Medicaid Redetermination: A Local Public Health View

Norm Hess, MSA, CPH
Executive Director
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The Public Health Perspective

Social determinants of health are an individual's personal circumstances that impact their health and well-being. They include political, socioeconomic, and cultural factors, alongside **how easily someone can access healthcare**, education, a safe place to live, and nutritious food (Sherrell, 2021).

Sherrell, Z., MPH, & Arquilla, E. M., DO (2021, April 29). *What are social determinants of health?* Medical News Today. Retrieved October 27, 2023, from https://www.medicalnewstoday.com/articles/social-determinants-of-health
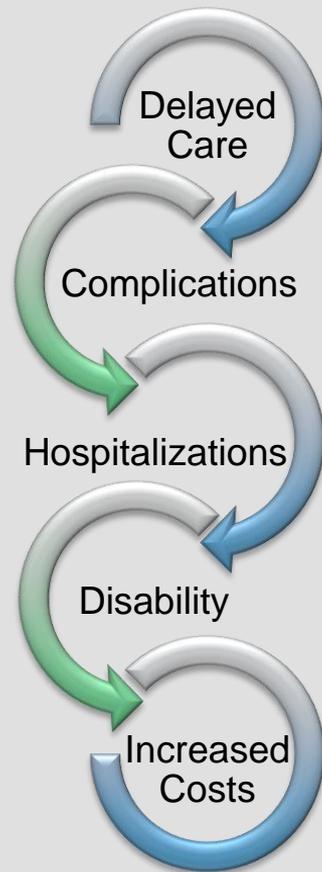
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Healthy People 2030

https://health.gov/healthypeople

AHS-04

Reduce the proportion of people who can't get medical care when they need it (HP 2030).

DHHS - Office of Disease Prevention and Health Promotion (2020, August 18). *Healthy People 2030*. Building a Healthier Future for all. Retrieved October 27, 2023, from https://health.gov/healthypeople

Medicaid and Public Health

➢ 3,000,000 people in Michigan (CMMS, 2023)

➢ Disenrolling, and later re-enrolling, beneficiaries is in no one's best interest

➢ People who have healthcare coverage are more likely to be able to work (Remler, 2017)

Centers for Medicare & Medicaid Services (2023). Medicaid & CHIP in Michigan. Keeping America Health. Retrieved October 27, 2023, from https://www.Medicaid.gov/state-overviews/stateprofile.html?state=Michigan

Remler, D. K., Kornenman, S. D., & Hyson, R. T. (2017). Estimating the effects of health insurance and other social programs on poverty under the Affordable Care Act. *Health Affairs*, 36(10), 1828-37.

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More Thoughts on Medicaid

➢ Notoriously hard to navigate for providers and beneficiaries

➢ Redeterminations have been a longstanding problem

➢ People enrolled in Medicaid are very difficult to connect with

➢ COVID-19 has exacerbated previously existing issues

➢ Michigan faces a monumental task, as do other states

➢ MDHHS is working hard and being creative in problem solving

➢ Recent experience shows **6.4%** of redetermined cases are closed due to ineligibility; **30.4%** are closed for procedural reasons*

➢ Opportunities may exist to streamline processes that will improve operations in the long-term

*https://www.michigan.gov/mdhhs/end-phe/michigan-medicaid-renewals-data, accessed 10/27/2023

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Current Challenges

Still Too Complex

- MDHHS letters are good
- Applications and instructions are confusing
- Auto-generated letters can be hard to interpret

Getting Help Can Be Hard

- Telephone wait times are getting better
- Call backs are problematic
- Passwords and account recovery

More Humans Needed

- Telephonic support
- DHS offices
- Community-based organizations

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Questions

You can find me at:

- nhess@malph.org
- 517-285-9724
- malph.org