What You Need to Know About Medicare and Marketplace: Enrollment Considerations for 2024

Access, Care, and Engagement (ACE) TA Center October 17, 2023



# How to ask questions

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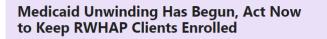
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The Access, Care, and Engagement Technical Assistance (ACE TA) Center builds the capacity of the Ryan White HIV/AIDS Program (RWHAP) community to navigate the changing health care landscape and help people with HIV to access and use their health coverage to improve health outcomes. Many RWHAP clients are eligible for health coverage options, including Medicare, Medicaid, and Marketplace plans. The ACE TA Center provides practical tools and resources to support engagement, education, enrollment, and renewal activities.



State Medicaid programs have begun conducting Medicaid eligibility reviews for all enrollees as of April 2023. The review process will continue for the next 12 months until all enrollees' eligibility has been reviewed. People who are no longer eligible for Medicaid will need to explore alternative health care coverage options.

Read our <u>recent blog post</u> and view our <u>on demand webinar materials</u> to find out how RWHAP programs can help Medicaid clients stay covered and avoid gaps in care. See also HIV.gov's <u>Important: Learn More About the Medicaid Unwinding</u> <u>Period</u>.



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#### Engage, enroll, and retain

clients in health coverage (e.g., Marketplace and other private health insurance, Medicare, Medicaid).



## Communicate with Ryan White HIV/AIDS Program (RWHAP) clients

about how to stay enrolled and use health coverage to improve health care access, including through the use of Treatment as Prevention principles.



#### **Improve the clarity**

of their communication around health care access and health insurance.



- RWHAP program staff, including case managers
- RWHAP organizations (leaders and managers)
- RWHAP clients
- Navigators, State Health Insurance Assistance Programs (SHIP) counselors and other in-person assisters that help enroll RWHAP clients in health coverage

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#### **ACE TA Center**

The Access, Care, and Engagement Technical Assistance (ACE TA) Center builds the capacity of the Ryan White HIV/AIDS Program (RWHAP) community to navigate the changing health care landscape and help people with HIV to access and use their health coverage to improve health outcomes. Many RWHAP clients are eligible for health coverage options, including Medicare, Medicaid, and Marketplace plans. The ACE TA Center provides practical tools and resources to support engagement, education, enrollment, and renewal activities.

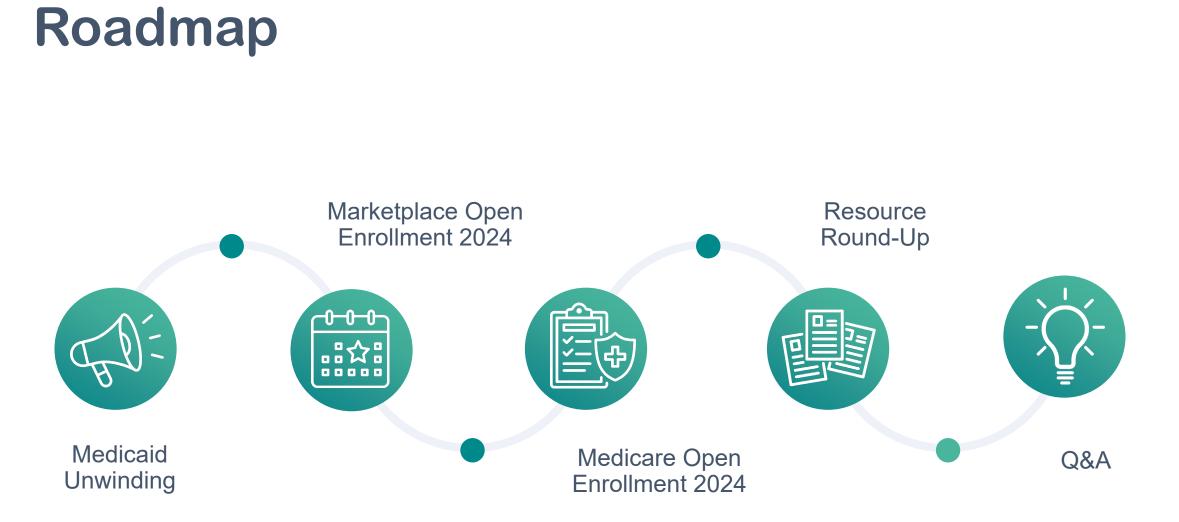
#### Medicaid Unwinding Has Begun, Act Now to Keep RWHAP Clients Enrolled

State Medicaid programs have begun conducting Medicaid eligibility reviews for all enrollees as of April 2023. The review process will continue for the next 12 months



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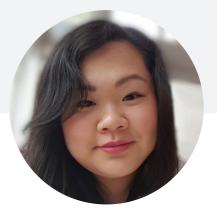
## **Presenters**

Molly Tasso



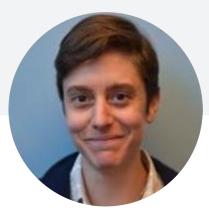
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Anne Callachan



Health Coverage for RWHAP Clients in the Context of the Medicaid Unwinding



## Medicaid Unwinding: How did we get here?

- In response to the COVID-19 pandemic, states were required to keep individuals on Medicaid continuously enrolled (aka the continuous coverage requirement).
- The Medicaid continuous coverage requirement ended on March 31, 2023.
- Medicaid coverage terminations began on April 1, 2023 for individuals no longer eligible for the program.
- States have 12 months to redetermine eligibility for enrollees and return to normal renewal operations.



## Medicaid Unwinding: What the data are telling us

Unwinding Timelines					
Effective Date of First Anticipated Medicaid Terminations	States				
April 2023	ID, NH, OK, SD				
May 2023	AZ, AR, CT, FL, IN, IA, KS, NE, NM, OH, PA, UT, WV, WY				
June 2023	AL, AK, CO, DE, DC, GA, HI, KY, ME, MD, MA, MT, NV, ND, RI, SC, TN, TX, VT, VA, WA				
July 2023	CA, IL, LA, MI, MN, MS, MO, NJ, NY, NC, WI				
October 2023	OR				

## Medicaid Unwinding: Why is it important?

- A large proportion of enrollees are losing Medicaid coverage for procedural reasons, meaning they may still be eligible for Medicaid but their coverage is terminated because they failed to complete documentation.
- State Medicaid programs are struggling to keep pace with renewal processing, with growing backlogs of applications.
- Some states are not using available tools to reduce the burden on enrollees, such as *ex parte* renewals which allow states to redetermine eligibility using existing data sources, rather than relying on enrollee follow-up.





# Which of these emojis reflect how you are feeling about the Medicaid Unwinding?

- (^\_^) smiley face
- (=\_=) tired face
- (>\_<) frustrated face
- (°\_°>) confused face



# What is your organization's top challenge related to the Medicaid Unwinding?

- Identifying RWHAP clients losing Medicaid coverage
- Building staff capacity to support client transitions in care
- Determining client eligibility for other coverage options
- Something else (tell us in the chat)

How to Support Clients Through the Unwinding Process

- 1. Understand your state's process for Medicaid renewals
- 2. Conduct outreach to clients and support enrollment into other coverage options
- Prepare for a possible RWHAP
   including RWHAP Part B AIDS Drug
   Assistance Program (ADAP)
   enrollment surge
- 4. Educate broader enrollment networks about the RWHAP



## Medicaid Unwinding: Renewing, re-enrolling, or transitioning

Scenario	What should the client do?
1. Client is still eligible for Medicaid and their coverage is renewed	No action needed
2. Client is still eligible for Medicaid but improperly disenrolled from Medicaid coverage	Client should appeal the erroneous termination
3. Client is no longer eligible for Medicaid and was (or will soon be) terminated from the program	Client should transition to another form of coverage, such as: • Marketplace • Medicare • Employer-sponsored insurance • Children's Health Insurance Program (CHIP)
<ol> <li>Client is still eligible for Medicaid and newly eligible for Medicare as well</li> </ol>	Client should enroll into Medicare as well as a Medicare Savings Program or Extra Help if eligible
5. Client was eligible for both Medicaid and Medicare but is (or will soon be) losing Medicaid	Client should consider making changes to their Medicare coverage to ensure affordability



# What coverage types are your clients most likely to transition to?

- Medicaid to Marketplace
- Medicaid to Medicare
- Medicaid to employer-sponsored insurance (ESI)
- Medicaid to another coverage type (tell us in the chat)

## The RWHAP: A Safety Net

- Regardless of insurance status, RWHAP clients can receive support for medications and medical coverage, including health insurance premiums and cost sharing assistance.
  - See Health Resource and Services Administration HIV/AIDS Bureau (HRSA HAB) Policy Clarification Notice (PCN) #18-01
- The RWHAP, including ADAP, can support clients during gaps in coverage, to minimize issues with medication adherence



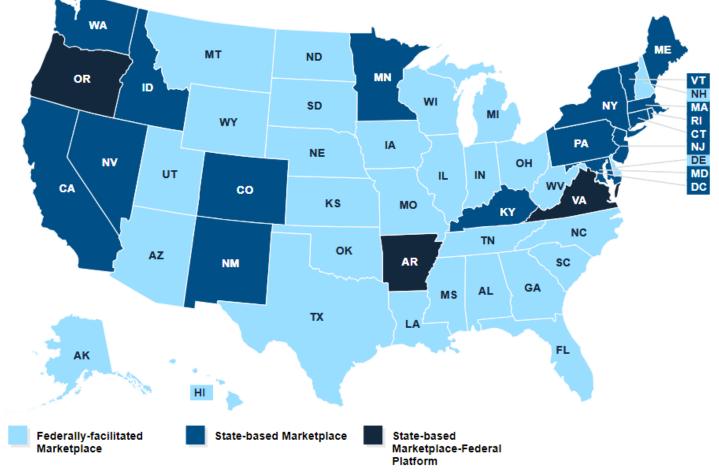
## Marketplace Open Enrollment 2024



## Marketplace: What is it?

- A virtual shopping and enrollment platform (aka an "exchange") for medical insurance
- There are three types of Marketplace platforms:
  - Federally-facilitated Marketplace (HealthCare.gov)
  - State-based Marketplaces
  - Joint state-based/federallyfacilitated Marketplaces

**State Health Insurance Marketplace Types (2023)** 



Source: "State Health Insurance Marketplace Types," KFF State Health Facts, 2023. https://www.kff.org/health-reform/state-indicator/state-health-insurance-marketplace-types

## Marketplace: What is it? (cont.)

- All Marketplaces offer Qualified Health Plans (QHPs) that cover 10 essential health benefits required by law
- The Marketplace offers financial assistance to eligible individuals in the form of Premium Tax Credits or Cost-Sharing Reductions
- Premium Tax Credits (PTCs):
  - A tax credit used to lower monthly premium payments
  - Available to individuals with household income starting at 100% FPL
  - Can be provided up front in the form of an Advanced Premium Tax Credit (APTC)
- Cost-Sharing Reductions (CSRs):
  - A discount that lowers the amount individuals have to pay for deductibles, copayments, and coinsurance
  - Automatically calculated and applied during the application process



## Marketplace: Who's eligible?

- To be eligible to enroll into health coverage through the Marketplace, individuals:
  - ✓ Must live in the United States
  - Must be a U.S. citizen or national (or be lawfully present)
  - ✓ Cannot be incarcerated



## Marketplace Open Enrollment 2024



Begins Nov. 1, 2023

Ends Jan. 15, 2024

Coverage for clients who enroll between November 1 and December 15 will begin January 1, 2024. Coverage for clients who enroll between December 16 and January 15 will begin February 1, 2024.

Note: Marketplace OE dates for SBMs may vary.

## Marketplace: What to watch for in 2024

- Special Enrollment Periods (SEPs)
  - Low Income SEP for individuals who qualify for APTCs and have incomes at or below 150% FPL (ongoing, monthly SEP)
  - Unwinding SEP for individuals who lose Medicaid or CHIP coverage between March 31, 2023 and July 31, 2024
    - Can apply up to 60 days before losing coverage
    - Must select plan within 60 days
       of beginning application



## Marketplace: What to watch for in 2024 (cont.)

- New! Loss of Medicaid/CHIP SEP:
  - Starting in January 2024, individuals who lose Medicaid or CHIP coverage now have 90 days (instead of 60 days) to enroll in a Marketplace plan.
- **New!** Gap eliminated between loss of coverage and new plan effective date: Starting in January 2024, Marketplaces are allowed to make coverage effective on the first day of the month in which the triggering event occurs (e.g., if someone attests that they will lose Medicaid on Aug. 15 and they pick a plan by Jul. 31, the QHP effective date will be Aug. 1)

## Marketplace: What to watch for in 2024 (cont.)

#### Marketplace Subsidies

- Enhanced premium subsidies are extended through 2025. Millions of people will remain eligible for \$0 (or very low cost) plans.
- The **"subsidy cliff"** is eliminated through 2025.
  - Individuals with incomes over 400% will not have to pay more than 8.5% of their income for a silver plan premium.
- Individuals can't be denied APTCs unless they have failed to reconcile APTCs (by filing federal taxes) for two consecutive years.



## What your program can do now to get ready for Marketplace Open Enrollment

- 1. Conduct training and build enrollment staff capacity
  - ✓ Build staff health insurance literacy
  - ✓ Focus on specific plan considerations for people with HIV
  - Consider getting staff trained as Certified Application Counselors (CACs)
- 2. Build enrollment partnerships, if needed
  - ✓ Identify and establish partnerships with health insurance agents, brokers, Navigators, CACs, and other enrollment assisters in your community
  - ✓ Make sure partners are aware of how the RWHAP, including ADAP, supports clients with HIV



## What your program can do now to get ready for Marketplace Open Enrollment (cont.)

#### 3. Conduct Account Tune-Ups

- ✓ Check paperwork, accounts, and payments
- ✓ Review finances, particularly for clients who received APTCs
- Confirm RWHAP/ADAP enrollment, and recertify early if client certification is due during the Marketplace Open Enrollment period
- Help clients prepare for enrollment by identifying their coverage priorities

#### 4. Assess health plans and conduct client outreach

- ✓ For RWHAP recipients purchasing insurance, assess all plan options including off-Marketplace plans. Consider using a third-party to do a plan assessment.
- ✓ For RWHAP-funded direct service providers, check with ADAP and/or other RWHAP insurance purchasing programs on plan options available to clients.



Transitioning from Medicaid to Marketplace: Considerations and Best Practices

- If your client has already been disenrolled from Medicaid coverage:
  - Minimize gaps in coverage by taking advantage of the Unwinding SEP or other Marketplace SEP
- Key Messages for Clients
  - Marketplace coverage can look very different compared to Medicaid.
  - You may be paying a premium for the first time, and you will need to budget for out-ofpocket costs such as co-pays, deductibles, and coinsurance.
  - If you receive an APTC, you have to make sure to file your taxes next year to reconcile the APTC amount you received.





# What specific tips are you finding useful in transitioning clients from Medicaid to Marketplace? Tell us in the chat!

Medicare Open Enrollment 2024



## **Medicare:** What is it?

Medicare is a federal health insurance program that provides coverage in the form of various Medicare Parts.



#### Medicare Part A Hospital Coverage

#### Covers:

- Inpatient hospital care
- Skilled nursing facility care
- Hospice care
- Home health care



#### Medicare Part B Medical Coverage

#### Covers:

- Services from doctors and other health care providers
- Preventive services
- Outpatient care
- Medications administered by a physician
- Home health care
- Durable medical equipment



Medicare Part D Prescription Drug Coverage

#### Covers:

 Cost of outpatient prescription drugs, including all HIV antiretroviral medications

## Medicare: Comparing coverage and costs

- Shop and compare Original Medicare and Medicare Advantage Plans at <u>www.medicare.gov</u>
- The RWHAP, including ADAP, may help pay for Medicare premiums, deductibles, and copayments.

Original Medicare (Parts A and B)

#### Includes:

- Part A (hospital insurance)
- Part B (medical insurance)

#### Clients can purchase:

- Part D (prescription drug coverage)
- Supplemental coverage to help pay out-of-pocket costs—such as a Medicare Supplement Insurance (Medigap) policy

#### Plans adminstered by:

The federal government



Medicare Advantage (also called Part C)

#### Includes:

- Part A (hospital insurance)
- Part B (medical insurance)

#### Most plans include:

 Part D (prescription drug coverage)

#### Some plans also include:

- Lower out-of-pocket costs
- Extra benefits

#### Plans adminstered by:

 Private insurance companies that contract with the government



## Medicare: Who's eligible?

- To enroll in Medicare, an individual must be a U.S. citizen or a legal resident for at least five years (with some exceptions).
- Three potential pathways:
  - Age 65 or older
  - Under 65 with a qualifying disability\*
  - Have End Stage Renal Disease (ESRD) or Amyotrophic Lateral Sclerosis (ALS, also known as Lou Gehrig's disease)

\*Note: HIV on its own is not considered a qualifying disability for the purposes of Medicare eligibility.



## **Medicare:** Enrollment periods for newly eligible individuals

### **Event-Based Enrollment Periods**

- Initial Enrollment Period (IEP)
  - For people turning 65 who are newly eligible for Medicare
- Special Enrollment Period (SEP)
  - For people who experience certain life events, such as moving, losing or changing coverage, etc.

#### **Date-Based Enrollment Periods**

• General Enrollment Period (Jan 1 – Mar 31)

- Auto-Enrollment Due to Disability
  - For people under 65 who have received Social Security Disability Insurance (SSDI) payments for 24+ months
- Auto-Enrollment Due to Retirement
  - For people between 62 and 65 who claim Social Security retirement benefits

• For people who missed their IEP, don't qualify for an SEP, and want to enroll in Part B

## **Medicare:** Enrollment periods to make coverage changes

#### **Event-Based Enrollment Periods**

- Special Enrollment Period (SEP)
  - For people who experience certain life events, such as moving, losing or changing coverage, etc.

#### **Date-Based Enrollment Periods**

- Open Enrollment Period (Oct 15 Dec 7)
  - For people with existing Medicare coverage who want to make changes to their Original Medicare or Medicare Advantage plans
- Medicare Advantage Open Enrollment Period (Jan 1 Mar 31)
  - For people with an existing Medicare Advantage plan who want to make changes to their coverage

### Medicare: What's new for 2024

- Special Enrollment Period (SEP) for individuals who missed their Medicare enrollment period
  - This SEP lasts for 6 months from either the date the individual is no longer eligible for Medicaid or notified that they are no longer eligible, whichever is later.
  - If an individual enrolled into Medicare during the Public Health Emergency (PHE) prior to Jan. 1, 2023 and paid late enrollment fees, they are eligible to have those fees reimbursed if they are otherwise eligible for this SEP.



### Medicare: What's new for 2024 (cont.)

#### Extra Help Expansion

- Beginning Jan. 1, 2024, the Extra Help program is expanding the full subsidy to all eligible individuals with incomes below 150% FPL.
- Individuals eligible for Extra Help are entitled to Part D plans with no premiums or deductibles, and modest co-pay amounts
- Don't forget!
  - Insulin is now available in Part D plans without a deductible for \$35 per month.
  - Vaccines recommended by the Advisory Committee on Immunization Practices are available without cost-sharing.



### Transitioning from Medicaid to Medicare: Considerations and Best Practices

- If your client became Medicare-eligible during the PHE but did not enroll because they had Medicaid coverage:
  - Enroll via the 6 month SEP for loss of Medicaid coverage, or via the GEP from Jan 1 – Mar 31
  - Late enrollment penalties are waived
- If your client will soon become eligible for Medicare and will soon be (or are already have been) terminated from Medicaid coverage:
  - Minimize gaps in coverage by leveraging the RWHAP/ADAP
  - Ensure that your client enrolls in Medicare during their IEP (ideally during the first 3 months) so that coverage begins when they turn 65





# What specific tips are you finding useful in transitioning clients from Medicaid to Medicare? Tell us in the chat!

### Becoming Dually Eligible: Key Considerations

- People who remain Medicaid eligible but also became eligible for Medicare during the PHE (since March 2020) are now newly dually eligible.
- Enroll in the Medicare Parts you are eligible for to avoid late enrollment penalties.
- Watch out for mail from your state Medicaid program and respond to renewals and requests for information.
- You will likely need to be re-screened for Medicaid, Medicare Savings Program, and Extra Help eligibility, which help with Medicare costs.
- It is possible to lose Medicaid eligibility but still remain eligible for MSPs.



### Losing Dually Eligibility: Key Considerations

- People who had both Medicare and Medicaid before the continuous coverage requirement ended and who are now no longer eligible for Medicaid may also lose their eligibility for MSPs.
- Loss of both programs means you are no longer dually eligible and your out-of-pocket Medicare costs will increase.
- Consider enrolling in a Medicare Advantage or Medigap plan 3 months from the date your state notifies you that your Medicaid coverage is ending, or the date your Medicaid coverage ends, whichever is later.
- You can also change your Medicare coverage during the Oct 15 – Dec 7 Medicare Open Enrollment period for changes effective Jan 1.



# Best practices to support Medicare enrollment

- Ensure continuity of coverage
- ✓ Actively enroll
- Avoid penalties
- Provide one-on-one enrollment support



## BEST PRACTICE #1: Ensure continuity of coverage

- Confirm with clients that their current providers accept Medicare: <u>medicare.gov/care-compare</u>
- Help clients compare Medicare drug plans in their area and choose one that covers their HIV medications and other non-HIV medications: <u>medicare.gov/plan-compare/</u>
- **Reminder**: The RWHAP, including ADAP, may help pay for Medicare premiums, deductibles, and copayments.



### BEST PRACTICE #2: Actively enroll

- For clients who choose:
  - Original Medicare (Parts A and B)
     enroll through Social Security
  - Medicare Advantage, Medicare Part D (Drug Plan), or Medigap
     enroll through Medicare.gov
- Only a small subset of people are automatically enrolled in Medicare:
  - People already receiving Social Security retirement benefits
  - People receiving 24+ months of Social Security Disability Insurance (SSDI) benefits
  - People with ESRD or ALS



### BEST PRACTICE #3: Avoid penalties

- Help clients enroll as soon as they are eligible to avoid late enrollment penalties and minimize gaps in coverage.
- Create Electronic Health Record (EHR) reminders or ask medical case managers to flag clients who:
  - Are approaching their 65<sup>th</sup> birthday
  - Will be receiving their 25<sup>th</sup> month of SSDI benefits



State Health Insurance Assistance Programs (SHIP)

- State-based programs that provide **local and objective insurance counseling** and assistance to Medicare-eligible individuals, their families, and caregivers.
  - Review health or drug plan options
  - Explore financial assistance options
  - Explain how Medicare works with other types of health coverage
  - Help with complex issues such as dual eligibility for Medicaid and Medicare and eligibility for MSPs



# Train RWHAP staff as SHIP counselors

- RWHAP and ADAP program staff are ideal SHIP counselors.
  - They understand the eligibility requirements for both programs, the coverage needs of people with HIV, and state-specific programs.
- Training programs and certification requirements may vary by state.
  - Individual SHIP counselors must be associated with a SHIP-certified organization.
- Find your local SHIP: <u>shiphelp.org/about-medicare/regional-</u> <u>ship-location</u>

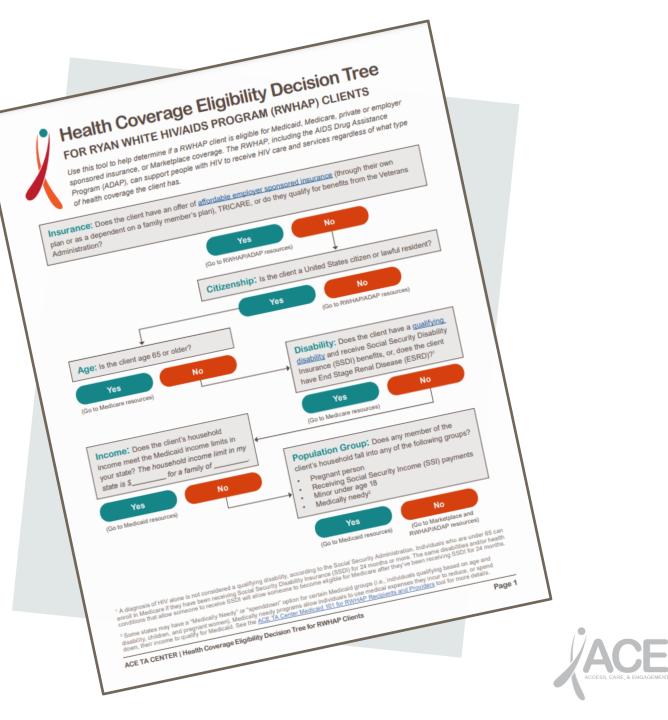


### **Resource Round-Up**



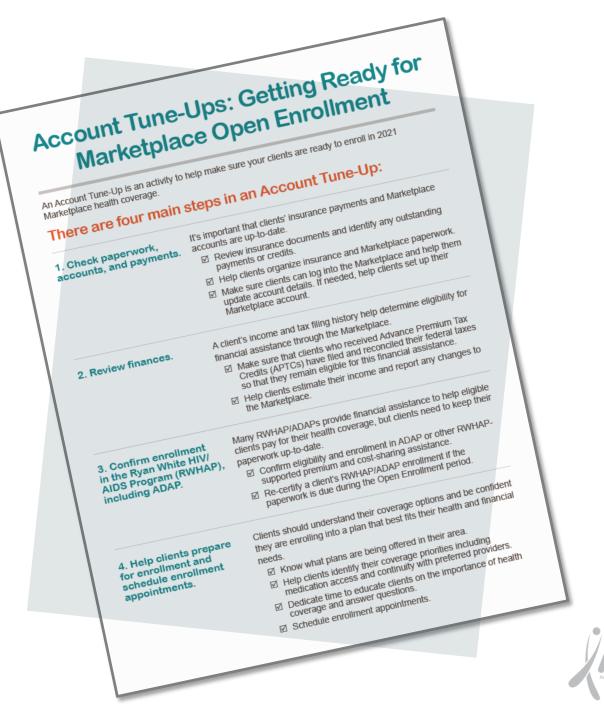
# ACE TA Center: Eligibility Decision Tree

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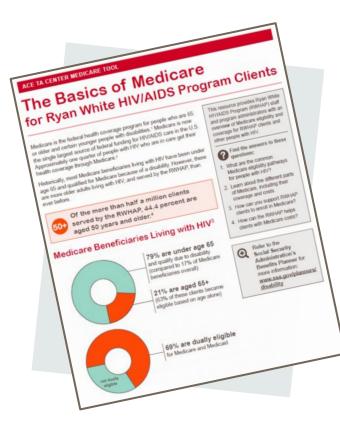


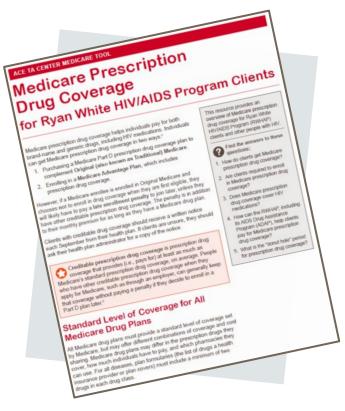
# ACE TA Center: Account Tune-Ups Tool

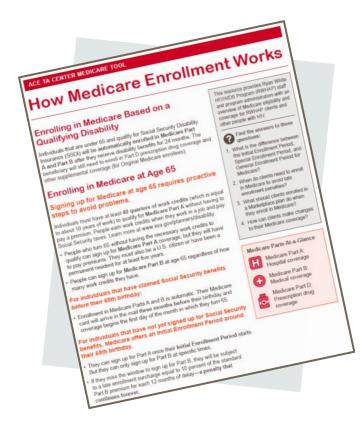
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# **ACE TA Center: Medicare Resources**



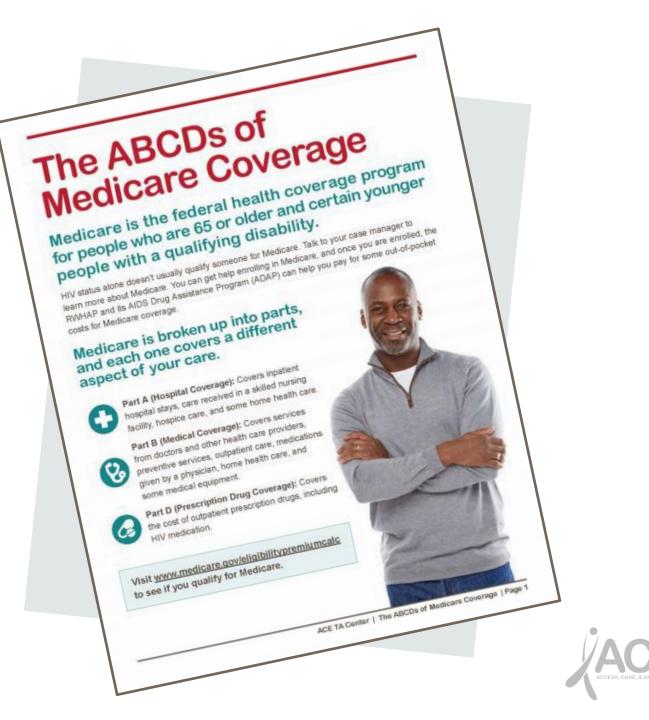




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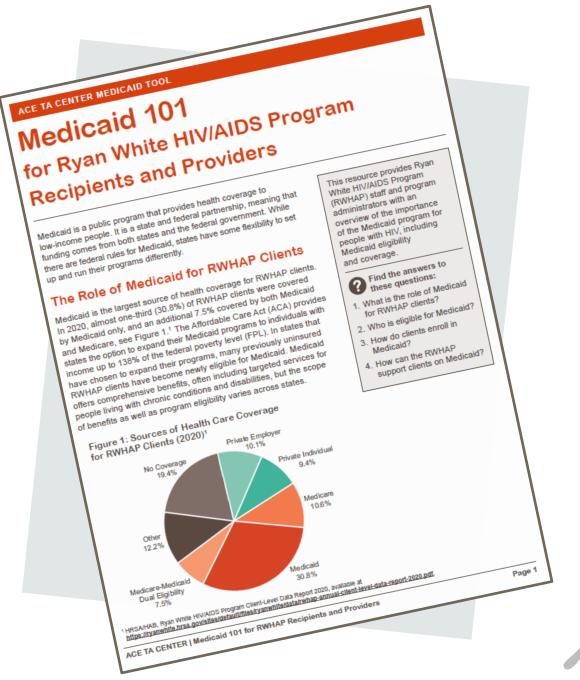
# ACE TA Center: Medicare Resource for Clients





# ACE TA Center: Medicaid Resource

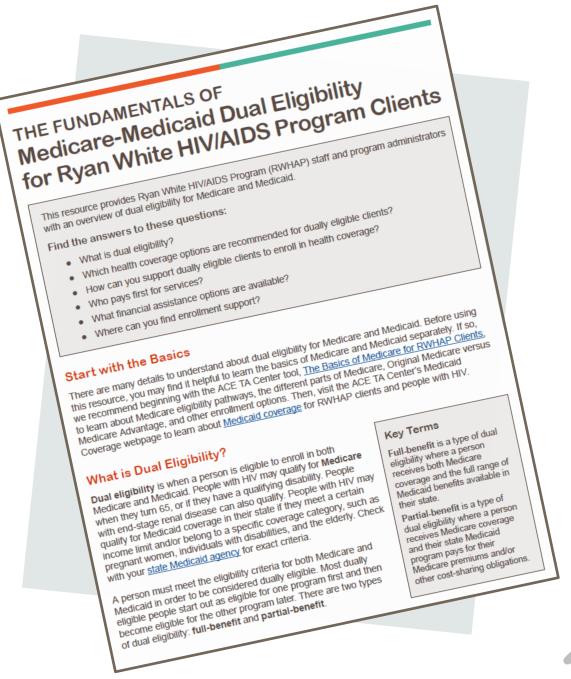
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# ACE TA Center: Dual Eligibility Resource

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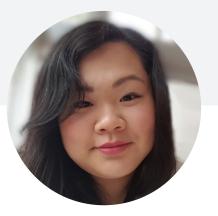


# **Questions?**



### **Q&A** Panelists

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# Thanks for joining us!



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