



# Navigating Redetermination with Special Populations

# Navigating Redetermination with Special Populations

## PRESENTERS

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**Please share your name, state and the organization you represent by typing it into the chat**



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# Stay Covered! Academy



Session	Date	Topic
Session I	11/30/2023	PHE Unwinding: Understanding the Impact on Families
Session II	12/14/2023	I've Lost Services. Now What?
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Session VI	3/21/2024	Ask the Experts: Responding to the Challenges of the PHE Unwinding



Register for the entire series by visiting:  
<https://us02web.zoom.us/meeting/register/tZwrceCrqDwuGdSM32dKYLfTs2HwBru6dRr0>

All Sessions will be recorded and available for viewing at  
<https://familyvoices.org/unwinding>



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# Our Goal



To help families understand the end of the Public Health Emergency (PHE) and the impact on the Medicaid renewal process.

The Family Voices network of F2Fs/AOs, along with other partners, will create, customize, and distribute informative and educational materials to guide and support families during the redetermination process.

# Learning Objectives



- Understand how to assess the needs of special populations in our communities
- Explore a few best practices for outreach to special populations in our communities
- Identify strategies for helping families overcome some of the most common barriers they are facing during the PHE Unwinding and Medicaid redetermination

# Pre-Session Questions



<https://www.surveymonkey.com/r/StayCoveredMod3Pre>



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# Assessing the Needs of your Community

# Special Populations



The phrase “Special Populations” refers to individuals and families who must overcome barriers to achieve equal opportunities for success.



# Examples

- Preferred language other than English
- Lack of internet access
- Low proficiency in reading and writing
- Disabilities
- Low trust for systems
- Cultural differences
- Mail delivery challenges
- Homelessness
- Single-parent families
- Working multiple jobs
- Living in rural or remote areas
- Lack of public transportation
- LGBTQIA+ families
- Members of Tribal Nations



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# Special Populations



- None of the examples given is exclusive of the others. Children and families can fit into several categories at once.
- Barriers faced by children and families can change over time.
- Barriers that exist in communities can change over time.
- Just because a special population exists in the world does not mean that it exists in your community.

# Assessing the Need



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**Poll: What is your organization's strategy for conducting and using needs assessments or environmental scans?**

# Assessing the Need



**A Needs Assessment is a systematic approach to identifying community needs and determining the capacity of programs to address the needs of the population being served.**

# Assessing the Need



## Step One:

Define the purpose of your needs assessment.



Where are you trying to go?

# Assessing the Need



**Step Two:  
Define the goals of your  
needs assessment.**

**How will you know when you've gotten there?**

# Assessing the Need



**Step Three:**  
**Identify the intended  
population for services.**

**Who are you taking with you?**

# Assessing the Need



**Step Four:**  
**Decide how to collect and use data.**

**What do I need to know and how will I find that information?**



# Assessing the Need



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**Step Five:  
Create a timeline.**



**Where will this fit in our calendar?**

# Assessing the Need



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## Step Six: Strategic Implementation

**It's Go Time.**

# Assessing the Need



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# SMART Goals



By the end of June 2024, we will have worked in partnership with the Latin Community Coalition, our children's hospital center and our state Medicaid office to host 4 Medicaid Information sessions with interpreters on-site for residents whose preferred language is Spanish and who have children with a special health care need, where at least 50% of attendees will have completed their Medicaid application, their redetermination process or have completed counseling with a health care advisor.



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# Reaching Out

# Why is Outreach Important?



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# Reaching Out

- Forge new partnerships
- Use social media
- Go where the families are
- Send flyers to community centers or social groups that support target populations
- Host a listening session or open house





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# Barrier Busters



# Barrier: Language



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- Most Medicaid notices are sent in English
- Most Medicaid Portals are not translated into other languages
- Where translations exist, they can be hard to access and available in limited language options



# Barrier: Language

**BUSTED**

- Build partnerships with community leaders.
- Be proactive in distributing translated materials.
- Work with your Medicaid office to bring services with interpretation on location.



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# Barrier: Access to the Internet



- Can't check online portals to confirm status
- Difficult to download a paper application
- Unable to upload documents to support eligibility



# Barrier: Access to the Internet



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**BUSTED**

- Provide office hours when people can come to your location and utilize a computer for their Medicaid application.
- Work with libraries that have computer access centers, and set up a partnership.



# Barrier: Challenges with Mail



- Some families lack consistent addresses.
- Can be hard to reach families who have moved during the Public Health Emergency or who struggle with permanent housing
- In some communities, mail service has become unreliable.



# Barrier: Challenges with Mail

**BUSTED**



- Get the message out that address updates are crucial to keeping benefits
- Understand and work with families who don't trust government systems
- Are there things that can be done systemically?
- Procedural Waivers



# Barrier: Having a Disability



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- The stakes are higher.
- Adults with disabilities may struggle to understand notices or may have difficulty acting on notices in a timely manner
- Knowing that they have a waiver may prevent some families from realizing that redetermination applies to them.
- May not know that individuals with disabilities can access Medicaid in some cases, regardless of income



# Barrier: Having a Disability

**BUSTED**



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- Outreach, Outreach, Outreach
- Include providers in outreach.
- Work with Medicaid office to promote waiver information and make sure families know that there is more than one route to Medicaid.
- Work with offices that provide Medicaid application support to ensure that they are accessible to all.





# Barrier: Limited Cell Phone Minutes

- Many affordable cell phone plans offer limited talk minutes.
- Hold times at Medicaid call centers are more than 3 hours in some places.
- Calling one office only to be told to call another office and then repeating the process to find the right person to help

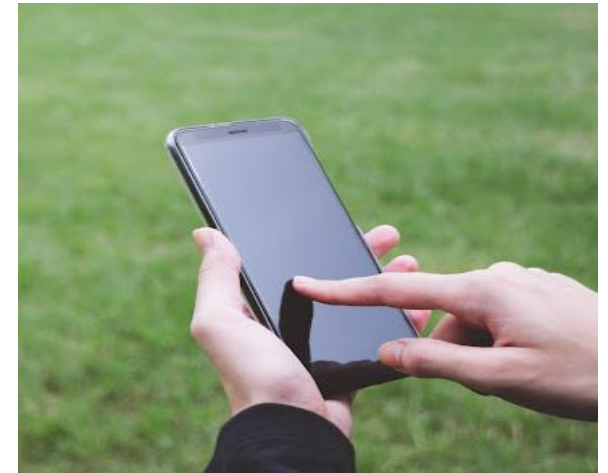


# Barrier: Limited Cell Phone Minutes

**BUSTED**



- Medicaid recipients qualify for discounted or free cell phones through the Lifeline program.
- Many Lifeline providers offer plans with unlimited minutes.
- One to One Navigation Supports
- Outreach



# Barrier: Outreach to Tribal Communities

- Around 400,000 members of Tribal Communities have lost Medicaid coverage during the PHE Unwinding.
- Procedural denials are the primary reason for coverage loss.
- The process **is not** different for members of Tribal Communities.



# Barrier: Outreach to Tribal Communities

**BUSTED**

- Toolkit available from the National Indian Health Board and Indian Health Service
- Contact the Tribal Enrollment Assister and/or Patient Benefit Coordinator at the Indian Health Service (IHS), Tribal, or Urban Indian Health Program facility near you.



# Review

- Conducting a needs assessment is a vital piece of strategic planning to support special populations in our communities.
- Outreach activities should be deliberate and based on your intended audience.
- Strategies for helping families break through barriers to completing their Medicaid redetermination process center largely on building relationships.



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# Questions and Discussion

**THANK YOU!**

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# Post-Session Questions



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# Questions and Discussion

**THANK YOU!**

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