

# Medicaid Managed Care Advisory Review Panel (MMCARP)

(Approved 3/21/2024)

December 21st, 2023  
Videoconference  
11:00 AM to 1:00 PM  
*Meeting Minutes*

**Panel Members:** Frederick Cohen, *Chair*; Elisabeth Benjamin, *Vice Chair*; Kathryn Haslanger; Sheila Nelson; Joel Landau; Jay Silverman; Amber Decker; Frederick Riccardi; Ricardo Rivera-Cardona; Delores Fraser McFadden (*absent*); Jane Velazquez.

**NYS DOH Staff:** Susan Montgomery; Patricia Sheppard; Gayle Emrich; Krysten Bissaillon; Jennifer Sim; Desirae Munn.

**Presenters/Guests:** Susan Montgomery, New York State Department of Health (DOH); Gayle Emrich (DOH); Sonia Sekhar (DOH).

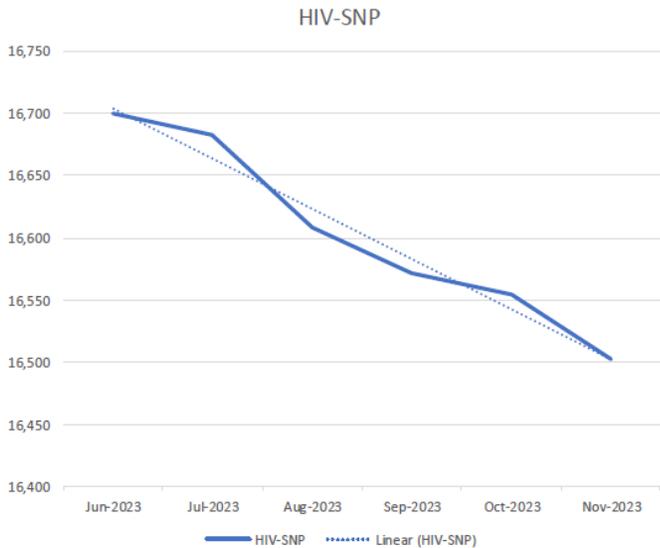
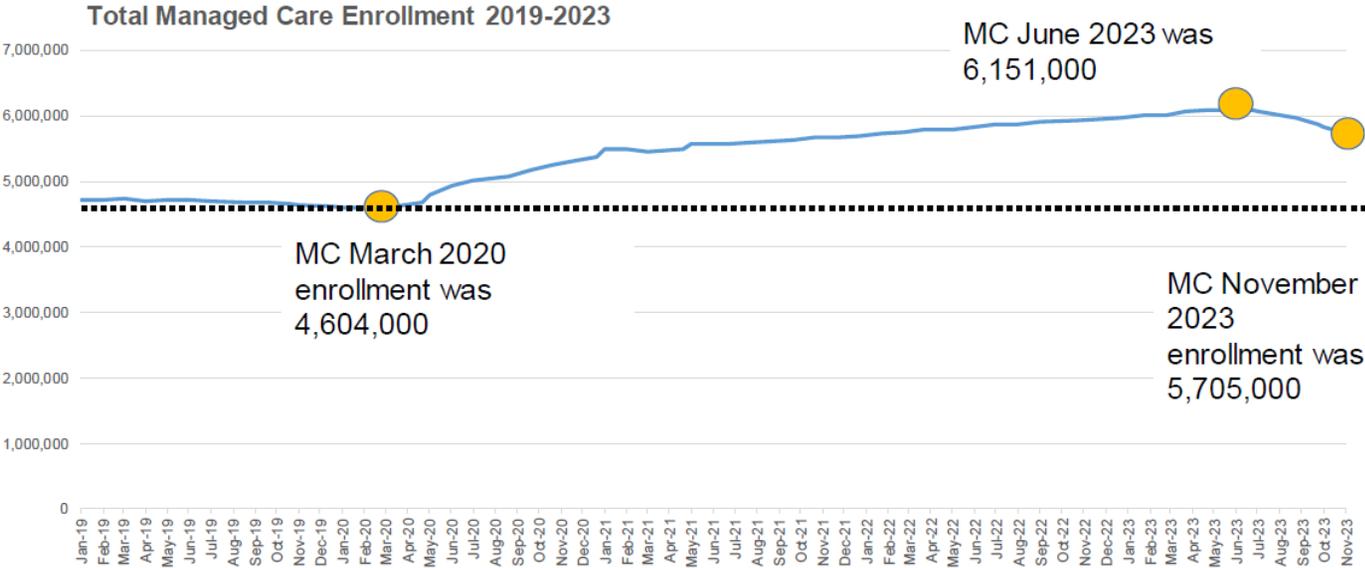
# Medicaid Managed Care Advisory Review Panel (MMCARP)

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<p>Discussion and review of minutes</p>	<ul style="list-style-type: none"> <li>The panel elected Elisabeth Benjamin to Vice Chair of the MMCARP.</li> <li>The panel made motions to approve the June 15, 2023, and September 21, 2023, minutes.</li> </ul>	<p><b>Action Item:</b> Elisabeth Benjamin asked for an ongoing report out of MMCARP vacancies.</p> <p><b>DOH Response:</b> The Department will provide a report out at upcoming meetings.</p>														
<p>Mainstream Medicaid Managed Care Program Update</p>	<p><b>Susan Montgomery (NYSDOH), reported the following:</b></p> <p><b>Member Enrollment Statistics Enrollment Update</b> Enrollment figures for all programs are included in the meeting information we sent to you.</p> <ul style="list-style-type: none"> <li>Enrollment Statistics</li> <li>Enrollment Broker Counties- Overall Activity Report</li> </ul> <p>Auto-assignment figures have also been provided.</p> <ul style="list-style-type: none"> <li>Auto Assignment Rates</li> <li>Auto Assignment Rates for the SSI Population Graph</li> </ul> <p><b>Total Medicaid Managed Care Enrollment</b></p> <div style="display: flex; align-items: flex-start; margin-top: 20px;"> <table border="1" style="margin-right: 20px;"> <thead> <tr> <th>Months</th> <th>Total Medicaid Managed Care</th> </tr> </thead> <tbody> <tr> <td>Jun-2023</td> <td>6,120,954</td> </tr> <tr> <td>Jul-2023</td> <td>6,039,482</td> </tr> <tr> <td>Aug-2023</td> <td>5,932,385</td> </tr> <tr> <td>Sep-2023</td> <td>5,830,899</td> </tr> <tr> <td>Oct-2023</td> <td>5,799,708</td> </tr> <tr> <td>Nov-2023</td> <td>5,706,798</td> </tr> </tbody> </table> </div>	Months	Total Medicaid Managed Care	Jun-2023	6,120,954	Jul-2023	6,039,482	Aug-2023	5,932,385	Sep-2023	5,830,899	Oct-2023	5,799,708	Nov-2023	5,706,798	
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<p>Mainstream Medicaid Managed Care Program Update</p>	<p><b>Active Expansion Review and New Applications</b></p> <p>These following (3) Plan expansions and (2) MCO transactions have been received or remain under review since the September update.</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%; background-color: #f4a460; padding: 5px;"> <p style="text-align: center; margin: 0;"><b>Active Expansion Reviews</b></p> <ul style="list-style-type: none"> <li><b>HIP/Emblem:</b> submitted a service area expansion application for Essential Plan (EP) for Dutchess, Orange, Putnam and Rockland counties. The application is currently under review with BMCFO and DFS.</li> <li><b>Excellus Health Plan:</b> submitted an application to expand their Medicaid and HARP lines of business into the counties of Cattaraugus, Cayuga, Chenango, Cortland, Delaware, Fulton, Genesee, Madison, Montgomery, Oswego, Schuyler, Tompkins, and Wyoming. Plan resubmitted their proposed provider network 4/17/23 and validation activities are underway in addition to reviews being performed by state partners.</li> <li><b>MVP:</b> submitted a service area expansion application for Medicaid, CHP, HARP, and EP lines of business into the counties of Broome, Chenango, Delaware, Erie, Onondaga, Oswego, Niagara, Wayne. This application is currently under review.</li> </ul> </div> <div style="width: 45%; background-color: #d3d3d3; padding: 5px;"> <p style="text-align: center; margin: 0;"><b>New Applications</b></p> <ul style="list-style-type: none"> <li><b>Partner’s Health Plan (PHP):</b> has been conditionally certified as an Article 44 mainstream HMO in NYS.</li> <li><b>Hamaspik Inc.:</b> has applied to be certified as an Article 44 mainstream HMO in NYS.</li> </ul> </div> </div> <p><b>New Benefits/Populations &amp; Benefit Changes</b></p> <p><b>New York State Medicaid Coverage of Respiratory Syncytial Virus (RSV) Monoclonal Antibody (Nirsevimab) for Infants</b></p> <p>New York State (NYS) Medicaid fee-for-service (FFS) and Medicaid Managed Care (MMC) Plans are providing coverage for the administration of Nirsevimab, a monoclonal antibody preparation for the prevention of Respiratory Syncytial Virus (RSV).</p> <p>Nirsevimab has also been Advisory Committee on Immunization Practices (ACIP) recommended for inclusion in the Vaccines for Children (VFC) program. Effective October 1, 2023, NYS will open ordering of nirsevimab through the VFC program. Providers can refer to the <a href="#">Advisory Committee on Immunization Practices - Vaccines for Children Program - Vaccines to Prevent Respiratory Syncytial Virus (RSV) document</a>, for additional information.</p> <ul style="list-style-type: none"> <li>➤ More information can be found in the September 2023 Medicaid Update: <a href="#">New York State Medicaid Update - September 2023 Volume 39 - Number 14 (ny.gov)</a>.</li> </ul>	

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<p>Mainstream Medicaid Managed Care Program Update</p>	<p><b>Community Health Worker Services for Pregnant and Postpartum People</b>            Effective October 1, 2023, for New York State (NYS) Medicaid fee-for-service (FFS), and for Medicaid Managed Care (MMC) Plans, NYS Medicaid will reimburse Community Health Worker (CHW) services for pregnant and postpartum populations. NYS Medicaid members are eligible for CHW services during pregnancy and up to 12 months after the end of pregnancy, regardless of how the pregnancy ends.</p> <p>Covered CHW services include health advocacy, health education, and health navigation supports aimed at improving health outcomes, overall health literacy, and preventing the development of adverse health conditions, injury, illness, or the progression thereof. Individual or group based CHW services are defined as direct interaction with the eligible NYS Medicaid member or group of members. The service must be recommended by a physician or other health care practitioner.</p> <ul style="list-style-type: none"> <li>➤ More information can be found in the September 2023 Medicaid Update: <a href="#">New York State Medicaid Update - September 2023 Volume 39 - Number 14 (ny.gov)</a>, and</li> <li>➤ the Community Health Worker Services Policy Manual: <a href="#">CHW Policy Manual.pdf (emedny.org)</a></li> </ul> <p><b>Updates to Dental Benefit- Effective January 31, 2024</b></p> <ul style="list-style-type: none"> <li>➤ Effective <b>January 31, 2024</b>, dental crowns and root canals will be included in the Mainstream MMC/HIV SNP/HARP benefit package. In addition, replacement dentures and implants will only need a recommendation from a dentist to determine medical necessity.</li> <li>➤ Updates will be published in the Dental Policy and Procedure Code Manual found online at <a href="#">Provider Manuals - Dental (emedny.org)</a> on 1/31/24.</li> <li>➤ More information can be found at the following link: <a href="#">Information for Medicaid Members (ny.gov)</a></li> </ul> <p><b>Expanded Spinal Muscular Atrophy Carrier Screening 2023</b>            Effective October 1, 2023, for NYS Medicaid FFS and for MMC Plans NYS Medicaid will expand coverage criteria to all NYS Medicaid members who are planning to become pregnant and who are currently pregnant. NYS Medicaid Spinal Muscular Atrophy (SMA) carrier screening will be covered once per member per lifetime.</p> <p>NYS Medicaid has provided coverage for SMA carrier screening since 2014. The October 2023 Medicaid update article, <a href="#">New York State Medicaid Update - October 2023 Volume 39 - Number 15 (ny.gov)</a>, supersedes the <a href="#">Expanded Coverage for Spinal Muscular Atrophy - Prenatal Carrier Testing article</a> published in the September 2014 issue of the <i>Medicaid Update</i>.</p> <p>Spinal Muscular Atrophy (SMA) is a genetic disorder that affects the nerves of the spine with the potential to cause severe disability and death. The American College of Obstetricians and Gynecologists (ACOG) currently</p>	<p><b>Motion:</b> Elisabeth Benjamin requested a presentation regarding Community Health Worker services at the next MMCARP meeting.</p> <p><b>DOH Response:</b> The Department will provide a presentation.</p> <p><b>Motion:</b> Amber Decker asked why DentaQuest doesn't have a patient portal for MMC members?</p> <p><b>DOH Response:</b> The Department reached out to DentaQuest and received the following information:  <i>DentaQuest hosts a portal for Healthfirst, but all of their other healthplan partners in NY host their own member portal for their Medicaid members, which has a single sign-on connection to DentaQuest's system for finding providers and viewing benefits.</i></p>

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Mainstream Medicaid Managed Care Program Update	<p>recommends SMA carrier screening be offered to all individuals who are considering pregnancy or are currently pregnant.</p> <ul style="list-style-type: none"> <li>➤ Additional information can be found on the <a href="#">ACOG "Carrier Screening for Genetic Conditions" web page</a>, and</li> <li>➤ the October 2023 Medicaid Update: <a href="#">New York State Medicaid Update - October 2023 Volume 39 - Number 15 (ny.gov)</a></li> </ul> <p><b>Covid-19 Update</b> The New York State Department of Health has updated the Medicaid Coverage Policy Guidance for the 2023-2024 COVID-19 Vaccine: <a href="#">COVID-19 Guidance for Medicaid Providers (ny.gov)</a></p> <p>Additional guidance can be found on the <a href="#">COVID-19 Guidance for Medicaid Providers (ny.gov)</a> webpage, which is updated regularly.</p> <p>The New York State Department of Health released the fifth issue of New York's <a href="#">Public Health Emergency Unwind Dashboard</a>, a monthly enrollment report reflecting data on renewal status, demographics, and program transitions for enrollees with Medicaid, Child Health Plus (CHPlus) and the Essential Plan (EP). This issue of the <i>Unwind Dashboard</i> provides a point-in-time snapshot for individuals who had an October 31, 2023, coverage end date, following the fifth wave of eligibility redeterminations for these safety net programs.</p> <ul style="list-style-type: none"> <li>➤ The past issues of the <i>Unwind Dashboard</i> can be found on the same <a href="#">webpage</a>.</li> </ul>	<p><b>Action Item:</b> Amber Decker asked if Community Health Worker services are put in place to make up for Doula services?</p> <p><b>DOH Response:</b> Community Health Worker (CHW) services are separate from Doula Services. CHWs will not enroll in or bill NYS Medicaid directly. CHW services are billed by the supervising NYS Medicaid-enrolled provider. See link provided for more information: <a href="#">Community Health Worker Services for Pregnant and Postpartum People</a>.</p>
Auto-Assignment Report	<p><b>Gayle Emrich (NYSDOH) and panel members discussed the November 2023 Medicaid Managed Care Auto Assignment Report.</b></p>	
State Update on Unwinding	<p><b>Sonia Sekhar (DOH), reported the following:</b></p> <p><b>Halfway through the Unwind</b></p> <ul style="list-style-type: none"> <li>• With our 7<sup>th</sup> cohort beginning their renewal this month, New York is over halfway through the PHE Unwind process.</li> </ul>	

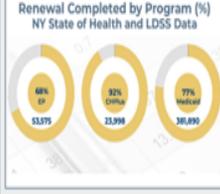
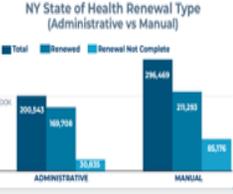
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<p>State Update on Unwinding</p>	<ul style="list-style-type: none"> <li>For NY State of Health enrollees, we have initiated 3,483,627 renewals.                             <ul style="list-style-type: none"> <li>2,514,811 or 72% renewed.</li> <li>910,957 or 26% have did not complete their renewal, including 8% terminated due to not coming back and renewing when they needed to, and 18% who may have started but did not complete their renewals.</li> <li>56,919 or 2% are ineligible.</li> </ul> </li> <li>We have sent over 4.3 million consumer emails, nearly 3 million text messages, and over 2.4 million consumer notices.</li> <li>NY State of Health call center has answered over 2.6 million calls, with wait times averaging only 17 seconds.</li> <li>Currently, we are keeping up with appeals volume and in compliance.</li> </ul> <div data-bbox="296 711 903 824"> <h2>NYS PHE Unwind Data</h2> <h3>August Cohort Highlights</h3> <p>Total number in Cohort: <b>574,525</b>  Renewed their coverage: <b>78%</b>  Renewed through NYSOH: <b>78%</b>  Renewed through LDSS: <b>78%</b>  Renewal Broken Down by Program  Medicaid: <b>78%</b>  Child Health Plus: <b>91%</b>  Essential Plan: <b>72%</b></p> </div> <div data-bbox="296 831 777 1136"> <p><b>AGE DATA</b></p> <p>Renewal outcomes are broken down by age in the table shown here.</p> <table border="1"> <thead> <tr> <th>Age Group</th> <th>Renewal Complete</th> <th>% Renewal Complete</th> </tr> </thead> <tbody> <tr> <td>00-17</td> <td>128,301</td> <td>89%</td> </tr> <tr> <td>18-25</td> <td>50,774</td> <td>69%</td> </tr> <tr> <td>26-34</td> <td>58,156</td> <td>69%</td> </tr> <tr> <td>35-44</td> <td>55,964</td> <td>74%</td> </tr> <tr> <td>45-54</td> <td>125,910</td> <td>77%</td> </tr> <tr> <td>55-64</td> <td>39,871</td> <td>80%</td> </tr> <tr> <td>65+</td> <td>4,575</td> <td>74%</td> </tr> <tr> <td><b>Total</b></td> <td><b>383,951</b></td> <td><b>78%</b></td> </tr> </tbody> </table> <p><small>* NOTE: Some individuals in the August renewal cohort who were 65 or older had their eligibility and data entered by four months, so they were not required to complete a renewal in order to continue their coverage.</small></p> </div> <div data-bbox="787 868 1239 1502"> <div data-bbox="787 868 976 1136"> <p><b>Department of Health</b></p> <p><b>SNAPSHOT</b></p> <p>For the individuals who had an August 31, 2023 coverage end date, overall 78% (347,505) of the 574,525 individuals included in the August 2023 Cohort have renewed their coverage across NY State of Health (78%) and the Local Departments of Social Services (LDSS) (78%). This includes individuals enrolled in Medicaid, Child Health Plus and Essential Plan with August 31st renewal dates.</p> </div> <div data-bbox="987 868 1239 1136"> <p><b>nystateofhealth</b></p> <p><b>New York State Public Health Emergency UNWIND DASHBOARD</b></p> <p>August 2023</p> <p>Tracking the COVID-19 Public Health Emergency Unwind of the Medicaid Continuous Coverage Requirement</p> </div> <div data-bbox="787 1144 1239 1502"> <p><b>INTRODUCTION</b></p> <p>Under the Families First Coronavirus Response Act's continuous coverage requirement, New York State Medicaid, Child Health Plus (CHP) and Essential Health Plan members have not had to renew their health insurance since early 2020. The Consolidated Appropriations Act of 2023 requires states to begin the process of reestablishing renewals in April 2023. This process is also referred to as the "unwind".</p> <p>New York State began sending renewal notices in the early spring to enrollees in Medicaid, CHP, and EP with June 30, 2023 coverage end dates. This process will continue each month until every renewal cycle of enrollees referred to as a cohort, has had their eligibility redetermined.</p> <p><small>NOTE: These enrollees need not re-enroll in this report only includes individuals referred through the NY State of Health Marketplace. Due to program data maintained in the Welfare Management System, individuals processed through LDSS are not included here except for in the Renewal Tracking section and the Transition Section. Data in this document does not include non-renewals in cases.</small></p> </div> </div> <div data-bbox="1249 727 1711 1128"> <p><b>PHE UNWIND - August Renewal Tracking</b></p> <p>August 2023 Cohort   Total renewed (N= 447,506)   Total renewed: 78%</p> <p><b>Renewal Completed by Program (%)</b>  NY State of Health and LDSS Data</p> <p><b>NY State of Health Renewal Type (Administrative vs Manual)</b></p> </div> <div data-bbox="1291 1185 1680 1485"> <p><b>Customer Service Center August 2023</b></p> <table border="1"> <thead> <tr> <th>Type</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Call Received</td> <td>597,038</td> </tr> <tr> <td>Call Center Wait Time</td> <td>10s</td> </tr> <tr> <td>Abandoned Call Rate</td> <td>0.6%</td> </tr> </tbody> </table> </div>	Age Group	Renewal Complete	% Renewal Complete	00-17	128,301	89%	18-25	50,774	69%	26-34	58,156	69%	35-44	55,964	74%	45-54	125,910	77%	55-64	39,871	80%	65+	4,575	74%	<b>Total</b>	<b>383,951</b>	<b>78%</b>	Type	Total	Call Received	597,038	Call Center Wait Time	10s	Abandoned Call Rate	0.6%	<p><b>Action Item:</b> Amber Decker asked if there are any plans to add other health plan types such as HARP and HIV SNP to the Unwind Dashboard?</p> <p><b>DOH Response:</b> Sonia responded that the Department would look into this.</p>
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Call Center Wait Time	10s																																				
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# Medicaid Managed Care Advisory Review Panel (MMCARP)

Agenda Items	Discussion	Action Items																																																													
<p>State Update on Unwinding</p>	<div style="border-bottom: 1px solid #ccc; margin-bottom: 10px;"> <h2 style="margin: 0;">NYS PHE Unwind Data</h2> <h3 style="margin: 0;">August Coverage Transitions</h3> </div> <ul style="list-style-type: none"> <li>Most members are remaining in the program they were in prior to renewal.</li> <li>This does not capture transitions to non-NYSOH coverage, like employer sponsored coverage.</li> </ul> <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px; background-color: #fff9c4;"> <h4 style="margin: 0;">TRANSITIONS</h4> <p style="font-size: small; margin: 5px 0 0 0;">This section displays the number of individuals who remained in their prior program or enrolled in other programs within the Marketplace or LDSSs, where the data are available. Additional information on the eligibility levels for each program is available in the Appendix on page 14.</p> <p style="font-size: x-small; margin: 5px 0 0 0;">Data reflects enrollment changes within New York State public programs; this data does not reflect individuals who transition to Employer Sponsored Insurance (ESI) or other coverage outside of the Marketplace, have moved out of state, or are no longer seeking coverage in New York for some other reason.</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #003366; color: white;"> <th colspan="9">August 2023 Cohort (NY State of Health and LDSS data)</th> </tr> <tr style="background-color: #003366; color: white;"> <th colspan="9">Program Transitions for those Completing Renewals (N= 447,506)</th> </tr> <tr style="background-color: #003366; color: white;"> <th rowspan="2">Program Type (prior to renewal)</th> <th colspan="7">Program Type (post-renewal)</th> <th rowspan="2">Total</th> </tr> <tr style="background-color: #003366; color: white;"> <th>CHDPlus</th> <th>Essential Plan</th> <th>Medicaid</th> <th>QHP ADTC without CSR</th> <th>QHP ADTC with CSR</th> <th>QHP Full Day</th> <th>Ineligible</th> </tr> </thead> <tbody> <tr style="background-color: #e6e6e6;"> <td style="text-align: left;">CHDPlus (18,543)</td> <td>87%</td> <td>&lt;1%</td> <td>11%</td> <td>0%</td> <td>0%</td> <td>&lt;1%</td> <td>1%</td> <td>100%</td> </tr> <tr style="background-color: #e6e6e6;"> <td style="text-align: left;">Essential Plan (55,404)</td> <td>0%</td> <td>64%</td> <td>19%</td> <td>10%</td> <td>4%</td> <td>2%</td> <td>1%</td> <td>100%</td> </tr> <tr style="background-color: #e6e6e6;"> <td style="text-align: left;">Medicaid (373,559)</td> <td>5%</td> <td>8%</td> <td>80%</td> <td>3%</td> <td>1%</td> <td>1%</td> <td>2%</td> <td>100%</td> </tr> </tbody> </table> </div>	August 2023 Cohort (NY State of Health and LDSS data)									Program Transitions for those Completing Renewals (N= 447,506)									Program Type (prior to renewal)	Program Type (post-renewal)							Total	CHDPlus	Essential Plan	Medicaid	QHP ADTC without CSR	QHP ADTC with CSR	QHP Full Day	Ineligible	CHDPlus (18,543)	87%	<1%	11%	0%	0%	<1%	1%	100%	Essential Plan (55,404)	0%	64%	19%	10%	4%	2%	1%	100%	Medicaid (373,559)	5%	8%	80%	3%	1%	1%	2%	100%	
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<p>State Update on Unwinding</p>	<div style="text-align: center;"> <h2 style="color: #8B4513;">NYS PHE Unwind Data</h2> <h3 style="color: #8B4513;">September Cohort Highlights</h3> </div> <div style="border: 1px solid #8B4513; padding: 10px; margin: 10px 0;"> <p>Total number in Cohort: <b>598,670</b>  Renewed their coverage: <b>77%</b>  Renewed through NYSOH: <b>77%</b>  Renewed through LDSS: <b>77%</b>  Renewal Broken Down by Program  Medicaid: <b>77%</b>  Child Health Plus: <b>92%</b>  Essential Plan: <b>68%</b></p> </div> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p><b>SNAPSHOT</b>  As of September 30, 2023, overall 77% (459,463) of the 598,670 individuals included in the September 2023 Cohort have renewed their coverage across NY State of Health (77%) and the Local Departments of Social Services (LDSS) (77%). This includes individuals enrolled in Medicaid, Child Health Plus and Essential Plan with September 30 renewal dates.</p> </div> <div style="text-align: center;">  <p><b>New York State Public Health Emergency UNWIND DASHBOARD</b>  September 2023</p> </div> </div> <div style="margin-top: 20px;"> <p style="text-align: center;"><b>Tracking the COVID-19 Public Health Emergency Unwind of the Medicaid Continuous Coverage Requirement</b></p> <p style="text-align: center;"><b>INTRODUCTION</b></p> <p>Under the Families First Coronavirus Response Act's continuous coverage requirement, New York State Medicaid (MHC), Child Health Plus (CHP), and Essential Plan (EP) members have not had to renew their health insurance since early 2020. The Consolidated Appropriations Act of 2023 requires states to begin the process of redetermining enrollees in April 2023. This process is also referred to as the "unwind".</p> <p>New York State began sending renewal notices in the early spring to enrollees in Medicaid, CHP, and EP with June 30, 2023 coverage and dates. This process will continue each month until every renewal cycle of enrollees, referred to as a cohort, has had their eligibility redetermined.</p> <p><small>NOTE:  Unless otherwise noted, data included in this report only includes individuals processed through the NY State of Health Marketplace. Data to individuals in data maintained in the Welfare Management System, individuals processed through LDSS are not reflected here except for in the Renewal Tracking Section and the Transitions Section. Data in this document shows individuals, not households or cases.</small></p> </div>	<div style="border: 1px solid #8B4513; padding: 10px; margin-bottom: 10px;"> <p style="text-align: center;"><b>PHE UNWIND - September Renewal Tracking</b></p> <p style="text-align: center;">September 2023 Cohort   Total renewed: (N= 459,463)   Total renewed: 77%</p>  <p style="font-size: small;">* Approximately 16,000 enrollees in the September Cohort are not reflected in renewal complete because their coverage has been extended as part of the mitigation plan.</p> </div> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p><b>Renewal Completed by Program (%)</b>  NY State of Health and LDSS Data</p>  </div> <div style="text-align: center;"> <p><b>NY State of Health Renewal Type (Administrative vs Manual)</b></p>  </div> </div> <div style="margin-top: 20px;"> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p style="text-align: center;"><b>Customer Service Center September 2023</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Type</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Calls Received</td> <td>541,050</td> </tr> <tr> <td>Call Center Wait Time</td> <td>38s</td> </tr> <tr> <td>Abandoned Call Rate</td> <td>1.0%</td> </tr> </tbody> </table> </div> <div style="width: 45%;"> <p style="text-align: center;"><b>CALL CENTER METRICS</b></p> <p>Individuals seeking assistance may reach out through the Marketplace Customer Service Center. To the left are key metrics we are tracking to ensure consumers are able to get through to customer service on a timely basis.</p> </div> </div> </div>	Type	Total	Calls Received	541,050	Call Center Wait Time	38s	Abandoned Call Rate	1.0%	
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### AGE DATA

Renewal outcomes are broken down by age for LDSS Downstate, LDSS Rest of State, and the NY State of Health Marketplace in the tables shown here.

September 2023 Cohort NY State of Health		
Age Group	Renewal Complete	Completion Rate
00-17	126,060	90%
18-25	48,617	69%
26-34	56,708	66%
35-44	55,137	71%
45-54	45,375	75%
55-64	42,929	80%
65+	6,175	65%
<b>Total</b>	<b>381,001</b>	<b>77%</b>

# Medicaid Managed Care Advisory Review Panel (MMCARP)

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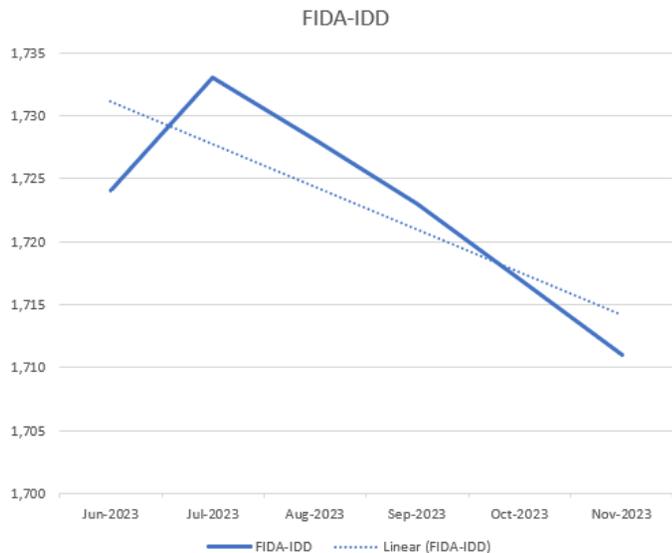
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<p>State Update on Unwinding</p>	<div data-bbox="289 232 903 391"> <h2>NYS PHE Unwind Data</h2> <h3>October Cohort Highlights</h3> <p>Total number in Cohort: <b>634,159</b>  Renewed their coverage: <b>78%</b>  Renewed through NYSOH: 78%  Renewed through LDSS: 82%  Renewal Broken Down by Program  Medicaid: 80%  Child Health Plus: 86%  Essential Plan: 68%</p> </div> <div data-bbox="793 451 953 509"> </div> <div data-bbox="1024 451 1222 509"> </div> <div data-bbox="806 602 924 631"> <h4>SNAPSHOT</h4> </div> <div data-bbox="793 643 938 837"> <p>As of October 31, 2023, overall <b>78%</b> (497,336) of the 634,159 individuals included in the October 2023 Cohort have renewed their coverage across NY State of Health (78%) and the Local Departments of Social Services (LDSS) (82%). This includes individuals enrolled in Medicaid, Child Health Plus, and Essential Plan with October 31st renewal dates.</p> </div> <div data-bbox="793 860 945 945"> <p>Data within this report reflects renewal status, demographics, and program transitions for individuals in the October 2023 Cohort as of October 31, 2023.</p> </div> <div data-bbox="793 967 945 1247"> <p>Because New York permits late renewal, data in this report does not provide final outcomes for the October 2023 Cohort. Renewal completion rates are expected to rise over the next month. Additionally, the Department of Health is unable to track enrollment in coverage outside of NY State of Health or LDSSs. For example, a significant number of individuals are estimated to have gained health coverage through an employer, meaning that individuals who do not come back to renew should not be assumed to be uninsured.</p> </div> <div data-bbox="978 570 1201 818"> <div style="border: 2px solid yellow; padding: 10px; text-align: center;"> <p>New York State Public Health Emergency</p> <h2>UNWIND DASHBOARD</h2> <p>October 2023</p> </div> </div> <div data-bbox="982 846 1209 912"> <p>Tracking the COVID-19 Public Health Emergency Unwind of the Medicaid Continuous Coverage Requirement</p> </div> <div data-bbox="999 948 1188 980"> <h4>INTRODUCTION</h4> </div> <div data-bbox="970 990 1222 1114"> <p>Under the Families First Coronavirus Response Act's continuous coverage requirement, New York State Medicaid (MAL), Child Health Plus (CHP+) and Essential Plan (EP) members have not had to renew their health insurance since early 2020. 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# Medicaid Managed Care Advisory Review Panel (MMCARP)

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<p>State Update on Unwinding</p>	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <h2 style="color: #8b4513;">NYS PHE Unwind Data</h2> <h3 style="color: #8b4513;">October Coverage Transitions</h3> <ul style="list-style-type: none"> <li>Most members are remaining in the program they were in prior to renewal.</li> <li>This does not capture transitions to non-NYSOH coverage, like employer sponsored coverage.</li> </ul> </div> <div style="width: 50%; border: 1px solid #ccc; padding: 10px; background-color: #fff9c4;"> <h3 style="margin: 0;">TRANSITIONS</h3> <p style="font-size: small; margin: 5px 0 0 0;">This section displays the number of individuals who remained in their prior program or enrolled in other programs within the Marketplace or LDSSs, where the data are available. Additional information on the eligibility levels for each program is available in the Appendix on page 14.</p> <p style="font-size: x-small; margin: 5px 0 0 0;">Data reflects enrollment changes within New York State public programs; this data does not reflect individuals who transition to Employer Sponsored Insurance (ESI) or other coverage outside of the Marketplace, have moved out of state, or are no longer seeking coverage in New York for some other reason.</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #003366; color: white;"> <th colspan="9">October 2023 Cohort (NY State of Health and LDSS data)</th> </tr> <tr style="background-color: #003366; color: white;"> <th colspan="9">Program Transitions for those Completing Renewals (N= 497,336)</th> </tr> <tr style="background-color: #cccccc;"> <th rowspan="2">Program Type (prior to renewal)</th> <th colspan="7">Program Type (post-renewal)</th> <th rowspan="2">Total</th> </tr> <tr style="background-color: #003366; color: white;"> <th>CHPlus</th> <th>Essential Plan</th> <th>Medicaid</th> <th>QHP APTC without CSR</th> <th>QHP APTC with CSR</th> <th>QHP Full Pay</th> <th>Ineligible</th> </tr> </thead> <tbody> <tr style="background-color: #e0e0e0;"> <td style="text-align: left;">CHPlus (16,855)</td> <td>89%</td> <td>&lt;1%</td> <td>11%</td> <td>0%</td> <td>0%</td> <td>&lt;1%</td> <td>&lt;1%</td> <td>100%</td> </tr> <tr style="background-color: #e0e0e0;"> <td style="text-align: left;">Essential Plan (62,822)</td> <td>0%</td> <td>61%</td> <td>26%</td> <td>8%</td> <td>3%</td> <td>1%</td> <td>1%</td> <td>100%</td> </tr> <tr style="background-color: #e0e0e0;"> <td style="text-align: left;">Medicaid (417,659)</td> <td>4%</td> <td>7%</td> <td>82%</td> <td>2%</td> <td>&lt;1</td> <td>&lt;1%</td> <td>2%</td> <td>100%</td> </tr> </tbody> </table> <p style="font-size: x-small; margin-top: 5px;">NOTE:</p> </div> </div>	October 2023 Cohort (NY State of Health and LDSS data)									Program Transitions for those Completing Renewals (N= 497,336)									Program Type (prior to renewal)	Program Type (post-renewal)							Total	CHPlus	Essential Plan	Medicaid	QHP APTC without CSR	QHP APTC with CSR	QHP Full Pay	Ineligible	CHPlus (16,855)	89%	<1%	11%	0%	0%	<1%	<1%	100%	Essential Plan (62,822)	0%	61%	26%	8%	3%	1%	1%	100%	Medicaid (417,659)	4%	7%	82%	2%	<1	<1%	2%	100%	
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	<h3>Qualified Health Plan Take Up Rate During the Unwind</h3> <ul style="list-style-type: none"> <li>Over the total unwind period, of the 3.1 million individuals whose Medicaid, Essential Plan, Child Health Plus eligibility has been redetermined:             <ul style="list-style-type: none"> <li>380,000, or 12%, have been determined eligible for QHPs, and</li> <li>63,000, or 2%, have taken up this coverage</li> </ul> </li> <li>Assume take up rate is low largely because of affordability.</li> </ul>																																																														

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<p>State Update on Unwinding</p>	<p><b>Qualified Health Plan Take Up Rate</b></p> <ul style="list-style-type: none"> <li>NY State of Health will be fielding a survey in collaboration with SHADAC to better understand the barriers and facilitators to enrolling in insurance through the marketplace.</li> <li>Consumers in the December unwind cohort who have lost public program coverage but are Qualified Health Plan eligible will be queried on their decision to enroll or forgo insurance, with specific questions asking about their experience applying for insurance, selecting a plan, and affordability.</li> <li>Those who have enrolled in a Qualified Health Plan will get one version of the survey and those who have not enrolled will get another.</li> <li>The survey is 10 questions long and will be sent via text.</li> </ul>															
<p>Managed Long Term Care (MLTC) Program Update</p>	<p><b>Susan Montgomery (DOH), reported the following:</b></p> <p><b>Managed Long Term Care Member Enrollment Statistics</b></p> <p><b>FIDA-IDD Enrollment</b></p> <table border="1" style="margin-bottom: 10px;"> <thead> <tr> <th>Months</th> <th>FIDA-IDD</th> </tr> </thead> <tbody> <tr><td>Jun-2023</td><td>1,724</td></tr> <tr><td>Jul-2023</td><td>1,733</td></tr> <tr><td>Aug-2023</td><td>1,728</td></tr> <tr><td>Sep-2023</td><td>1,723</td></tr> <tr><td>Oct-2023</td><td>1,717</td></tr> <tr><td>Nov-2023</td><td>1,711</td></tr> </tbody> </table>  <p style="text-align: center;">FIDA-IDD</p>	Months	FIDA-IDD	Jun-2023	1,724	Jul-2023	1,733	Aug-2023	1,728	Sep-2023	1,723	Oct-2023	1,717	Nov-2023	1,711	
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<p>Managed Long Term Care (MLTC) Program Update</p>	<ul style="list-style-type: none"> <li>• In 2024, DOH will request and review via the MLTC plans roof of SADC site-specific remediation implemented.</li> <li>• Monitoring by DOH of the MLTC plans' SADC HCBS reviews will continue annually hereafter.</li> <li>• Policy, tools, templates, guidance, and webinars have been issued in collaboration with OMIG, NYC Aging and NYS of Aging.</li> <li>• Person Centered Service Planning (PCSP) templates and guidance were issued November 2022. Throughout 2023 additional PCSP webinars and templates were updated and issued to MLTC plans and their SADC sites. Key PCSP highlights:               <ul style="list-style-type: none"> <li>• A member's PCSP is a living document.</li> <li>• An update is needed whenever there is a change and at the request of the member.</li> <li>• PCSPs MUST be updated at least annually.</li> <li>• The PCSPs should be member driven and based on their goals and preferences – Focus on <u>what is important to the member</u> over what is good for the member.</li> </ul> </li> </ul> <p><b>SADC State Directed Payment Opportunity</b></p> <ul style="list-style-type: none"> <li>• On November 18, 2023, DOH announced to the MLTC plans that their contracted and HCBS-compliant SADC sites could be eligible for additional funds under the American Rescue Program Act (ARPA) .</li> <li>• The webinar presented details on:               <ul style="list-style-type: none"> <li>• Overview of the SADC Direct Payment Process</li> <li>• Roles and Responsibilities for DOH, SADCs, and MLTC Plans</li> <li>• Qualifications and Requirements for Payments that would be paid out via MLTC plans by 3/31/24 to their eligible SADCs.</li> </ul> </li> </ul>	



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# Medicaid Managed Care Advisory Review Panel (MMCARP)

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<p>Public Comment</p>	<p><b>Public Comment 1:</b> Doris with a social adult day center stated that there is confusion regarding the Person Centered Service Plan (PCSP) and the need for guidance around where their responsibilities lay versus the managed care plan.</p> <p>Amber Decker responded that the managed care plan generally holds the PCSP and suggested that Doris work collaboratively with the managed care plan.</p> <p><b>Public Comment 2:</b> Ralph Warren, self-advocate for OPWDD, stated that they have concerns regarding the NYIAP reassessment transition and asked for consumer guidance regarding the reassessment process to ensure there are no interruptions in services.</p>																																																																									

## Medicaid Managed Care Advisory Review Panel (MMCARP)

Agenda Items	Discussion	Action Items
	Susan Montgomery reiterated that NYIAP has not started the reassessment process and that there are no current changes.	
	<b>Motion Passed: Meeting adjourned at 12:55pm</b>	

### ACRONYMS & INITIALISMS

ABA	Applied Behavior Analysis
ADL	Activity of Daily Living
ADM	Administrative Directive Memorandum
ARPA	American Rescue Plan Act
BH	Behavioral Health
CBAA	Certified Behavior Analyst Assistant
CBLTC	Community Based Long Term Care
CBLTSS	Community Based Long Term Services and Supports
CBO	Community Based Organization
CDC	Centers for Disease Control
CDPAP	Consumer Directed Personal Assistance Program
CDPAS	Consumer Directed Personal Assistance Services
CFCO	Community First Choice Option
CFEEC	Conflict-Free Evaluation and Enrollment Center
CFTSS	Children and Family Treatment and Support Services
CHA	Community Health Assessment
CHP	Child Health Plus
CMA	Care Management Agency
CMHA	Community Mental Health Assessment
DME	Durable Medical Equipment
DOH	Department of Health
DOL	Department of Labor
D-SNP	Dual Eligible Special Needs Plans
EP	Essential Plan
FAQ	Frequently Asked Questions
FFS	Fee for Service
FI	Fiscal Intermediary
FIDA	Fully Integrated Duals Advantage

FIDA-IDD	Fully Integrated Duals Advantage-Individuals with Intellectual and Developmental Disabilities
FLSA	Fair Labor Standards Act
FY	Fiscal Year
HARP	Health and Recovery Plan
HCBS	Home and Community Based Services
HERO	Health Equity Regional Organization
HIV SNP	HIV Special Needs Plan
IADL	Instrumental Activity of Daily Living
IB-Dual	Integrated Benefits for Dually Eligible Enrollees
IPP	Independent Practitioner Panel
IRP	Independent Review Panel
JAC	Joint Advisory Council
LBA	Licensed Behavior Analyst
LDSS	Local Department of Social Services
LGU	Local Government Unit
LHCSA	Licensed Home Care Services Agencies
LTNHS	Long Term Nursing Home Stay
MARO	Metropolitan Area Regional Office
MCO	Managed Care Organization
MLTC	Managed Long Term Care
MMC	Medicaid Managed Care
MMCARP	Medicaid Managed Care Advisory Review Panel
MOU	Memorandum of Understanding
MRT	Medicaid Redesign Team
NHTD	Nursing Home Transition and Diversion Waiver
NYC	New York City
NYIAP	New York Independent Assessor Program

## Medicaid Managed Care Advisory Review Panel (MMCARP)

NYSDOH	New York State Department of Health
OASAS	Office of Alcoholism and Substance Abuse Services
OHIP	Office of Health Insurance Programs
OMH	Office of Mental Health
OMIG	Office of Medicaid Inspector General
OTC	Over the Counter (Drug)
PACE	Program of All-Inclusive Care for the Elderly
PCS	Personal Care Services (Medicaid State Plan)
PHIP	Population Health Improvement Program
PNDS	Provider Network Data System
POC	Plan of Care
PPS	Performing Provider System

RFP	Request for Proposals
ROS	Rest of State
RPC	Regional Planning Consortium
SBHC	School Based Health Center
SCN	Social Care Needs
SDHN	Social Determinants of Health Network
SSI	Supplemental Security Income
TBI	Traumatic Brain Injury
TCM	Targeted Case Management
VBP	Value Based Payment
WIO	Workforce Investment Organizations