

# Public Health Emergency (PHE) Unwind

May 2022



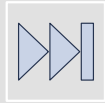
**“Working to protect, preserve and promote the health and safety of the people of Michigan by listening, communicating and educating our providers, in order to effectively resolve issues and enable providers to find solutions within our industry. We are committed to establishing customer trust and value by providing a quality experience the first time, every time.”**

**-Provider Relations**

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# Objectives

**After this presentation stakeholders should have a better understanding of:**

- The Public Health Emergency (PHE)
- What the Michigan Department of Health and Human Services (MDHHS) is doing to unwind from the PHE
- The changes MDHHS had to make as part of the PHE
- MDHHS's communication plan including resources available
- Next steps

# PHE Unwind Overview

The Secretary of the Department of Health and Human Services may, under section 319 of the Public Health Service Act, determine that:

- a) a disease or disorder presents a public health emergency; or
- b) a public health emergency, including significant outbreaks of infectious disease or bioterrorist attacks, otherwise exists.

[Federal Public Health  
Emergency Declarations](#)

# Background

The Public Health Service Act was used to declare a Public Health Emergency in the entire United States on January 31, 2020. The PHE was renewed on [April 12, 2022](#).

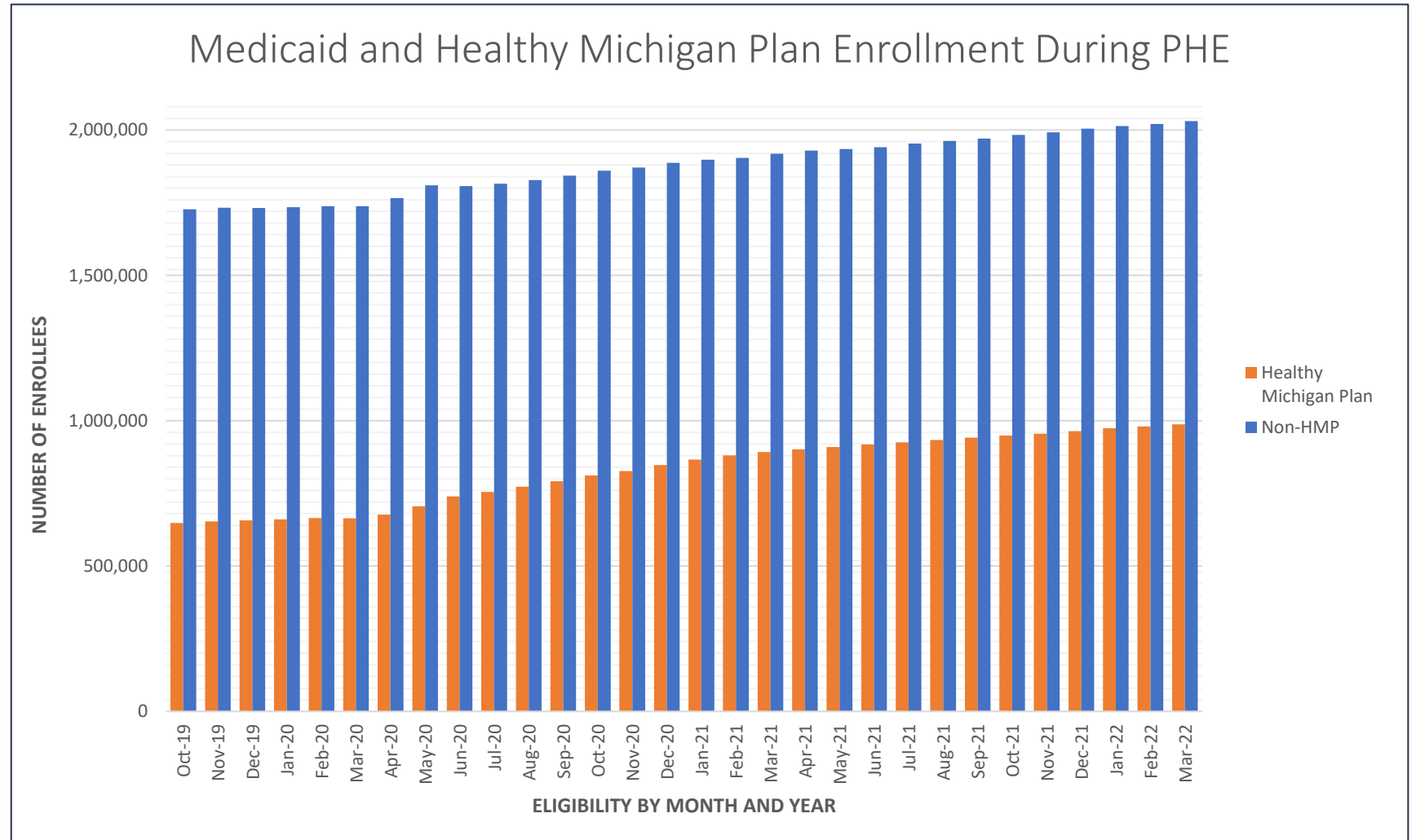
- Allows for State program flexibilities
- Extending or ending the PHE is the federal government's decision
- The PHE can extend for up to 90-days at a time and has been renewed every 90 days for nearly 2 years. The federal government has indicated they will give states 60 days' notice prior to formally ending the PHE.

If the public Health Emergency Ends...	Continuous Coverage Requirement Ends	Then MOE Requirement keep Eligibility Levels and Benefits the same and Enhanced 6.2% FMAP Ends
July 15, 2022	July 31, 2022	September 30, 2022

Appendix K HCBS Waiver emergency program flexibilities are in place until January 2023 (6 months after end of PHE).

Current PHE 60-day notice to Michigan would be May 16, 2022, unless extended again past July 15, 2022.

# Medicaid and Healthy Michigan Plan Enrollment During PHE



Data pulled as of April 2022

# Timeline

Target Date	Material
May 2022	Awareness campaign (initial intended audience is beneficiaries).
June 2022	Beneficiary alert PHE unwind letter
July 2022-June 2023	Eligibility renewal letters begin being mailed to beneficiaries, based on month of renewal.
September 2023	14-month time limit ends for renewal unwind process based on CMS guidance.

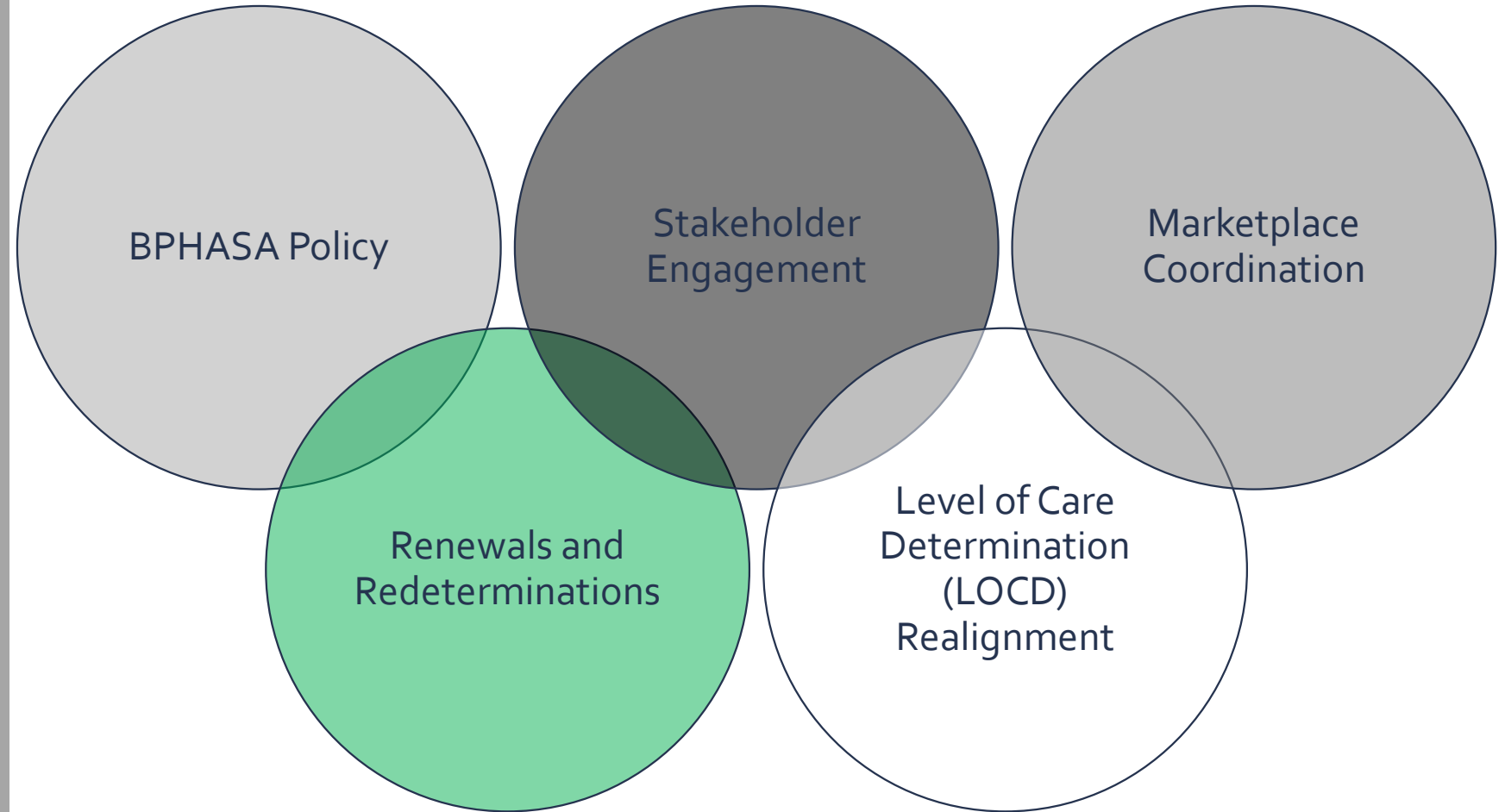
\*Hypothetical timeline assumes PHE ends in July 2022. Timeline is subject to change as dates are finalized.

# End of PHE Strategy

Behavioral and Physical Health and Aging Services Administration (BPHASA) efforts to assist providers and partners in preparing for the eventual end of the PHE.



# BPHASA Workgroups



# BPHASA Policy Strategy

[“COVID-19 Response” Policy  
Bulletins and L-Letters](#)

## Current Tasks and Projects

Numerous Medicaid policies and L letters were issued as part of the MDHHS COVID-19 Response efforts. Policies were issued under multiple authorities, which expire on different dates.

Creating a PHE unwind timeline by prioritizing the expiring PHE-related policies and procedures.

Creating a cross walk to assist providers in determining which “COVID-19 Response” policies have ended, modified or continued beyond the PHE, or remain permanently.  
[www.michigan.gov/mdhhs/end-phe](http://www.michigan.gov/mdhhs/end-phe)

# BPHASA Policy Strategy

[“COVID-19 Response” Policy  
Bulletins and L-Letters](#)

## Policies that will change or end a “COVID-19 Response policy”:

Will be fully promulgated, which includes a 35-day public comment period and issuance of a final bulletin at least 30 days before the effective date of the policy change.

Beneficiaries will be provided with timely and adequate notice of the ending or reduction of any COVID-19 Response service.

For services that will continue either permanently or temporarily under a new authority: appropriate tribal notices and public notices will be issued according to required timelines.

# Eligibility Renewal Processes

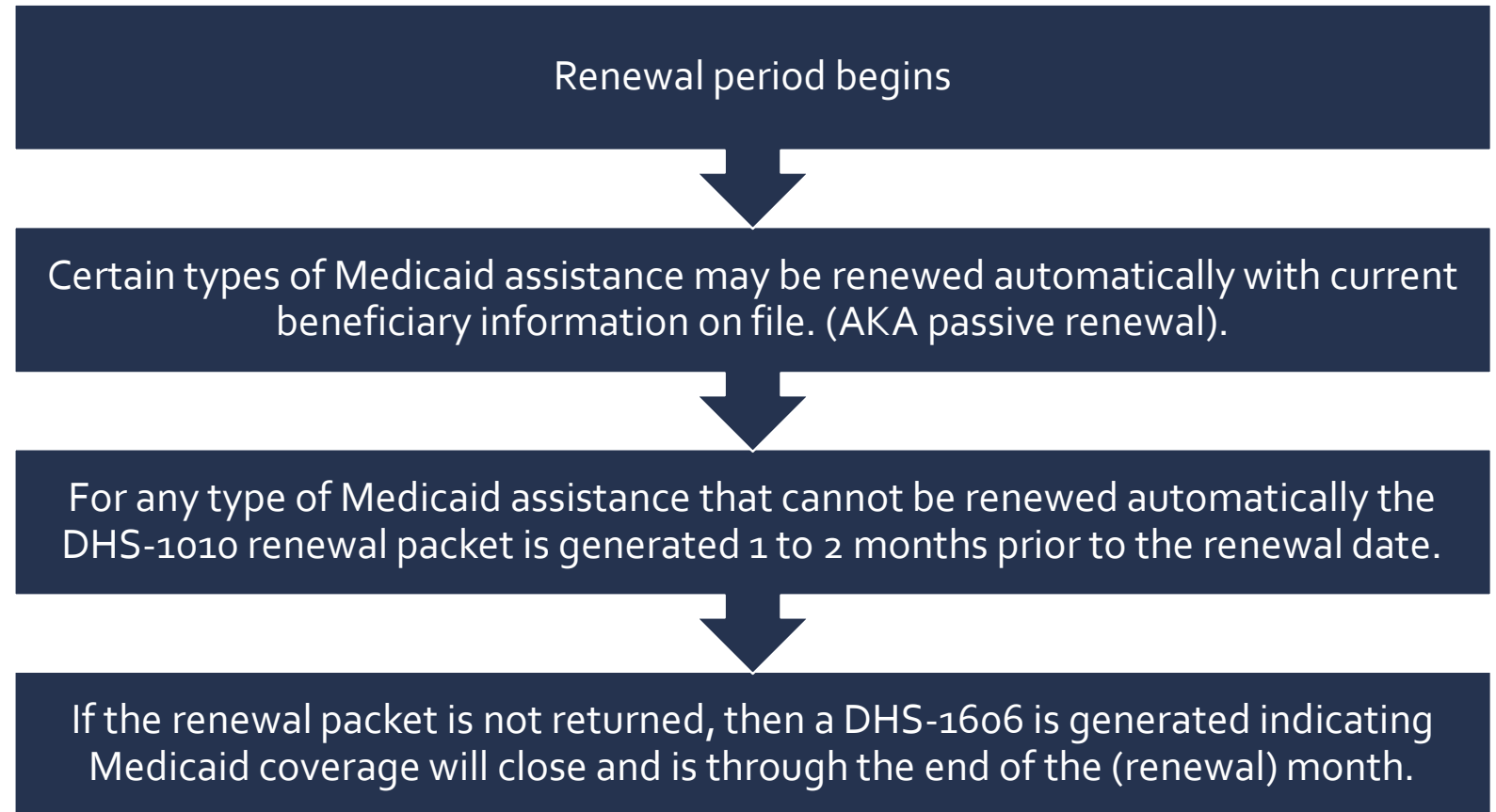
Pre-PHE and PHE unwind

To allow eligibility and services to continue uninterrupted, MDHHS paused many day-to-day Medicaid case maintenance processes, and put in operational changes, so that most individuals would not be disenrolled, lose coverage, or change Medicaid programs during the PHE. These processes, including the routine annual review of a member's eligibility, have been on hold for more than one year.

MDHHS is acting now, to help alleviate the resumption of normal operations after the PHE ends.

## Pre-PHE

Prior to the PHE the renewal process required a complete renewal at least once every 12 months. Bridges would set the renewal date according to benefit periods. The pre-PHE renewal process generally followed the steps outlined below:



\*\*The renewal process has not been conducted since early in the PHE.

# PHE Eligibility Unwind Plan

2022							2023									
Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
	PHE Ends in July															
		CMS Unwind Month 1	2	3	4	5	6	7	8	9	10	11	12	13	14	
August Renewal																
	September Renewal															
		October Renewal														
			November Renewal													
				December Renewal												
					January Renewal											
						February Renewal										
							March Renewal									
								April Renewal								
									May Renewal							
										June Renewal						
											July Renewal					
														Complete Outstanding Renewals		

\*Hypothetical timeline assumes PHE ends in July 2022. Timeline is subject to change as dates are finalized.

# Beneficiary Alert Letter

Michigan Department of Health and Human Services  
PO Box 30809  
Lansing MI 48909



John Smith  
1234 Main Street  
Anytown, MI 48044

Month XX, 2022

## About your Medicaid healthcare renewal

Dear Beneficiary,

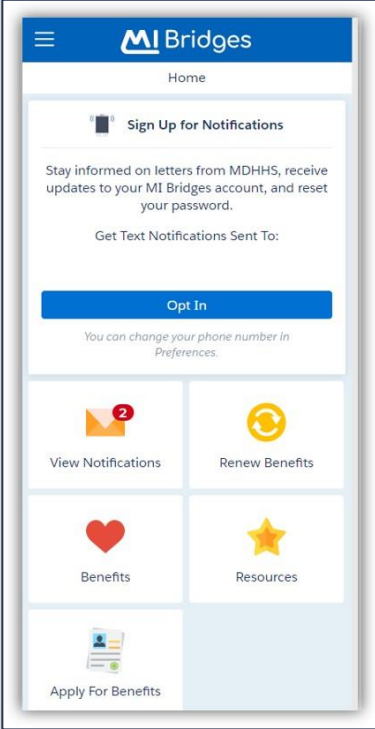
During the federal COVID-19 public health emergency (PHE) we stopped the Medicaid renewal process. Once the federal PHE ends, we will check if you still qualify for free or low-cost Medicaid healthcare coverage. To keep your coverage, you may need to complete a yearly renewal form. If you do, we will mail one to you.

# Eligibility Renewal Formats

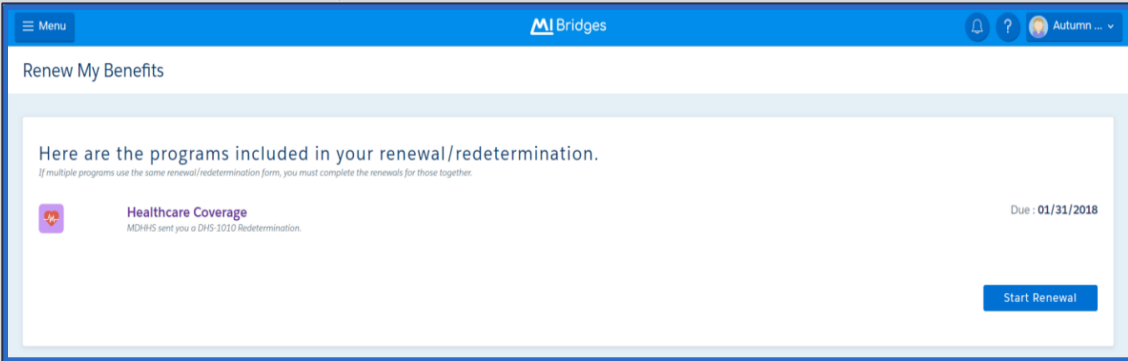
**MI Bridges**  
Electronic renewal option

Mobile Version →

Web Based Version ↓



The mobile app interface shows a 'Home' screen with a 'Sign Up for Notifications' section, an 'Opt In' button, and a grid of icons for 'View Notifications', 'Renew Benefits', 'Benefits', 'Resources', and 'Apply For Benefits'.

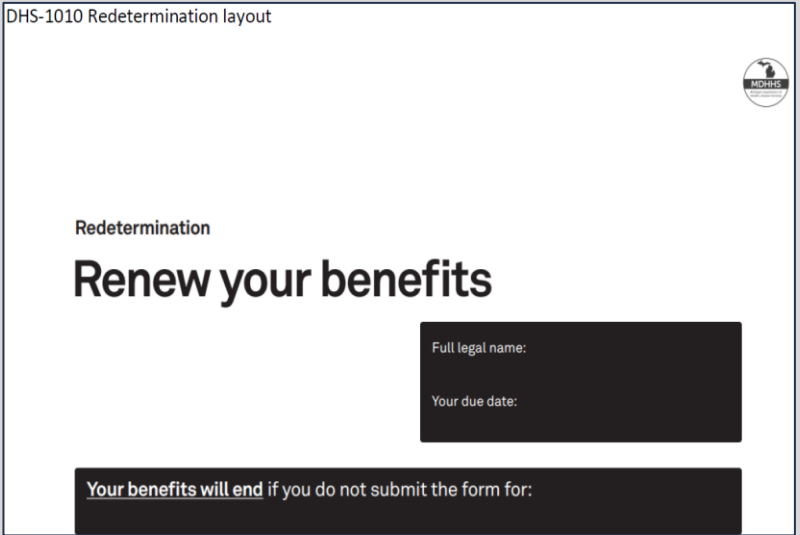


The web-based version shows a 'Renew My Benefits' page with a list of programs. One program, 'Healthcare Coverage', is listed with a due date of '01/31/2018' and a 'Start Renewal' button.

**DHS-1010 Paper Form**

Only for those who receive eligibility packet in the mail.

DHS-1010 Redetermination layout



The paper form layout includes a 'Redetermination' section with the heading 'Renew your benefits'. It features input fields for 'Full legal name:' and 'Your due date:'. A prominent warning box at the bottom states: 'Your benefits will end if you do not submit the form for:'.



# Communication Strategies

- MDHHS PHE Ending Website
- Frequently Asked Questions
- Provider, Community Partner & Beneficiary content

# MDHHS PHE Ending Website




[www.michigan.gov/mdhhs/  
end-phe](http://www.michigan.gov/mdhhs/end-phe)

The screenshot shows the Michigan.gov website for Health & Human Services. The main heading is "Medicaid - COVID-19 Public Health Emergency (PHE) Ending Resources". Below the heading, there is a breadcrumb trail: "MDHHS > Medicaid: End of COVID PHE". The main content area contains two paragraphs of text. The first paragraph states that during the federal COVID-19 PHE, many changes were made to the Medicaid program's eligibility, administration, and policies to ease rules for providers and prevent beneficiaries from losing their healthcare coverage. It is anticipated that the US Department of Health and Human Services will soon announce the end of the current federal PHE, and Michigan will restart Medicaid eligibility renewals and certain waived policies that were in place during the pandemic when the federal PHE ends. The second paragraph states that the Michigan Department of Health and Human Services is preparing for the end of the federal PHE and that this website will be continually updated with the latest information as the department restarts processes and releases updated policies.

**Frequently Asked Questions**

- ⊕ What is the Public Health Emergency and how does it affect me?
- ⊕ How long will the federal PHE last?
- ⊕ What will happen when the federal PHE ends?

**Explore more Information**

-  I have Medicaid Coverage
-  I am a Medicaid Provider
-  I am a Community Partner

# Beneficiary Reminders

1



## Update your address, phone number, and email address.

The best way to check and update your contact information is online at [michigan.gov/mibridges](https://michigan.gov/mibridges).

2



## Report any changes to your household or income.

Report changes to the MDHHS by visiting [michigan.gov/mibridges](https://michigan.gov/mibridges). Or, contact your [local MDHHS office](#).

3



## Check your mail.

To keep your coverage, you may need to complete a yearly renewal form. If you do, we will mail one to you. To avoid gaps in healthcare coverage, please complete and send the form right away.

# What other partner toolkit materials or resources would be helpful?

## Feedback

- In the works:
  - Beneficiary facing
    - Text messaging
    - Online brochure
  - Website content
    - Frequently Asked Questions
    - Stakeholder Toolkit
  - Social media posts
    - Facebook
    - Twitter
  - Radio advertisements

Let us know, we want to hear from you!

- [ProviderSupport@Michigan.gov](mailto:ProviderSupport@Michigan.gov)
- [MSAPolicy@Michigan.gov](mailto:MSAPolicy@Michigan.gov)
- [ProviderOutreach@Michigan.gov](mailto:ProviderOutreach@Michigan.gov)

The image shows a screenshot of the Michigan.gov website's Stakeholder Toolkit page. The page header includes the Michigan.gov logo and 'Health & Human Services'. Navigation tabs include Assistance Programs, Adult & Children's Services, Safety & Injury Prevention, Keeping Michigan Healthy, and Doing Business with MDHHS. The main heading is 'Stakeholder Toolkit'. Below this, there is a sub-heading 'MDHHS > Medicaid: End of COVID PHE > Stakeholder Toolkit'. A paragraph states: 'This Stakeholder Toolkit can be used by organizations to assist individuals with Medicaid coverage understand the PHE process. It contains a variety of approved materials for organizations to use and distribute.' Below this text are three preview images of materials: 1. 'Get Ready' Flyer: A flyer with the headline 'Have you heard the news?' and 'GET READY TO RENEW NOW.' It lists steps: 'Make sure your contact information is up to date', 'Check your mail or text messages for a letter', and 'Complete your renewal form (if you get one)'. 2. Medicaid Renewal Information: A document titled 'Medicaid Renewal Information' with a 'Michigan' logo. 3. 'The public health emergency is ending' flyer: A flyer with the headline 'The public health emergency is ending' and 'Now that the PHE is ending, you need to do 3 things: 1. Update your address, phone number, and email address. 2. Report any changes to your household or income. 3. Check your mail, you may need to fill out a renewal form.' A large red 'DRAFT' watermark is overlaid on this flyer. At the bottom of the screenshot, there are 'Questions?' and 'PHE Ending Toolkit?' sections with contact information and a QR code.

# Take Aways



Review current “[COVID-19 Response](#)” policies and visit the [PHE ending website](#).



Check [beneficiary eligibility](#) prior to rendering services.



Encourage a beneficiary to update contact information and report household changes to MDHHS by visiting [michigan.gov/mibridges](https://michigan.gov/mibridges)



Sign up for [Listserv](#) and visit the [PHE ending website](#) to get the most up-to-date PHE information.

**Prepare for the end of the PHE**

# What can you do to support Medicaid or Medicaid Health Plan Beneficiaries get ready?

- Communicate to beneficiaries that the United States has been under a PHE.
  - A lot of people may not be aware that the United States is and has been under a PHE and that has impacted their Medicaid eligibility.
- Medicaid renewal process will begin in the middle of June.
  - Communicate to beneficiaries that the end of the PHE will mean that they will need to complete Medicaid Renewal information.
- We are going to mail beneficiaries letters and notices.
  - The best way to check and update their contact information is online at [michigan.gov/mibridges](https://michigan.gov/mibridges).
- Hand out the flyer.
  - [Stakeholder Toolkit \(michigan.gov\)](https://michigan.gov)

## Take Aways

**Have you heard the news?**  
Michigan will restart Medicaid eligibility reviews.

Don't risk a gap in your Medicaid, Healthy Michigan Plan or MIChild coverage.  
**GET READY TO RENEW NOW.**

Following these steps will help determine if you still qualify:

- Make sure your contact information is up to date.
- Check your mail or text messages for a letter.
- Complete your renewal form (if you get one).

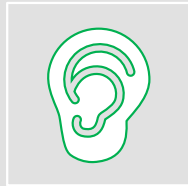
For help or to update your contact information today:  
Visit [michigan.gov/mibridges](https://michigan.gov/mibridges) or contact Your Local MDHHS Office.  
Have Questions? [www.michigan.gov/mdhhs/end-phe](https://www.michigan.gov/mdhhs/end-phe)

# Stay Informed and Engaged

MDHHS PHE Ending  
website:

[www.michigan.gov/  
mdhhs/end-phe](http://www.michigan.gov/mdhhs/end-phe)

# Contact Information



**We want  
to hear  
from you!**

Policy Questions Email:  
[MSAPolicy@Michigan.gov](mailto:MSAPolicy@Michigan.gov)

Provider Help Email:  
[ProviderSupport@Michigan.gov](mailto:ProviderSupport@Michigan.gov) or  
call 1-800-292-2550