NV	31.00	47.62%
DE	1.00	0.00%	NY	1.00	100.00%
FL	32.00	10.34%	OH	6.00	-14.29%
GA	24.00	33.33%	OK	5.00	66.67%
HI	20.00	81.82%	OR	25.00	-7.41%
IA	20.00	0.00%	PA	14.00	7.69%
ID	34.00	-26.09%	RI	49.00	8.89%
IL	22.00	29.41%	SC	1.00	0.00%
IN	9.00	12.50%	SD	NR	NR
KS	1.00	-50.00%	TN	20.00	33.33%
KY	11.00	37.50%	TX	15.00	36.36%
LA	2.00	0.00%	UT	22.00	-12.00%
MA	1.00	-50.00%	VA	1.00	0.00%
MD	10.00	-33.33%	VT	1.00	0.00%
ME	34.00	17.24%	WA	1.00	0.00%
MI	1.00	0.00%	WI	11.00	-8.33%
MN	5.00	25.00%	WV	11.00	0.00%
MO	21.00	23.53%	WY	3.00	-57.14%
MS	0.00	0.00%			
				Did not report data element	NR

© 2021 Mapbox © OpenStreetMap

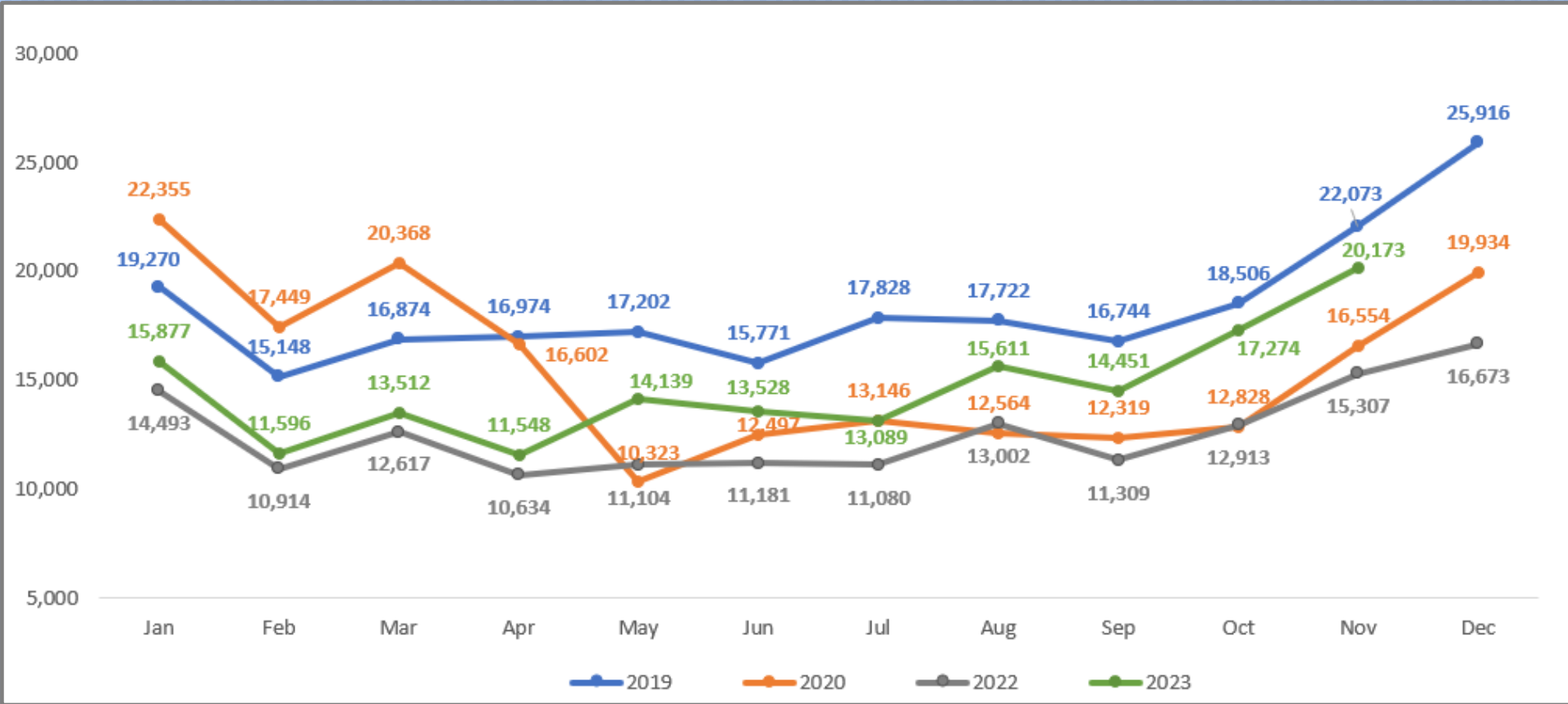
Source: Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by November 7, 2023, with data through September 2023.

Notes: This analysis includes preliminary Performance Indicator data from 50 states and the District of Columbia. SD does not have call centers and does not report call center metrics. Data notes can be found in the Appendix and state-specific data quality notes can be found in the Medicaid and CHIP CAA Reporting Metrics at [Medicaid.gov/unwinding-data](https://www.medicaid.gov/unwinding-data).

NEW HUSKY APPLICATION ACTIVITY AND TIMELINESS

Year-Over-Year New Medical Applications

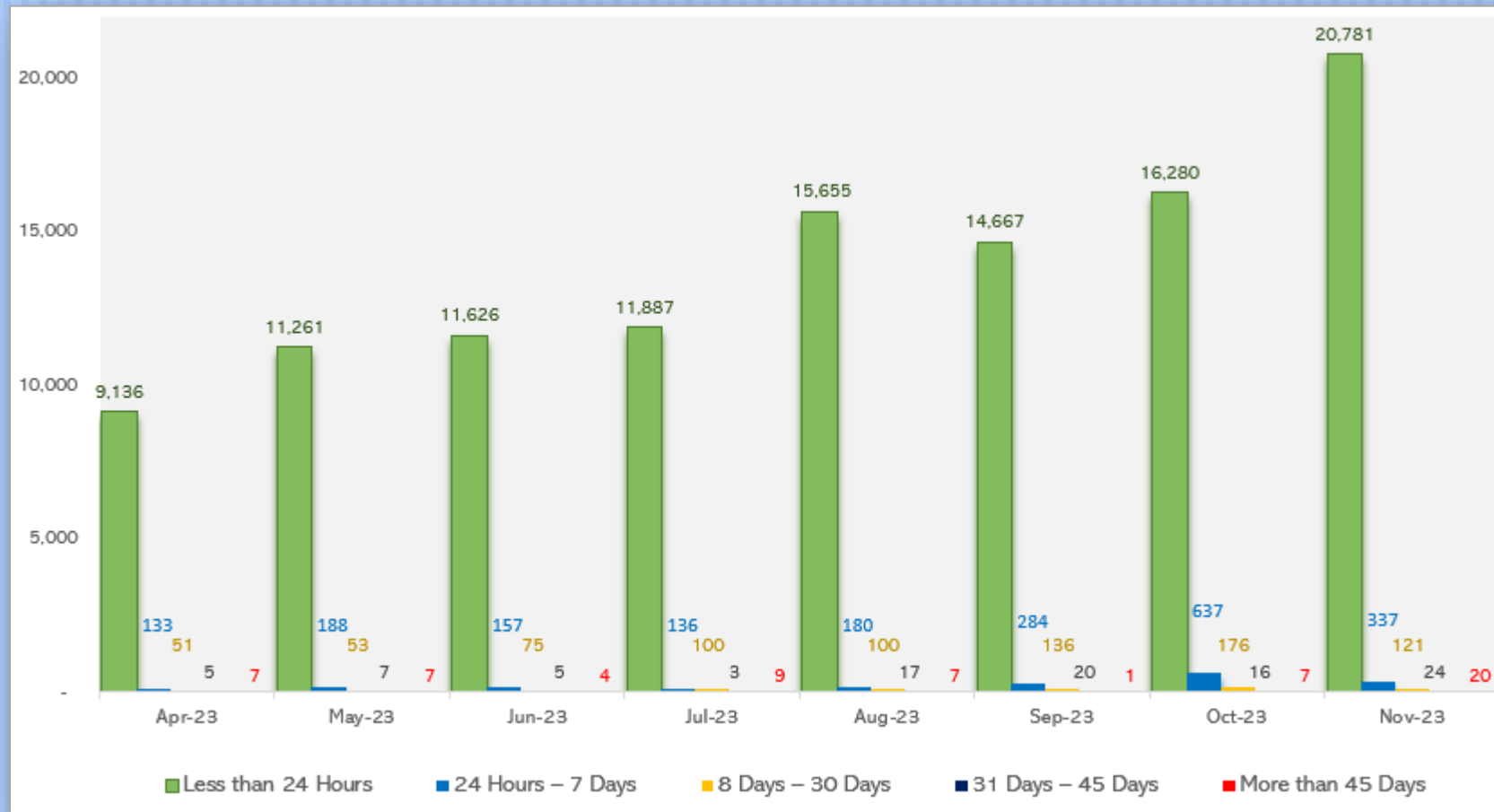
DSS consistently maintains an average of 98% processing timeliness



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

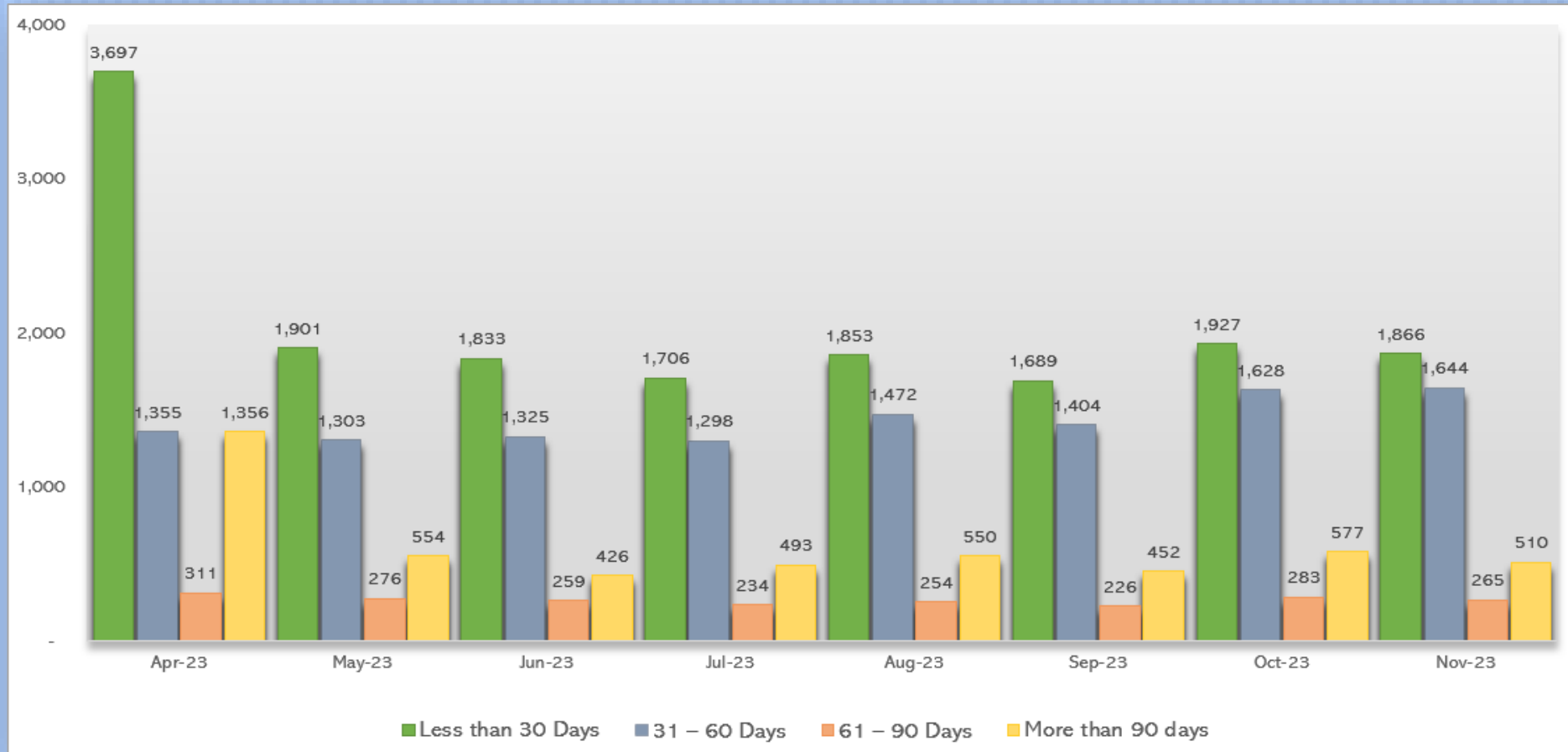
(current median processing time 0 days)



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 33 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.