



WISCONSIN DEPARTMENT
of HEALTH SERVICES

Unwinding

Ann Lamberg, Deputy Bureau Director Bureau of Quality and Oversight
Diana Adamski, ADRC Regional Quality Specialist, Office for Resource
Center Development

CMS requirements during the PHE

- CMS ordered states to keep all individuals enrolled in Medicaid during the PHE.
- When unwinding began in May 2023 CMS required all individuals to remain enrolled until they have an opportunity to complete a Medicaid renewal.
- Once the Medicaid renewal was complete an individual may be disenrolled for multiple reasons.

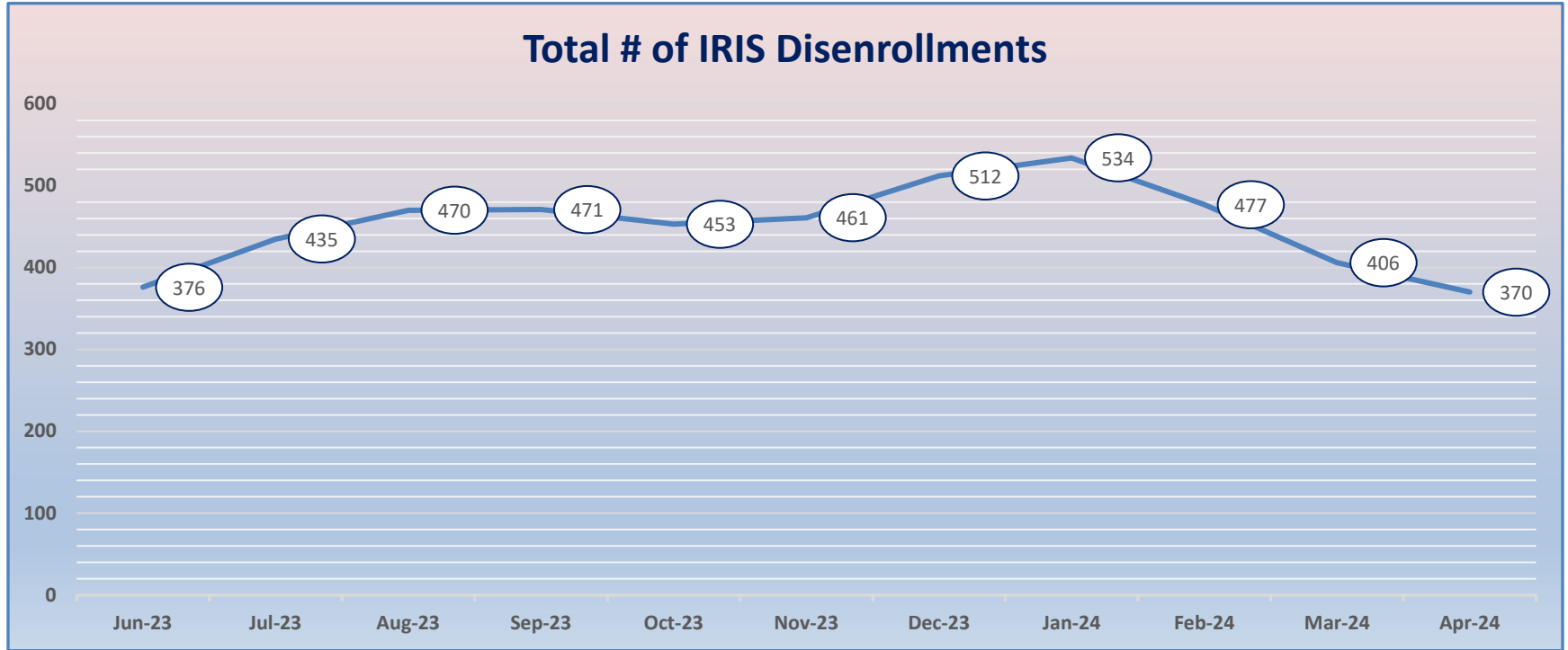
Multiple Reasons for Disenrollment

- Non-payment of cost share
- Loss of functional eligibility
- No Contact
- Health and Safety
- No longer accepting services
- Fraud and abuse
- Loss of Medicaid Eligibility

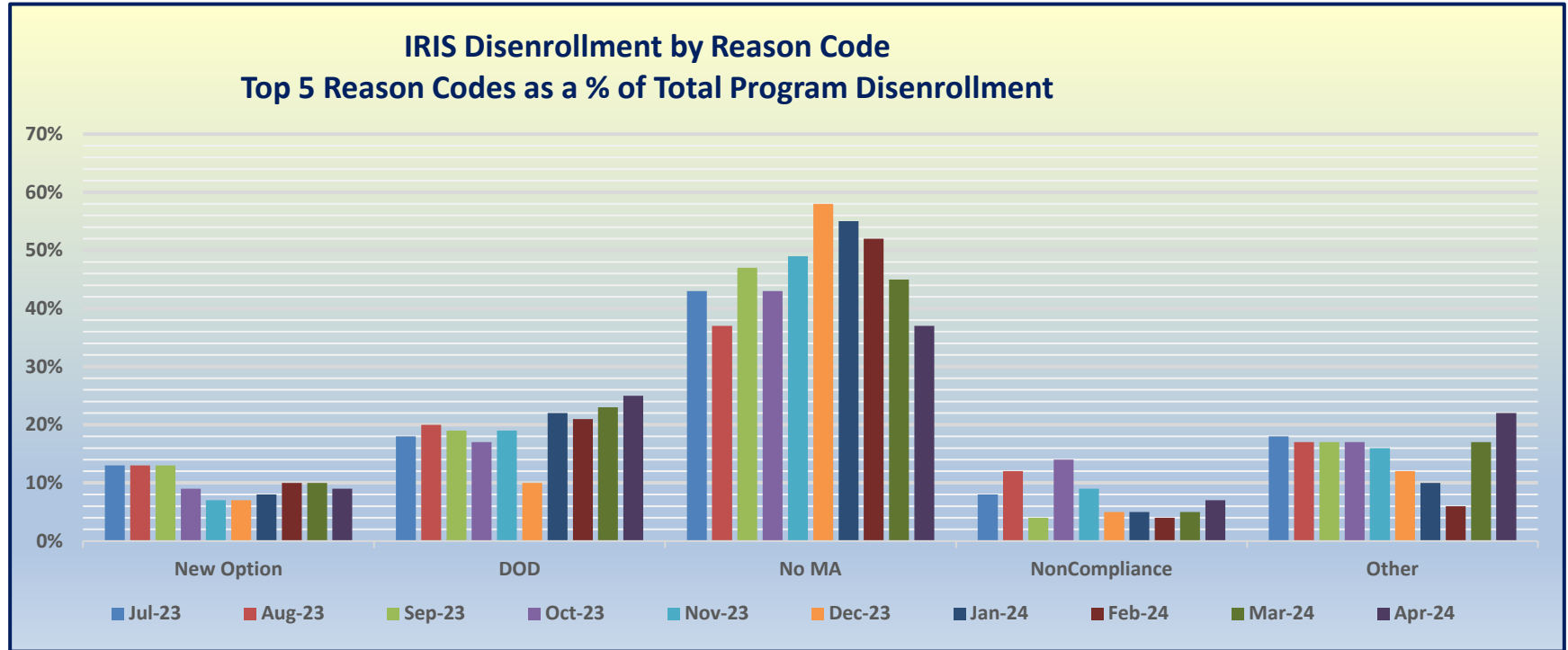
DHS Guidance to Contractors

- Contractors were required to monitor reports from DHS which tracked Medicaid reviews and due dates.
- Contractors were required to notify Participants of their Medicaid due dates and assist with renewal if asked.
- Contractors were monitoring status of individuals renewal in cares
- Contractors were required to report to DHS prior to unwinding how many members and participants would lose eligibility.
- Contractors were required to notify all members and participants who would lose eligibility.

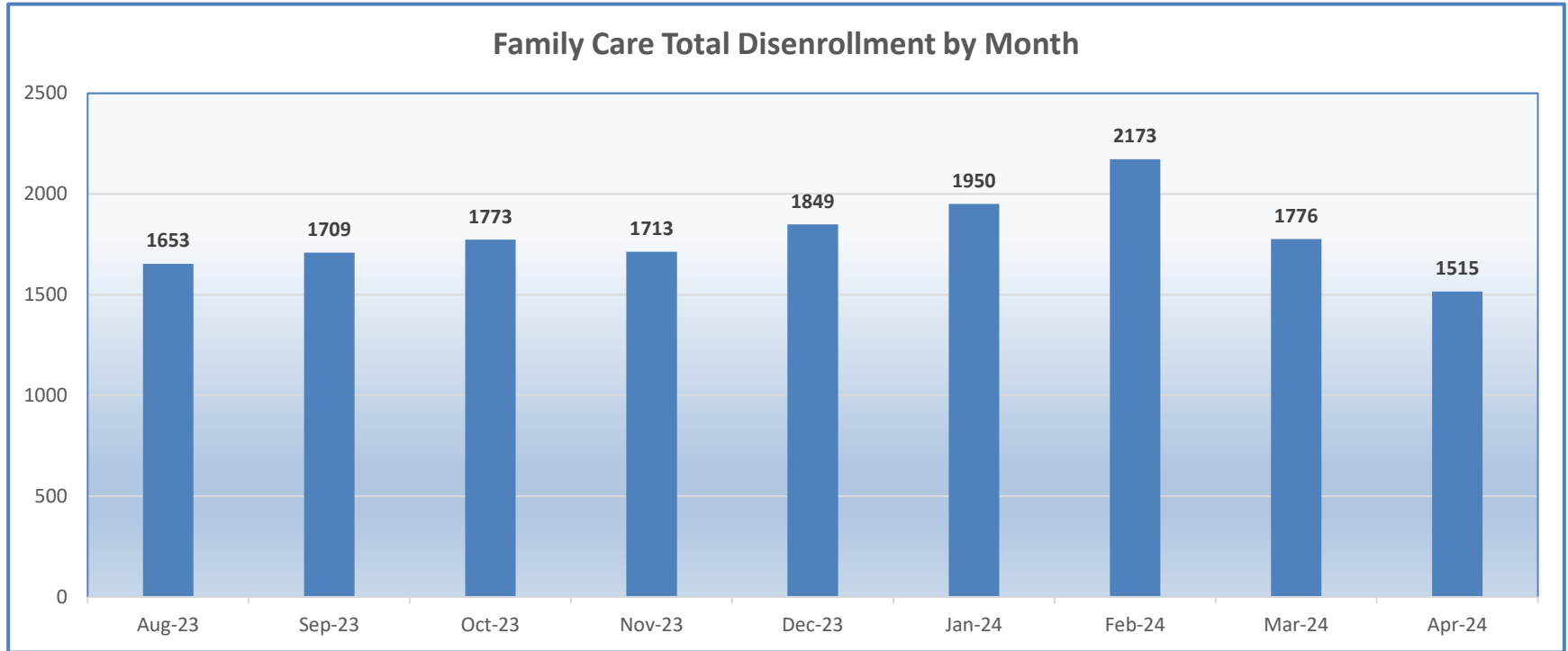
IRIS Total # of Disenrolled Participants



IRIS Top 5 Disenrollment Reason Codes, as a % of the total number of disenrolled participants, by month

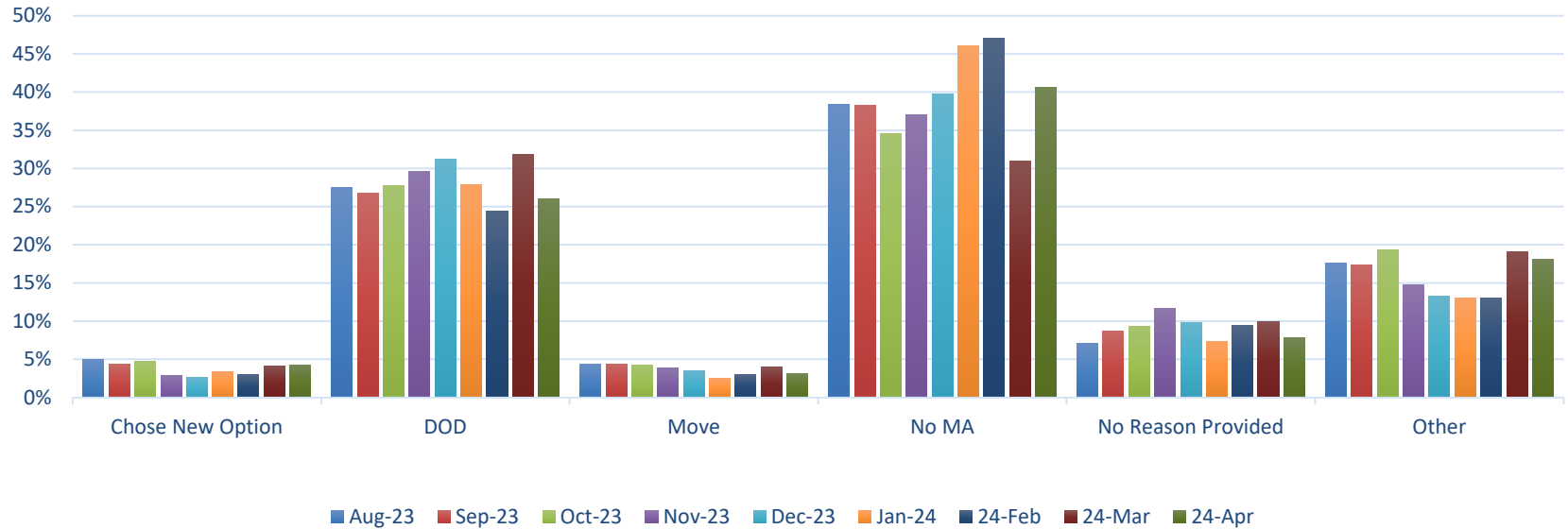


Family Care Total Disenrollment Numbers (August 2023 – April 2024)



Family Care Top 6 Disenrollment Reason Codes during COVID Unwinding (August 2023 – April 2024)

Family Care Disenrollment Reason Trend Report
 % of Total Disenrollments by Month August 2023 - April 2024



Why don't these numbers provided in this document match the DHS Public Unwinding Dashboard?

- LTC individuals are included in all 3 benefit categories on the dashboard.
- The dashboard does not track individuals who have been re-enrolled. Individuals who lost enrollment may have been reenrolled later in the month.

Post - Unwinding Eligibility Updates shared at Taskforce

- Adverse action will be the due date given for completing renewals.
- Members who submit renewals by adverse action and have not been processed by that date will get a one-month extension of eligibility.
- DHS will continue to use the National Change of Address (NCOA) database to update addresses prior to sending correspondence to members.
- Individuals will get a one-month extension of eligibility at adverse action if their renewal packet is returned due to a bad address.

Post Unwinding Updates for IRIS / Family Care

- IRIS only: Expedited Re-enrollment and Involuntary Disenrollment retractions will no longer continue beyond July 31, 2024. As of August 1, 2024, all MA discrepancies will be processed according to IRIS policy, Program Enrollment, Section D.3 Eligibility-related Disenrollments. The policy allows for Participants to be reenrolled immediately through the ADRC and resume their plan.
- Unwinding Technical FAQs for ICAs/MCOs will become obsolete.
- ICAs and MCOs will continue receiving renewal reports developed for Unwinding. These reports support their eligibility outreach and assistance efforts.
- Monthly ICA/MCO Unwinding meetings will end July 2024.

Role of the ADRC or Tribal ADRS

- Loss or change in eligibility
- Referral to ADRC or Tribal ADRS
- Provide options counseling
- Assist with next steps