



FSSA Secretary's Call

Dan Rusyniak, MD
April 14, 2023



Today's agenda

- 2023 agency priorities updates
 - Aging/LTSS
 - Mental Health
 - Child Care
- Rate matrix
- Medicaid eligibility redetermination actions



Mission: To compassionately serve our diverse community of Hoosiers by dismantling long-standing, persistent inequity through deliberate human services system improvement

Vision: All Hoosiers live in fully engaged communities and reach their greatest emotional, mental and physical well-being

Agency priorities for 2023





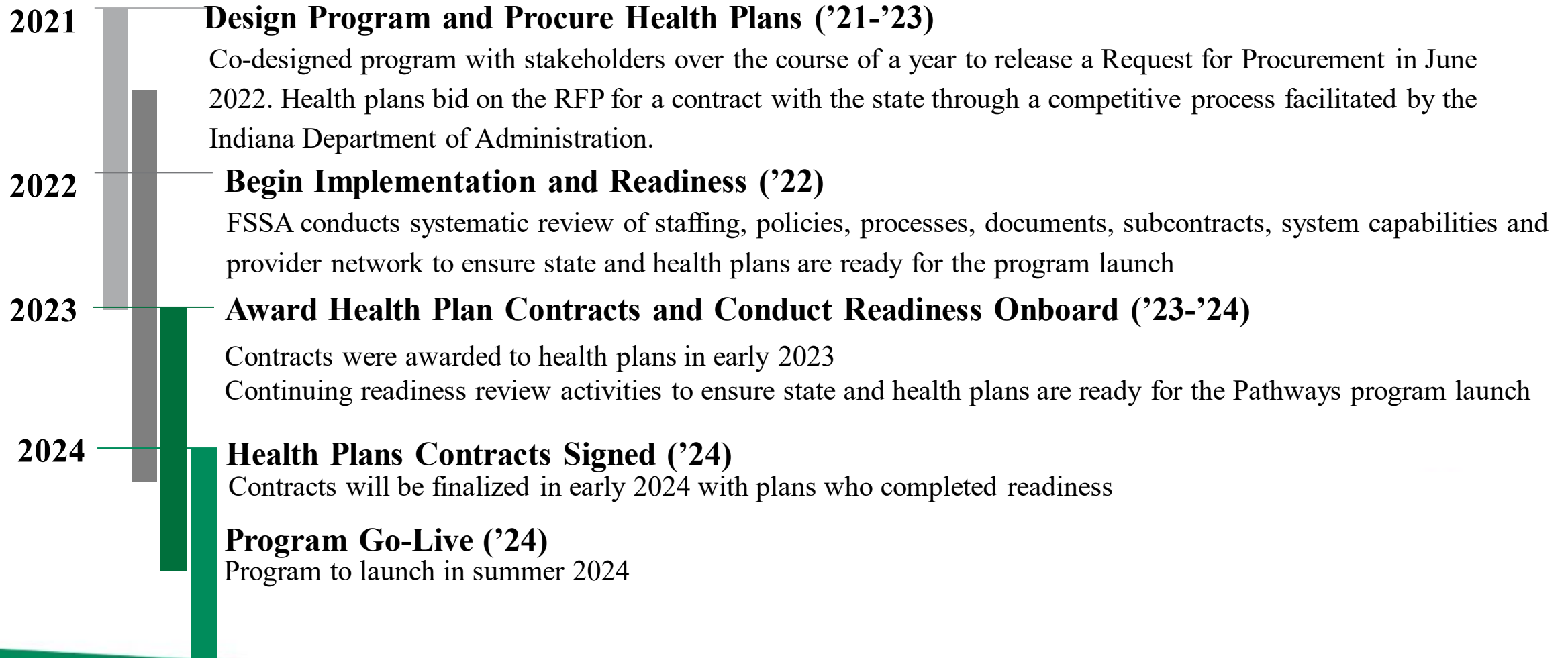
Long-Term Services and Supports Reform



Overall Objective: 75% of new LTSS members will live and receive services in a home and community-based setting

- Faster eligibility
- Move to **Indiana Pathways for Aging** in 2024
- Pay for outcomes, not transactions
- Integrate LTSS data systems
- Support the growth, retention and training of the HCBS direct service workforce
- Create Home Health Roadmap
- Integrate HCBS waivers

Indiana Pathways for Aging Milestones



Indiana Pathways for Aging Milestone: Managed Care Entities Awarded

On March 1, 2023, FSSA and IDOA announced four awarded vendors for the Indiana Pathways for Aging program:

MCE	Medicaid Experience	LTSS Program Experience	Indiana D-SNP Experience
Anthem	11.1M members across 26 states/territories	416K members in 10 states	~40K members
Humana	1M members across 5 states	40K members in 3 states	~23K members
Molina	4.6M members across 17 states	360K members in 11 states	N/A
United Healthcare	7.9M members across 32 states + DC	350K members in 10 states + DC	~30K members

This table presents an overview of background information about the awarded vendors (listed alphabetically) and does not represent any evaluation criteria. Member enrollment figures are estimates provided by the MCEs as of 2022.



Build Mental Health Capacity



Overall Objective: Build an integrated behavioral health system capable of responding to and preventing mental health crisis.

- 988 statewide crisis response system
- Move to CCBHC
- Decrease intersections between mental health and justice system
- Expand services for children

Updates and Accomplishments

- Launched a fourth 988 Response Center in March
- Statewide Answer Rate for 988 at 92%
- Investments continue in building Mobile Crisis and Crisis Receiving and Stabilization Services capacity.
- Work is underway to develop a statewide 988 campaign.



Robust Access to Child Care



Overall Objective: Work across state agencies to develop a unified approach to supporting high-quality, affordable child care and early learning

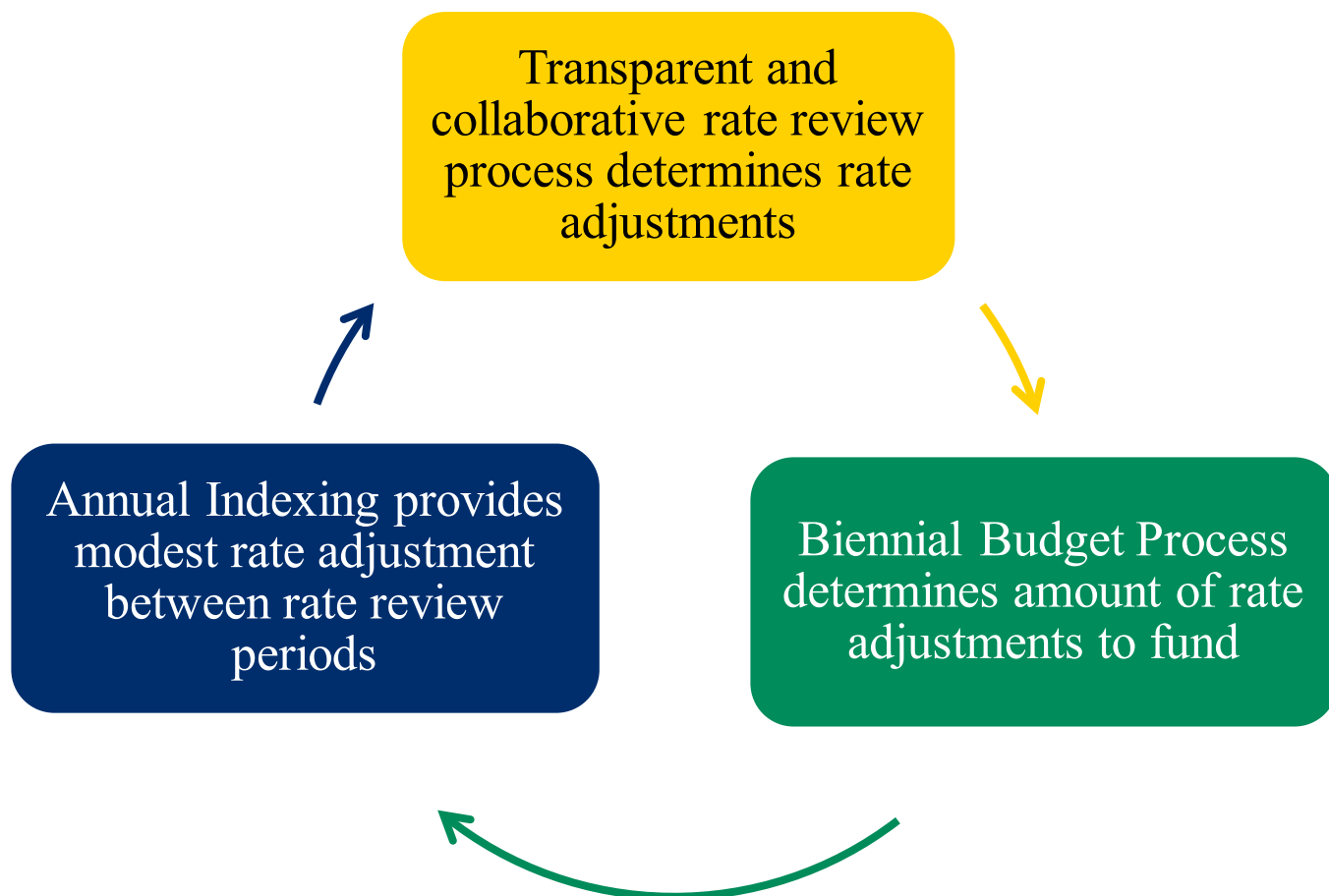
- Eligibility
- Regulation and licensure
- How and what we pay for
- Quality systems

Updates and Accomplishments

- Applications for On My Way Pre-K for the 2023-24 School Year are now open at OnMyWayPreK.org.
 - Free high-quality preschool education to eligible 4-year-old children anywhere in the State
- **Child Care Expansion Grants are also open.**
 - **Funding to support existing program expansion and new program creation.**
 - <https://brighterfuturesindiana.org/child-care-expansion-grants>



FSSA Rate Matrix Approach



- Medicaid rates not currently in state or federal code.
- Each rate reviewed at least every four years using an evidence-based rate methodology
- Process includes input from providers and other stakeholders.
- Results approved by the Indiana General Assembly as part of the budget process.
- The matrix will be updated based on the approved biennial budget.
- On the web: www.in.gov/fssa/rate-matrix-for-medicaid-services/

Medicaid Return to normal



Take action now to keep health care coverage!




CHECK YOUR COVERAGE
INDIANA

What should you do? Anyone who is currently in one of Indiana Medicaid's health coverage programs, including the Healthy Indiana Plan, Hoosier Healthwise or Hoosier Care Connect, **should take action now to help stay covered.** Update your contact information!

- Go to **FSSABenefits.IN.gov**
- Scroll to "Manage Your Benefits" section
- Click on either "Sign in to my account" or "Create account"



Watch your mail! Be sure to respond with any info you're asked for. Need help updating your address? Call 800-403-0864.



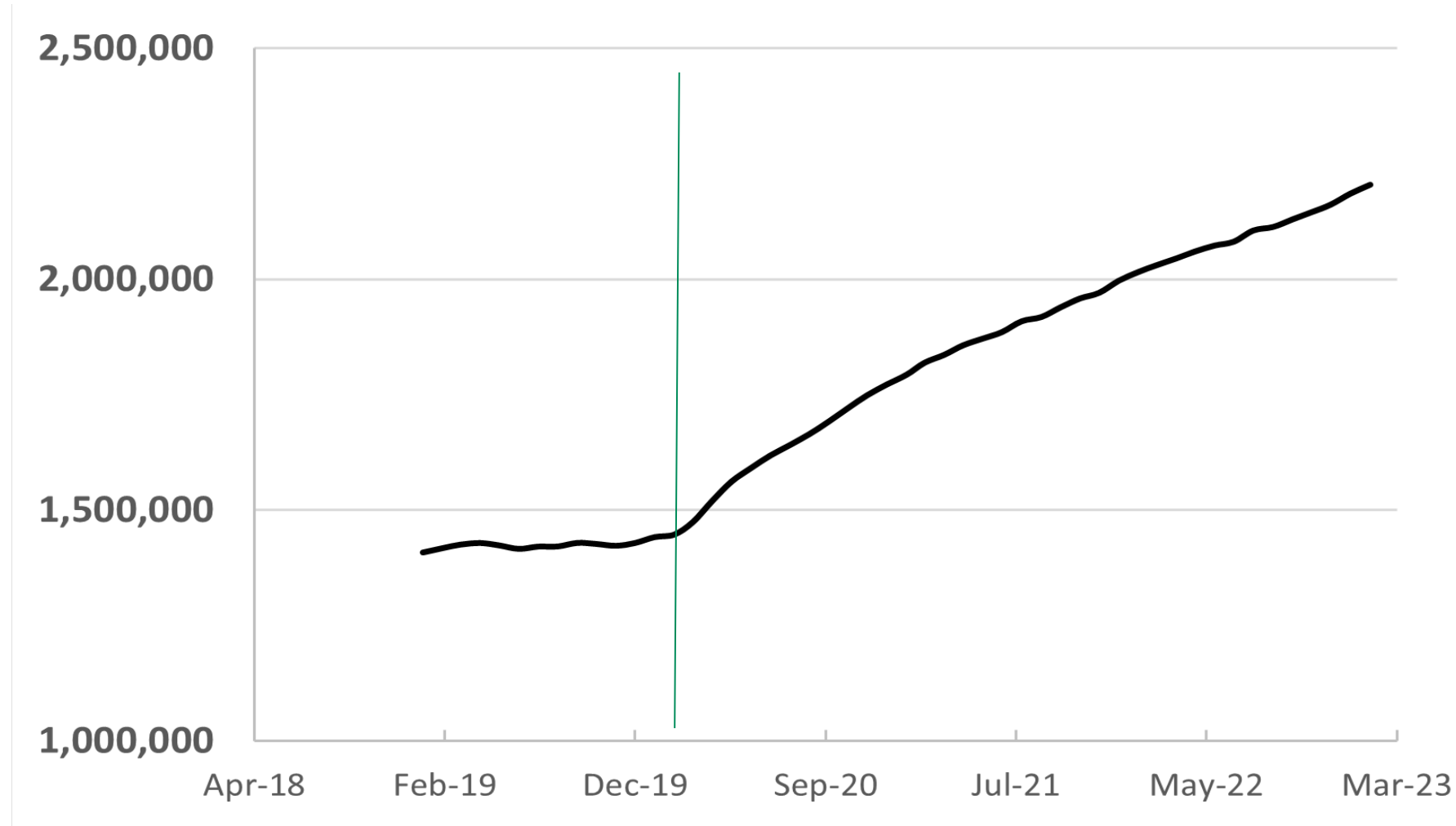
Medicaid continuous coverage requirements



As a result of the Families First Coronavirus Response Act passed in early 2020, Medicaid agencies were eligible for additional federal funding during the COVID-19 public health emergency if they met the following criteria:

- Maintained Medicaid eligibility for existing members in current or better category
- Limited disenrollment to members who:
 1. Moved out of state
 1. Requested disenrollment
 2. Are deceased
 3. Aged out of CHIP

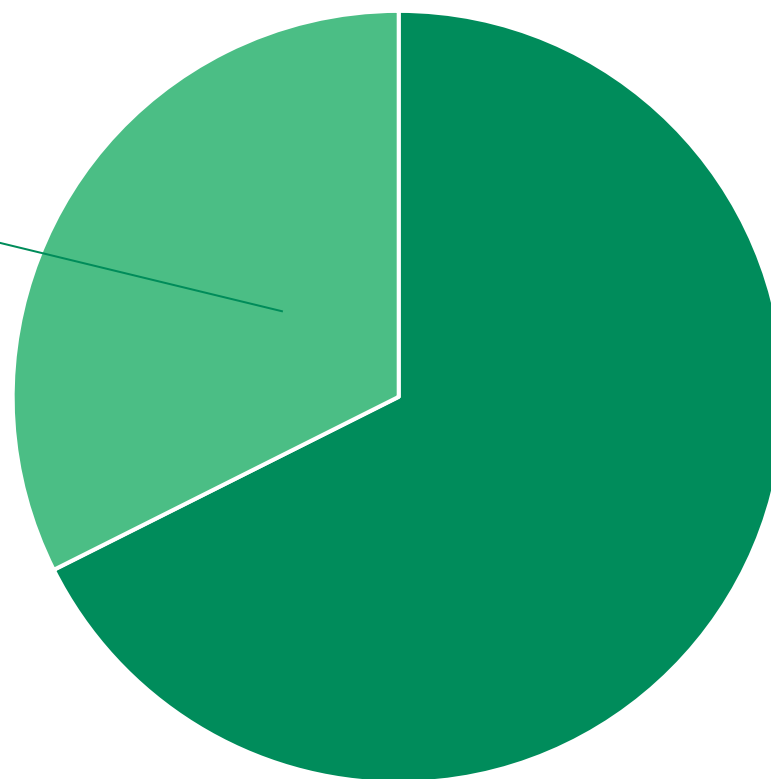
From 1.4 to 2.2 Million





Hoosiers receiving Medicaid in 2023

32% of Hoosiers are currently on Medicaid



■ Medicaid Enrollment

Indiana population: 6,805,985

Medicaid enrollment:
2,205,100



Continuous coverage ended

- As a result of the federal spending bill, the continuous enrollment provisions ended on March 31, 2023.
- Regular determinations of coverage are underway.
- Indiana is following a 12-month plan to complete all redeterminations.
- Individuals who remained open solely due to federal PHE maintenance of eligibility rules will be reassessed when their scheduled annual redetermination is due.
- This is approximately 25% of our total membership.

Member communications: Outreach materials

Take action now to keep health care coverage!

Medicaid continuous coverage protections that were in place since 2020 have ended. This means that redeterminations actions have resumed. Many Hoosiers could lose their benefits and now is the time to take action to help you stay covered.

Is your address correct? What is your income? To help you have the right health coverage, Indiana Family and Social Services Administration needs all Medicaid members to take these steps to ensure we have current info.

- Go to FSSABenefits.IN.gov
- Scroll down to the blue "Manage Your Benefits" section
- Click on either "Sign in to my account" or "Create account"

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Poster

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Postcard

CHECK YOUR COVERAGE INDIANA

Many Hoosiers are at risk of losing their Medicaid benefits because coverage protections from the federal public health emergency have ended. Taking action now could help you stay covered.

Large-print flyer

Take action now to keep health care coverage!

What should you do? Anyone who is currently in one of Indiana Medicaid's health coverage programs, including the Healthy Indiana Plan, Hoosier Healthwise or Hoosier Care Connect, should take action now to help stay covered. Update your contact information!

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Flyer

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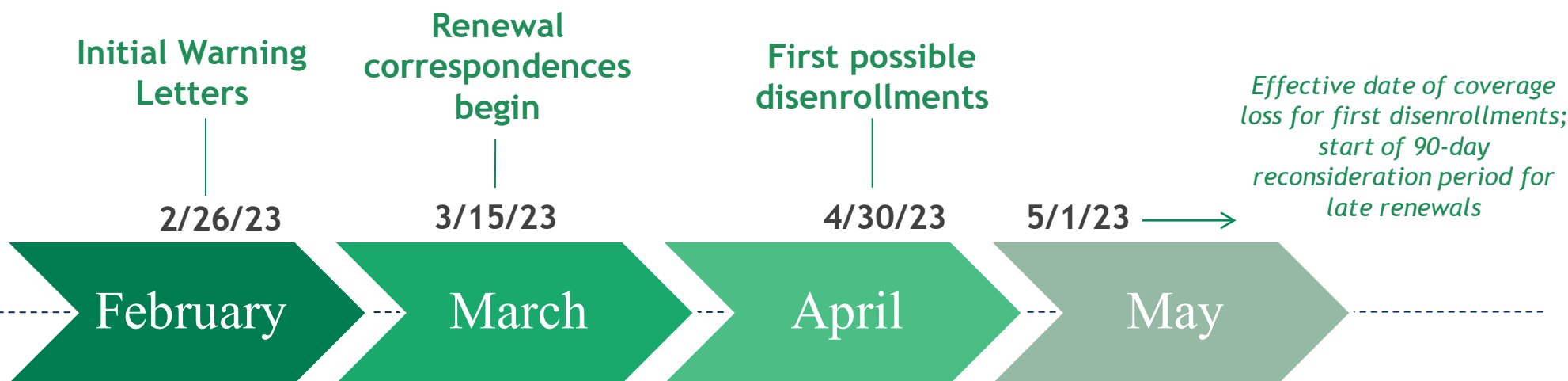
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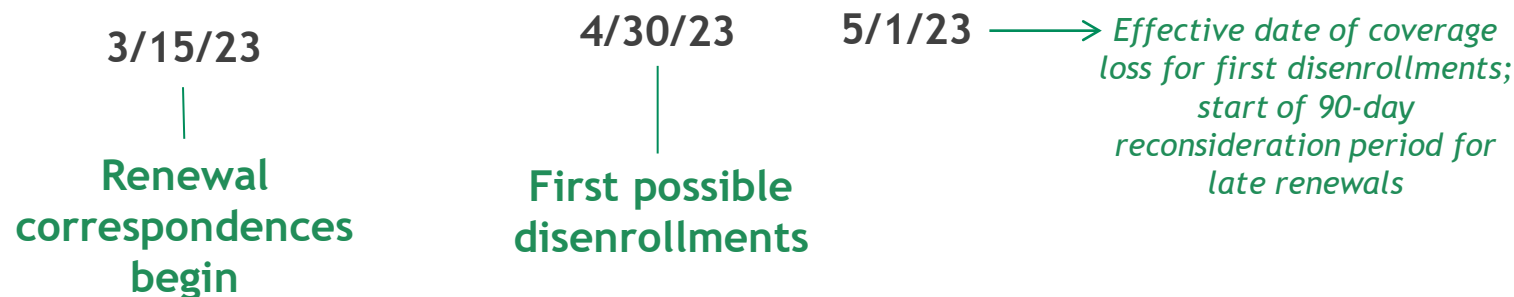
Sample renewal notice timeline

for individuals due for redetermination on April 30th

Individuals open solely due to continuous coverage requirements:



Individuals who have continued to meet all eligibility requirements:





Transitions to other coverage

- Individuals who are over the income limit for Medicaid will have their information transferred to the federal Marketplace (www.Healthcare.gov) and be given a Special Enrollment Period to apply for coverage there.
- **NEW!** Those who are closed for failing to verify their income or other eligibility factors will be eligible to apply on the Marketplace due to a new “Unwinding Special Enrollment Period” (March 2023 through July 2024).
- Hoosiers over 65 could look into health coverage through the federal Medicare program at www.Medicare.gov or by calling **800-MEDICARE**. Indiana’s State Health Insurance Program can also help with any questions about Medicare. Find them online at www.medicare.in.gov or call **800-452-4800**.



Key message for members now

We encourage anyone who is currently in one of Indiana Medicaid's health coverage programs, including the Healthy Indiana Plan, Hoosier Healthwise, Hoosier Care Connect or traditional Medicaid, to take action **now** that could help them stay covered. Members can take these steps to ensure we have their current information:

- Go to FSSABenefits.IN.gov
- Scroll down to the blue "Manage Your Benefits" section
- Click on either "Sign in to my account" or "Create account"
- Call 800-403-0864 if you need assistance

Medicaid: Update information

How to update

- Go to **FSSAbenefits.in.gov**
 - Create or log in to an account
 - Update contact information

- Or call **800-403-0864**

The screenshot displays the FSSA Benefits Portal homepage. At the top, there is a navigation bar with the FSSA logo, 'Benefits Portal', and links for 'Explore Benefits', 'Get Help', 'My Healthy Baby', 'SIGN IN', and 'CREATE ACCOUNT'. The main heading reads 'Welcome to the FSSA Benefits Portal'. Below this, there are two prominent buttons: 'Apply Online for SNAP/ Cash Assistance' and 'Apply Online for Health Coverage', both with 'APPLY NOW' buttons. A secondary line of text says 'You can also [print an application](#) or [have an application mailed to you.](#)' To the right, there is an illustration of a family in a park. Below the main content, there is a 'Manage Your Benefits' section with a list of actions: 'Continue an incomplete online application', 'Print a summary of a recently completed online application', 'Review benefits you are receiving', 'Print proof of eligibility', 'Print an authorized representative form', 'Report changes', and 'View your notices/ correspondence'. At the bottom of this section are 'SIGN IN TO MY ACCOUNT' and 'CREATE ACCOUNT' buttons. A 'Log In' modal window is overlaid on the bottom left, featuring input fields for 'User ID (Email Address)' and 'Password', with 'Forgot User ID' and 'Forgot Password' links. It also includes 'Sign up for new account' and 'Log In' buttons. A yellow arrow points from the 'Log In' modal to the 'SIGN IN TO MY ACCOUNT' button on the main page.





Indiana Medicaid



Welcome to Indiana Medicaid

Welcome to Indiana Medicaid. On this site, you can learn about the different Medicaid programs and how to apply. Check out our Eligibility Guide to learn about eligibility for certain programs and see if you may qualify.

[How a return to normal will impact some Indiana Medicaid members](#)



Members



Providers



Business Partners

Member communications: IN.gov/Medicaid

A screenshot of a web browser displaying the Indiana Medicaid website. The browser's address bar shows the URL 'in.gov/medicaid/members/member-resources/How-a-return-to-normal-will...'. The website header is dark green with the text 'Indiana Medicaid for Members' and a search bar. Below the header, there is a section titled 'Jump to section' with a list of 13 numbered links.

Indiana Medicaid: Home x Indiana Medicaid: Members: How x +

in.gov/medicaid/members/member-resources/How-a-return-to-normal-will... ☆

MENU INDIANA MEDICAID for Members **Indiana Medicaid for Members** Search Member

Jump to section

1. [What can members do?](#)
2. [Next steps](#)
3. [Planning documents and stakeholder meeting information](#)
4. [Member handouts](#)
5. [Outreach materials](#)
6. [Reports to CMS](#)
7. [Sample member communications](#)
8. [Frequently Asked Questions](#)
9. [Additional resources](#)
10. [Agency portal](#)
11. [Electronic notices](#)
12. [Individuals experiencing homelessness](#)
13. [What if I lose my coverage?](#)

Indiana Medicaid: Home x Indiana Medicaid: Members: Ho... x
 in.gov/medicaid/members/member-resources/How-a-return-to-normal-will-impact-some-Indiana-Medicaid-members/

Indiana Medicaid for Members Search Members

Member handouts


- Take Action Now flyer
- Take Action Now flyer - Large print
- Take Action Now flyer - Burmese
- Take Action Now flyer - Spanish
- Benefits portal flyer
- Benefits portal flyer - Burmese
- Benefits portal flyer - Spanish

Outreach Materials

You can help by communicating to Hoosiers in your organization's network about how the recent coverage protection changes will affect Indiana Medicaid members in April. Below are some resources to help you.


[Click here to order outreach materials](#)

Posters




PDF - English poster **PDF - Burmese poster** **PDF - Spanish poster**

Postcards



PDF - English postcard **PDF - Burmese postcard** **PDF - Spanish postcard**

Social media assets



JPG - Facebook **JPG - Instagram** **JPG - Twitter**

Other content

- Suggested messaging
- Help keep others informed. [Click here to download a button to add to your website](#)
- Protect your health, Protect your coverage - YouTube videos in English and Spanish
 - Protect your health, Protect your coverage (English 60-sec)
 - Protect your health, Protect your coverage (English 30-sec)
 - Protect your health, Protect your coverage (English 15-sec)
 - Protect your health, Protect your coverage (Spanish 60-sec)
 - Protect your health, Protect your coverage (Spanish 30-sec)
 - Protect your health, Protect your coverage (Spanish 15-sec)

Click on "Click here to order Outreach Materials"

Member communications

IN.gov Search Home Directory Log In

Log in to store your form. X

Outreach Materials Order Form

Medicaid continuous coverage protections that were in place since 2020 have ended. You can help by communicating to Hoosiers in your organization's network about how this will affect Indiana Medicaid members. Below are some resources to help you.

If you have any questions, please contact Printing@fssa.in.gov.

Organization Name *

Mailing Recipient *

Phone * **Email ***

Address (we cannot deliver to P.O. boxes) *

Order Materials **Delete**

< Previous Save and Exit Next >



Medicaid: Return to normal operations

Helping those who lose coverage

- 90-day grace period
- Presumptive eligibility
- No lock-outs



What you can do...

- Watch for updates.
- Talk to your clients, patients, and those you serve about how the return to normal operations could impact them.
- Include content in your newsletters and any direct client/patient communications you do.
- Print or request posters and postcards from our website to display and hand out.
- Spread the word! Use our social media assets to help educate Hoosiers who may be at risk of losing coverage.



Stay connected

To request a presentation, receive updates about future stakeholder meetings or updated communications that are available, or to ask questions, please send an email to:

PHEstakeholders@fssa.in.gov

Please note: This is not a contact for member issues.

Next stakeholder meeting:

Tuesday, April 25, 2023, at 11 a.m. EDT.

Link at www.in.gov/Medicaid

Thank you!



AskTheSecretary@fssa.in.gov

FSSA Website: www.fssa.in.gov

Follow us on Twitter [@FSSAIndiana](https://twitter.com/FSSAIndiana)