

Centers for Medicare & Medicaid Services
Medicaid and CHIP Renewals Webinar Focused on Reaching Special Populations:
Reaching American Indian and Alaska Native Populations
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Webinar recording:

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Jonathan Blanar: [Not recorded] *Good afternoon, everyone. Thank you for joining. We'll give everyone a minute to join the webinar and then get started in just a minute. Thank you. We'll get started in just one minute. We're going to let folks—let everyone get into the webinar before we start.*

[Recording in progress]

Jonathan Blanar: Great. Thanks. Hello, everyone. Good afternoon. My name is Jonathan Blanar, and I am a Deputy Director in the Partner Relations Group in the Office of Communications at CMS. Thank you so much for joining us today for our Stakeholder Webinar on Medicaid and Children's Health Insurance Program (CHIP) Renewals focused on partners and stakeholders who work with American Indian and Alaska Native people. As you may know, states have recently restarted their regular Medicaid renewals now that pandemic-era protections for Medicaid coverage have ended. Between now and mid-2024, everyone with health care coverage through Medicaid or CHIP will renew their coverage. If an individual is no longer eligible for Medicaid or CHIP, they can transition to another form of health coverage, such as the Health Insurance Marketplace or Employer-Sponsored Coverage. This is the final webinar today in a series that HHS and CMS hosted this summer focused on providing partners with strategies to share information with diverse communities and audiences about Medicaid and CHIP renewals, and how to help people retain health care coverage. Everyone should be able to see today's agenda on their screen.

First, we will hear from Devin Delrow, the Associate Director of Tribal Affairs at the Office of Intergovernmental and External Affairs at HHS, who will provide some opening remarks on why it is important to make sure that American Indian and Alaska Native people are aware of Medicaid and CHIP renewals. Second, we'll have the training portion of the webinar today, where Stefanie Costello, Director of the Partner Relations Group, will walk through a set of slides that you can all use in your outreach and education work in your communities. Third, Stefanie will walk through the new fact sheet that has important information Medicaid and CHIP enrollees need to know and strategies for reaching out to American Indian and Alaska Native people. Fourth, we'll hear from partners, who will share some best practices for reaching out to tribal communities. We'll hear from Kristen Bitsuie, Tribal Health Care Outreach and Education Policy Coordinator, National Indian Health Board, and Yvonne Myers, ACA/Medicaid Consultant, Citizen Potawatomi Nation Health Services. Lastly, we will have time to answer some questions before we close out the call today.

Before we begin today's training, I wanted to share a few housekeeping items. The webinar today is being recorded. The recording, transcript, and slides will be available on our Medicaid and CHIP Renewals Outreach and Educational Resources web page at [Medicaid.gov/unwinding](https://www.Medicaid.gov/unwinding). The link for that web page will be posted in the chat. Also, while members of the press are welcome to attend the call, please note all press or media questions should be submitted using our Media Inquiries Form, which may be found at www.CMS.gov/newsroom/media-inquiries. All participants today will be muted. Closed captioning is available via the link shared in the chat below by our Zoom moderator. As I mentioned, we will have time to answer a few questions today. You can submit your questions using the question-and-answer function from the menu below. Questions we do not have time to answer today, will be used to help inform topics covered on future calls. With that, I would like to now turn it over to Devin Delrow, the Associate Director of Tribal Affairs at the HHS Office of Intergovernmental and External Affairs. Devin?

Devin Delrow: Hi. Good afternoon, everyone. As mentioned, my name is Devin Delrow but I'm actually the Acting Principal Advisor for Tribal Affairs, here in the Office of Intergovernmental and External Affairs at the Department of Health and Human Services. I'm also a citizen of the Navajo Nation. It is a pleasure to join you today to speak about Medicaid and the Children's Health Insurance Program renewals, and the importance of reaching out to American Indians and Alaska Natives to help them stay covered. And that is because, Medicaid and CHIP is critically important to the Indian health system. Medicaid reimbursements help fill the gap created by chronic underfunding of the Indian Health Service and are a critical source of funding for tribes who operate their own health systems through self-governance agreements.

For example, in 2019, Medicaid accounted for nearly \$1 billion in additional revenue to the Indian health system, supplementing the \$5.8 billion that Congress appropriated to IHS. In addition, these critical dollars that come in from Medicaid and CHIP stay at the local facility that billed them. This means that the facility can use those dollars to purchase additional equipment, save their Purchased/Referred Care dollars, and have more resources overall to provide treatment to American Indians and Alaska Natives who already suffer disproportionate health outcomes compared to the greater American population. As such, it is critically important that we work together to maintain Medicaid and CHIP coverage for as many American Indians and Alaskan Natives who are eligible.

Each year, Medicaid coverage must be renewed. However, during COVID, people with Medicaid and CHIP didn't have to worry about renewing their coverage because the Public Health Emergency paused renewals to ensure as many people as possible stayed covered during the pandemic. This was because of the continuous enrollment condition.

Now, under the continuous enrollment condition, as the condition of receiving increased federal funds, states were required to maintain enrollment of nearly all Medicaid enrollees. Now that the continuous enrollment condition has expired, states have started eligibility renewals for the states' entire Medicaid and CHIP population. The Biden-Harris administration is committed to maximizing the number of people with affordable, high-quality coverage. We want to make sure

people stay covered, whether that's through Medicaid, CHIP, Medicare, and the Marketplace or employer-sponsored coverage.

In a normal year, 17 million Americans lose their coverage, including many kids and families who are eligible but get caught in red tape. Now, that's happening for the first time in three years, and we need to make sure they do not lose coverage. Since many people enrolled in Medicaid have not had to complete a full renewal process in nearly three years, if ever, we want to make sure that people enrolled in Medicaid and CHIP are aware that this is coming, know what steps they need to take to keep health coverage, whether that's through Medicaid, CHIP, or another health care coverage option like the Health Insurance Marketplace at [HealthCare.gov](https://www.healthcare.gov). According to the Assistant Secretary for Planning and Evaluation, the end of the continuous enrollment provision is projected to impact nearly 15 million individuals, with approximately 6.8 million losing Medicaid coverage despite still being eligible. Children and young adults will be impacted disproportionately, with 5.3 million children and 4.7 million adults ages 18 to 34 predicted to lose Medicaid or CHIP coverage.

As you know, American Indians and Alaska Native communities were highly affected by the COVID-19 pandemic but experienced health disparities way before that. We also know that mail delivery can be limited on Indian reservations, with post offices at times over a hundred miles away, and that internet is not always the best or most reliable. Partners like you will play a critical role in reaching American Indian and Alaska Native communities to mitigate further disparities in coverage and access to health care.

Since day one, we have worked to do everything in our power to keep people covered, including working with states to make Medicaid renewals simpler for consumers, and auto-renewing coverage for eligible people, and to make it easier to get low- or no-cost coverage in the Marketplace. This work is all hands on deck and will continue to be so. We urge our partners to directly reach Medicaid enrollees and help them complete their renewals and help them connect to coverage as appropriate.

We're calling on states, tribal leaders, tribal health directors, the health care industry, community organizations, advocacy coalitions, and other public and private partners to do everything in their power to help people stay covered. We encourage you to consider strategies that reach American Indian and Alaska Natives and underserved communities that will be disproportionately impacted by the loss of Medicaid and CHIP coverage, and work with other organizations in your states, regions, or communities. Think about who in your community is most likely to be affected by the changes and how you can most effectively reach out to them. Consider who you can partner with to expand your reach and further assist people in understanding the steps they need to take to ensure they remain covered. We cannot do this without each of you and your networks.

We hope you will find today's training and presentations useful and will use the information you learn to help people with Medicaid and CHIP stay covered or help them find new coverage if they are no longer eligible for Medicaid and CHIP. I want to thank you for continuing to work with us to make sure that American Indians and Alaska Natives have health coverage. With that, I'll turn it over to Stefanie Costello from CMS. Stefanie?

Stefanie Costello: Great. Thank you so much, Devin. With that, we're going to go ahead and get started into what we're calling our train-the-trainer for today. So, next slide.

Before we get into the content, I'm going to provide some framing for y'all about today's training and why this information is important for you to get out to your community, and how you can use these materials we walk through today to train other organizations or people enrolled in Medicaid and CHIP about the actions they need to take. Next slide.

So, during COVID, people could keep their Medicaid coverage so they wouldn't be at risk of losing care in the middle of a pandemic. Prior to COVID, states engaged in a regular renewal process of Medicaid with people coming on and off Medicaid regularly, whether that was because of administrative challenges or changes in life circumstances that made them eligible for other types of coverage. Now, this process is resuming for the first time in three years. Next slide.

So, our goal for you when you leave this training as a local expert in your community is to educate your neighbors, friends, family members, coworkers, and other community organizations and people with Medicaid and CHIP about the actions that people enrolled in these programs need to take. The key takeaway from today's training—there's four of them. The first is, understand why this information is important and the impact that Medicaid and CHIP renewals will have on people in your community. Number two, learn about the steps that someone needs to take to renew their Medicaid or CHIP coverage. Three, review other health insurance options for people who are no longer eligible for Medicaid or CHIP, and four, understand your call to action and how you can help people with Medicaid or CHIP keep their health coverage options. Next slide.

So, why is this important? Well, people need to take action now or they're at risk of losing health insurance coverage, and many people on Medicaid and CHIP might not know they need to take action. This is the first time they might ever have needed to take action, especially if they enrolled during the pandemic, and you're a trusted voice in your community. You have the ability to make sure that people receive the information they need to keep their Medicaid and CHIP coverage or find another health coverage option if they no longer qualify for Medicaid. Next slide.

All right. This next set of slides that we're going to walk through has more information about what's happening right now with Medicaid and CHIP, and what people enrolled in these programs need to do to renew their coverage with their state Medicaid and CHIP office, or how they can find other health coverage options if they're no longer eligible. These are the slides you will use to help train people in your community. They are available, as well as the talking points you will hear me use. You will be able to get both the slides and the talking points. Next slide.

So, to start off, we want to talk about what Medicaid is. Medicaid provides health coverage to over 86 million Americans, which includes low-income adults, children, pregnant women, elderly adults, and people with disabilities. Medicaid is also the single largest source of health coverage in the United States. Each state runs their own Medicaid program, and they all have different names. So, it might be called something else in one state. For example, the Medicaid

program in Tennessee is called TennCare. Now, for this slide, you can fill in the blanks with your own state and Medicaid program name, so it resonates with your community. If you're not sure what that is, you can visit [Medicaid.gov/renewals](https://www.Medicaid.gov/renewals) to find more about your state's Medicaid program. Next slide.

So, what's the Children's Health Insurance Program, also known as CHIP? CHIP provides health coverage to over 7 million uninsured kids in low-income families. Just like Medicaid, each state runs their own CHIP program. They may also have different names. For example, the CHIP program in Georgia is called PeachCare. Again, feel free to fill in the blanks on this slide with your own state and CHIP program name so it resonates with your community. Next slide.

So, we want the people in your community to know why this is happening. This is your opportunity to educate them. In the past three years, people on Medicaid and CHIP—Children's Health Insurance Program, CHIP—were not required to renew their coverage because of the COVID-19 pandemic. Now, during this time, we paused renewals to ensure as many people as possible stayed covered during the pandemic, and this was referred to as the continuous enrollment condition. The continuous enrollment condition ended on March 31, 2023, and states have now resumed the yearly process of Medicaid and CHIP eligibility renewals and are contacting people to determine if they're still eligible. Over the next 12 months, everyone with Medicaid or CHIP coverage will need to renew their coverage. The expiration of the continuous enrollment condition is the single largest health coverage transition event since the first open enrollment period of the Health Insurance Marketplace. Next slide.

As mentioned, states are now contacting individuals to see if they're eligible for Medicaid or CHIP. If an individual is no longer eligible for Medicaid or CHIP, they can transition to another form of health insurance coverage, such as finding coverage on [HealthCare.gov](https://www.HealthCare.gov), through Medicare or employer-sponsored insurance coverage. Over the next 12 months, states will spread out renewals, which means not everyone will have their Medicaid and CHIP coverage renewed at the same time. Each state has a different renewal timeline, and you can find your state's timeline at [Medicaid.gov/unwinding](https://www.Medicaid.gov/unwinding) under the Planning Tools & Templates section. On this slide, you can add your own state's timeline with the last bullet. Next slide.

So how will this impact people in your community? Over 15 million people are expected to lose Medicaid or CHIP coverage. That includes nearly 5.3 million children. People enrolled in Medicaid and CHIP need to take action now to renew their health coverage, if eligible. If found not eligible, people will be able to transition to the Health Insurance Marketplace or another form of coverage, and we need partners like you to help make sure that people enrolled in Medicaid and CHIP complete the steps to renew their coverage or know what options they have for other health insurance coverage. Next slide.

So, what do people enrolled in Medicaid and CHIP have to do to renew their coverage? States will use information they already have to decide if people are still eligible for Medicaid or CHIP. If the states need more information, they will send a renewal letter in the mail. We're asking people to check their mail to see if their Medicaid or CHIP office sent a renewal form. This may be the first time renewing coverage for some people, so we want to make sure people know what steps to take to renew their coverage if they're still eligible. The Biden-Harris administration is

committed to maximizing the number of people with affordable, high-quality coverage. We want to make sure that people are covered, whether that's through Medicaid, Medicare, Marketplace, or employer-sponsored coverage.

Now, the next set of slides I'm going to go through are going to talk about the different stages that someone might be in when they come and speak with you. So, if you look on the next slide, we're going to start with people who haven't received anything from their state Medicaid or CHIP program yet. So, if you remember from the previous slide, we said it will take 12 months for this to happen, which means, starting now, you could have individuals who have not received anything, all the way to people who have been found ineligible. We're going to go through each of those scenarios and provide messages for you to be able to provide to them. If you haven't gotten anything from your state Medicaid or CHIP program yet, can you do the following: one, update your contact information with your state Medicaid or CHIP program. This includes your current mailing address, phone number, email, or other contact information. Also, check your mail and open any mail from your state Medicaid or CHIP program. The letter will let you know if you need to complete a renewal form to see if you are still eligible for Medicaid or CHIP. Now, this is really important because—as we mentioned—if someone were to get on Medicaid or CHIP for the first time during the pandemic, they might not have ever had to renew. So, they might not even be on the lookout for something in the mail or know that they should have contacted their state to update their contact information if they moved. So, it's really important that if someone hasn't received anything yet and they're on Medicaid or CHIP, that they take the steps of updating their contact information and looking out for mail. Next slide.

If you received a renewal form from your state Medicaid or CHIP program, please read the letter. This is where you can come in as a trusted voice or partner. Some of these letters can be large. Again, it could be the first time getting a letter like this or the first time in a long time getting a letter like this, and an individual might need some assistance reading through the letter or understanding what next steps they have. So, you can help them go through that letter. After reading the letter, we need them to complete their renewal form. Fill out the form and return it back to your state Medicaid or CHIP office right away to help avoid a gap in coverage. We're asking parents to still complete the renewal form, as their kids may still be eligible for Medicaid or CHIP even if they're not. Again, I'm going to say this because this is really important—there can be cases where a parent might not be eligible, but we need them to fill out the form just in case their kids are still eligible for Medicaid or CHIP. After completing the renewal form, we need you to remind folks to look out for follow-up information from the state about their coverage. States will let people know if they are no longer eligible and when their coverage will end. Next slide.

So, if you've lost Medicaid or CHIP coverage, you can take the following steps. This is someone who has received the letter and the letter says they are no longer eligible for Medicaid or CHIP. Two steps here: step one, look over the notice from your state to see why you lost Medicaid or CHIP coverage. Again, as a trusted voice, you can help people read these letters to understand why they lost Medicaid or CHIP coverage. If your state ended the coverage because they did not have enough information they needed to complete the renewal, then you can contact your state to provide the missing information, and you can find the contact information at [Medicaid.gov/renewals](https://www.Medicaid.gov/renewals), and you can update this slide with your state-specific information. Now,

if the state ended your coverage because they found you were no longer eligible for the program, you will need to find another option for health coverage. Step two, you can appeal the decision or reapply for Medicaid or CHIP. If you think that you're still eligible for Medicaid or CHIP and the state wrongfully ended your coverage, you can appeal the decision and ask the state to do a second review. If there's a change in your situation, such as income, then you can reapply for Medicaid at any time. So, this is really important. Suppose somebody lost coverage because they were no longer eligible in August, and October rolls around and their income changes and they think they might be eligible—they can reapply to Medicaid at any time. So, that's important to note for folks, especially if their income or life circumstances have changed. All right. Next slide.

The last step is to look for other health coverage options, including Health Insurance Marketplace, Medicare, or employer-sponsored coverage. For the Health Insurance Marketplace, most people can find plans for \$10 or less with financial help, and all plans cover doctor visits, prescription drugs, emergency care, and more. People can apply for Marketplace coverage as soon as they lose Medicaid coverage. They don't have to wait. They can just apply. I want to stress this, too. For this slide, if you are using a state-based marketplace—suppose you're in California—you can change this [HealthCare.gov](https://www.healthcare.gov) to your state-based link. If you're in a Federally Facilitated Marketplace that uses [HealthCare.gov](https://www.healthcare.gov), you can keep it here. If you're not sure, you can actually go to [HealthCare.gov](https://www.healthcare.gov) and enter your ZIP code and it will either keep you in [HealthCare.gov](https://www.healthcare.gov) or route you to your state-specific website. I also want to say with this one—a few individuals who are used to paying nothing for Medicaid, and you tell them there's an affordable option to pay for private insurance, they may not think they can afford it. Using messaging like “Most people find plans for \$10 or less a month” makes that more real that they can afford it at a \$10 plan per month. So, make sure you say that when communicating with individuals.

Now for Medicare—people 65 or older—they can enroll in Medicare without paying a penalty if they missed their initial enrollment period. There is more information at [Medicare.gov](https://www.medicare.gov). This website stays the same, regardless of where you live in the country, everyone goes to [Medicare.gov](https://www.medicare.gov). For employer-sponsored coverage, please check with your employer. People can enroll in an employer plan outside of open enrollment if they recently lost coverage. Next slide.

So, we're calling on all states, members of Congress, the health care industry, faith-based and other community organizations, advocacy coalitions, and other public and private partners to do everything in their power to help people stay covered. This work is all hands on deck and it will continue to be. We urge our partners in the private and public sectors to directly reach Medicaid enrollees and help them complete their renewals and connect them to other options.

On this slide, we listed four ways to help people with Medicaid and CHIP in your community. We encourage you to, one, help raise awareness: make sure that your patients, customers, friends, family, anyone you're interacting with who may have had Medicaid or CHIP know what actions they need to take. Number two, share resources with your community and begin incorporating information about Unwinding into materials, presentations, and work plans you have in development. CMS's Communications Toolkit has a lot of great resources and language you can adapt to fit the needs of your organization and the audiences you reach, and we'll go

over some of those great resources in just a moment. Number three, let people know where to go for more help. We'll walk through where to direct people on the next slide. And then last, partner with other organizations in your state, region, or community to reach people with Medicaid and CHIP coverage. Think about organizations that might not consider themselves Medicaid experts—such as a food bank—but they do work with people who are likely to be on Medicaid and CHIP. We want to make sure you are all working with those organizations to reach people who have Medicaid and CHIP. We appreciate your partnership in helping to make sure people remain connected to health coverage, and we're here to support our partners any way we can throughout the Medicaid and CHIP renewal process. Next slide.

Now we've included this slide because this is a lot of information, and some folks might have some deeper questions and need to be routed to have more in-depth conversations about some of this. So, if that is the case, on this slide we've included where you can direct people to if they have questions. So, for questions about Medicaid or CHIP, we want them to contact their state Medicaid or CHIP office directly, and you can update this slide with your state information here—the URL and the phone number for your state. For questions about the Health Insurance Marketplace, visit [HealthCare.gov](https://www.healthcare.gov), or they can find—go to Find Local Help in their area by going to [LocalHelp.HealthCare.gov](https://www.healthcare.gov/locate-local-help). This will help them find assisters that can help them apply for Health Insurance Marketplace coverage. There's also a phone number for the Marketplace Call Center that is available 24 hours a day, seven days a week, in over 200 languages. For this section, if you're a state-based marketplace, we urge you to update this section with your state-based marketplace information. And finally, if they have questions about Medicare, they can go to [Medicare.gov](https://www.medicare.gov) or call 1-800-MEDICARE. If they need help with their enrollment form for Medicare, you can contact your local Social Security Administration field office, and you can find that by visiting www.ssa.gov/locator. So, again, if you're in a Federally Facilitated Marketplace state, you can keep the slide the same. If you're in a state-based, you'll want to update this one. Next slide.

We'll take a moment to go through some additional resources. I'm going to go through a couple of slides, then I'm going to pull up the actual outreach toolkits for you to see on the websites so you can see how to navigate them. Next slide.

CMS has created a series of resources to help raise awareness about renewing Medicaid and CHIP coverage. On this slide, you'll see a sampling of some of those materials, such as fillable flyers for states to customize, conference cards, postcards, materials for health care providers, social media graphics, and more. These materials are meant for people who have not received their renewal form from their state yet. The messages in these materials focus on updating the contact information with your state and keeping an eye out in the mail from your state Medicaid office. All these materials are available in English and Spanish. We do have some materials in additional languages. All these materials can be found at [Medicaid.gov/unwinding](https://www.medicaid.gov/unwinding) in the Outreach and Education section. This first section right here is to help somebody who might not have received anything from their Medicaid state office yet. So, there's specific information for those. Next slide.

This next slide is to help people find other coverage options if they've lost Medicaid or CHIP. So, we have a sampling of some of these materials. I'm going to pull them up in a moment on the

web page. This includes a tip sheet for partners, a fact sheet—what to do if you no longer qualify. We also have some additional materials for employers who have employees who might be losing Medicaid coverage. Again, these are available in English and Spanish. Next slide.

We've also created messaging and resources for kids and families which include fillable and non-fillable postcards. The difference between the postcards is, a fillable postcard provides the opportunity to put your state information, including URL, phone number, and state name in there, and a non-fillable postcard is the image you see on the screen on this slide. It's not fillable. We have postcards for kids with Medicaid or CHIP and for renewing Medicaid or CHIP. These materials focus on making sure families know what steps they need to take to renew their kids' Medicaid or CHIP coverage. I can't stress this enough, but parents should respond to the renewal letter even if they don't think they're eligible because their kids still could be eligible. We need to make sure we get that word out. CMS recently released a new toolkit to help education and early education professionals, educate parents and families about what's happening with Medicaid and CHIP renewals. This toolkit includes letters, texts, and email messages, robocall script samples, social media, flyers, postcards, and other resources to help schools and early education professionals reach out to families and children. All of these materials can be found on [Medicaid.gov/unwinding](https://www.Medicaid.gov/unwinding). Next slide.

I'm going to pull this one up as well. But this is a brand-new document that we just posted today. It's a fact sheet to help spread the word about Medicaid renewals to American Indian and Alaska Native people. This new fact sheet provides important information people need to know about Medicaid and CHIP renewals and strategies for partners like you to reach out to tribal citizens.

Here are some of the strategies you can use to reach tribal citizens: partner with enrollment assisters at Indian health care providers, community leaders, Head Start programs, schools, cultural centers, and other community-based organizations in your area to share culturally and linguistically appropriate materials and social media messages, and host events. Share messages in your community's native language on radio, through tribal newspapers, community boards, postal bulletins, and social media. Also, hand out flyers or other print materials that are simple and clear, and include pictures and graphics. And finally, share information at tribal events and community activities such as health fairs, powwows, cultural events, and school events. We also want to make sure that tribal citizens know how to protect themselves from fraud. On the fact sheet, we have a reminder on the fact sheet that a state Medicaid office will never threaten you with legal action or ask for payment for you to keep or qualify for Medicaid or CHIP coverage. You can contact your local Indian health provider for more information on how to spot and report fraud. This fact sheet can be found on [Medicaid.gov/unwinding](https://www.Medicaid.gov/unwinding)'s web page under the Outreach and Resource section. Next slide.

These materials—we are asking you to print them, to post them, hand them out through all the places that you can think of where people might regularly visit who are on Medicaid or CHIP. You can send listserv messages. We have sample listserv messages that you can just pull and send right out through your listservs. This can go to customers, patients, constituents, all about Medicaid renewals and actions they need to take. We also have lots of social media. We have the graphics and we have the text. We encourage you to take our graphics and our text or just take our text or just take our graphics. We have everything for you to take. We have a bunch, which

I'm going to go through and show you, and we have some tribal-specific social media graphics as well for you to use, and you're also welcome to just retweet or repost anything that CMS puts out. Also use CMS materials as inspiration for your own materials. All this is public. So, if you have your own graphics or you know your audience and what resonates with them, you can take our language, the action we're asking you to share. You can drop that text into materials that you have and share it out broadly. So, you know your community, what's useful for them. We encourage you to use our materials that really meet their needs. Next slide.

What's the call to action? Well, number one is to educate other organizations or people who are enrolled in Medicaid and CHIP about the steps they need to take. You can use the deck that I went through, including those talking points, to train people about Medicaid and CHIP and what they need to do. We also want you to share information and resources with your clients, customers, and patients. We've already been through that in the resources, so I won't go through that in detail again. We want you to think about different ways you can use this to reach people in your community. Again, you know your community better than us. You're the experts.

I think with that, I want to do a quick screen share, if I can. So, I'm going to take over and I want to show you a couple of things real quick before we flip it over to our next speakers.

[Medicaid.gov](https://www.Medicaid.gov) is where this information is. I did reference that if you don't know your state contact information or state name, you can go to this first link called "Renew Your Medicaid or CHIP Coverage." If you open that, it will—through some words here—but scroll down, there's a map. You can find your state, you can select your state from the drop-down. You can click on your state here. You can keep scrolling. Either way, you're going to find the URL for your state and phone numbers for your state-specific link. That's how you can find that. Back on this main page, you can click the Outreach and Education Resources. This brings up everything we showed you in the slides. So, on this—a few things: we have a toolkit here—the English toolkit—that's where the drop-in articles are located. We have social media in there as well. We have two toolkits. We have a Reaching Children and Families in School-Based and Early Education Settings, which I spoke about, as well as a Faith-Based Toolkit. Those have lots of resources in there.

The train-the-trainer deck I just went over with the talking points can be downloaded right here. We put it right at the top for you to be able to download and use. We will also put a link for the slide deck directly in the chat so, you will have that. Here is all our social media. Again, we have phase one, for folks who have not received their letter. Phase two, these are for people who are no longer eligible for Medicaid. and then we have scam messaging. When you click this link, it will pop open a zip file, and when you get that zip file, it has all the social media messaging. You can see down here we have the tribal Medicaid Unwinding social. If you double click and open that, we have that graphic right here for to you use. All right. So, can you check out each of these three for that.

These are the resources I spoke about. So, getting ready for people who haven't lost coverage yet, we have flyers, postcards, tear pads. They're fillable and non-fillable, and we have a specific messaging for American Indians and Alaska Natives here. This is the fillable flyer. Going to pop that open so you can take a look at it. You can fill in your state's name. Will restart eligibility

reviews. Down here, you can put your state's URL and phone number to call. You can print these, hang them up, share them digitally—but they're really great.

Within the next drop-down—Helping People Who Have Lost Medicaid Coverage—I want to point out the first two real quick: Partner Tip Sheet and Health Options Fact Sheet. When you pop those open, they're kind of like handouts that you can have for a front office worker who might be interacting with someone with Medicaid or CHIP. It gives them the three messages they need to say to that person: update your contact information, open the mail, talk about other health care options. So, this is a really great resource. The other Health Care Options Fact Sheet as well. The messaging for resources for families and kids is right here. So, I already went over that in the slide deck, and then we have Fraud and Scams Messaging, which we talked about, and then the Outreach to Special Populations. If you click in here, you will see this is where—they were supposed to post it at noon. It will be posted shortly. This is where the American Indian and Native Alaskan page will be located here in English. And this recording will be posted right here.

And then, lastly, we have educational videos you can share on social media or in a waiting room. We have them in 30-second, 15-second, and six seconds. You can download those here, too. We have tons of information—lots of resources. Take some time to really go through that. We'll send links to these as well, and so just want to make sure that you all are aware of that, and—okay. Let me share real quick. I needed to refresh my page. I will share the Native Fact Sheet. It was just posted. It wasn't showing up until I refreshed. I apologize about that. So here is the “Reaching Out to American Indian and Alaska Native People about Medicaid and CHIP.” If you click on that, it will pop open this handout for you. So, again, this talks about why do tribal citizens need to renew their coverage, the four things you need to do, and then we have all the best resources for you all right here, and then strategies. So, we'll put this link in the chat as well, so you'll have that. With that, I want to turn it over to our partners. And first up, we have Kristen Bitsuie, who is going to talk from the National Indian Health Board. Kristen?

Kristen Bitsuie: Thank you, Stefanie. I'm really happy to be able to join you today. I wanted to thank CMS for inviting us to be part of the webinar. So, just a little bit about myself: I am a citizen of the Navajo Nation. I serve as the Tribal Health Care Outreach and Education Policy Coordinator for the National Indian Health Board. So, let's get started. Next slide.

So, we have learned throughout the years that outreach and education efforts increase Medicaid and CHIP awareness, and it also improves knowledge about special protections, benefits for American Indians and Alaska Natives, and it also promotes Medicaid and CHIP awareness as well. So, when you take a look at this slide, you'll find a list of some of the best practices that are currently happening. And I say some. This is just the bare minimum of a lot of what is happening in Indian country, and those that are doing this work, so I encourage you guys to keep doing a great job. Next slide.

So, in this slide, you'll see some communication practices that are happening for American Indians and Alaska Natives. Stefanie went through some of these communication best practices as well that are happening, and a lot of it, it just depends on the community. Maybe it's a rural community as well. Maybe where tribal radio and tribal newspaper is mostly used. But recently, we noticed that there's been an increase in the social media, and it's been a way of where they

receive, and they start looking for information, and it's a combination of different platforms, as you can see on this list, that are being used in Indian country. So, next slide.

So, here, you have the ability to encourage, to be helpful, and also help understand our tribal citizens about Medicaid application, and then you're also supporting the individual that is in need of some sort of health insurance coverage. In this webinar, we're talking about Medicaid and CHIP. So, for our community, it's very important that they understand that you're there to be able to help them through that process. You want to build a good rapport. You want to communicate well and ensure that your words are backed up with your actions as well, and you want to also educate and empower our tribal citizens about anything that is out there. And when I talk about anything that's out there, you know, about detecting.

Stefanie Costello: Kristen, we lost you. Can you hear us? Kristen, we lost you.

Kristen Bitsuie: Yes?

Stefanie Costello: We lost you just for a moment. But you're back.

Kristen Bitsuie: Okay. There we go. I was just saying that recently it's been brought to my attention about scams and health identity theft that has been rising in our communities as well, too, and we want to make sure that individuals are aware of what medical identity theft is. When someone uses their personal information, like their name, Social Security number, health insurance I.D. number, such as maybe their Medicaid member I.D, as well, too—those are things we want to make sure that they're aware. Make sure to keep that with them, and only be able to understand that nobody is going to be calling them for that information as well, too. We want to make sure you alert your community about the scams and health identity theft. Next slide.

In this slide, you'll see NIHB's toolkit that was created. This was created with partnership with the Indian Health Service. We reached out to subject matter experts that work in this field on a daily basis. We wanted to create something that would benefit them while Medicaid is unwinding. You can go ahead and either use the QR or go directly to the link on this. Now I want to go ahead and hand this over to Yvonne Myers. Thank you.

Yvonne Myers: Thank you, Kristen. Good afternoon. I'm Yvonne Myers with the Citizen Potawatomi Nation in Oklahoma. It's a pleasure to be here today, and likewise, I would like to thank CMS for the invitation. Today, my part is to talk about data sharing. There are three things I really want to get across today. The slide deck will be available to you, but number one is CMS supports and encourages Medicaid agencies to share data and work with tribes on both sharing data for the Unwinding and other data needs. The second is that it can be done, and today I'm going to share with you a little bit about what Oklahoma's success has been, and there are other states that have also been successful, and we want you to know that. The third is to tell you about resources that we can make available to you. We have some information on that. Next slide.

So, thanks to Elliott Milhollin with Hobbs and Straus. He always keeps us on point on the CMS SHO letters. Here are two SHO letters that CMS put out at the end of the—at the beginning of the year, and it's encouraging Medicaid agencies to work with IHS, tribes, and urban Indian

organizations—I may refer to them as ITUs, to simplify the conversation—and to update and share for eligibility. This is just a reference. Next slide.

So, most tribes are affiliated with the Medicaid agency, and we can do eligibility for our members or those individuals that come in and have access to our facilities. And so, we become critical partners in sustaining eligibility—both helping with renewals and creating new eligibility. And in Oklahoma, we're fortunate to have a live portal that we work with for Medicaid eligibility. We can update people live. We can do new applications. They have real-time eligibility. When we complete that application for them that day, their eligibility begins that day. That is really critical. Next slide.

When it comes to data sharing, what we've found is that initially there were only two states that were sharing data with tribes. That was Arizona and Oklahoma, and this lasted for quite a while. At this point, we're only aware of a handful of additional states that have begun sharing data. That's one of the things we really want to promote. Why is this important? These are our patients. So, there's a couple of ways you can go with this. In Oklahoma, we have bimonthly consultations with our Medicaid agency. We had talked about how important it was for maintaining eligibility and being able to know where to target our resources besides just those individuals coming through our clinics. And so, we were able to talk to them. Since we are a provider, we made a request that we would be able to get anyone that had gained eligibility during the PHE—that we had served during that time period—that if they were marked for potential loss of coverage at the end of the PHE, that they would provide each tribal nation or tribal clinic or IHS their own file of exactly who those patients were. Next slide.

And it would provide data—next slide—on identifiers. So, we got their case number, their client I.D, their last name, what address they currently had on file with their Medicaid application, and then it also gave us the reason why they were going to lose coverage. We received our first data file in June of 2022 to start beginning our work in outreach to update information, and so this was really important, and once they did end the continuous eligibility, we received an updated file that also included a file that said where they were in the Unwinding process. So, we literally could know who was going to be closed in April and each month thereafter. In Oklahoma, there's a nine-month closure timeline on ending with the PHE. This is incredibly helpful. We could flag individuals coming in, we could also target the outreach by phone and by outreach materials to reach out to those individuals to make sure that they could maintain their eligibility. And everything that's been said today, I just have to echo: yes, sometimes it's as simple as data sharing that occurs.

Medicaid agencies—I will speak specifically to Oklahoma. I know this happens in other places. We get files in our Medicaid agency from our employment securities that report the last quarter of W-2 earnings for everybody in Oklahoma. This information is loaded into the Medicaid files. You could have a situation where what was in their application was old information. They had a new employer, so they just added it on. They didn't take out the old information. Now they're showing two employers' worth of income, and it's saying they're not eligible for Medicaid any longer when, in fact, they've left that employer. Their application just needs to be updated, remove the outdated income, and now they maintain their eligibility. And the talk about—for children, you know, that is another critical thing. Updating their Medicaid information, getting

their income setup. The adults may lose eligibility, but there is a higher threshold for income eligibility for children. By updating that application, you've met the need for the active renewal process, and you can keep those children on, and keep them updated. Next slide.

So, there are instances—and we've all seen them—that have been actively working with helping people with the Unwinding, and they are going to lose their Medicaid eligibility but for many individuals, they can look for plans in the Marketplace. And, you know, one of the things that I want to stress is there are special American Indian and Alaska Native provisions in the Marketplace. We have a Special Enrollment Period. We have special cost-sharing provisions. So, even though they may want to enroll in a bronze plan, and it has that \$6,000 deductible in there, when they have tribal referrals, those can be put into that health plan system, and they waive copay and deductible cost for the American Indian. So, again, when they are fortunate enough to qualify for premium tax credits that bring premiums down, this is an extremely valuable opportunity to go and take a look at.

We highly recommend people, you know, to really understand the Native American, Alaska Native provisions—working with assisters that are either navigators or working with tribal systems—that may be your very best help when helping that population. Next slide.

So, if you're having difficulty—if you haven't established that relationship with your Medicaid agency or they're being resistant to sharing data, you can request consultation—what I would tell you—the first thing I would want to do is reach out to our colleagues at the Division of Tribal Affairs at CMS. Kitty Marks and her staff are excellent. They have been helpful working with tribes and IHS in the states on providing some technical assistance to give some reassurance to the Medicaid agencies. So, I want to tell you, that's another opportunity to do it, but consultation is something you can request. Next slide.

We also have an Unwinding group—the TTAG Unwinding group. We meet on the fourth Tuesday of every month, Tuesday, at 2:00 Eastern Standard Time. If you would like to attend this, you can just email me. That's on the next slide. I want to follow back up with Oklahoma. We are receiving updated files on the data share from our Medicaid agency. It goes: every tribe or IHS facility or urban Indian clinic receives an updated file, as I mentioned, and they're going to see that list of all the patients they have seen that are on the list for losing eligibility. I feel like Oklahoma has done a really good job. Arizona has done a lot of outreach. We're learning about what other states do. This is really where you get your best bang for the buck on getting these data files, giving you exact information. Next slide, please.

So, I have a new Co-Chair. This is my email address. Beverly Lofton is our new Co-Chair out of CMS Division of Tribal Affairs. Wendy Hilt has been with me since we implemented the work group in March of 2022. She's moving on to another area. So, I sincerely offer you the opportunity, if you're interested in participating in our Unwinding work group, to please join us. So, with that, I've covered everything that I think was on my list to cover in the allotted time, and I would like to turn it over to Hailey Gutzmer with CMS. Hailey?

Hailey Gutzmer: Thank you, Yvonne. Thank you to all of our presenters today for the information you shared. Just a reminder, you can drop your questions into the Q&A box along

the menu at the bottom of your screen. I know we have limited time today to answer questions. But we do take a look at any questions we're not able to get to and use those for future conversations. So, I think we are able to get to one question today. And that one I believe Kristen and maybe some other panelists may be able to answer. What best practices can you share for connecting people terminated from Medicaid to tribal sponsorship for Marketplace coverage? Yvonne, you want to take that?

Yvonne Myers: Hailey, I will attempt to take this question. Not all tribes have sponsorship projects. I would encourage to you reach out to your local tribal clinics or IHS facilities and get connected with somebody that is your ACA expert. They can at least give you the picture of what it would cost you. If they know of a sponsorship program that tribes are doing that would cover them, they could get them referred to them. Again, sponsorship programs are in selected areas. They're not universal. But do talk with somebody in the ITU area about the benefits and what they're eligible for.

Hailey Gutzmer: Great, thank you, Yvonne. And that brings us to the end of our time today. So, just to close out our call today, we hope that the webinar today was helpful and that you all leave this webinar feeling ready to share this information with your community. We really need your help in getting this information out to your networks and to people in your communities who are enrolled in Medicaid and CHIP. As we said before, this is an all-hands-on-deck effort to make sure that people keep health coverage, whether that's through Medicaid and CHIP or through another form of coverage, like the Health Insurance Marketplace.

We appreciate your partnership in this effort, and we are here to support you all through this process. We also want to make sure that you are aware of our monthly webinar series that provides stakeholders with information to prepare for Medicaid and CHIP renewals. On this slide here, you will see the dates for our monthly webinar series through the end of 2023. The link to register for this webinar series will be sent in a follow-up email after this webinar, if you're interested in attending. But our webinars occur on September 27, October 25, and December 6, all at noon Eastern Time. Again, we appreciate your partnership and commitment to help ensure the American Indian and Alaska Native people are connected to the best health care coverage that they're eligible for. With that, I want to say thank you for attending today's webinar. We look forward to continuing to work alongside all of you and continuing to engage with you all. Thank you, and this concludes our call today.