



HUMAN
SERVICES
DEPARTMENT



MEDICAID ACCOUNTABILITY REPORT SEPTEMBER 28, 2023

PRESENTATION TO LFC

INVESTING FOR TOMORROW, DELIVERING TODAY.



MISSION

To transform lives. Working with our partners, we design and deliver innovative, high quality health and human services that improve the security and promote independence for New Mexicans in their communities.

GOALS



We help NEW MEXICANS

1. Improve the value and range of services we provide to ensure that every qualified New Mexican receives timely and accurate benefits.



We communicate EFFECTIVELY

2. Create effective, transparent communication to enhance the public trust.



We make access EASIER

3. Successfully implement technology to give customers and staff the best and most convenient access to services and information.

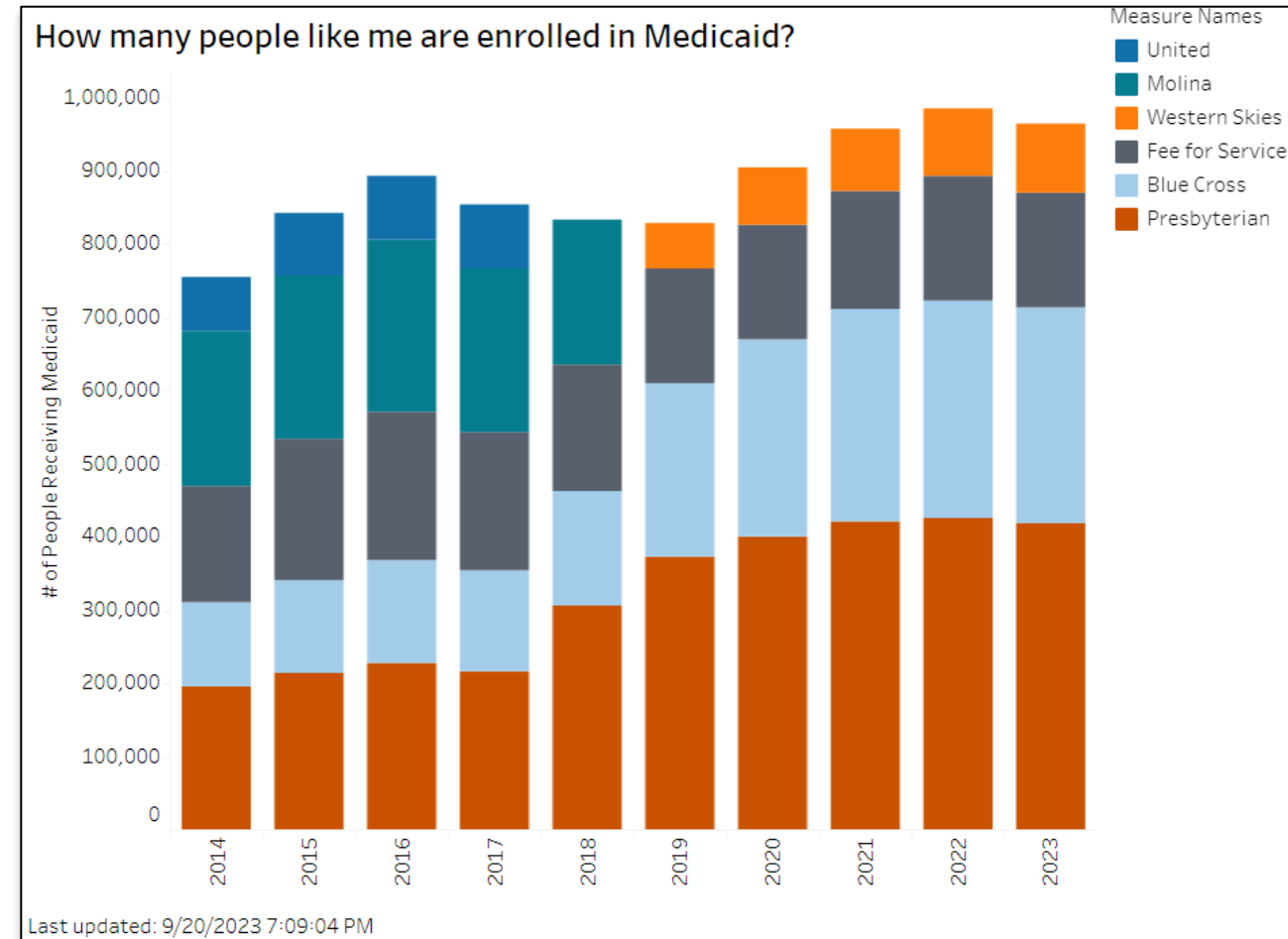


We support EACH OTHER

4. Promote an environment of mutual respect, trust and open communication to grow and reach our professional goals.

HSD MEDICAID AND SNAP UNWINDING GOALS

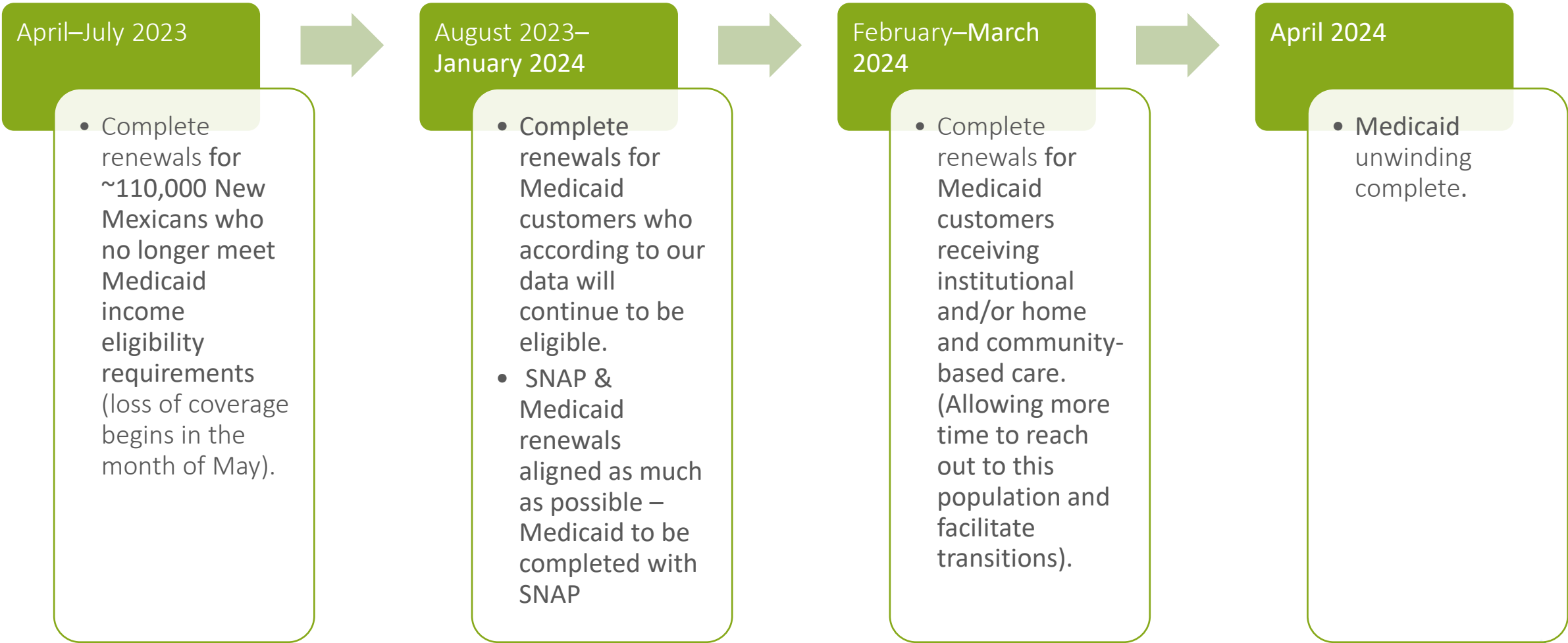
- New Mexico's unwinding goals are to:
 - Successfully implement a **return to pre-pandemic routine operations** for Medicaid and SNAP renewals; and
 - **Keep New Mexicans covered** by retaining eligible New Mexicans on Medicaid and seamlessly transitioning ineligible New Mexicans to other coverage.
- To achieve these goals HSD has prioritized:
 - Data analysis and review
 - Ensuring a sufficient workforce to enable timely case processing
 - Communication with customers and stakeholders



Source: <https://sites.google.com/view/nmhdscorecard/goal-1/access-to-care-medicaid-and-snap>

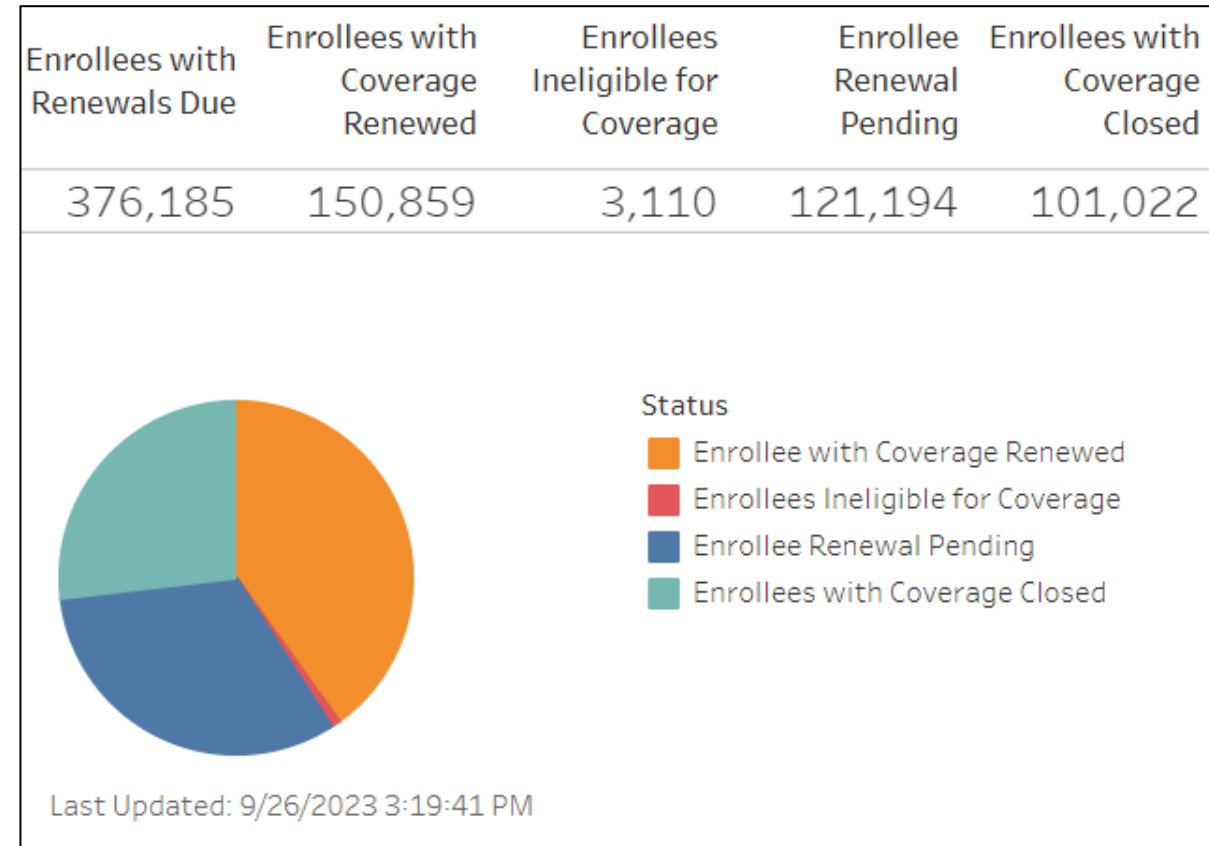
MEDICAID UNWINDING TIMELINE

HSD MUST COMPLETE ALL MEDICAID RENEWALS FROM APRIL 2023 TO APRIL 2024



HSD IS WORKING WITH CENTERS FOR MEDICARE & MEDICAID SERVICES TO EASE MEDICAID AND SNAP RENEWALS

- Maintain continuous enrollment for children aged 0-6, eliminating need for recurrent re-enrollment. Goal is to launch by 2024, pending approval from CMS.
- Automatically re-enroll eligible children into Medicaid who have lost coverage during the unwinding, pending CMS approval.
- Extend deadline to submit Medicaid renewal application from 45 to 75 days.
- We received CMS approval to renew automatically Medicaid coverage for New Mexicans with incomes up to 100% of the Federal Poverty Level (\$14,580/yr. family of 1; \$30,000/yr. family of 4) .



Source: <https://sites.google.com/view/nmhsdscorcard/PHE>

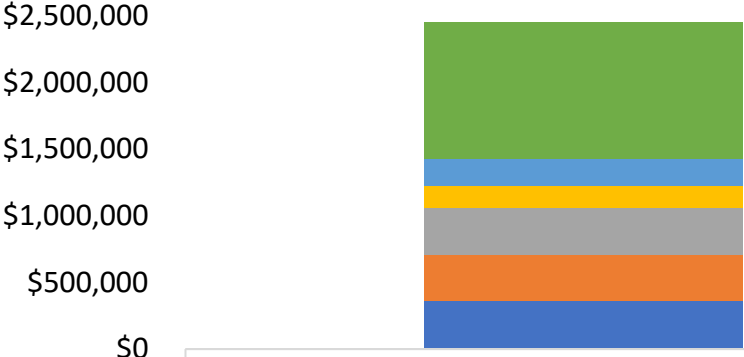
TURQUOISE CARE MCO CONTRACT PROCUREMENT TIMELINE

MILESTONE	DATE
Release of RFP and Procurement Library	9/30/2022
Acknowledgment of Receipt Form due to HSD	10/17/2022
Pre-Proposal Conferences – Morning: RFP; Afternoon: Actuarial	10/18/2022
Deadline for submission of RFP questions for HSD response	10/28/2022
HSD's final date to post responses to questions and Amendment(s) to RFP	11/18/2022
Submission of Proposal Deadline	12/2/2022
Evaluation and Scoring of Proposals	12/5/2022–1/13/2023
Notifications to Offerors that do not meet Mandatory Requirements	12/16/2022
Scheduled Notice of Intent to Award	1/16/2023
Termination of RFP	1/30/2023

MILESTONE	DATE
Reinstatement of RFP	8/10/2023
Notice of Intent to Award	8/10/2023
Send Updated Model Contract to Plans	8/31/2023
Contract Negotiations	9/7/2023-9/28/2023
Submit Model Contract to CMS for Approval	9/29/2023
Signature process (Contractors and State)	9/29/2023-10/13/2023
ANTICIPATED Contract Award Date	10/16/2023
Protest period – 15 days from contract award	10/17/2023-10/30/2023
Submission of Transition Management Agreement	10/17/2023
Transition Mgmt. Agreement Effective Date	10/17/2023
Effective Date for Readiness Period	10/17/2023
Readiness Period	10/17/2023-6/30/2024
Go-Live Date	7/1/2024

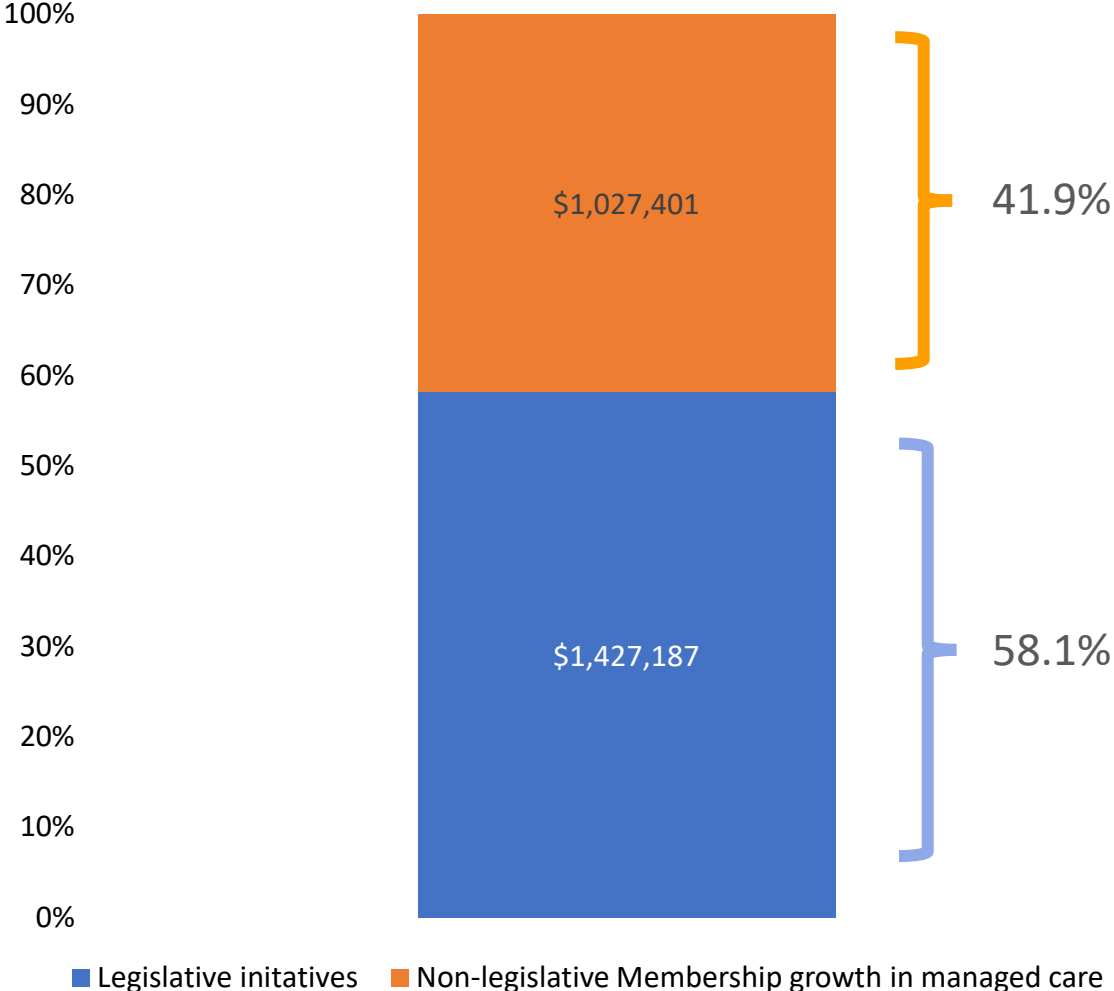
THANK YOU FOR SUPPORTING \$2.5B IN MEDICAID INCREASES SINCE 2019 THAT SUPPORT PROVIDERS AND MEMBERS

NM Medicaid Spending Increase Factors, Costs in Thousands, 2019-2023



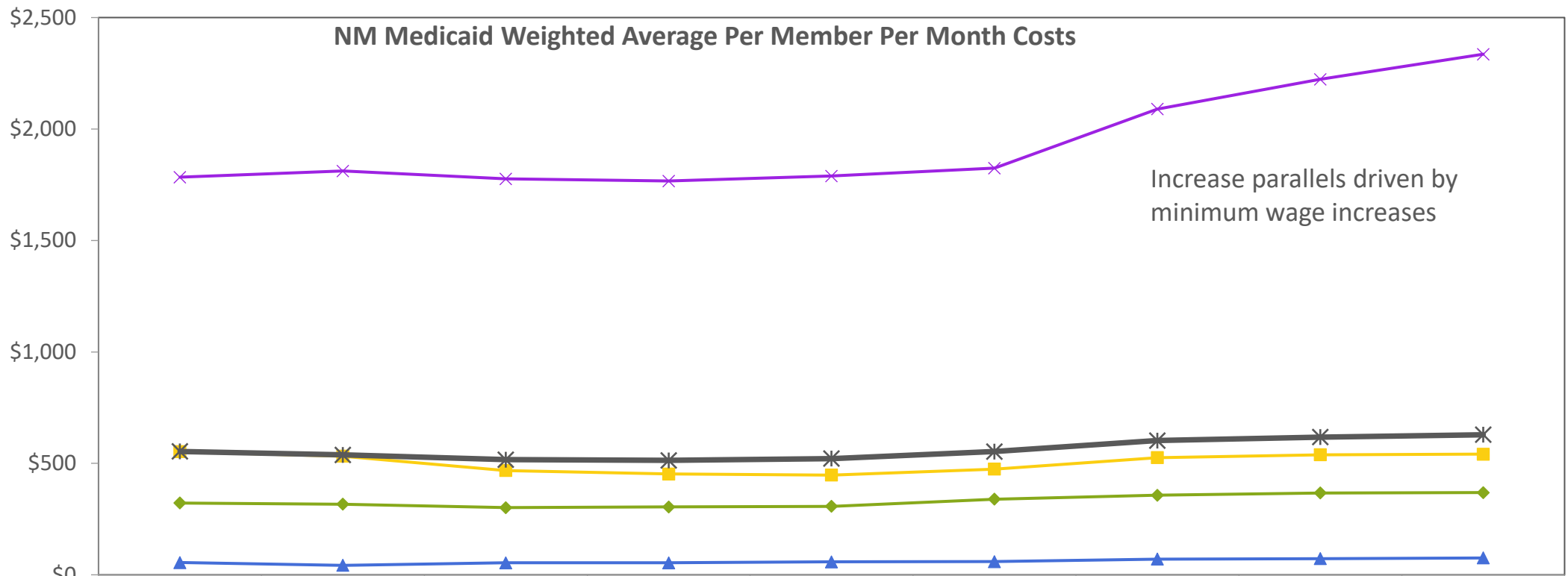
	Cost Increase \$(000s)
■ Non-legislative Membership growth in managed care	\$1,027,401
■ Legislative Other non-medical expenses	\$196,367
■ Legislative investment: Health Insurance Premium Surtax	\$171,821
■ Legislative directed payments	\$350,590
■ Legislative member related investment: population health care cost increase (demographic trending)	\$343,642
■ Legislative Provider Network Investment: enhanced rates and reimbursements	\$364,767

NM Medicaid Spending Increase Factors (Legislative & Non-Legislative), Costs in Thousands, 2019 to 2023



■ Legislative initiatives ■ Non-legislative Membership growth in managed care

MEDICAID PER-MEMBER PER-MONTH (PMPM) BY LARGE COHORTS



	FY2015	FY2016	FY2017	FY2018	FY2019	FY2020	FY2021	FY2022	FY2023
▲ Behavioral Health	\$55	\$43	\$54	\$54	\$58	\$59	\$71	\$73	\$76
◆ Physical Health	\$322	\$317	\$301	\$304	\$307	\$339	\$357	\$367	\$369
■ Expansion Adults	\$553	\$532	\$468	\$453	\$447	\$474	\$526	\$538	\$541
✕ LTSS	\$1,784	\$1,812	\$1,776	\$1,767	\$1,789	\$1,824	\$2,089	\$2,223	\$2,335
✱ Weighted Avg PMPM	\$553	\$538	\$517	\$514	\$521	\$553	\$602	\$618	\$628

LTSS: Long-term services and supports

The content of these slides, specifically references to the end of the Public Health Emergency, 6.2% FMAP, and Maintenance of effort requirements and timelines, is subject to change as a result of evolving federal guidance, experience, new information, changes in process requirements, and the availability of resources.



HUMAN
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QUESTIONS

INVESTING FOR TOMORROW, DELIVERING TODAY.



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D E P A R T M E N T



APPENDIX

INVESTING FOR TOMORROW, DELIVERING TODAY.

MEDICAID UNWINDING – FEDERAL WAIVERS APPROVED

INCREASE EX PARTE RENEWAL RATES

- Renew Individuals based on SNAP eligibility
- Renew Medicaid eligibility for individuals with no income and no data returned during auto-renewal
- Renew Medicaid eligibility for beneficiaries with Income at or below 100% of FPL
- Complete renewals for beneficiaries with no asset verification data returned

SUPPORTING BENEFICIARIES WITH RENEWAL FORMS TO REDUCE PROCEDURAL CLOSURES

- Allow MCOs to assist beneficiaries with completing and submitting renewal forms
- Allow individuals to designate a personal representative to telephonically sign apps and renewal forms
- Waive the recording of the telephone signature from the applicant or beneficiary

SUPPORTING BENEFICIARIES TO REDUCE DISENROLLMENT FOR PROCEDURAL REASONS


- Update beneficiary contact information obtained by the MCOs
- Use the U.S. Postal service National Address database to update beneficiary contact information

FACILITATING REINSTATEMENT OF ELIGIBLE INDIVIDUALS DISENROLLED FOR PROCEDURAL REASONS

- Reinstate eligibility for beneficiaries procedurally closed who are redetermined eligible within 90 days
- Extend timeframe to take final administrative action on Fair Hearing requests
- Continuous eligibility for children ages 0-6 years (pending CMS approval)


HSD'S MEDICAID UNWINDING CAMPAIGN

- Renew NM is a public awareness campaign that provides resources to HSD customers as renewal applications are required again.
 - Direct Customer Communication - HSD customers are contacted by mail, text and email.
 - Statewide Multi-media, Multi-lingual Advertising – Print, Broadcast TV & Radio, Digital, Outdoor & Transit.
 - Earned Media Strategy – Radio & TV Interviews, Op-Eds, Pressers.
 - Social Media Outreach – Facebook, Instagram
 - New Mexico Trusted Messengers - Digital canvassing for hard-to-reach communities.
 - RenewNM Partner Engagement.
 - Public Schools Outreach.



It's Time to Renew NM!


Get Ready to Renew!




Everyone enrolled in **Medicaid** and/or **SNAP** will need to renew when they are notified.

▶ Learn more at renew.hsd.nm.gov


3 Steps to Renew Medicaid and SNAP

- 1 **Update Your Contact Information** 


Go to yes.state.nm.us and update your contact information in the chat. We will need this information to send your renewal notice!
- 2 **Watch for Your Turquoise Envelope** 

The New Mexico Human Services Department will send your renewal notice in a turquoise envelope with instructions on how to renew.
- 3 **Complete Your Renewal Application**

When notified, log in at yes.state.nm.us click **Renew My Benefits** and complete your renewal application. The fastest way to get your renewal processed is online.



If you are no longer eligible for Medicaid, you still may have low- or no-cost health coverage options! Learn more at beWellnm.com



HUMAN SERVICES
DEPARTMENT

Investing for tomorrow, delivering today.

MEDICAID UNWINDING STATE COMPARISON

KEY TAKEAWAYS

In FY2023, New Mexico appears to have the most communication types of any state reviewed*

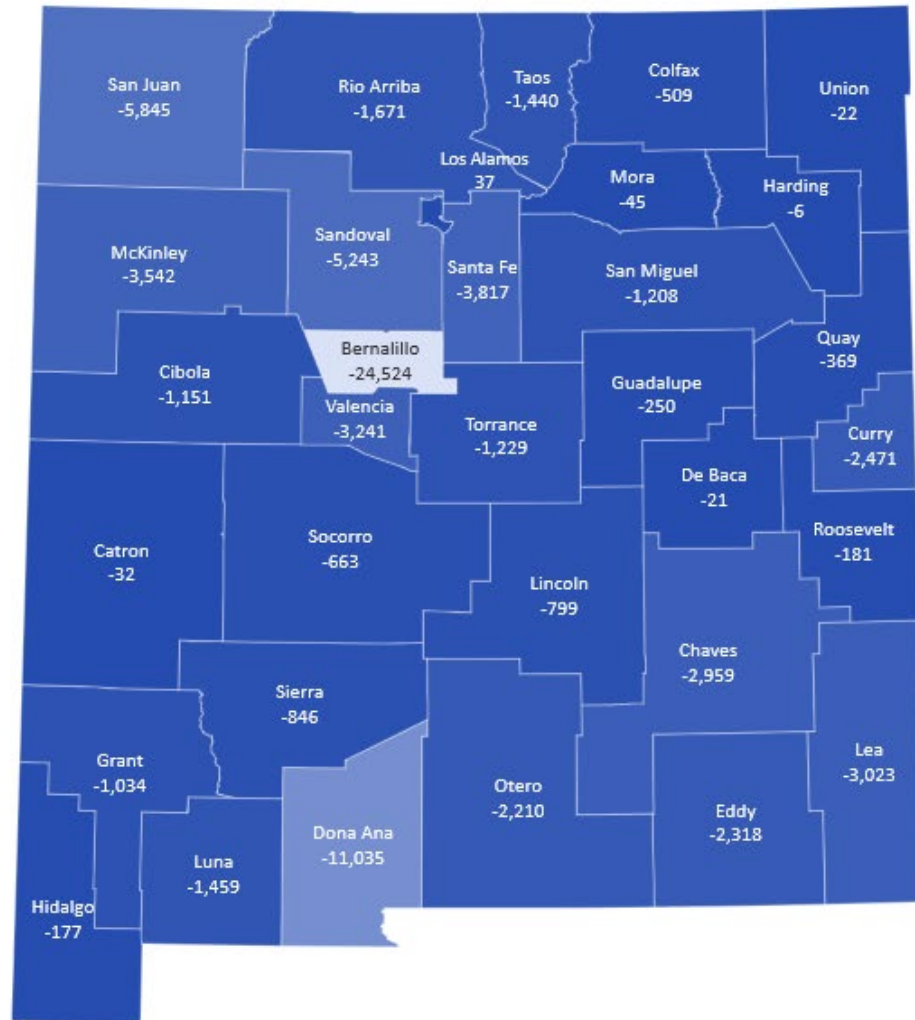
- New Mexico currently has **25** communication types
- New Mexico has an additional **6** planned communication types for FY2024, totaling **31** types
- New York is in second place with **17** communication types
- The average number of communication types across all states is **11.5**

*Based on publicly available data

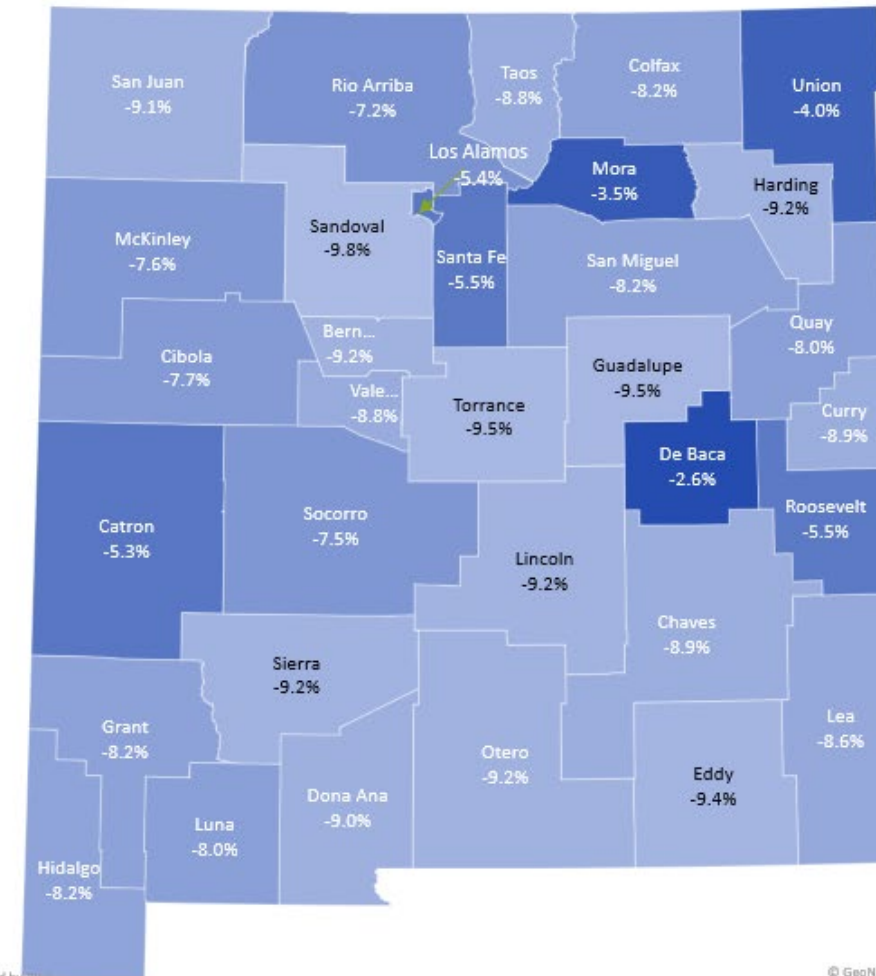
Communication Type	AL	AR	AZ	CA	CO	IL	KY	LA	MT	NV	NY	OK	TX	UT	WA	NM
Outbound Call Scripts				✓		✓			✓		✓			✓		✓
IVR Script			✓	✓		✓			✓		✓			✓	✓	✓
Direct Mailer			✓	✓								✓	✓	✓	✓	✓
Drop-In article	✓		✓								✓					✓
Email		✓		✓		✓					✓	✓		✓		✓
Text Message	✓	✓	✓	✓							✓	✓		✓	✓	✓
E-Newsletter Blurb												✓				P
FAQ		✓			✓	✓	✓		✓	✓	✓	✓	✓	✓		✓
PDF Training Guides					✓											✓
Provider Handouts		✓		✓									✓			✓
Posters		✓							✓	✓	✓					✓
PSAs on State Government Websites						✓										P
Rack Card									✓	✓	✓					✓
Website Fact Sheets	✓		✓			✓	✓	✓		✓	✓	✓	✓			✓
Hashtags			✓										✓	✓		✓
Infographics											✓					✓
Social Media	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓
Videos	✓				✓		✓	✓	✓	✓	✓	✓				✓
YouTube	✓				✓	✓	✓	✓	✓	✓	✓	✓			✓	✓
Facebook	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓
Twitter	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓
Instagram	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓		✓	✓	✓
LinkedIn	✓	✓	✓	✓		✓			✓	✓	✓	✓			✓	P
Radio Scripts		✓	✓					✓								✓
Commercials								✓								✓
Bus Shelters																✓
Billboards		✓						✓								✓
Newspaper Ads																✓
County Office Web Pages				✓												P
Website Banners		✓		✓								✓			✓	P
Dedicated Renewal Website																✓
Dedicated Renewal Page on Existing Website		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	P
Paid Search																✓
TOTAL YES	10	14	13	14	10	13	5	11	12	11	17	14	9	11	11	25

MEDICAID UNWINDING ESTIMATES PRESENTED TO LFC 9/2022

Estimated New Mexicans Financially Ineligible for Medicaid after Federal Public Health Emergency (PHE) Ends (June 2022 estimate)



Percent Decrease in Medicaid Enrollment by County after Federal Public Health Emergency (PHE) ends (June 2022 estimate)

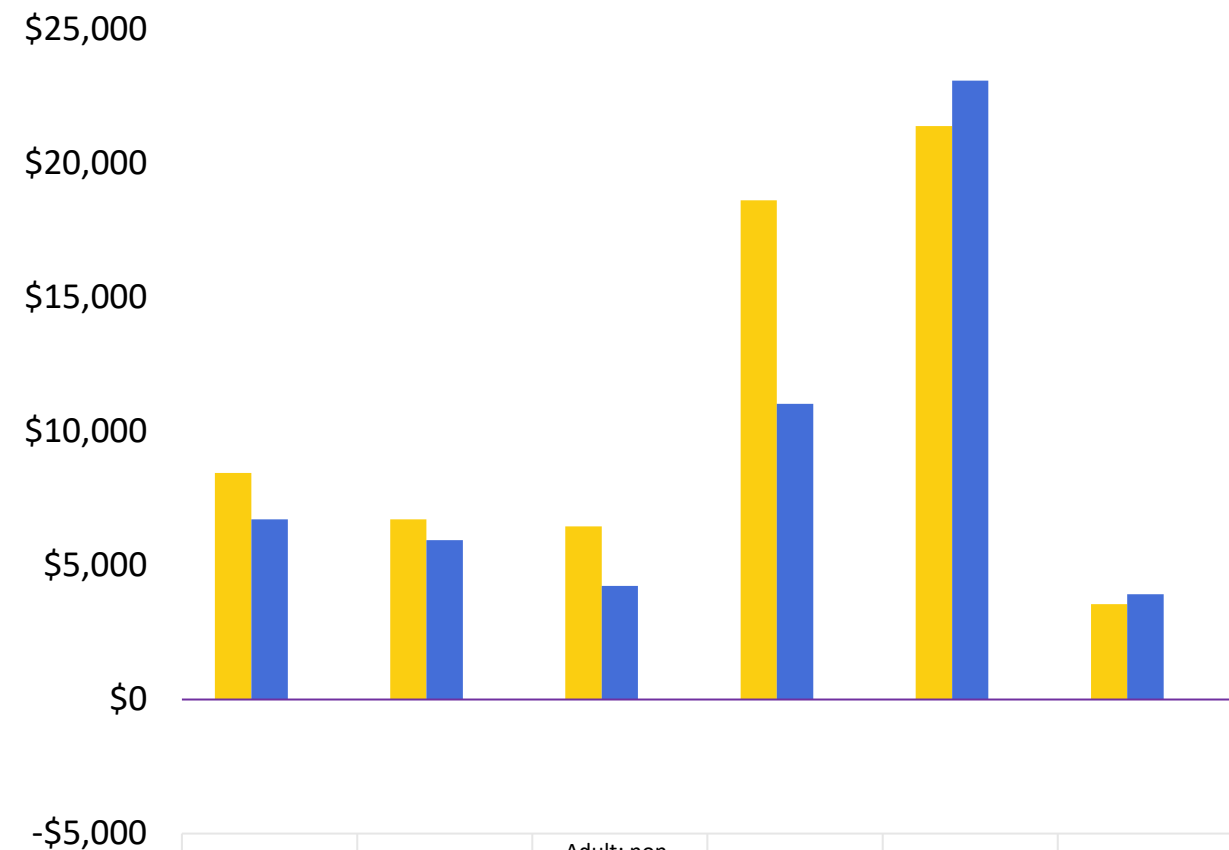


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NATIONAL CONTEXT

- New Mexico ranks 48th out of 53 states and territories in per recipient total Medicaid expenditures at \$6,712 per person on average across all programs (min. \$2,142; med. \$8,436; high \$13,811).
- NM per capita spending by category:
 - Children: 22nd out of 53.
 - Adult non-expansion: 47th out of 53.
 - Adult expansion: 10th out of 36 (not all states have expanded Medicaid).
 - Aged: 46th out of 53.
 - People with disabilities: 24th out of 53.

Annual Per Capita Medicaid Expenditures: NM Relative to US Median and Minimum



	Total	Adult: ACA Medicaid expansion	Adult: non-expansion, non-disabled, under age 65	Aged	People with disabilities	Children
■ US Median	\$8,436	\$6,709	\$6,451	\$18,610	\$21,372	\$3,556
■ New Mexico	\$6,712	\$5,931	\$4,227	\$11,021	\$23,066	\$3,921
■ NM % Above/Below Median	-20.4%	-11.6%	-34.5%	-40.8%	7.9%	10.3%

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