

Medicaid Expansion Update

July 26, 2023



Medicaid State Plan Amendments Approved May 2023

The State Plan Amendments defined Medicaid Expansion for our State. The State Plan Amendments were submitted to the Centers for Medicare & Medicaid Services in March 2023, in accordance with the timelines set out in Constitutional Amendment D.

Applications for Medicaid

- Applications are being accepted with coverage effective July 1, 2023.
- Online portal is live, so recipients and providers can verify Medicaid Expansion eligibility.
- DSS has implemented several mitigation strategies to address increased application and phone volume, if needed.
 - Each region has Benefit Specialists focused solely on Medicaid Expansion applications. Additional Specialists and Central Office staff have been trained and are ready to assist, if needed.
 - The website has been enhanced and simplified to encourage individuals to apply online rather than with a paper application. The Local Offices have added additional laptops to their lobbies to support the use of online applications.
 - Phone system capacity has been increased and additional staff have been trained to take calls.
- DSS publishes Medicaid enrollment data around the 15th of the following month. Information on the number of individuals who were determined to be eligible for Medicaid Expansion will be available starting in mid-August.

Claims Submission

- Claims processing for Dental and Pharmacy began on July 1.
- Testing of Clinical, Physician, and other Professional Service claims processing also began on July 1.
 - DSS communicated to all providers that claims for all professional services can be submitted immediately.
- DSS is still working with BIT to test Hospital claims processing. The initial timeline for hospital claims was the end of 2023; however, based on the experience with claims for professional services, we anticipate that hospital claims processing may be available as early as October 2023.
- Expenditure information will be available for Medicaid Expansion claims in mid-August. The information available will be limited to dental and pharmacy claims with professional service claims available in the coming months.

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Staffing Update

DSS was appropriated 68.0 FTE to support the implementation of Medicaid Expansion. DSS began hiring for Medicaid Expansion in FY23 and was able to fill 56 positions. To ensure that Medicaid Expansion was implemented successfully, DSS has targeted hiring and recruitment efforts on key positions and will stagger hiring of the remaining positions.

Medicaid Expansion Education and Customer Support

DSS continues to do outreach with stakeholders, including webinars, presentations, calls, and other technical assistance to support customers, providers, and other key stakeholders with implementation.