



Georgetown University
Health Policy Institute
**CENTER FOR CHILDREN
AND FAMILIES**

+gmmb

Center on
Budget
and Policy
Priorities

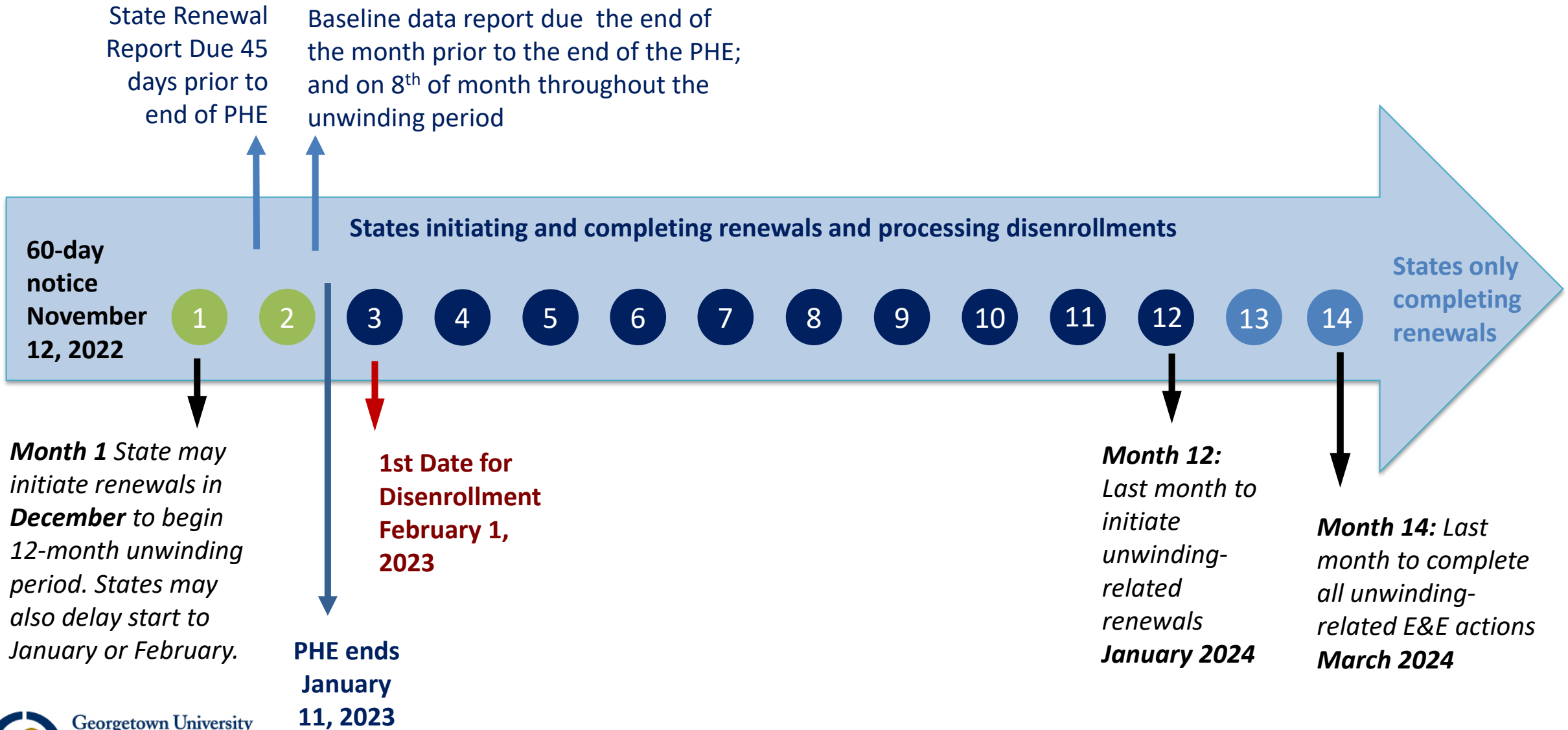
Unwinding the Medicaid Continuous Coverage Protection Part 10: Communications

October 20, 2022

Today's Agenda and Speakers

- PHE Extended
- Communications research and best practices
- State communications strategies from the 50-state tracker
- Advocates communications efforts in Texas and Florida
- Q & A
- Georgetown CCF
 - Tricia Brooks
 - Alexa Gardner
- CBPP
 - Farah Erzouki
- GMMB
 - Sarah Whitworth
- Texans Care for Children
 - Peter Clark
- Florida Health Justice Project
 - Alison Yager

Unwinding Timeline if PHE Expires after the October Extension



Current Environment

15M Medicaid enrollees risk coverage loss when COVID-19 health emergency ends, HHS reports



POLITICO

HHS says it plans to extend Covid-19 public health emergency

An extension would ensure expanded Medicaid coverage, telehealth services and other pandemic measures remain in place beyond the midterm elections.

States expect up to a year to finish Medicaid redeterminations after COVID-19 emergency ends



THE HILL

How the midterm elections could affect the COVID response

Goals and Audiences

Objective:

Maximize coverage and continuity

Goals:

- Drive renewal completion
- Minimize procedural denials
- Transition to other sources of coverage

Audiences:

Medicaid- and CHIP-eligible individuals, children, families

Enrollee Research Insights:

Low awareness of “Public Health Emergency”

- The phrase “public health emergency” is confusing to consumers.
- Many just assume it refers to the pandemic.
- It is particularly frightening terminology for Spanish-speaking participants. They are not sure what it means for them.

“What is the public health emergency? That confused me. Maybe this (information) is not for me... maybe it is only for those who signed up due to a public health emergency.”

“I didn’t need to know anything about a public health emergency. I just need to know the rules changed for Medicaid.”

“I didn’t know what they were talking about... I don’t know what the public health emergency is? What are they talking about? The pandemic?”

“It says the public health emergency is over.... that you are going to lose your Medicaid. But I don’t think the emergency is over—not really—we still have COVID.”

Source: PerryUndem, *Insights from Two Focus Groups: Medicaid Unwinding* (February 2022).
PerryUndem, *Insights from Focus Groups: Testing Materials to Prepare Medicaid Enrollees to Renew* (August 2022).

Enrollee Research Insights:

Communications Preferences

- Most want to receive important info about Medicaid renewal through email or regular mail.
- Many also want Medicaid to use multiple communication methods about renewal – mail, text, app, phone, email.
- Most said they think information should come from the state agencies and they see that as an official source.
- But they also want to hear about renewal from many sources in addition to the Medicaid agency.
- A few noted that email is not the best way to communicate about renewal (they receive many spam emails and are afraid they could delete the notification thinking it is a scam).

“I would prefer email and text. Last year I received something a week after it was sent...and then I only had a week to renew, and it was very rushed.”

“I feel like if I got a text, that would be easier...it’s faster and easier...if there aren’t delays in mail.”

Source: PerryUndem, *Insights from Two Focus Groups: Medicaid Unwinding (February 2022)*.
PerryUndem, *Insights from Focus Groups: Testing Materials to Prepare Medicaid Enrollees to Renew (August 2022)*.

Enrollee Research Insights:

Renewal

- None seem aware that this next renewal period is particularly important or that they could lose coverage. There is low awareness that renewal rules have changed and will again.
- The majority say they have not had difficulties renewing Medicaid in the past – the process is straightforward – but some acknowledge getting notices late and concerns about contacting agencies.
- There is no common terminology for this process.
- Most enrollees said they knew they were supposed to inform Medicaid if their address changes.

“Normally the process is easy but the last time it took 2 months. I had a lapse in benefits. (Medicaid) said they didn’t have staff. I had sent in all of the information... then I had to keep calling. It is a long, tedious process because they were understaffed.”

“(Renewal) notices are hit or miss. They are supposed to come early but sometimes I get them late and my coverage lapsed as a result. I hadn’t even received the notice and they cut me off for not getting my information in on time.”

Source: PerryUndem, *Insights from Two Focus Groups: Medicaid Unwinding* (February 2022).

PerryUndem, *Insights from Focus Groups: Testing Materials to Prepare Medicaid Enrollees to Renew* (August 2022).

Enrollee Research Insights:

Knowledge gaps on coverage options for non-Medicaid eligible

- Awareness of the Marketplace exists, but knowledge gaps need to be addressed.
- Few knew they could receive financial assistance to pay for coverage through the Marketplace based on their income.

“I wouldn’t (go to the Marketplace). I’ve used the Marketplace and the amount that I was having to pay was so steep. If I didn’t have Medicaid or a job that provided it, I wouldn’t have insurance.”

“I had an aunt who didn’t qualify for Medicaid, so I helped her through the Marketplace process, and they basically paid for everything. So, in the future, I would feel good about it being a good option.”

Source: PerryUndem, *Insights from Two Focus Groups: Medicaid Unwinding* (February 2022).

Taking a Phased Approach

Get Ready

Objective: Medicaid/CHIP enrollees are informed of coming changes, update their addresses

Primary Audiences: Navigators and assisters, enrollees who will need to take action to stay enrolled

Renew

Objective: Medicaid/CHIP enrollees understand how to re-enroll and take steps to do so; non-Medicaid eligible individuals transition to new coverage

Primary Audience: all enrollees, non-Medicaid eligible uninsured individuals

Key Message: Update Your Address



If you have Medicaid health insurance and you've moved within the last 3 years, make sure Medicaid knows how to contact you in case of changes to your coverage. Visit [URL] or call [NUMBER] to update your address today.



If you have Medicaid health insurance, make sure your current address and contact information are on file so that important information about your coverage gets to you. Visit [URL] or call [NUMBER] to update your contact information today.

Key Message: Renew Your Coverage



Have coverage through [MEDICAID/CHIP AGENCY]? Renewals are coming! [VISIT ONLINE ACCOUNT/CALL] or look for a notice in the mail with the steps you need to take now to keep your coverage. For more information, visit [WEBSITE URL].

advocate messaging

This is [MEDICAID/CHIP AGENCY] with a reminder that it's time to renew your Medicaid health insurance. Go to your online account or look for a notice in the mail with the steps you need to take now to keep your coverage. For more information, visit [WEBSITE URL]. Your Medicaid/CHIP health insurance will end on [DATE] if you do not respond by [DATE].


state messaging

Renewal Messaging for Kids and Pregnant Women

Focus on enrollees who are:

- Pregnant or postpartum
- Children





3 Steps to Keep Your Medicaid Coverage

1
LOOK OUT
Check for official information (mail, email, and texts) with instructions on how to renew coverage.

2
REPLY ASAP
Respond right away with updated info to ensure you and your family are still eligible.

3
GET ANSWERS
Call **XXX-XXX-XXXX** with any questions.

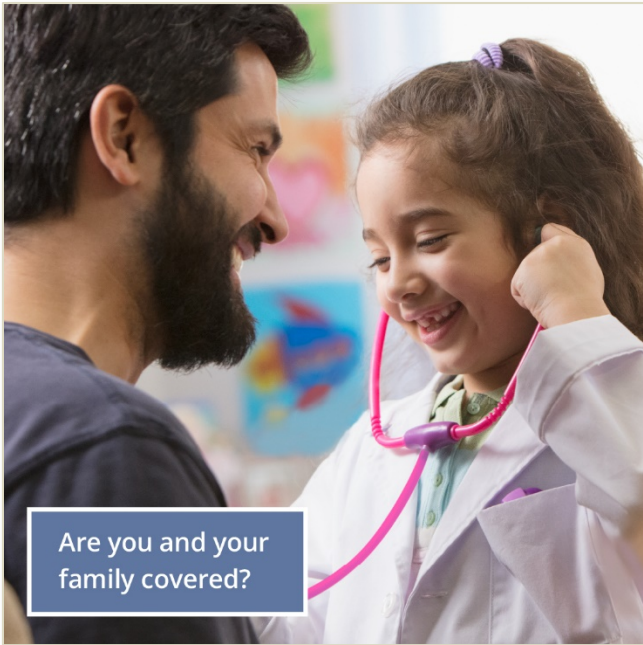
NO LONGER QUALIFY FOR MEDICAID?

Children:
Most kids can still be covered through the Children's Health Insurance Program / **[STATE PROGRAM NAME]**. For details, check your Medicaid notice or call **XXX-XXX-XXXX** for more information.

Adults:
Adults may be able to get financial assistance to pay for a plan through **[HEALTH INSURANCE MARKETPLACE]**. Visit **[WEBSITE]** or call **XXX-XXX-XXXX** to apply.

Key Messages: Coverage Transitions

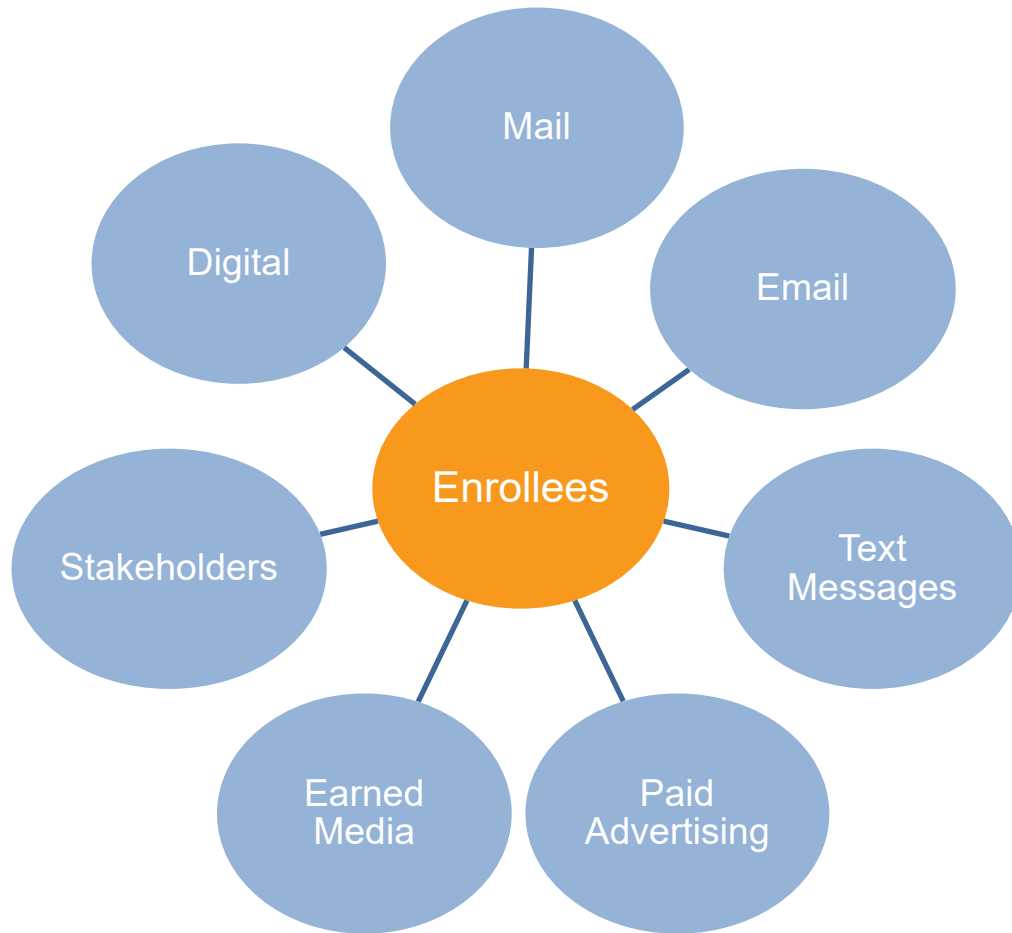
Focus on those no longer eligible for Medicaid and provide information about CHIP coverage for kids as well as Marketplace coverage and financial help for adults.



Parents: are your kids no longer eligible for Medicaid? Most can still be covered through CHIP/[STATE PROGRAM NAME]. For details, check your Medicaid notice or call [NUMBER].

No longer eligible for Medicaid? Visit [STATE MARKETPLACE/HEALTHCARE.GOV] for financial assistance to lower the cost of your health plan. 4 out of 5 enrollees can find plans that cost less than \$10 a month. All plans cover things like Rx drugs, doctor visits, hospital stays, mental health services, and more. Visit [STATE MARKETPLACE/HEALTHCARE.GOV] or call [NUMBER].

Surrounding Enrollees With Messages



- Reinforce messages coming from state
- Fill in the gaps where state may not be reaching enrollees

Working With Organizational Partners

Frontline Organizations

- Pharmacists
- Community health centers
- Hospitals
- Managed care plans
- Assistors and navigators
- Eligibility and call center workers
- 211 help lines
- CHIPRA outreach grantees
- Tribal organizations

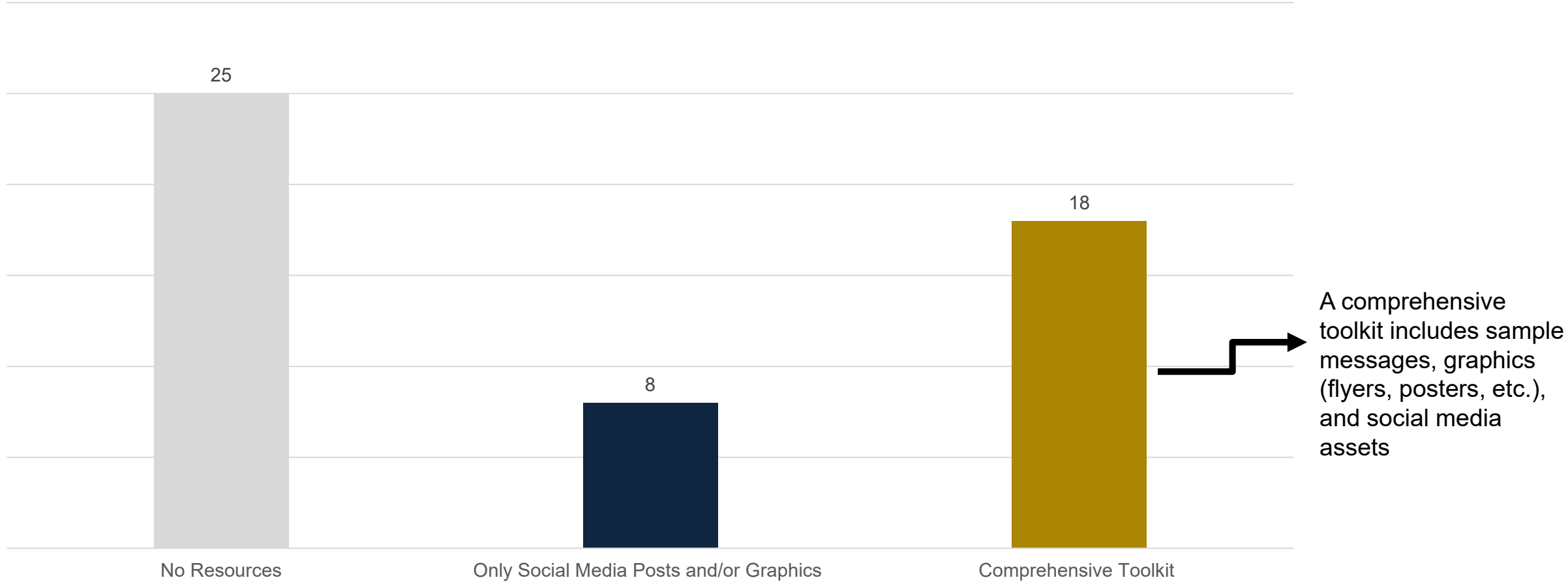
Other Partners

- State associations/chapters
- School nurses and school-based health centers
- Resource centers
- Head start programs
- Childcare assistance
- Food banks
- Organizing projects
- Foundations
- Faith organizations
- Local community-based organizations

What are States Doing?

- Materials targeted to a range of stakeholders
 - Enrollees
 - Providers
 - MCOs
 - Third party organizations like assistors and advocates
- Encouraging members to opt into text alerts and to “go paperless”
- Phased communications strategies
 - Phase I: update contact info
 - Phase II: check your mail
 - Phase III: complete your renewal form
- Some states only have a few graphics or flyers available rather than a comprehensive toolkit

Summary of State Communications Materials



Communications Materials Available

- Template messages
 - Social media posts
 - Graphics, flyers, posters, etc.
 - Call center scripts and on-hold messages
 - Email and newsletter content
 - Sample texts
- Attention-grabbing mail and outreach materials
 - Colored letters
 - Distinct envelopes or eye-catching text
- Accessible and multi-lingual information

State Examples: Comprehensive Toolkits

North Carolina

- Clear framework for outreach and trusted messengers
- Variety of social media posts and related graphics
- All messages and graphics available in English and Spanish
- Includes contact information for navigators

Washington

- Phased communications with key messages
- Separate social media toolkit
 - Messages provided for different audiences (MAGI versus non-MAGI)
 - Information about MCO outreach
- Sample notices for various actions (renewals due, termination, request for info)

State Examples: Social Media and Graphics



ARKids 1st
↑ UPDATE
ARKANSAS **URGENT!**

1-844-872-2660

Medicaid Clients
Is your address up to date?
Make sure that Arkansas Medicaid has your current mailing address and other contact information.

A young child in a superhero costume with a red mask and a blue shirt with a white star is pointing upwards.



**Stay Informed.
Stay Covered.**
Stay in charge
of your Medicaid
coverage.

Update Your Contact Information

**Stay Informed.
Stay Covered.**

A cartoon peach with a green leaf and a smiling face is shown on the left.



COMPASS

Icons: Home, People, Mobile Phone, Envelope

**Did you move?
Household changes?
New phone number?
New email address?**

**Don't risk missing important
updates about your benefits.**

Check and update your information:
dhs.pa.gov/Compass

pennsylvania
DEPARTMENT OF HUMAN SERVICES

State Examples: Attention-Grabbing Campaigns

New Hampshire

Molly Bawn
Bureau of Family Assistance
Nashua District Office
26 Whipple St.
Nashua, NH 03060

September 29, 2021

JANE DOE
123 EVERY ST
ANYTOWN NH 01234

**IMPORTANT INFORMATION ABOUT YOUR MEDICAL ASSISTANCE
REDETERMINATION**

Our records show you have not completed your 05/2021 redetermination or you did not provide requested verification(s) that is part of your redetermination.

Please return the required verification(s) and/or complete your redetermination for the individual(s) listed below as soon as possible to avoid a gap in your medical assistance coverage at the end of the COVID-19 Federal Public Health Emergency (PHE).

Program	Reason
Granite Adv.	Failed to complete your Medicaid/Medicare Savings Program Redetermination

There are four ways to complete required actions or update your information:

- Online:** Go to <https://nheasy.nh.gov> and make the updates using your NH EASY account.
- By mail:** Send a copy to the Central Scanning Unit, P.O. Box 181, Concord, NH 03302 (or upload online using NH EASY).
- In person:** Bring a copy to any District Office that is convenient to you.
- By phone:** Call (603) 271-9700 or 1-844-275-3447 (ASK-DHHS) (NH Only).

Case# 8725362737
ID : CN0030

Telephone: (603) 271-9700 or (800) 852-3345 (NH Only)
TDD Access: (800) 735-2964 (NH Only)

Vermont

GreenMountainCare
A HEALTHIER STATE OF LIVING

DCFPs
Department of Vermont Health Access
Application and Document Processing Center
180 State Drive
Wolfeboro, VT 05071-1500

Important Review Notice

Action Needed
Health Care Information Enclosed

Vermont Health Care Information
Open Right Away

(Arabic) 5600-899-855-1
ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-899-9600. (French)
ATTENÇÃO: Se fala português, temos a sua disposição serviços gratuitos de assistência linguística. Ligue para 1-855-899-9600. (Portuguese)
CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-899-9600. (Vietnamese)
ACHTUNG: Wenn Sie sprechen, stellen Ihnen kostenlos sprachliche Hilfenleistungen zur Verfügung. Rufnummer: 1-855-899-9600. (German)
XINCHUANG: 如果您说普通话，我们将为您提供免费的普通话服务。请拨打 1-855-899-9600。 (Chinese)
BHIKAMANI: Если вы говорите на русском языке, то вам доступны бесплатные услуги переводчика. Звоните 1-855-899-9600. (Russian)
ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-855-899-9600. (Portuguese)
注意事項: 如果您说中文，我们将为您提供免费的中文服务。请拨打 1-855-899-9600。 (Chinese)
ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-855-899-9600. (Italian)
GRATUITO: Aog gairíocht arís-íonann, ulláidí seirbhíse póistíúil d'áiríúil. -Náire: 1-855-899-9600. (Irish-Gaelic)
PAUKHAK: Nếu bạn nói tiếng Việt, chúng tôi cung cấp các dịch vụ hỗ trợ ngôn ngữ miễn phí. Gọi số 1-855-899-9600. (Vietnamese)
注意: 如果您说中文，我们将为您提供免费的中文服务。请拨打 1-855-899-9600. (Chinese)

Alabama

Keep Your Medicaid!

Medicaid must be renewed every year. Stay up to date about changes that can affect your benefits. Update your mailing address and other information with the Alabama Medicaid Agency as soon as possible to get notified

Ways to change your address:

- Visit <https://medicaid.alabama.gov> and click the mailbox
- Scan the QR Code above and follow the steps to change your address
- Call the Recipient Call Center: 1 (800) 362-1504 (Toll Free)

If you are disabled and qualify for Medicaid through the Social Security Administration (SSA), please contact the SSA office to update your address.

Recipients can sign up to get text notifications by texting the keyword **MEDICAIDAL** to 888777.

State Examples: Physical and Linguistic Accessibility

Quy trình Ghi danh Medicaid bình thường sẽ sớm bắt đầu Hãy hành động ngay để duy trì hiểm y tế của quý vị

Virginia và các tiểu bang khác sẽ sớm bắt đầu xem xét bảo hiểm y tế của các thành viên Medicaid. Chúng tôi sẽ không hủy bỏ hoặc giảm phạm vi bảo hiểm cho các thành viên của chúng tôi mà không yêu cầu thông tin cập nhật, nhưng chúng tôi cần sự giúp đỡ của quý vị để quá trình này diễn ra suôn sẻ. Quý vị có thể thực hiện các bước ngay bây giờ để đảm bảo rằng quý vị nhận được thông tin quý vị sẽ cần để gia hạn bảo hiểm của mình.

Thành viên Medicaid có thể làm gì:

- Cập nhật thông tin liên hệ của quý vị. Quý vị có thể cập nhật:
 - Trực tuyến tại commonhelp.virginia.gov
 - Bằng cách gọi cho **local Department of Social Services**, (Cơ quan Dịch vụ Xã hội) của quý vị
 - Bằng cách gọi cho **Cover Virginia** theo số 1-855-242-8282
- Hãy hành động khi quý vị nhận được thông báo chính thức từ Virginia Medicaid, các cơ quan tiểu bang khác, các nhóm cộng đồng và nhà cung cấp dịch vụ chăm sóc sức khỏe yêu cầu quý vị:
 - Cập nhật thông tin liên hệ (địa chỉ gửi thư và số điện thoại)
 - Trả lời các thông báo/gia hạn để xác nhận rằng quý vị đủ điều kiện
 - Sử dụng bảo hiểm của quý vị để bắt kịp việc chăm sóc phòng ngừa hoặc chăm sóc trị hoãn
- Tìm hiểu thêm về các kế hoạch của Virginia
 - Truy cập trang web **Cover Virginia** để được cập nhật.
 - Đọc các câu hỏi thường gặp về thành viên Medicaid và các tờ thông tin cập nhật về **Thông tin đủ điều kiện, ghi danh và kháng cáo Medicaid COVID-19**.
 - Đăng ký nhận email và cập nhật văn bản và theo dõi chúng tôi trên phương tiện truyền thông xã hội.
- Truy cập trang web **Cover Virginia** để có thêm thông tin



Improving the health and well-being of Virginians through access to high-quality health care coverage.





BENEFICIARIOS DE MEDICAID

¡No te pierdas información importante!

COMUNÍQUESE CON
SU DSS LOCAL:
ncdhhs.gov/localdss





BENEFICIARIOS DE MEDICAID

¿Está ha cambiado el tamaño de su familia?

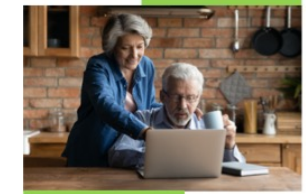
COMUNÍQUESE CON
SU DSS LOCAL:
ncdhhs.gov/localdss



KEY MESSAGES ACCESSIBILITY

The Alabama Medicaid Agency complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Alabama Medicaid does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

If you, or someone you are helping has questions about Medicaid, you have a right to free aids and services if you are disabled, or language services if your primary language is not English. Alabama Medicaid offers assistance for the following:



Deaf/Hard of Hearing?

People who are deaf or hard of hearing may call for assistance updating their address and other personal information:
(TeleTYpe) TTY: (800) 253-0799

Language Assistance

If your primary language is not English, the Agency will translate information upon request within a list of 15 most prevalent languages. If you have a recipient who needs translation services, language assistance services are available to you free of charge. Call 1-800-362-1504 or (TTY: 1-800-253-0799).

Visually Impaired?

Recipients who are visually impaired may contact the Recipient Call Center toll free at 1-800-362-1504 for assistance. Recipients may request printed items in a larger font format.

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Key Messages: Accessibility

Identifying Audience for Each Comms Activity

Potential audiences:

- Texans enrolled in Medicaid?
- Policymakers / policy insiders?
- Enrollment assisters, community organizations, providers?

Depends on:

- The organization's strengths (Who is on your email list? Who follows you on social?)
- The messaging goals
- The hook

Determines:

- Message (e.g., focus on the state's role or what consumers should do?)
- Tactics/activities/platforms (e.g., op-ed vs TV news)

Targeting Policymaker / Policy Insider Audience

How:

- Earned media and social media
- Meetings and hearings
- Letters to state agency and blogs

Hooks:

- New extensions of PHE
- Letters to state agency
- Hearings
- Anytime we talk about health coverage (e.g., new uninsured numbers)

Messaging for Policymaker / Policy Insider Audience

Our messaging all year:

- Don't kick eligible kids off health coverage
- State leaders are responsible/accountable
 - They need to fix current delays and put a good PHE plan in place
 - There are concerns about the state's plan for end of PHE

Added last few months:

- PHE policies are great for Texans – more health coverage, more health funding
 - Neutralize possibility of Texas pulling out — but without mentioning that option

Our Message About October Extension

Focused on policymakers/policy debate but includes consumer message:

- This is great news!
 - Feds gave Texas more time to get ready
 - Health coverage for kids and moms continues
 - Funding continues
- This *could* be the last extension.
- Texans should update their addresses.

Our Message for November If We Learn PHE is Ending

Pivot to focus on consumers — but include message holding state accountable:

- A deadline is now looming for Texans enrolled in Medicaid.
- To avoid losing health coverage:
 - Update your mailing address
 - Respond to the renewal applications
- Texans no longer eligible can try CHIP and HealthCare.Gov.
- Texas leaders are responsible for making sure eligible kids don't get kicked off their health coverage.

Advocates Filling in the Gaps

Recognizing the Void

- FL is one of the 25 states that have not put out any public-facing materials

Targeting Those Who Need to Know and Those Who Can Help:

- Advocates
- Consumers
- Providers
- Payers
- Electeds

Content Creation

Created PHE Unwind Webpage

- <https://www.floridahealthjustice.org/public-health-emergency.html>

Key Information Shared

- Factsheets and Q&As for advocates/providers and consumers
- Targeted factsheets re. five most impacted sub-populations
- Stories of potentially impacted individuals
- Training video for front-line workers (assisters, case workers)
- Waiting room/office flyer

Information Dissemination

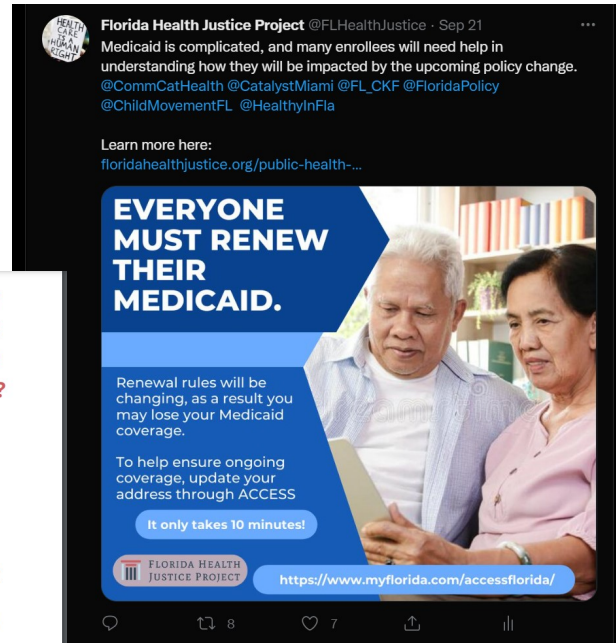
Social & Traditional Media

- Periodic social media posts with topline messages in English & Spanish
- Planning: Weekly Reminder posts
- Raise in every interview

Trainings

- Legal services attorneys
- Social services providers
- KidCare coalition

Sample Media/Pubs



DO YOU GET HEALTH INSURANCE FROM MEDICAID or a MEDICAID MCO?

DCF needs to be able to contact you to see if you are still eligible for Medicaid.

TO DO NOW:

1) Create an ACCESS account, if you don't have one. 2) Make sure DCF has your current contact information, so the mail they send will reach you.

Go to: <https://www.myflfamilies.com/service-programs/access/> then click on the bouncing Virtual Assistant in the lower right corner.

FLORIDA HEALTH JUSTICE PROJECT

Learn more:

PUBLIC HEALTH EMERGENCY & EXTENDED MEDICAID

In the face of COVID-19, the federal government has disallowed all states, from terminating the Medicaid coverage of virtually all beneficiaries. As a result, since March 2020, hundreds of thousands of Floridians who are no longer eligible for Medicaid have maintained their health coverage. This moratorium on terminations will last until the end of the federally declared COVID-19 Public Health Emergency.

Once the Public Health Emergency (also called the "PHE") ends, individuals who are no longer eligible will lose their current Medicaid coverage. In order to prepare, all Medicaid recipients should update their information with the [Department of Children and Families](#). Individuals may be eligible for another health coverage option, or another type of Medicaid. See below for more information, and keep checking this page for updates.

THE STORIES, INFORMATION AND MEDIA



The Public Health Emergency (PHE) and Extended Medicaid Coverage: Q & A for Florida Medicaid Recipients October 2021

What is the PHE and extended Medicaid coverage?

During the national COVID-19 Public Health Emergency (PHE), which is still going on, virtually enrolled in Medicaid as of March 2020 or later can be terminated from coverage. Thus, people no longer eligible for Medicaid have stayed covered and will remain covered until the PHE ends.

Are there any exceptions that would cause someone to lose Medicaid during the PHE?
The only exceptions are if you move out of Florida or ask to be disenrolled.

What are some examples of people who are still on Medicaid because of the PHE?

Low-income parents who no longer have a child under 18

Under normal Medicaid rules, if you are on Medicaid because you are a low-income parent, your Medicaid eligibility ends when you no longer have a(n) minor child(ren). Thus, if you were on Medicaid in March 2020 and your youngest child turned 18 in April 2020, you are no longer "technically eligible" for Medicaid coverage as a low-income parent. However, due to the emergency PHE rules, you still have Medicaid coverage.

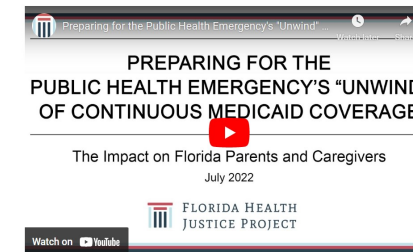
Families no longer eligible for Medicaid due to increased income

Under normal Medicaid rules, the income limits are higher for children than parents and highest for infants than children between 1 and 18. [Here](#) is an income chart. Under normal rules, if the family's income increases above the income limit(s) for various family members, that family member's Medicaid eligibility ends.

For example, Jane, a single parent with a 3-year-old and a 10-year-old lost her job in April 2020 and enrolled the entire family in Medicaid. Even though Jane got another job in June 2020 with a monthly income of \$1800, or about 100% of the federal poverty level, everyone remained on Medicaid due to the emergency PHE rules. Under Florida's normal rules, Jane would no longer be eligible since the income limit for parents is at about 32% of FPL, or \$577 for a family of 3. (Under the normal Florida rules, the children would still be eligible because the family income is under the limit of 138% of the FPL.)

Individuals eligible for disability related Medicaid whose Medicare has started

Under Florida's normal Medicaid rules, individuals found disabled and whose income is less than 88% of the FPL (or \$945/mo), are enrolled in Medicaid. However, they lose their full Medicaid coverage when they are enrolled in Medicare. Typically, there is a 2-year waiting period before Medicare begins after a person is found disabled.



Preparing for the Public Health Emergency's "Unwind" of Continuous Medicaid Coverage | The Impact on Florida Parents and Caregivers

7/20/2022

Medicaid is complicated, and many enrollees will need help in understanding if their Medicaid termination notice is correct.

This video and the portal resource materials have been created as a basic

State Accountability

Regular Communication

- Periodic check-ins
- Agency review of advocates' drafted publications

Public Meeting(s)

- August convening of high level agency staff, advocates, and Tricia Brooks
- Follow-up meeting being planned