



Medicaid Disenrollment Back-to-School and Additional Resources

CMS SCHOOL-BASED TOOLKIT AND OTHER RESOURCES

The Centers for Medicare & Medicaid Services (CMS) has created a host of resources such as digital videos, posters and postcards, infographics, social media graphics and copy, live reads, newsletter templates, and a School-Based Toolkit.

- All CMS resources can be accessed at <https://www.insurekidsnow.gov/outreach-tool-library>
- CMS School-Based Toolkit can be accessed at https://www.medicaid.gov/sites/default/files/2023-08/CMS8267_School-Based-ToolKit_LIVE-508-remediated

The CMS School-Based Toolkit contains CMS educational messaging and

- Sample letter from Schools to Educators, Nurses, Counselors, etc.;
- Sample letter from Schools, Educators, Nurses and Counselors to Parents/Students;
- Sample social media messaging;
- “Three Things You Can Do” Checklists for Educators, Nurses, Counselors, etc.;
- Text messaging and email templates;
- Live scripts; and
- Flyers, Postcards, Fact Sheets, and other resources.

In addition, CMS is offering two benefits:

- Free material customization - Connecting Kids to Coverage material customization is available free of charge for materials in English and Spanish. This service tailors the message to specific State Medicaid programs. Groups can customize up to 5 per month for free and print-ready files are provided within 2 weeks. Visit the outreach tool library on <https://www.insurekidsnow.gov/> to view customization guide or view the customization guide directly at https://www.insurekidsnow.gov/customization_guide and make a request for free customization to MultimediaServices@cms.hhs.gov.
- Free copies of Medicaid unwinding tear pads - Groups can order up to 50 copies of tear pads for free in English or Spanish through the [CMS Product Ordering website](#). This is the same design as the [tear pad](#) that is featured on the [Outreach and Education Resources page](#). To order:
 - Visit cms.hhs.gov/pow/ and click the “Request an Account” button.
 - Enter your information and click “save”. Accounts and all products are free.
 - Look for an email from CMS POW Support, who will notify you when your request has been approved.

- Once you have been approved, visit cms.hhs.gov/pow/ and login using your username and password. You will need to enroll in password verification the first time you log in.
- After you have logged in, find the search term box in the upper right, and search for the term “Losing Medicaid or CHIP?”.
- On the screen, you will see the tear pad options for English and Spanish. Enter the number of copies you would like to order, then click “Add to Cart”.
- Click the “cart” icon in the upper right corner when you are ready to check out and follow the steps to place your order.

OTHER FORMS OF COVERAGE AND NEA RESOURCE FOR THE ACA MARKETPLACE EXCHANGE

If an individual loses their Medicaid coverage, they will need coverage from other avenues such as:

- Medicare (where age eligible);
- CHIP (if a child);
- *Affordable Care Act* Marketplace Exchange; or
- Employer-sponsored health care coverage.

For individuals seeking coverage through the ACA Marketplace Exchange, it is important to note that a longer special enrollment period is being implemented. NEA has developed a resource with information on the ACA Marketplace Exchange that is **ATTACHED**. Anyone that is disenrolled from their Medicaid coverage, will receive a longer special enrollment period to sign up for coverage under the ACA Marketplace Exchange, which is between March 31, 2023 and July 31, 2024 as detailed in the DOL FAQs Part 58. More information on the special enrollment period can be accessed at <https://www.healthcare.gov/coverage-outside-open-enrollment/special-enrollment-period/>. While we don’t expect to see the full impact of transitions to the individual market coverage through the ACA Marketplace Exchange for several months, there were nearly 44,000 new plan selections from consumers who had previous Medicaid or CHIP enrollment in the 14 HealthCare.gov states that completed at least one full phase of renewals by April.

For individuals seeking employer-sponsored health care coverage, the Department of Labor, Centers for Medicare and Medicaid Services, and Department of Treasury sent a [letter](#) to employers, plan sponsors, and issuers encouraging them to amend their group health plan to extend a special enrollment period beyond the minimum 60-day period for individuals who lose Medicaid coverage and are eligible for employment-based coverage. The agencies are encouraging employer and plan sponsors to match the temporary special enrollment period of the ACA Marketplace Exchange.

ADDITIONAL RESOURCES

- CMS Resources
 - www.insurekidsnow.gov
 - www.Medicaid.gov
 - [Training slides](#) are now available for download. These slides cover what people enrolled in these programs need to do to renew their coverage with their state Medicaid or CHIP office, or how they can find other health coverage if they are no longer eligible for coverage with Medicaid or CHIP. Talking points are included in the notes section of the PowerPoint.

- [Anticipated 2023 State Timelines for Initiating Unwinding-Related Renewals](#). This resource outlines state Medicaid and CHIP renewal timelines and distribution plans, including for individuals that states have preliminarily identified as likely ineligible for Medicaid and CHIP.
- [Phase 1 social media zip file](#). CMS has updated the Phase 1 social media graphics to help raise awareness that states are restarting Medicaid and CHIP renewals and encourage people to complete Medicaid or CHIP renewal forms and send them back right away.
- [Data Reporting](#) - CMS data tracking resource
- [Medicaid/CHIP Coverage by School Districts, 2017-2021 – Center For Children and Families](#) - Georgetown University map of Medicaid/CHIP coverage by school districts, which identifies potential impact
- [Medicaid Enrollment and Unwinding Tracker](#) - KFF Medicaid enrollment and unwinding tracker

ADDITIONAL ADMINISTRATION ACTION AND PROTECTIONS

The Department of Health and Human Services (HHS) Secretary sent a [letter](#) to Governors that discusses HHS' role in enforcing compliance and flexibilities available for States. In addition, HHS' Office of Civil Rights sent a [letter](#) to States reminding them of their obligations under federal civil rights laws as they start unwinding the continuous coverage of Medicaid and CHIP.

Most recently, CMS announced 12 States have had to pause terminating residents from Medicaid and restore coverage (at least temporarily) for thousands of people. The Director of CMS previously expressed concern stating, "CMS is very worried that when States terminate people for procedural reasons, they have not definitively ascertained that those enrollees are no longer eligible for Medicaid."

In follow-up to this announcement, on August 9, 2023, CMS released a [letter](#) sent to State health officials in all 50 States, warning many are failing to meet federal requirements during Medicaid redetermination. The letter flagged three key areas of concern: high rates of people losing Medicaid because of paperwork issues, long call center wait times and call abandonment rates, and slow application processing. The letters cited 36 States for at least one problem, including 5 States cited for all three issues - Alaska, Florida, Montana, New Mexico and Rhode Island. More than half of States were found to have high rates of people who lost their Medicaid benefits for procedural reasons. Sixteen States were flagged for having long call center wait times and high call abandonment rates, which CMS stated are "impeding equitable access" to Medicaid coverage and may result in potential noncompliance with federal requirements. Sixteen States were also found to have a large number of Medicaid applications based on income that were not processed within the 45-day window required by federal regulation.