



# Update on MassHealth Redeterminations

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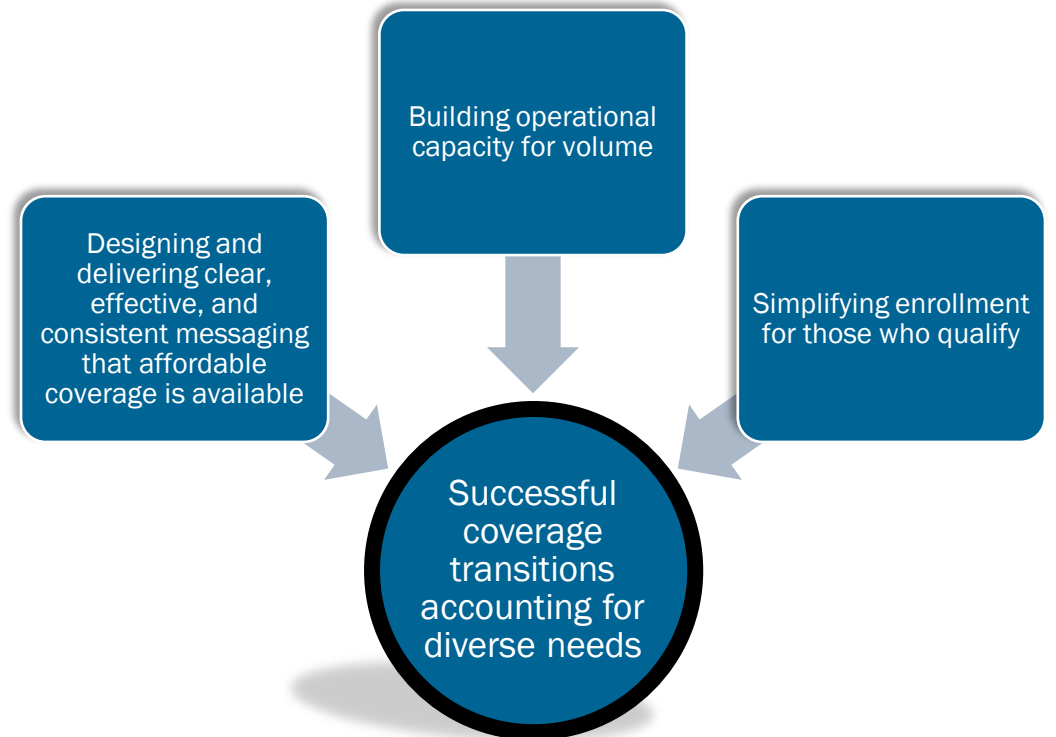
Chief Operating Officer, MassHealth

Board of Directors Meeting, April 11, 2024

# Overview and Agenda

- **Redeterminations are winding down this month, as Health Connector non-group health membership hits a record high at 307,000 enrollees**
  - MassHealth activities
  - Health Connector outreach
  - Health Connector call center
  - Health Connector enrollment

Health Connector Framework for Supporting Coverage Transitions





# **MassHealth Activities**

# April Update: MassHealth Redeterminations

MassHealth is approaching the end of the 14-month redeterminations process, which began in April 2023 and will end in May 2024.

## MassHealth Goals:

1. Prevent administrative loss of coverage as much as possible, especially for most vulnerable
2. Ensure members understand and can complete key actions to receive the appropriate health benefit
3. Maintain compliance with federal and state requirements

- Since April 1, the MassHealth caseload has decreased by ~353K members, from 2.40M to 2.05M
  - In January, MassHealth saw ~21K new members join MassHealth and ~23K re-join coverage. Only ~57K members departed coverage in January.
  - In February, MassHealth saw ~17K new members join MassHealth and ~17K re-join coverage. ~122K members departed coverage in February.
- Caseload is ~292K above pre-COVID baseline

View the Redeterminations Dashboard (updated monthly) at [mass.gov/masshealthrenew](https://mass.gov/masshealthrenew)

*Data through 2/29/24 as of 3/03/24*

# Preserving Coverage for Eligible Individuals

## MassHealth customer service has managed increased volume during redeterminations:

- Since April '23, the average speed to answer was **~2 minutes** at our contact center
- MassHealth supported **7800+ appointments or walk-ins** with members with its 7 Enrollment Centers across the state (inclusive of in-person, virtual, and telephonic supports) since redeterminations began in April

## Outreach efforts to members have continued at a rapid pace:

- Health plans have made **~1.6M outreach attempts** to support outreach to members
- EOHHS has executed **\$2M+ of grants** to expand community assister capacity at **23 CBOs** serving immigrants, refugees, older adults, and other vulnerable populations, as well as expanding assister capacity at Aging Services Access Points (ASAPs)
  - Through these grants, there are **108 new assisters** in communities across the state
  - In February alone, these assisters served **1,100+ households** via **730+ hours** of member support and **~45 population-specific events**



# **Health Connector Outreach**

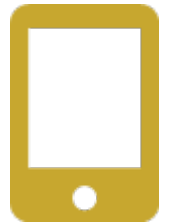
# Public and Direct Communications

## Ongoing activities target newly-eligible residents.

- Volume of residents newly-eligible for Health Connector remains high
- High-intensity schedule of direct messages continues
- Ongoing outreach to future redetermined residents
- Redetermination paid media ends
- Act Now, Stay Covered wrap-up event



**EMAIL**  
771,000



**TEXT**  
1.209 million



**MAIL**  
479,000



**PHONE CALLS**  
1.576 million



# **Health Connector Contact Center**



# Contact Center Performance

**Call volume for March was slightly over forecast, but consistent with previous years showing a slight uptick over February.**

Tier 1 Metrics	Month-To-Date
Calls forecasted	97,892
Calls offered	99,231
Abandonment rate	1.45 percent
Average speed to answer (sec)	26
Average handle time (min)	13.43
Service level	89.51 percent

December call volume: 119,437; January call volume: 128,549; February call volume: 98,100



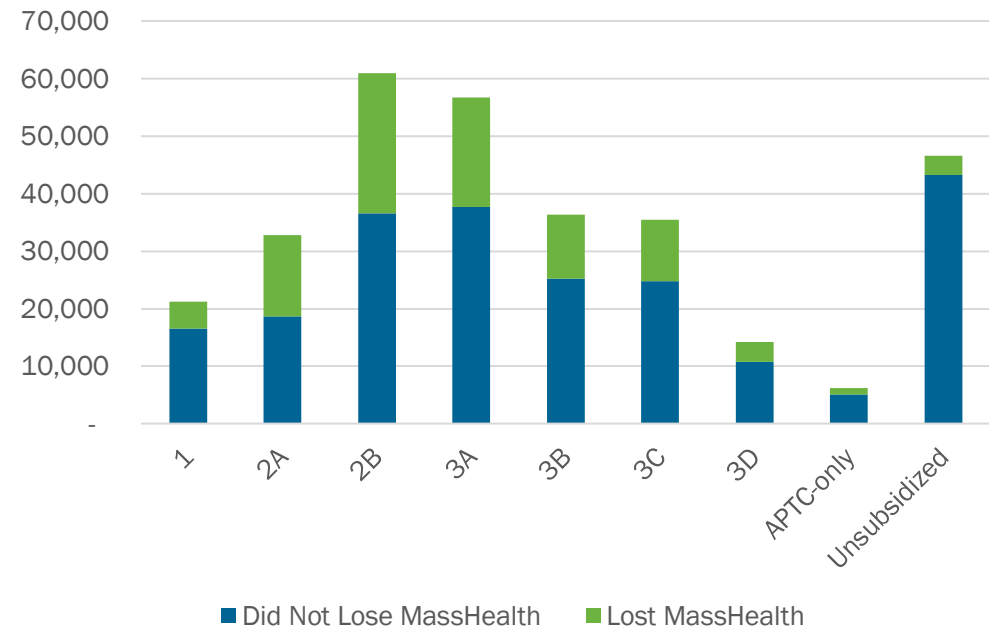
# **Health Connector Enrollment**

# Enrollment Trends

The Health Connector has enrolled over 91,000 residents who lost MassHealth last year.

- Consistent enrollment of 24 percent of eligible individuals
- Enrollment largely consistent with expectations
- Continued outreach and enrollment opportunities through November

April Health Connector Enrollments by Plan Type and Former MassHealth Status

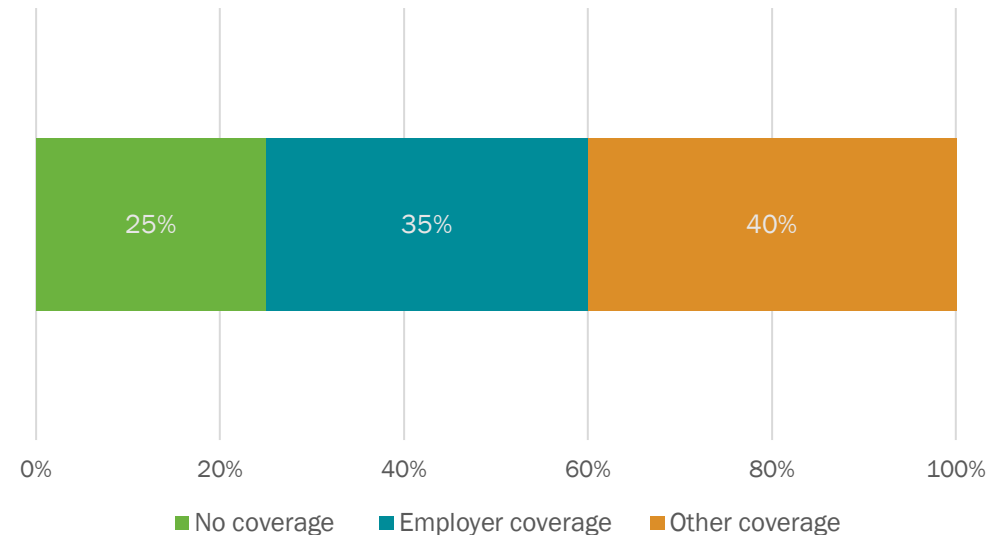


# Eligible but Unenrolled Survey

**Roughly 75 percent of respondents to a recent survey of eligible but not enrolled individuals indicated they had other coverage.**

- Responses suggest substantial movement to employer coverage
- Affordability concerns and a need for enrollment assistance among those with no coverage
- Updating communications to address barriers/confusion

Reports of Coverage Among Eligible Unenrolled Survey Respondents



# Broader Market Trends

The Health Connector is taking steps to better understand coverage trends outside the Health Connector.

- Collaborating with CHIA and DOI to monitor changes
- Still early to assess overall coverage rates

Insurance Type	Mar. 2023	June 2023	Sept. 2023	Change 3/23 to 9/23
Private Commercial Coverage	3,758,619	3,756,131	3,780,185	21,566
Public Coverage	2,835,108	2,843,752	2,787,937	(47,171)
Grand Total	6,593,727	6,599,883	6,568,122	(25,605)



**Looking Ahead**

# Moving Forward

## Returning to a new normal:

- Supporting and enrolling those who still need coverage
- Evaluating enrollment strategies
- Monitoring market-wide enrollment to understand statewide insurance coverage post-redeterminations