







Common Strategies State Medicaid Agencies are Deploying to Support Health Plans during the Redetermination Process

	Enabling health plans to conduct outreach to individuals who have lost coverage for procedural reasons (e.g., provide monthly termination files)	95%		Sharing renewal files with health plans to conduct outreach and provide support to individuals enrolled during renewal	91%
	Encouraging health plans to coordinate with provider organizations and community-based organizations	91%		Partnering with health plans to obtain updated enrollee contact information	86%
	Permitting health plans to assist individuals no longer eligible for Medicaid to transition to marketplace or commercial coverage	81%		Asking for input from health plans on the states' plans to return to normal operations	81%

Note: No health plans selected "None". Five Percent (5%) of health plans selected "Other."

Source: Institute for Medicaid Innovation. "2023–2024 Redetermination Survey Findings 1 of 4"

State Strategies Identified Medicaid Health Plans to Address the Potential Impact of the Redetermination Process

Increase outreach to enrollees	100%
Establish priorities for renewals	81%
Offer a range of options for enrollees to provide their eligibility information	81%
Update enrollee contact information in advance of the redetermination process without duplicate verification	76%
Texting enrollees about the redetermination process	76%
Collect and report data	71%
Adapt notices for enrollees with limited English proficiency and people with disabilities	67%
Adapt forms for enrollees with limited English proficiency and people with disabilities	62%
Increase ex parte renewals	52%
Develop a plan for those no longer eligible to transfer to other coverage	48%
19% Increase state agency workforce	
14% Obtain CMS waiver(s)	
14% Enhance state IT system capacity	
10% Other*	

Note: No health plan selected "Unable to answer" or "None." *Other includes State Medicaid agencies empowering the health plan to contact members about redetermination, outreach via email, post cards and Interactive Voice Response (a telephone-inquiry system that enables health care providers to quickly and efficiently verify a Medicaid recipient's current eligibility status).

Source: Institute for Medicaid Innovation. "2023–2024 Redetermination Survey Findings 1 of 4"

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