
Paying Attention to Retention: *A Path to Reducing the Number of “Eligible but Not Enrolled” Children*

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It's No Secret: Retention is Important!

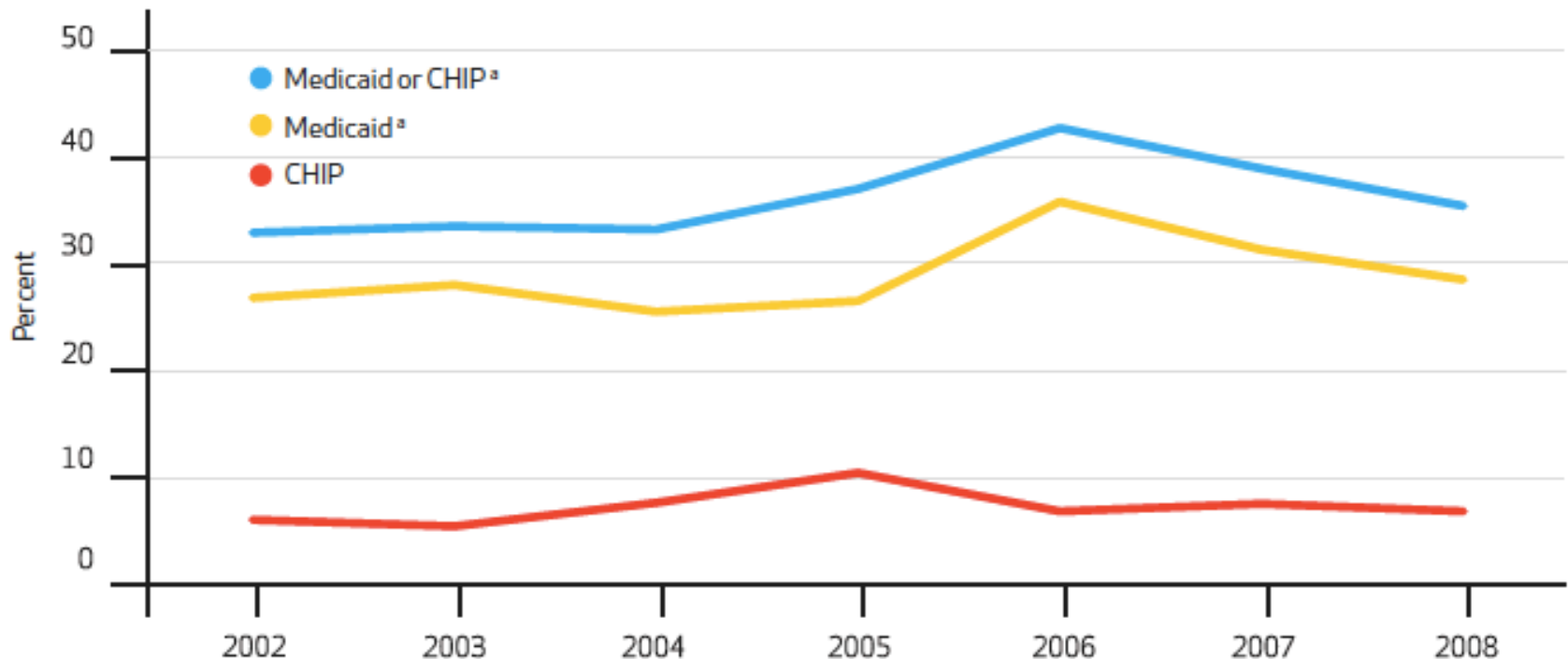
- Nationwide, >35% of eligible uninsured children were enrolled in the previous year¹
- Churning is administratively inefficient and wastes money²
- Gaps in coverage result in delayed care, unmet need and higher levels of hospitalization³
- Administrative renewal helps states qualify for Medicaid performance bonus⁴



What % of “Eligible but Not Enrolled” Were Enrolled in Previous Year?

EXHIBIT 2

Percentage Of Uninsured But Eligible Children Who Were In Medicaid Or The Children’s Health Insurance Program (CHIP) In The Previous Year, 2002–2008



Know the Federal Requirements!

NOT REQUIRED

- A renewal form
- A signature at renewal



REQUIRED

- An annual “review”
- “*Ex parte*” review
 - April 7 2000 State Medical Director (SMD) Letter

April 7 2000 CMS State Medicaid Director Letter⁵

- **Ex Parte Reviews:**

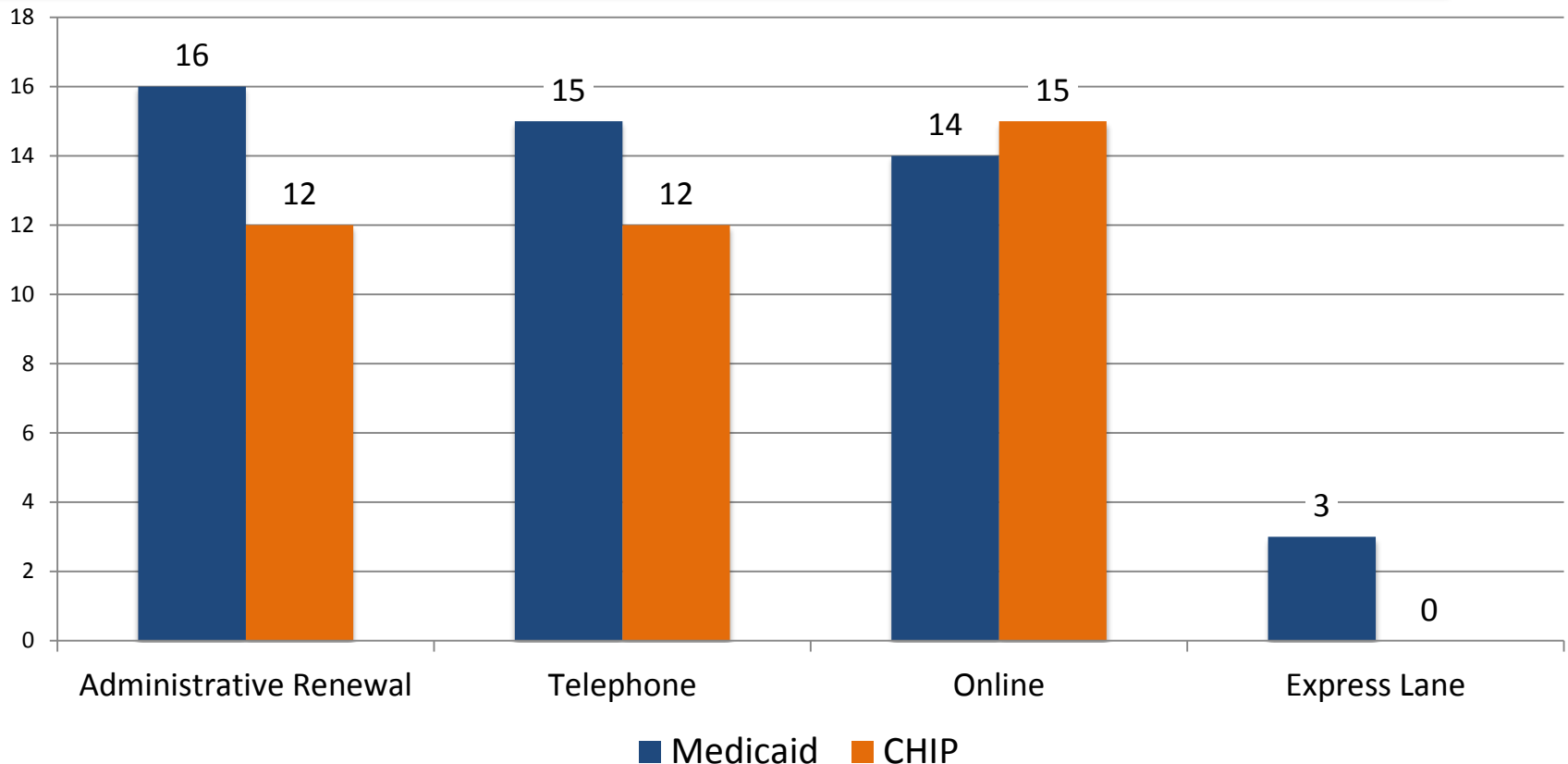
“States are required to conduct ex parte reviews of ongoing eligibility to the extent possible.... By relying on information available to the State Medicaid agency, States can avoid unnecessary and repetitive requests for information from families that can add to administrative burdens, make it difficult for individuals and families to retain coverage, and cause eligible individuals and families to lose coverage. States should use the following guidelines and enclosed questions and answers in conducting redeterminations.”

There's No Silver Bullet: It Takes Multiple Strategies to Improve Retention

- Implement 12-mo continuous eligibility
- Conduct ex parte renewals; implement administrative renewals, rolling renewals
- Replace paper documentation with administrative verification
- Provide multiple paths to renewals
 - Mail, online, phone, in person, via CBO's
- Adopt a culture of ongoing process improvement in eligibility agency
- Engage health plans, providers and CBO's in renewal assistance



Alternative Renewal Methods to Mail-In



Source: Heberlein, M, Brooks, T, *et al.*, "Holding Steady, Looking Ahead: Annual Findings of a 50-State Survey of Eligibility Rules, Enrollment and Renewal Procedures, and Cost-Sharing Practices in Medicaid and CHIP, 2010 – 2011," Kaiser Commission on Medicaid and the Uninsured, January 2011.



Endnotes

¹ Sommers, B., “Enrolling Eligible Children in Medicaid And CHIP: A Research Update,” Health Affairs, July 2010.

² Summer, L. and Mann, C., “Instability of Public Health Insurance Coverage for Children and Their Families: Causes, Consequences, and Remedies,” The Commonwealth Fund, June 2006.

³ Fairbrother, G. and Schuchter, J., “Stability and Churning in Medi-Cal and Healthy Families,” The California Endowment, March 2008.

⁴ State Health Official Letter from CMS, “CHIPRA Performance Bonus Payments,” October 10, 2010

⁵ State Medicaid Director Letter from CMS, “The Nation has made enormous progress increasing access to healthcare coverage to needy families,” April 7, 2000.

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