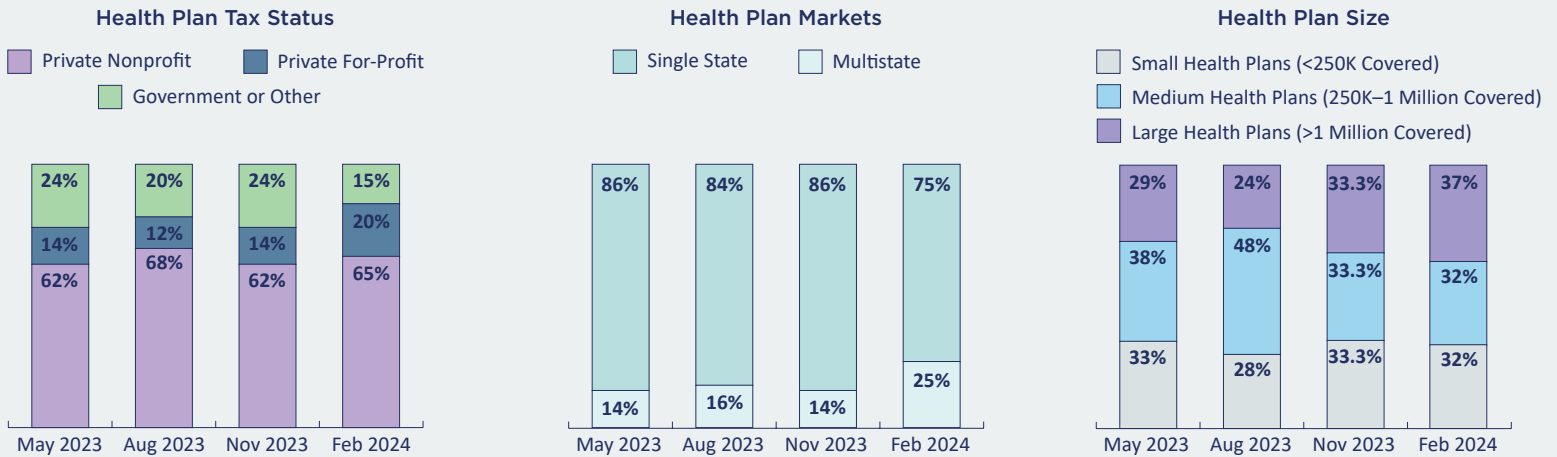


Redetermination Survey Trends Across 2023–2024: Capturing the Impact of Redetermination

Demographics

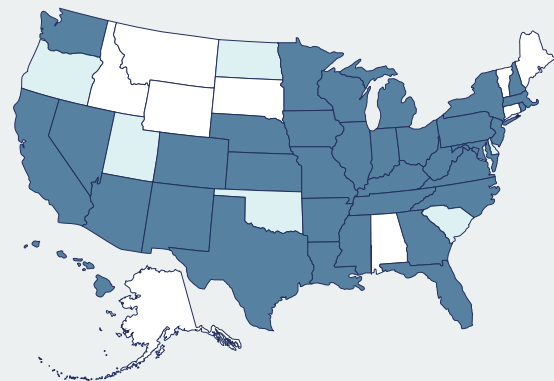
The findings from the redetermination survey series represent health plan data from almost every state with Medicaid managed care. The Institute for Medicaid Innovation’s primary goal is to equip stakeholders with the information they need to accurately articulate the national narrative about redetermination in Medicaid managed care. The four surveys were fielded approximately every three months, from May 2023 through February 2024.



Health Plan States

- Managed Care States Represented in Findings (states with capitated managed care)
- Managed Care States NOT Represented in Findings
- States without Medicaid Managed Care

Note: The map shows states represented at any point in the survey.



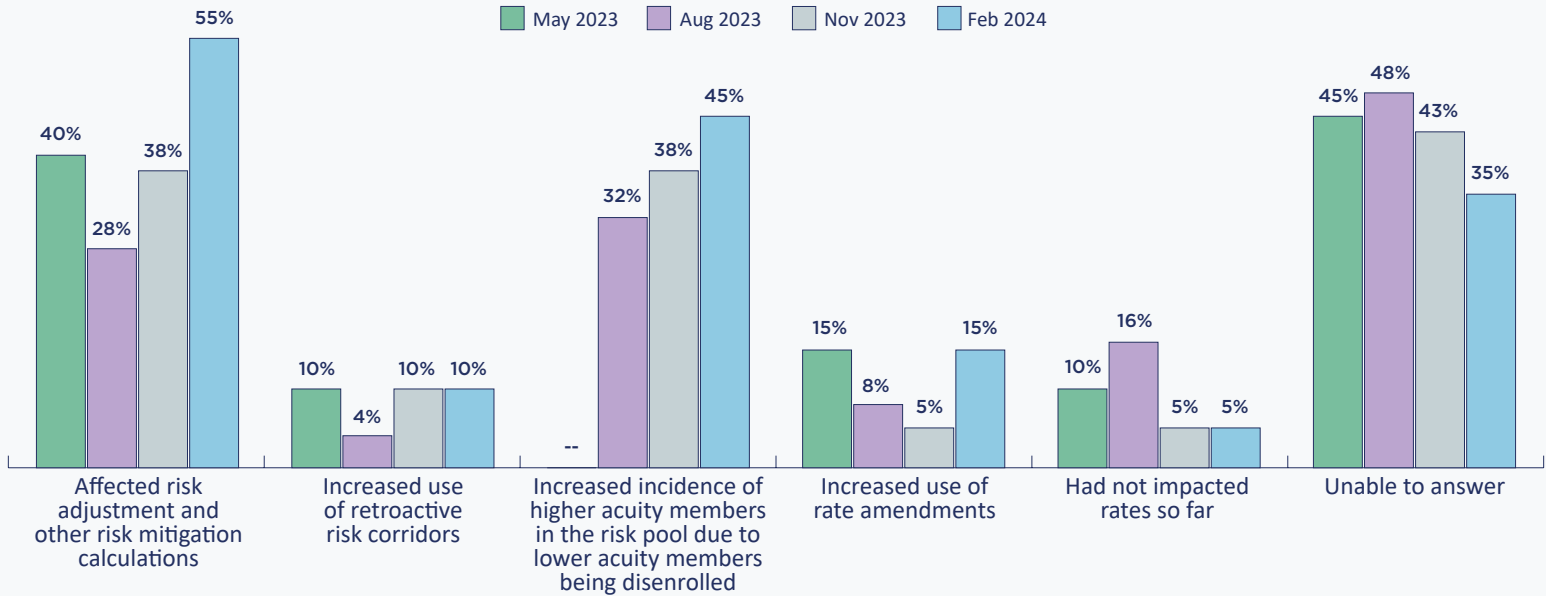
Source: Institute for Medicaid Innovation. “2023–2024 Redetermination Survey Trends”

Percentage of Members Who Were Actually Disenrolled Over the Course of Redetermination, Compared to the Percentage Estimated at the Beginning of Redetermination



Source: Institute for Medicaid Innovation. “2023–2024 Redetermination Survey Trends”

How the Redetermination Process has Affected Capitation Calculations, Risk Mitigation Programs, or Actuarial Soundness of Rates for Medicaid Health Plans



Note: Dash (--) indicates that the answer option was not included in that survey.

Source: Institute for Medicaid Innovation. "2023–2024 Redetermination Survey Trends"

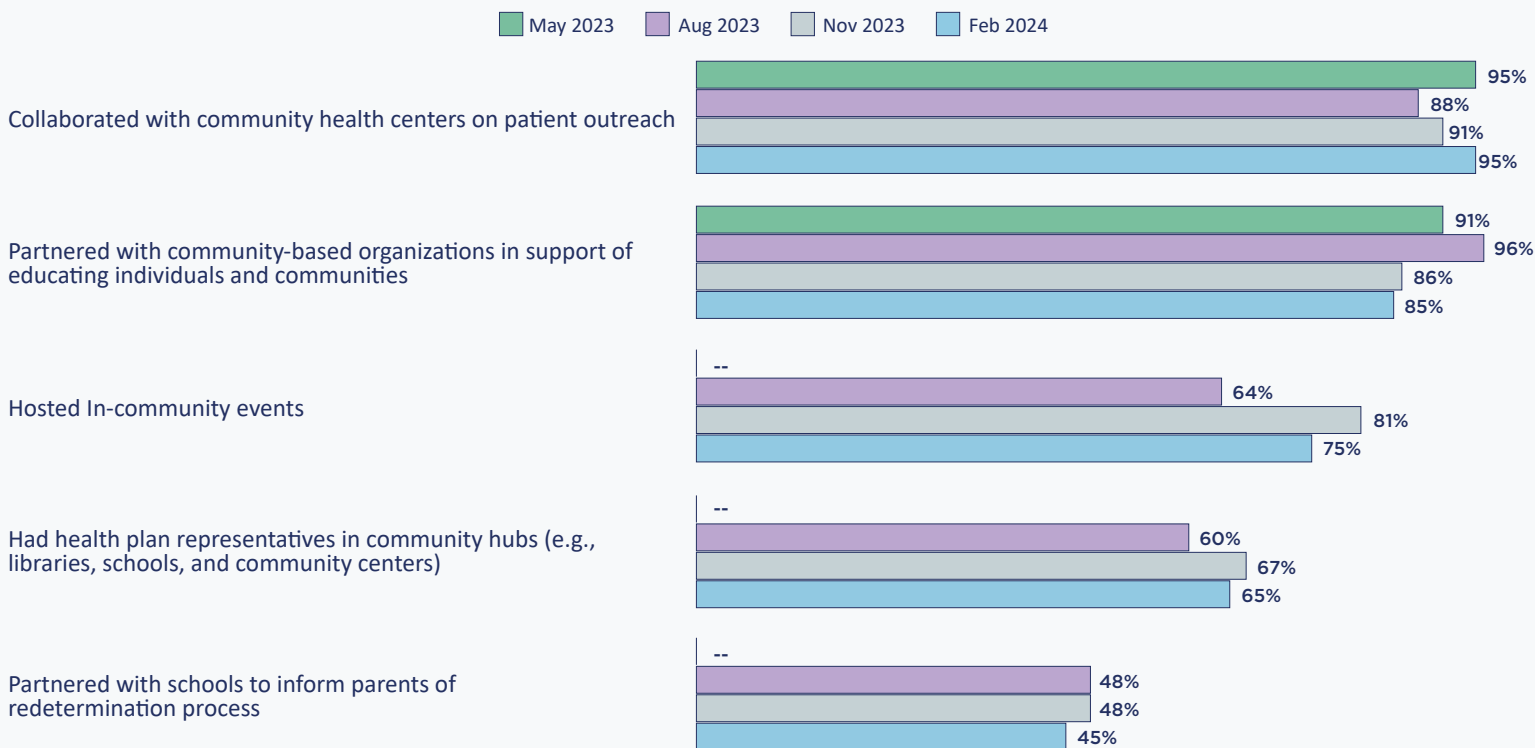
How State Medicaid Agencies Addressed the Impacts of the Redetermination Process[^]

	May 2023	Aug 2023	Nov 2023
Authorized health plans to contact members about the redetermination process	--	100%	91%
Increased outreach to enrollees	100%	100%	71%
Outreached to Medicaid enrollees via standard U.S. mail (e.g., letters, post cards)	--	88%	81%
Collected and reported data	71%	88%	67%
Offered a range of options for enrollees to provide their eligibility information	81%	72%	71%
Updated enrollee contact information in advance of the redetermination process without duplicate verification	76%	80%	57%
Texted enrollees about the redetermination process	76%	80%	52%
Established priorities for renewals	81%	72%	48%
Increased ex parte renewals	52%	72%	57%
Outreached to Medicaid enrollees via email	--	64%	48%
Adapted notices for enrollees with limited English proficiency and people with disabilities	67%	56%	38%
Outreached to Medicaid enrollees via Interactive Voice Response (IVR) calls	--	64%	38%
Adapted forms for enrollees with limited English proficiency and people with disabilities	62%	56%	33%
Developed a plan for those no longer eligible to transfer to other coverage	48%	36%	29%
Increased state agency workforce	19%	48%	33%

Notes: [^] indicates that this question was not asked in the February 2024 survey. Dash (--) indicates that the answer option was not included in that survey.

Source: Institute for Medicaid Innovation. "2023–2024 Redetermination Survey Trends"

Top Five Community Outreach Strategies Medicaid Health Plans Used During the Redetermination Period



Note: Dash (--) indicates that the answer option was not included in that survey.

Source: Institute for Medicaid Innovation. "2023–2024 Redetermination Survey Trends"

Communication Strategies Medicaid Health Plans Used to Conduct Outreach During the Redetermination Period

	May 2023	Aug 2023	Nov 2023	Feb 2024
Called members about the redetermination process	91%	96%	91%	100%
Sent letters and postcards to members about the redetermination process	--	88%	95%	90%
Texted members about the redetermination process	91%	84%	86%	95%
Posted social media posts and ads about redetermination	--	88%	81%	75%
Emailed members about the redetermination process	62%	64%	62%	80%
Outreached to members via Interactive Voice Response (IVR) calls	--	44%	48%	50%
Placed radio and TV ads or spots on the redetermination process	--	28%	43%	45%
Tailored outreach and messaging to specific populations	--	32%	33%	40%

Notes: Dash (--) indicates that the answer option was not included in that survey.

Source: Institute for Medicaid Innovation. "2023–2024 Redetermination Survey Trends"












Least Common Barriers Medicaid Health Plans Experienced During the Redetermination Period



Source: Institute for Medicaid Innovation. "2023–2024 Redetermination Survey Trends"

Medicaid Health Plans Used a Variety of Strategies to Assist Members in Completing Renewal Forms*

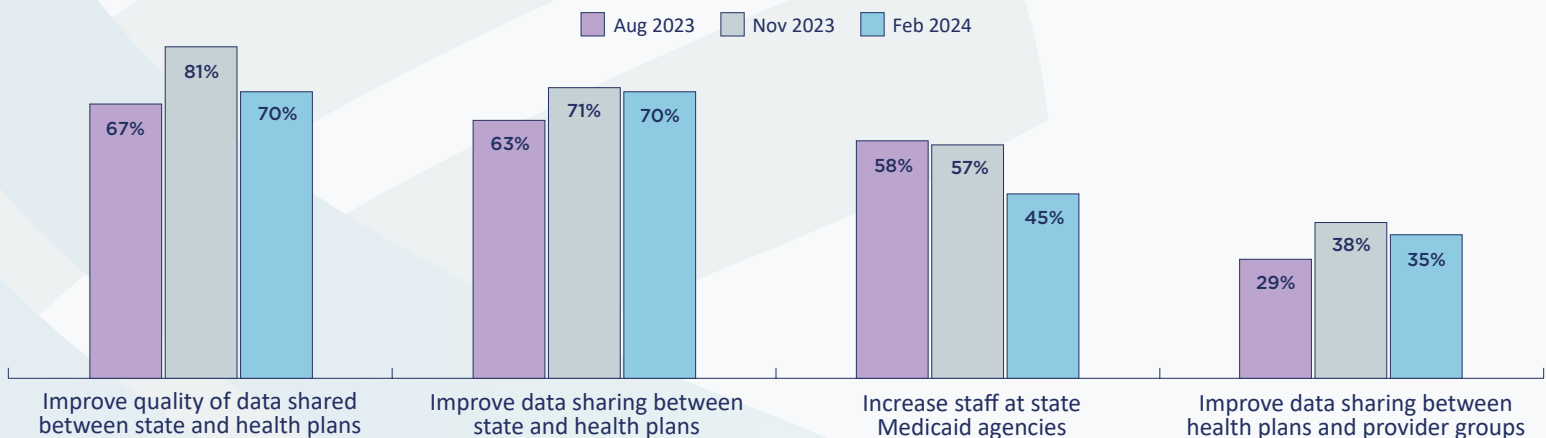
Majority of Medicaid health plan respondents in the survey reported assisting members with completing renewal forms during the redetermination period.

	Aug 2023	Nov 2023	Feb 2024
 Presence at community events	60%	77%	69%
 Health plan representatives in community hubs (e.g., libraries, schools, and community centers)	33%	77%	69%
 Health plan representatives in community-based organizations' offices/spaces	27%	65%	44%
 Training community-based organizations to help members complete forms	27%	53%	44%
 Health plan representatives in provider offices	20%	47%	31%
 Training providers on how to help members complete forms	20%	35%	38%
 24/7 call centers	20%	41%	31%
 Contracting with application assistance vendor (in allowable states)	33%	29%	25%
 Reimbursement/incentives to providers for helping members complete forms	7%	6%	6%
 24/7 live text chat	7%	6%	0%
 Monetary support to community-based organizations for helping members complete forms	--	6%	0%

Notes: * indicates that this question was not asked in the May 2023 survey. Dash (--) indicates that the answer option was not included in that survey.

Source: Institute for Medicaid Innovation. "2023–2024 Redetermination Survey Trends"

Medicaid Health Plans Identified Data as an Area Where State Medicaid Agencies Could Have Provided More Support During the Redetermination Period*



Notes: * indicates that this question was not asked in the May 2023 survey.

Source: Institute for Medicaid Innovation. "2023–2024 Redetermination Survey Trends"