

Vermont Medicaid and Exchange Advisory Committee Meeting Agenda

1.	10:00	Call to Order	Dale Hackett & Mary Kate Mohlman, Co-Chairs
2.	10:05	Roll Call Establish Quorum Approve Previous Minutes	Zack Goss, Health Care Training and Communication Manager (Department of Vermont Health Access, "DVHA")
3.	10:10	Dental Access	Suellen Bottiggi, Director of Provider Member Services (DVHA) Andrea De La Bruere, Commissioner (DVHA)
4.	10:50	PHE Unwind	Adaline Strumolo, Deputy Commissioner (DVHA) Molly Sweeney, Healthcare Eligibility & Enrollment Director (DVHA) Zack Goss, Health Care Training and Communication Manager (DVHA)
5.	11:30	Commissioner's Office Update	Andrea De La Bruere, Commissioner (DVHA) Adaline Strumolo, Deputy Commissioner (DVHA)
6.	11:45	Public Comment	Dale Hackett & Mary Kate Mohlman, Co-Chairs
7.	11:50	Final Committee Discussion	Dale Hackett & Mary Kate Mohlman, Co-Chairs
8.	12:00	Adjourn	Dale Hackett & Mary Kate Mohlman, Co-Chairs

January 23, 2023
10:00-12:00pm

Roll Call, Quorum, November 27, 2022 Meeting Minutes

Zack Goss, Health Care Training and Communication Manager (DVHA)

Dental Access

Suellen Bottiggi, Director of Provider Member Services (DVHA)

Andrea De La Bruere, Commissioner (DVHA)

PHE Update

Adaline Strumolo, Deputy Commissioner (DVHA)

Molly Sweeney, Healthcare Eligibility & Enrollment Director (DVHA)

Zack Goss, Health Care Training and Communication Manager (DVHA)

Key Communications Updates

Primarily due to the 2022 Consolidated Appropriations Act (Omnibus bill), and the subsequent decoupling of the COVID-19 Public Health Emergency and the continuous enrollment requirement for all States, the following updates are reflected:

1. Remove references to “Public Health Emergency” or “PHE” and update communications accordingly. **Instead, the process will be referred to as “Medicaid Unwind”.**
2. Move from 3 phase model (Prepare, Inform, Action) to 2 phase model of Prepare and Action.

Communication Mediums and Timeline

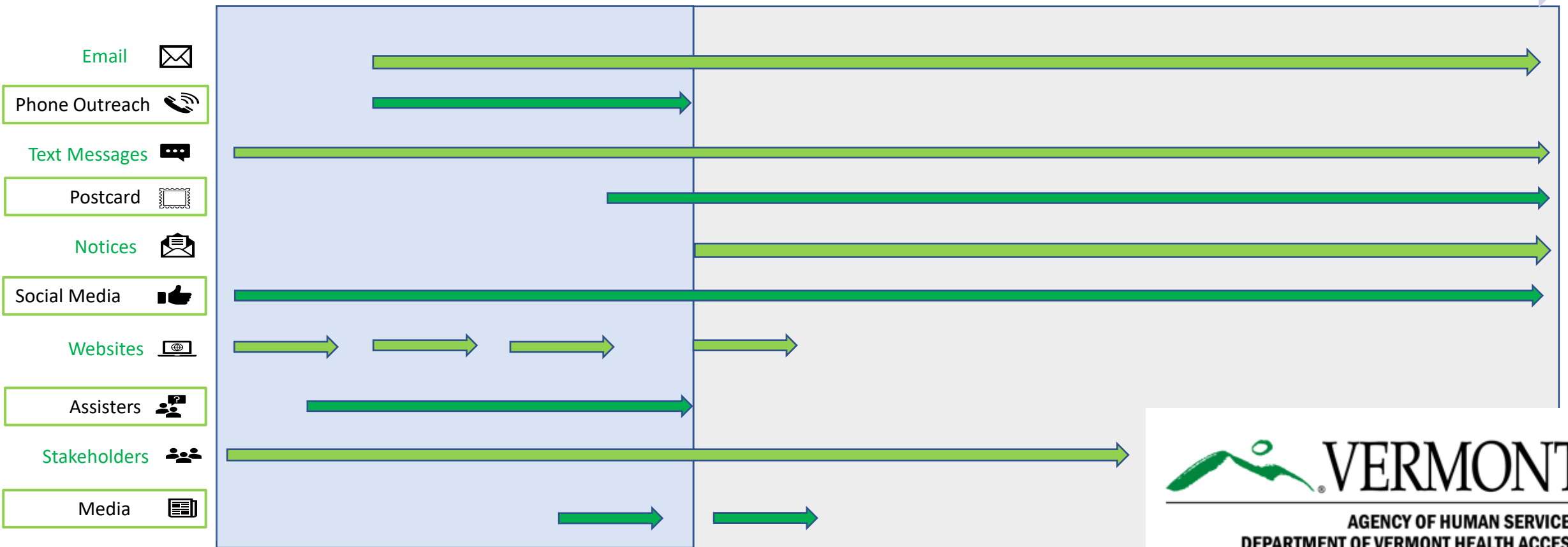
A) Prepare: update contact info, change happening soon, open mail

B) Action (identify options)

January 2023

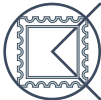







April 2023 First Renewal Notices

2024








Sample Customer Experience

Direct Customer Contact

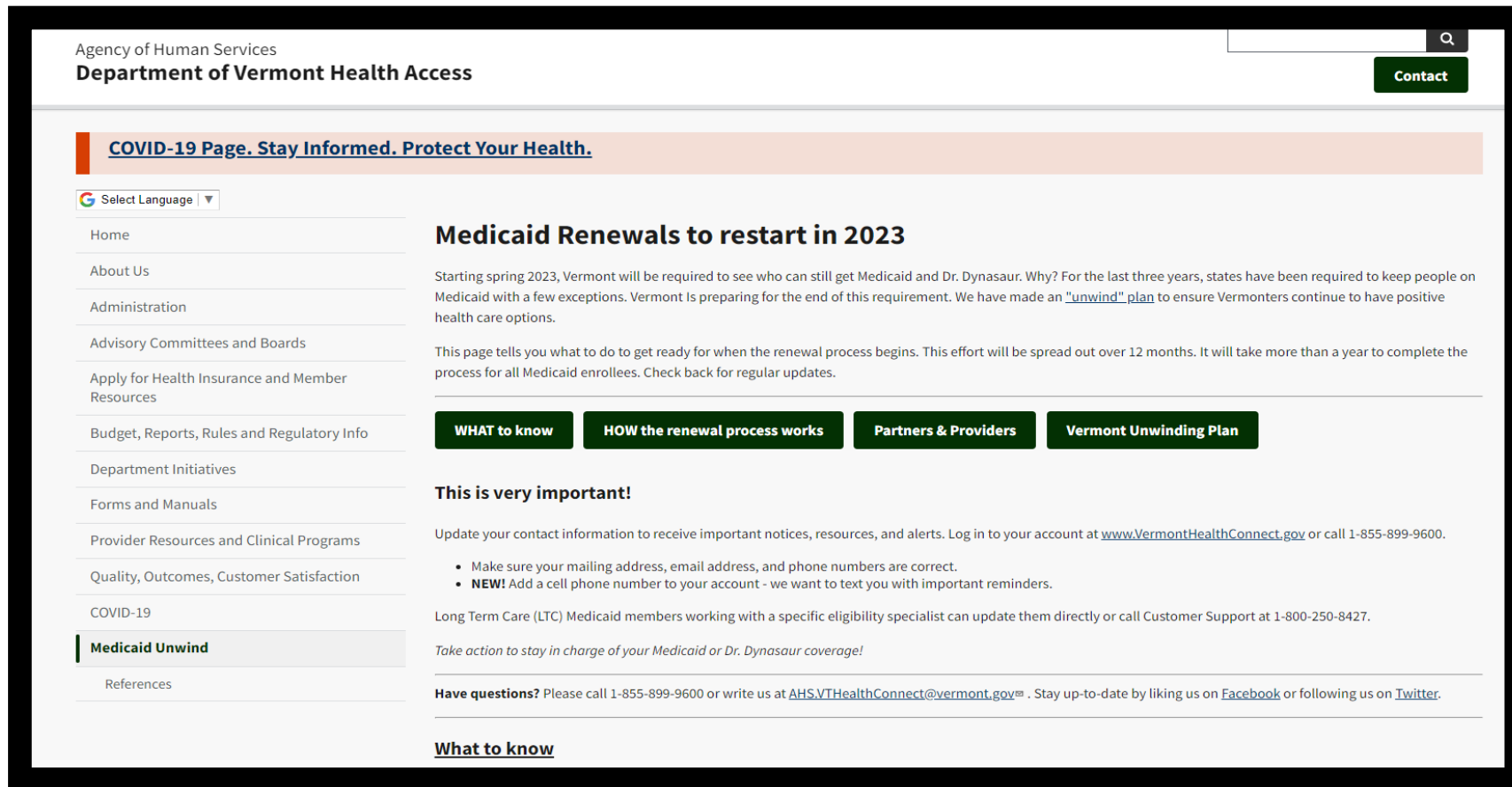
-  4/3 Awareness post card sent
-  4/7-4/10 Renewal notice sent
-  4/10-4/11 Renewal texts sent
-  4/17-4/18 Renewal reminder email
-  4/20-4/21 Renewal reminder text
-  5/15 Closure awareness notice sent
-  5/22 Closure awareness email message
-  5/22-5/24 Closure awareness text message

***Medicaid for Children and Adults (MCA) April redetermination customer**

Indirect Customer Contact ex. (social media)

-  4/11 Check your mail awareness post
-  4/13 What is the QHP option post
-  4/18 Financial Assistance post
-  4/19 Check your mail reminder post
-  4/20 Assister post

Medicaid Unwind Website



The screenshot shows the website for the Agency of Human Services, Department of Vermont Health Access. The page is titled "Medicaid Renewals to restart in 2023" and features a navigation menu on the left, a search bar, and a "Contact" button. The main content area includes a "COVID-19 Page. Stay Informed. Protect Your Health." banner, a "Select Language" dropdown, and a "Medicaid Unwind" section. The "Medicaid Unwind" section contains a "This is very important!" notice, a list of action items, and a "What to know" section.

Agency of Human Services
Department of Vermont Health Access

COVID-19 Page. Stay Informed. Protect Your Health.

Select Language | ▼

Home
About Us
Administration
Advisory Committees and Boards
Apply for Health Insurance and Member Resources
Budget, Reports, Rules and Regulatory Info
Department Initiatives
Forms and Manuals
Provider Resources and Clinical Programs
Quality, Outcomes, Customer Satisfaction
COVID-19
Medicaid Unwind
References

Medicaid Renewals to restart in 2023

Starting spring 2023, Vermont will be required to see who can still get Medicaid and Dr. Dynasaur. Why? For the last three years, states have been required to keep people on Medicaid with a few exceptions. Vermont is preparing for the end of this requirement. We have made an "[unwind](#)" plan to ensure Vermonters continue to have positive health care options.

This page tells you what to do to get ready for when the renewal process begins. This effort will be spread out over 12 months. It will take more than a year to complete the process for all Medicaid enrollees. Check back for regular updates.

[WHAT to know](#) [HOW the renewal process works](#) [Partners & Providers](#) [Vermont Unwinding Plan](#)

This is very important!

Update your contact information to receive important notices, resources, and alerts. Log in to your account at www.VermontHealthConnect.gov or call 1-855-899-9600.

- Make sure your mailing address, email address, and phone numbers are correct.
- **NEW!** Add a cell phone number to your account - we want to text you with important reminders.

Long Term Care (LTC) Medicaid members working with a specific eligibility specialist can update them directly or call Customer Support at 1-800-250-8427.

Take action to stay in charge of your Medicaid or Dr. Dynasaur coverage!

Have questions? Please call 1-855-899-9600 or write us at AHS.VTHealthConnect@vermont.gov. Stay up-to-date by liking us on [Facebook](#) or following us on [Twitter](#).

What to know

<https://dvha.vermont.gov/unwinding>

Unwind Postcard



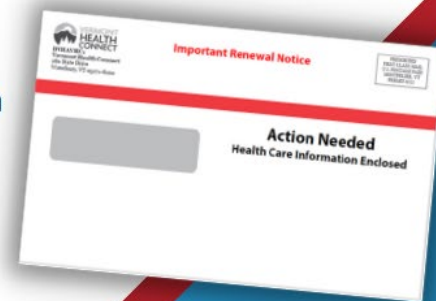
**ACT TO KEEP YOUR
HEALTH COVERAGE**

WATCH YOUR MAIL!

We want to make sure you get important information about how your health insurance may be affected.

Look for the envelope with the **RED STRIPE** from Vermont Health Connect or Green Mountain Care.

It is an important notice about your health insurance!
Read it carefully and respond.



- Audience: All Medicaid households
- Timing: Quarterly prior to renewal notice



AGENCY OF HUMAN SERVICES
DEPARTMENT OF VERMONT HEALTH ACCESS

COMMITTEE CALL TO ACTION

Encourage Members to:

- Update contact information
- Pay attention to mail (and other communications)

Stakeholder action:

- Share Stakeholder Newsletter or share information within
- Repost/Share/Retweet Social Media posts
- Provide quick links to Medicaid Unwind Website
- Use/share stakeholder toolkit
- Promote Medicaid unwind townhall.

Assisters

Current

- Continuously informed about the Medicaid Unwind status
- Encourage customers to update contact information
- Educate customers about Medicaid Unwind (outreach when possible)

Future

- Will have unwind specific trainings
- Trained to assist customers to renew
- Trained to assist customers who are no longer eligible (outreach when possible)

Stakeholder engagement

Stakeholder network expansion

- Continue to outreach and connect with relevant stakeholders


Newsletters

- Medicaid Unwind Communication to stakeholder network
~500 Vermont entities

Townhalls

- Public
 - Virtual and open to the general public
 - Public can ask questions
- Organization specific
 - Cater to a specific organization or population


Notices and Envelopes

 **VERMONT HEALTH CONNECT**
DVHAVHC
Vermont Health Connect
280 State Drive
Waterbury, VT 05671-8100

Important Renewal Notice

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE PAID
MONTPELIER, VT
PERMIT #212

Action Needed
Health Care Information Enclosed

 **GreenMountainCare**
A HEALTHIER STATE OF LIVING

DCFP11
Department of Vermont Health Access
Application and Document Processing Center
280 State Drive
Waterbury, VT 05671-1500

Important Review Notice


PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE PAID
MONTPELIER, VT
PERMIT #212

Action Needed
Health Care Information Enclosed

Vermont Health Care Information
Open Right Away

Social Media

- Design modeled using CMS suggestions and striped envelope
- SOV color palette
- Consistent language



The National Public Health
Emergency is ending

**Don't miss
this letter!**

Check to make sure we have your current address. We want to make sure you get important information about how your health insurance may be affected..

#StayInsuredVT

The National Public Health
Emergency is ending

**DON'T MISS
THIS LETTER**

Read the notice carefully! Instructions include what changes you can expect to your health coverage and any actions you need to take.

#StayInsuredVT



Text Messaging

	<u>Population</u>	<u>Timeline</u>	<u>Message</u>
Campaign 1	Non-forwarding address	November '22	Update contact information
Campaign 2	All Medicaid Beneficiaries	January-March '23	Update contact information – change is coming – watch mail
Campaign 3	All Medicaid Beneficiaries when renewal notices are sent	Monthly series beginning April '23, beginning at time of customer renewal	Read mail – instructions included – options if action needed

Commissioner's Office Update

Andrea De La Bruere, Commissioner (DVHA)

Adaline Strumolo, Deputy Commissioner (DVHA)

Public Comment & Final Committee Discussion

Adjourn

Dale Hackett & Mary Kate Mohlman, Co-Chairs