



**WISCONSIN DEPARTMENT**  
*of* **HEALTH SERVICES**

# **DMS Unwinding Implementation Update**

## **Medicaid Advisory Committee**

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# Keeping Members Covered

- Unwinding is the term used by our federal partners to describe the steps for state Medicaid agencies to replace temporary policies established during the COVID-19 emergency with regular eligibility, enrollment, and benefits management processes.
- **Wisconsin's Unwinding goals include:**
  - Keeping members covered, either in a Medicaid program or another type of insurance that suits their needs.
  - Providing members with timely, accurate, and actionable information to avoid disruptions in coverage or medical care.
  - Collaborating with stakeholders to share information about unwinding and getting feedback from the field.

# Unwinding Partner Toolkit

- The toolkit was designed to give partners communication tools to help members navigate the Unwinding process successfully.
- Partners are able to download and customize materials and to share social media posts to help spread key messages.
- Materials are available to help members:
  - Update addresses
  - Submit renewals at the right time
  - Renew healthcare for their children even if they are no longer eligible
  - Find renewal information tailored for older adults

# Toolkit Materials Cont'd

- Materials also are available to help members:
  - Receive email and text reminders
  - Submit medical expense deductions
  - Understand their options for enrolling in Medicare
  - Sign up for ACCESS and MyACCESS to help apply for and manage benefits

# Unwinding Partner Toolkit

## What's New

- August 29, 2023 - New renewal resources for [Kids and Families](#)
  - Resources include an outreach card, flyer, and social media posts.
  - Spanish and Hmong translations included.
- August 15, 2023 - Nineteen new translations have been added for the [Renewals are Back](#) outreach card and flyer.
- July 13, 2023 - Renewal resources for [Older Adults](#) are now available.
  - These resources include a poster, flyer, outreach card, and handouts.
  - Spanish and Hmong translations included.
- For more information on the Unwinding Partner Toolkit, please visit: <https://www.dhs.wisconsin.gov/covid-19/unwindingtoolkit.htm>

# Unwinding Task Force

- The Unwinding Task Force was created to:
  - Advise DHS on outreach strategies and communication.
  - Help partners and stakeholders take an active role in reaching out to members so they can successfully navigate the Unwinding process.
  - Provide a forum for partners to give feedback on in-the-field operations.
- To join the DHS Unwinding Task Force Meetings, email: [dhsforwardhealthpartners@dhs.Wisconsin.gov](mailto:dhsforwardhealthpartners@dhs.Wisconsin.gov)
  - In the subject line, include “Task Force Meeting Request.” In the body of the email, please provide your name, title, organization, and a brief description of your role related to Unwinding efforts.

# Unwinding Task Force Organizations

- Advocacy & Benefits Counseling for Health, Inc. (ABC for Health)
- Aging and Disabilities Professionals of WI (ADPAW)
- Alliance of Health Insurers (AHI)
- City of MKE CHAP Community Healthcare Access Program
- Covering Wisconsin
- Disability Rights of WI
- Employment Resources Inc. (ERI)
- Feeding America Eastern WI
- Feeding WI
- Greater Wisconsin Agency on Aging Resources (GWAAR)
- WI Board for People with Developmental Disabilities
- BeneLynk
- Health and Employment Counseling (HEC)
- Medi-gap
- Hunger Taskforce
- IM Agency Tri-Chairs
- Outagamie County
- Mental Health and Alcohol and Other Drug Abuse
- IRIS Consulting Agencies
- Judicare
- Legal Action
- Managed Care Organizations (MCOs)/ Health Maintenance Organization (HMOs)

# Unwinding Task Force Organizations Cont'd

- Children's Hospital
- Health Maintenance Organization Enrollment Broker
- Milwaukee Enrollment Services (MILES)
- Area Admin
- Milwaukee Healthcare Partnership
- Milwaukee Enrollment Network (MKEN) Nursing Homes
- Wisconsin Health Care Association (WHCA)/Wisconsin Center for Assisted Living (WiCAL) & LeadingAge
- Office of the Commissioner of Insurance (OCI)/Department of Health Services (DHS) Partnership
- Second Harvest
- Tribal Agencies
- United Way of WI
- 211
- Kids Forward
- Wisconsin Chapter of the American Academy of Pediatrics
- The Foundation for Black Women's Wellness
- Children's Health Alliance of Wisconsin
- Wisconsin Association of Health Plans (WAHP)
- Wisconsin Hospital Association (WHA)
- WI Primary Healthcare Association (WPHCA)
- United Health Group (BH)



# Stakeholder Calls

- DHS is holding biweekly stakeholder calls to provide information about policy updates and rule changes affecting Wisconsin programs.
- For more information, please visit: [Wisconsin Programs Policy Updates Call Series | Wisconsin Department of Health Services](#)

# DMS-Medicaid Unwinding Communications Listserv

- Stay informed about the Unwinding efforts by registering for the DMS-Medicaid Unwinding Communications listserv at:  
[https://public.govdelivery.com/accounts/WIDHS/subscribe/new?topic\\_id=WIDHS\\_668](https://public.govdelivery.com/accounts/WIDHS/subscribe/new?topic_id=WIDHS_668).