



State of Alaska Department of Health

SNAP Backlog and Medicaid Redeterminations

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Emily Ricci | Deputy Commissioner

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Thursday, March 2, 2023



Division of Public Assistance

Mission: To Promote self-sufficiency and provide for basic living expenses to Alaskans in need.

18 Public Assistance Programs:

- Adult Public Assistance
- Child Care
- Family Nutrition
- SNAP (Food Stamps)
- General Relief Assistance
- Heating Assistance
- Medicaid Eligibility
- Senior Benefits
- Temporary Assistance

Positions:

- 458 Permanent Full Time
- 65 Long Term Non Permanent

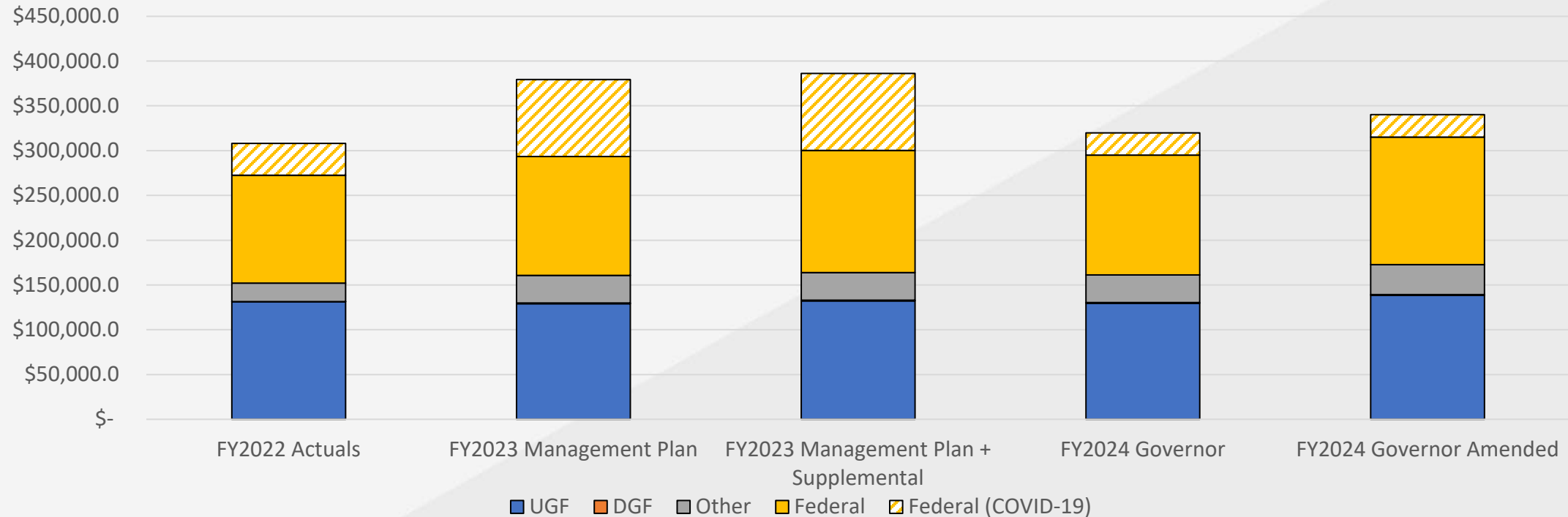
SFY2023 Recipients:

- 274,000+ Alaskans



Division of Public Assistance

FY2022-FY2024 (in thousands)



| | FY2022 Actuals | FY2023 Management Plan | FY2023 Management Plan + Supplemental | FY2024 Governor | FY2024 Governor Amended |
|--------------------|---------------------|------------------------|---------------------------------------|---------------------|-------------------------|
| UGF | \$ 131,345.4 | \$ 129,002.6 | \$ 132,091.3 | \$ 129,610.4 | \$ 138,527.6 |
| DGF | \$ 112.3 | \$ 814.7 | \$ 814.7 | \$ 814.7 | \$ 814.7 |
| Other | \$ 20,731.5 | \$ 30,840.4 | \$ 30,840.4 | \$ 30,880.4 | \$ 33,295.4 |
| Federal | \$ 120,325.9 | \$ 132,661.1 | \$ 136,394.1 | \$ 133,631.4 | \$ 142,548.7 |
| Federal (COVID-19) | \$ 35,553.0 | \$ 86,153.0 | \$ 86,153.0 | \$ 25,000.0 | \$ 25,000.0 |
| Total | \$ 308,068.1 | \$ 379,471.8 | \$ 386,293.5 | \$ 319,936.9 | \$ 340,186.4 |

SNAP Timeline



2020

March – Federal and State Public Health Emergency begins

June – SNAP Emergency Allotments issued (manual process)

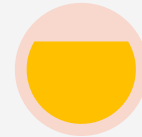
July – SNAP autorenewal begins



2021

May – Cyberattack

Fall – DPA begins issuing Pandemic-EBTs (manual process)



2022

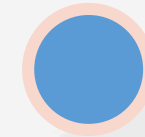
July – State Public Health Emergency ends and requirements to recertify SNAP benefits take effect

August – Last month SNAP Emergency Allotments are issued

October – Federal waiver suspends interviews for SNAP recertification

November – Designated staffing team assigned to work SNAP backlog applications

December – IT reprogramming to roll SNAP recerts for Feb-April 2023 begins



2023

January – IT reprogramming to roll SNAP recerts for Feb-April 2023 complete

January – IT reprograming to for SNAP 12-month certificate period begins

March – Testing begins to transition to permanent 12-month certification period for SNAP

July – Tentative go live transition to 12-month certification period for SNAP

December – Tentative go live for online SNAP application



Public Assistance Backlog: **Immediate Efforts**



Continuous recruitment and onboarding both permanent eligibility technicians and long term non-permanent positions



Engaged additional contractors to program SNAP eligibility systems



Secured temporary contractor to support the Virtual Call Center (VCC) – onboarding underway



Engaged crisis communication contractual support



Security guards at large DPA lobbies, security office assessment in process



Governor Dunleavy directed \$1.68 million to be distributed to the 150 food pantries across the state

Public Assistance Backlog: **Funding Requests**

December 15 FY24 Governor (in thousands):

- ✓ \$1,331.9 for 20 positions to support application processing (FY2023-FY2024)
 - \$679.2 Federal
 - \$652.7 in GF Match
 - 10 IT positions

February 14 FY23 Governor Amend Supplemental (in thousands):

- ✓ \$3,088.7 UGF transfer from Medicaid Services to Public Assistance for Medicaid eligibility redetermination processing
- ✓ \$3,733.0 Federal for Medicaid eligibility redetermination processing

February 14 FY24 Governor Amend (in thousands):

- ✓ \$54,234.2 capital request for full mainframe system replacement
 - 56% (\$30,152.72) funded through federal awards
 - \$17,181.5 GF Match, estimated \$6,900.0 reappropriation



IT Project Funding History



FY13

\$8.7M UGF

- Leveraged \$65.8M Federal
- Created ARIES
- Funded MAGI Medicaid processing system
- Funded Medicaid expansion
- Est. 200K MAGI Medicaid clients
- Project Management Office with 5 fully dedicated staff

Estimated Project Dates:

07/01/2012 - 06/30/2016

100% Complete



FY19

\$9M UGF

- Leveraged \$27.7M federal
- Unified search module **(completed)**
- Automated renewals functionality **(completed)**
- Migrate non-Magi Medicaid programs to new enrollment system
- New contractor selected by Fall 2023
- Migrate to cloud by June 30, 2023

Estimated Project Dates:

07/01/2018 - 06/30/2025



FY23

\$4.7M UGF

- Leveraged \$18.8M Federal
- E-forms for all programs
- SNAP online application by December 2023

Estimated Project Dates:

07/01/2022 - 06/30/2027



FY24

\$17.1M GF

- Leveraging \$30.1M Federal
- \$6.9 reappropriation
- Fully decommission the mainframe eligibility system
- This includes the migration of SNAP, TANF, and all other public assistance programs)
- Secure self-service portal for all applications
- Project Management Office with 5 fully dedicated staff

Estimated Project Dates:

07/01/2023 – 06/30/2028

Public Assistance Backlog: Long Term Efforts

Transition from legacy system to Integrated Enrollment Eligibility System underway:



Multi-year effort with five distinct milestones:

Enhanced and Streamlined Worker Experience

•Underway

Migrating SNAP off EIS

•Not Started

Migrate TANF and cash programs off EIS

•Not Started

Transition Non-MAGI Medicaid Categories

•Underway

Improve Case Processing and Communication

•Not Started



Medicaid Renewals

The Unwinding of Continuous Enrollment for Medicaid



Unwinding of Continuous Enrollment for Medicaid

- ✓ Requirement initially tied to the Families First Coronavirus Response Act
- ✓ Consolidated Appropriations Act of 2023 established the end of continuous enrollment
- ✓ Outlined phase-down of enhanced federal funding match
- ✓ Must meet certain requirements to continue to receive the enhanced FMAP
- ✓ Starting April 1, 2023, Alaska will begin Medicaid eligibility redeterminations
- ✓ Alaska has 12 months to initiate redeterminations for all active Medicaid cases
- ✓ Redeterminations must be completed by June 1, 2024



Medicaid Redetermination: **Funding Requests**

December 15 FY24 Governor (in thousands):

- ✓ \$18,132.6 Medicaid utilization and inflation

February 14 FY23 Governor Amend Supplemental (in thousands):

- ✓ \$3,088.7 UGF Transfer from Medicaid Services to Public Assistance for Medicaid eligibility redetermination processing

February 14 FY24 Governor Amend (in thousands):

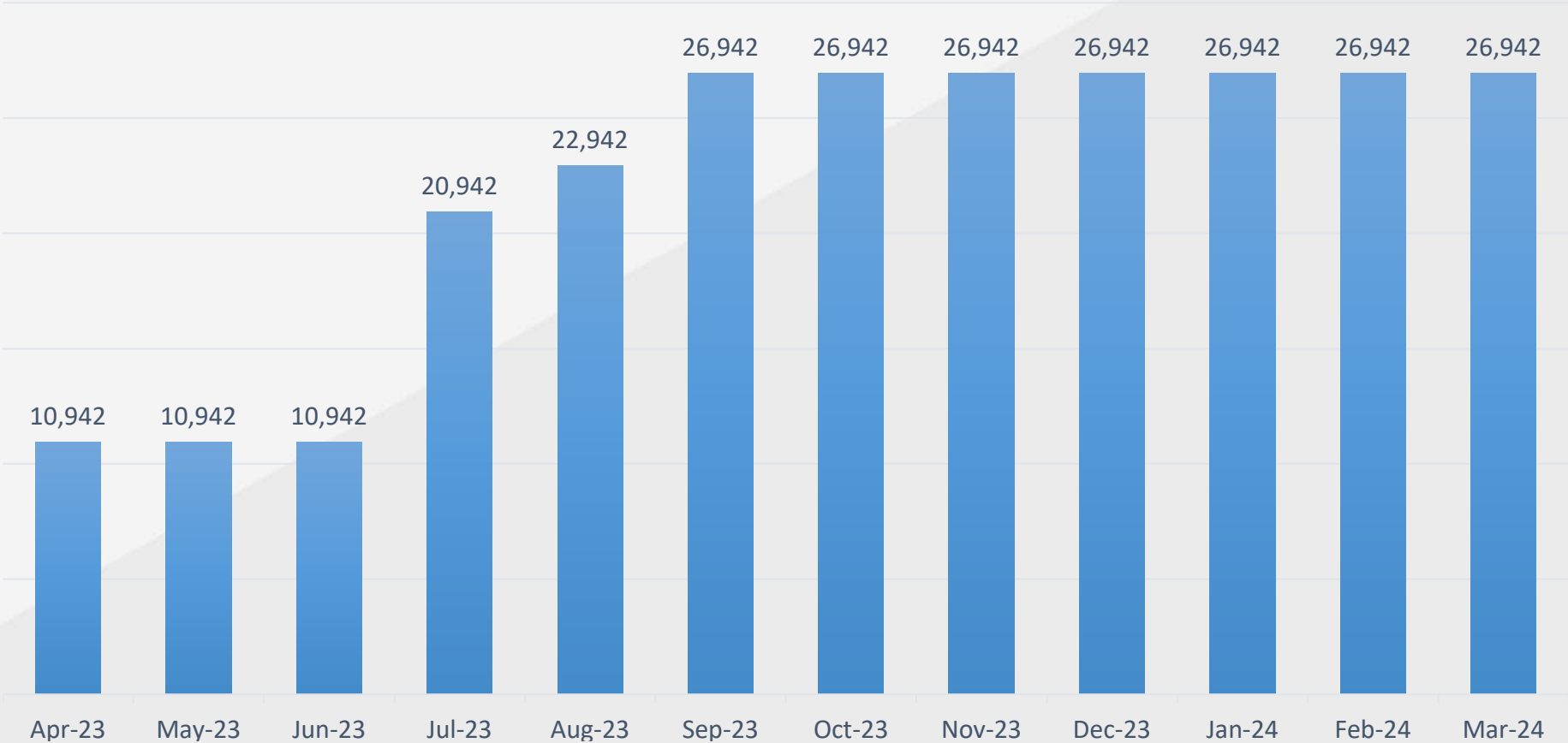
- ✓ \$24,388.0 UGF Medicaid increases from eFMAP stepdown and rate rebasing
- ✓ \$17,834.5 for Medicaid and Public Assistance program eligibility redeterminations (FY2024-FY2025)
 - \$8,917.3 Federal
 - \$8,917.2 GF Match



Alaska's Redetermination Schedule

Number of renewals scheduled to be initiated by month

- ✓ Redeterminations will be distributed over the full 12-month period
- ✓ Proposed slow ramp up from April through June 2023



Redetermination Approach: **Ex Parte Renewals**

- ✓ New digital tools to streamline redeterminations
- ✓ States are required to use ex parte renewals whenever possible
- ✓ Uses information from other databases to complete redetermination
IE: PFD, Alaska Department of Labor
- ✓ The Department estimates 40% of renewals in ARIES will be processed this way

**March:
Testing**

**April:
Go Live**

**April 15: First batch of
redetermination notices mailed**



Redetermination Effort: **Manual Processing**

Manual processing is required for redeterminations which:

- 1. Lack sufficient information to process ex parte**
- 2. Enrollees whose eligibility is maintained in EIS system***

***This includes aged, disabled, and long term care programs**

- ✓ Gov amend includes additional funding for contractual support for technicians to process manual determinations
- ✓ Other states, such as Montana and Maine, have leveraged contractors to support this approach



Redetermination Effort: **Disenrollment**

- ✓ Initial disenrollments could occur beginning June 1, 2023
- ✓ The number of recipients who are no longer eligible is uncertain
- ✓ If disenrolled Fair Hearing rights are available
- ✓ Most recipients who are disenrolled will be transitioned to the Federally Facilitated Marketplace to sign up for insurance
- ✓ The Department is working closely with Division of Insurance to coordinate efforts



Federal Requirements

Temporary increased FMAP is dependent on compliance with CAA 2023 requirements:

- ✓ Complete all redeterminations during the unwinding period
- ✓ Update recipient addresses with the National Change of Address database
- ✓ Complete two efforts to contact recipients of returned or undeliverable applications
- ✓ Comply with CCA 2023 Maintenance of Effort and Medicaid Premium Levels through 12/31/2023
- ✓ Comply with monthly reporting requirements
- ✓ Continue coverage without cost sharing for COVID-19 testing, vaccines, and treatment through 9/30/2024
- ✓ Reconsider eligibility for individuals disenrolled from MAGI Medicaid due to failure to return a renewal or missing items within 90 days of disenrollment
- ✓ Comply with redetermination processing requirements under 42 CFR 435.916
- ✓ Most recipients who are disenrolled will be transitioned to the Federally Facilitated Marketplace to sign up for insurance

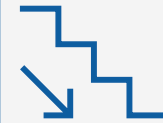


Federal Requirements Cont.

If states are unable to meet requirements, states must:

- 1) Have a CMS approved mitigation plan, including set dates for reaching compliance
- 2) Be actively working towards compliance

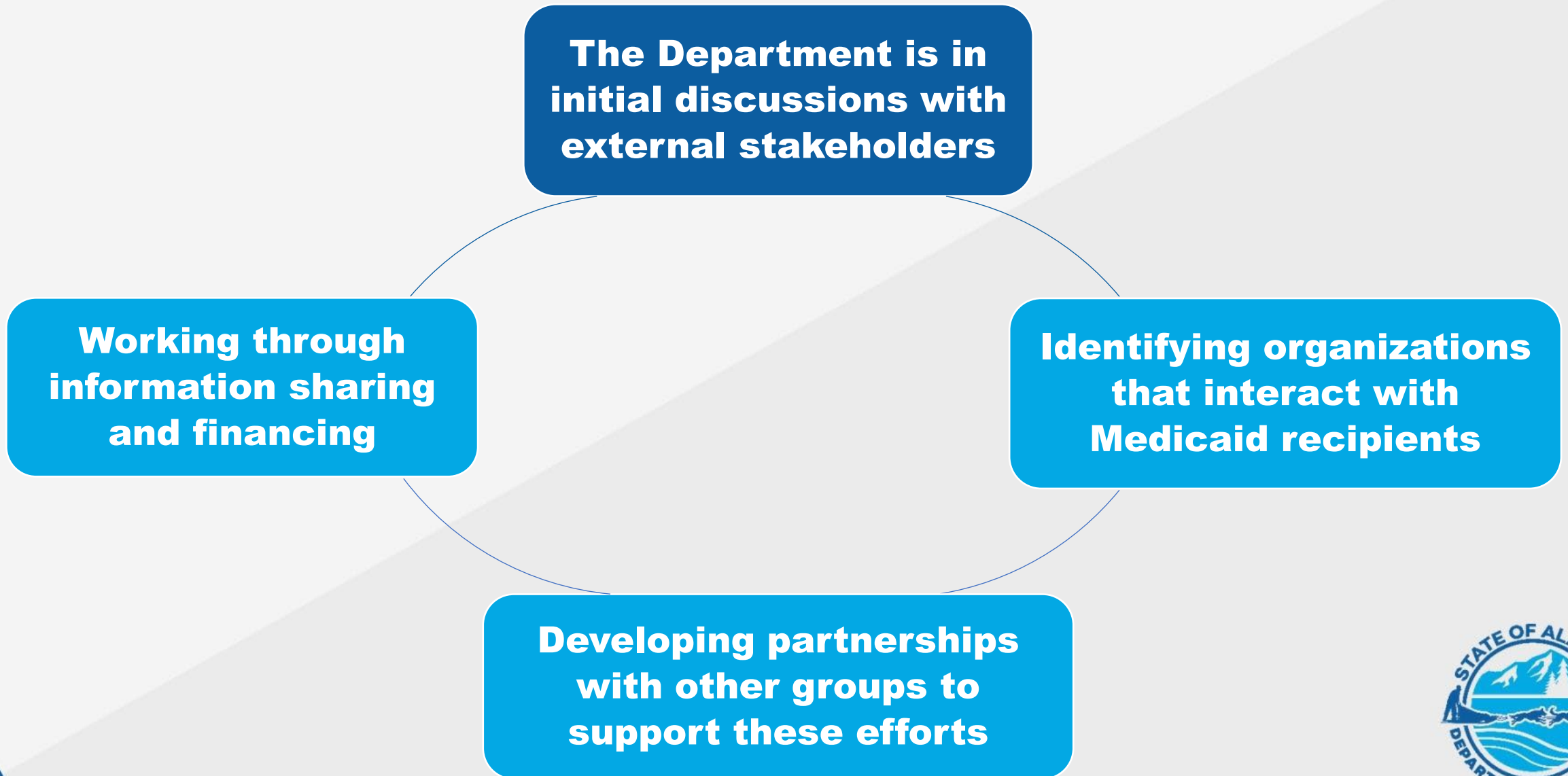
Alaska may meet requirements for a mitigation plan and timeframes for full compliance within two years from the end of the unwinding period



Phase Down of FFCRA Temporary FMAP Increase

| | |
|------------------------------------|------|
| Jan 1, 2023 - March 31, 2023: | 6.2% |
| April 1, 2023 – June 30, 2023: | 5.0% |
| July 1, 2023 – September 30, 2023: | 2.5% |
| October 1 – December 31, 2023: | 1.5% |

Redetermination Approach: **External Stakeholders**



Redetermination Effort: **Communication Plan**

- ✓ Develop and sustain comprehensive communications plan
- ✓ Targeted campaign to inform all Alaska Medicaid and Denali KidCare recipients
- ✓ Encourage recipients to update their contact information
- ✓ Educate recipients about the renewals process
- ✓ Ensure consistent messaging across all platforms



Phase 1: Get Ready

Phase 2: Renew or Transition



Questions?



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