

Legislative Update: Unwinding

Wisconsin's Medicaid Programs and FoodShare
Return to Routine Operations

March 8, 2023



Introductions

- **Jamie Kuhn**

State Medicaid Director, Division of Medicaid Services (DMS)

- **Marlia Mattke**

Assistant Administrator of Enrollment and Eligibility, DMS

- **Jori Mundy**

Director, Bureau of Eligibility and Enrollment Policy, DMS

- **H.J. Waukau**

Legislative Liaison, Office of the Secretary

Background

"Unwinding" Defined

The process states will undertake to return to routine operations in Medicaid programs, as temporary policies related to the pandemic start to end.



Status of Unwinding

- The federal Consolidated Appropriations Act, 2023 (CAA)
 - ◆ Ended FoodShare emergency allotments as of February 2023
 - ◆ Separated continuous coverage from the federal Public Health Emergency (PHE)
 - ◆ Set a timeline for states to begin renewals for all members
- New Medicaid applicants as of April 1, 2023, will be subject to normal program rules



Continuous Coverage

BadgerCare Plus and Medicaid members must remain eligible unless they pass away, move out of state, or ask to leave the program

- Federal law applies to:
 - ◆ Existing members as of March 20, 2020
 - ◆ Anyone who became a member between March 20, 2020, and March 31, 2023

Unwinding Process

- Unwinding will be a first-of-its-kind process for Medicaid programs across the country.
- DMS has been preparing for unwinding for over a year in close collaboration with partners.
- Our vision for this process is a successful return to routine operations while supporting our members, **your constituents**, and partners.

FoodShare

FoodShare Update

- February 2023 was the last month for FoodShare emergency allotments (EA)
- Members received mail, email, and notices, and we posted on social media



DHS Food Resources Page

- New web page to connect Wisconsinites with other sources of food support
- Includes links to:
 - ◆ [211 Wisconsin](https://www.wisconsin.gov/211) (phone 211 or 877-947-2211)
 - ◆ Food programs
 - ◆ Tribal food distribution program
 - ◆ Foodbank organizations

Food Support Resources

FoodShare is Wisconsin's version of the federal Supplemental Nutrition Assistance Program (SNAP). Programs like FoodShare used to be called food stamps. People who apply and have low income can get benefits to spend at participating grocery stores, farmer's markets and other places that sell food. Find out [how to apply for FoodShare and other ForwardHealth programs](#).

Below are other resources that can help people with getting food. You can also visit the [211 Wisconsin](#) website or call 877-947-2211 to find out more about food programs near you.

Food support other than FoodShare

Food programs that provide direct support

Commodity Supplemental Food Program (CSFP)	+
Emergency Food Assistance Program (TEFAP)	+
Women, Infants, and Children (WIC) Nutrition Program	+
Free and Reduced Price Meals Programs in Schools	+


dhs.wisconsin.gov/foodshare/resources.htm

Medicaid Programs

Continuous Coverage

Members with continuous coverage:

- ◆ Members enrolled on or before March 31, 2023.
- ◆ Coverage will continue until they complete their renewal.



Anyone who enrolls starting April 1, 2023, will be subject to normal program rules.

Renewals

Renewal Information

- Renewals have been distributed evenly over 12 months.
- The first renewal due date will be June 30, 2023, and the last will be May 31, 2024.
- This week DHS began to send letters telling members their renewal due date.
- Each member will get a renewal packet 45 days before their due date with next steps.
- Members should renew after they received the 45 day renewal packet. Members should not renew before they receive the packet.

Member Communications

- Encourage constituents to provide their current address.
- Ask them to watch their mail for a letter from us in March/early April which includes their renewal due date.
- Ask them to **watch** for a renewal packet 45 days before their due date and **read** it.
- Encourage them to **act** only after they have received their 45-day renewal packet.
- Health care coverage continues until their renewal due date.

Watch. Read. Act.

Watch your mailbox.
Read letters from us.
Act by the deadline.



BadgerCare Plus and
Medicaid renewals are back!



Watch your mailbox.
Read letters from us.
Act by the deadline.

Watch your mailbox.
Read letters from us.
Act by the deadline.

BadgerCare Plus and
Medicaid renewals are back!



BadgerCare Plus and
Medicaid renewals are back!



STOP
READ
ACT

It's renewal time!

You must complete a renew process each year to keep your benefits.

Here's what to do:

1. Read the enclosed letter to find out your next steps.
2. Note the due date and respond on time.
3. Don't wait — follow the instructions right away.

Nws Yog Lub Sij Hawm Rov Txuas Sij Hawm Dua Lawm!

NRES
NYEEM
NQIS TES

Koj yuav tsum ua kom tiav cov txheej txheem txuas sij hawm tshiab txhua xyoo txhawm rau khaws koj cov txiaj ntsig cia.

Nov yog yam yuav ua:

1. Nyeem tsab ntawv uas muab los nrog los tshawb nrhiav koj cov kauj ruam tom ntej.
2. Sau tseg lub sij hawm tag thiab teb kom ncav sij hawm.
3. Tsis txhob tos — ua raws li cov lus qhia tam sim ntawd.

PARE
LEA
PROCEDA

¡Es época de renovación!

Debe completar cada año una solicitud de renovación para conservar sus beneficios.

Le indicamos qué debe hacer:

1. Lea la carta adjunta para conocer los pasos siguientes.
2. Tenga en cuenta la fecha de vencimiento y responda a tiempo.
3. No espere, siga las instrucciones de inmediato.





WISCONSIN DEPARTMENT
of HEALTH SERVICES

dhs.wi.gov/forwardhealth/renewals.htm
P-03277 (02/2023)

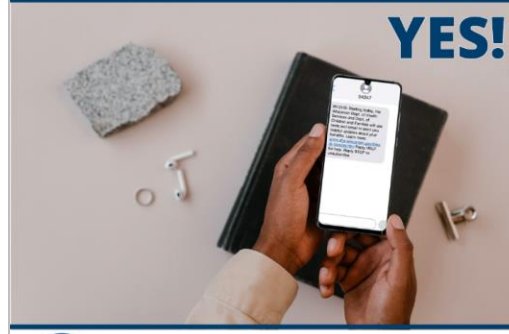
Social Media: Text and Email


Is DHS emailing me?
YES!




 DHS can now email (and text) members of BadgerCare Plus, Wisconsin Medicaid, and FoodShare programs.

Is DHS texting me?
YES!






 DHS can now text (and email) members of BadgerCare Plus, Wisconsin Medicaid, and FoodShare programs.

**Keeping in touch.
Your way.**



DHS is adding to the ways we communicate with you.

- NEW!** Texts delivered to your phone so you always know what's going on
- NEW!** Email delivered to your inbox to read where and when you want
-  ACCESS – online access to your benefits at access.wi.gov
-  MyACCESS – search for MyACCESS Wisconsin in your app store for ACCESS on your phone
-  U.S. mail – watch your mailbox and let us know if you move

Online Resources

- ACCESS member portal: access.wi.gov or access.wi.gov/es
- Dedicated renewal webpage: dhs.wi.gov/forwardhealth/renewals.htm

Wisconsin Medicaid Members
Keep Your Health Benefits



If you get Wisconsin health care benefits (such as BadgerCare Plus, Medicaid, or MAPP), you must **renew your enrollment once a year.**

What to Expect at Renewal Time

-  We'll send you a letter about one month before your renewal is due. For example, if your renewal is due in October, you will get a notice in September.
-  You may need to update the information we have on file. This may include your household details, income, and assets. You may be asked to submit proof later.
-  Your local agency will review your renewal and follow up if they need more information. Then, you will get a letter that tells you if your benefits are changing.

Completing your renewal

The easiest way to renew is online through your ACCESS account. Log in or set up an account at access.wi.gov.

To renew by mail, complete and return your renewal packet.

You can renew by phone or in person through your local agency. Find your agency at dhs.wisconsin.gov/forwardhealth/imagency/index.htm.

Visit dhs.wisconsin.gov/forwardhealth/renewals.htm for more information.

 If you do not complete your renewal by the due date, your benefits will end. Free, expert help for completing your renewal or getting other benefits is available at [WisCovered.com](https://www.wiscovered.com). Or, call 211 to find a local navigator.

P-10049 (01/2023)

Transition Assistance

If a constituent is not eligible to keep their state coverage, there are resources and help available:

- ✓ **WisCovered.com:** This website provides information about options for finding health care coverage in our state.
- ✓ **Covering Wisconsin:** Our state's federally certified, state-licensed navigator agency provides free, expert help.
- ✓ **Healthcare.gov:** Wisconsin will refer members to HealthCare.gov. Representatives will do outreach.

Partners and Preparedness

Widespread Collaboration

- DHS has been meeting with the Unwinding Task Force for over a year
dhsforwardhealthpartners@dhs.wisconsin.gov
- DHS also holds biweekly stakeholder calls
www.dhs.wisconsin.gov/dms/policycalls.htm

Partners

Advocacy & Benefits Counseling for Health, Inc. (ABC for Health) · Aging and Disabilities Professionals of WI (ADPAW) · Alliance of Health Insurers (AHI) · City of Milwaukee · CHAP Community Healthcare Access Program · Covering Wisconsin · Disability Rights of WI · Employment Resources Inc. (ERI) · Feeding America - Eastern WI · Feeding WI · Greater Wisconsin Agency on Aging Resources (GWAAR) · WI Board for People with Developmental Disabilities · BeneLynk Health and Employment Counseling (HEC) · Medi-gap · Hunger Taskforce · IM Agency Tri-Chairs · Outagamie County Mental Health & Alcohol and Other Drug Abuse (AODA) · IRIS Consulting Agencies · Judicare · Legal Action · Managed Care Organizations (MCOs)/ Health Maintenance Organization (HMOs) · Children's Hospital · HMO Enrollment Broker · Milwaukee Enrollment Services (MilES) · Area Administration · Milwaukee Healthcare Partnership · Milwaukee Enrollment Network (MKEN) · Nursing Homes · Wisconsin Health Care Association (WHCA)/Wisconsin Center for Assisted Living (WiCAL) & LeadingAge · Office of the Commissioner of Insurance (OCI)/Department of Health Services (DHS) Partnership · Second Harvest · Tribal Agencies · United Way of WI 211 · Kids Forward · Wisconsin Chapter of the American Academy of Pediatrics · The Foundation for Black Women's Wellness · Children's Health Alliance of Wisconsin · Wisconsin Association of Health Plans (WAHP) · Wisconsin Hospital Association (WHA) · WI Primary Healthcare Association (WPHCA) · United Health Group and many more

Partner Toolkit

Communication resource developed with our partners, for our partners, and updated with new materials as needed.

Keeping members covered

Unwinding is the term used by our federal partners to describe the steps for state Medicaid agencies to replace temporary policies established during the COVID-19 emergency with regular eligibility, enrollment, and benefits management processes. **Wisconsin's Unwinding goals include:**

- Implementing a successful return to routine operations for our programs
- Keeping Wisconsinites covered, whether through a state program, insurance from an employer, or a plan from [HealthCare.gov](#)

This partner toolkit is designed to give you communication tools to help members navigate the Unwinding process successfully. We encourage you to download and customize the materials and share our social media posts to help spread key messages.

Member communication campaigns

We currently have three primary messaging themes:

- **Update your address.** Member messaging continues to focus on making sure the state has updated contact information for everyone enrolled in a benefits program.
- **Watch. Read. Act.** This social media campaign will encourage members to watch for mail coming their way with benefits information, read it carefully and note their next steps, and act by their due date.
- **Renewals are back.** Members will be referred to our updated [health care renewal webpage](#) for information. They can also download a renewal fact sheet in [English](#), [Hmong](#), and [Spanish](#).

Using the toolkit

- Explore our partner toolkit for resources available in either a DHS version, a customizable version, or both. If you have challenges with customization or have other questions about toolkit materials, email DHSMSCommunications@wi.gov.
- Follow DHS on social media and share our posts. Within each theme below, current social media posts are linked for your convenience.
- Sign up for our [Unwinding email list](#) to stay informed about updates to the toolkit.



www.dhs.wisconsin.gov/covid-19/unwindingtoolkit.htm

Income Maintenance (IM) Agency Capacity

- IM agencies will have an increased workload during unwinding and are expected to process about 60,000 renewals a month statewide.
- This workload of renewals in addition to their regular work supporting new applicants and helping members manage their benefits.

Other Changes

- The Public Health Emergency ends on May 11, 2023.
- DHS is working with our federal partners to comply with changes needed as a result of the ending of the Public Health Emergency.

How You Can Help

How You Can Help

- Direct constituents to make sure they have an account at **access.wisconsin.gov**.
- Emphasize to members the importance of knowing their renewal date.
- Encourage constituents not to renew until they get their renewal packet in the mail or in their ACCESS account. It will come about 45 days before their renewal due date.

Watch. Read. Act.

Watch your mailbox.
Read letters from us.
Act by the deadline.



BadgerCare Plus and
Medicaid renewals are back!



Watch your mailbox.
Read letters from us.
Act by the deadline.

Watch your mailbox.
Read letters from us.
Act by the deadline.

BadgerCare Plus and
Medicaid renewals are back!



BadgerCare Plus and
Medicaid renewals are back!



STOP
READ
ACT

It's renewal time!

You must complete a renew process each year to keep your benefits.

Here's what to do:

1. Read the enclosed letter to find out your next steps.
2. Note the due date and respond on time.
3. Don't wait — follow the instructions right away.

Nws Yog Lub Sij Hawm Rov Txuas Sij Hawm Dua Lawm!

NRES
NYEEM
NQIS TES

Koj yuav tsum ua kom tiav cov txheej txheem txuas sij hawm tshiab txhua xyoo txhawm rau khaws koj cov txiaj ntsig cia.

Nov yog yam yuav ua:

1. Nyeem tsab ntawv uas muab los nrog los tshawb nrhiav koj cov kauj ruam tom ntej.
2. Sau tseg lub sij hawm tag thiab teb kom ncav sij hawm.
3. Tsis txhob tos — ua raws li cov lus qhia tam sim ntawd.

PARE
LEA
PROCEDA

¡Es época de renovación!

Debe completar cada año una solicitud de renovación para conservar sus beneficios.

Le indicamos qué debe hacer:

1. Lea la carta adjunta para conocer los pasos siguientes.
2. Tenga en cuenta la fecha de vencimiento y responda a tiempo.
3. No espere, siga las instrucciones de inmediato.



WISCONSIN DEPARTMENT
of HEALTH SERVICES

dhs.wi.gov/forwardhealth/renewals.htm
P-03277 (02/2023)

Questions: Constituents

- To get information about what's happening with their coverage, constituents should:
 - ✓ **Watch** their mail and ACCESS accounts for letters.
 - ✓ **Read** those letters for information about what they should do.
 - ✓ **Act** after their 45-day renewal packet arrives and by due dates in the letters.
- General information is available on the DHS website
 - ✓ Member page: <https://dhs.wisconsin.gov/covid-19/forwardhealth-medicaid.htm>
 - ✓ Renewal information page: <https://dhs.wisconsin.gov/forwardhealth/renewals.htm>
- Members can also call the local agency that assists them with their benefits. They can find the contact information based on where they live at this: <https://dhs.wisconsin.gov/forwardhealth/imagency/index.htm>

Thank You