

# Public Health Emergency (PHE) Unwind

Updated as of October 2022



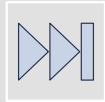
**“Working to protect, preserve and promote the health and safety of the people of Michigan by listening, communicating and educating our providers, in order to effectively resolve issues and enable providers to find solutions within our industry. We are committed to establishing customer trust and value by providing a quality experience the first time, every time.”**

**-Provider Relations**

# Table of Contents



PHE Unwind Overview



End of PHE Strategy



Eligibility Renewal Processes



Communication Strategies



Resources

# Objectives

**After this presentation stakeholders should have a better understanding of:**

- The Public Health Emergency (PHE)
- What the Michigan Department of Health and Human Services (MDHHS) is doing to unwind from the PHE
- The changes MDHHS had to make as part of the PHE
- MDHHS's communication plan including resources available
- Next steps

# PHE Unwind Overview

The Secretary of the Department of Health and Human Services may, under section 319 of the Public Health Service Act, determine that:

- a) a disease or disorder presents a public health emergency; or
- b) a public health emergency, including significant outbreaks of infectious disease or bioterrorist attacks, otherwise exists.

[Federal Public Health  
Emergency Declarations](#)

# Background

The Public Health Service Act was used to declare a Public Health Emergency in the entire United States on January 31, 2020. The PHE was renewed on [October 13, 2022](#).

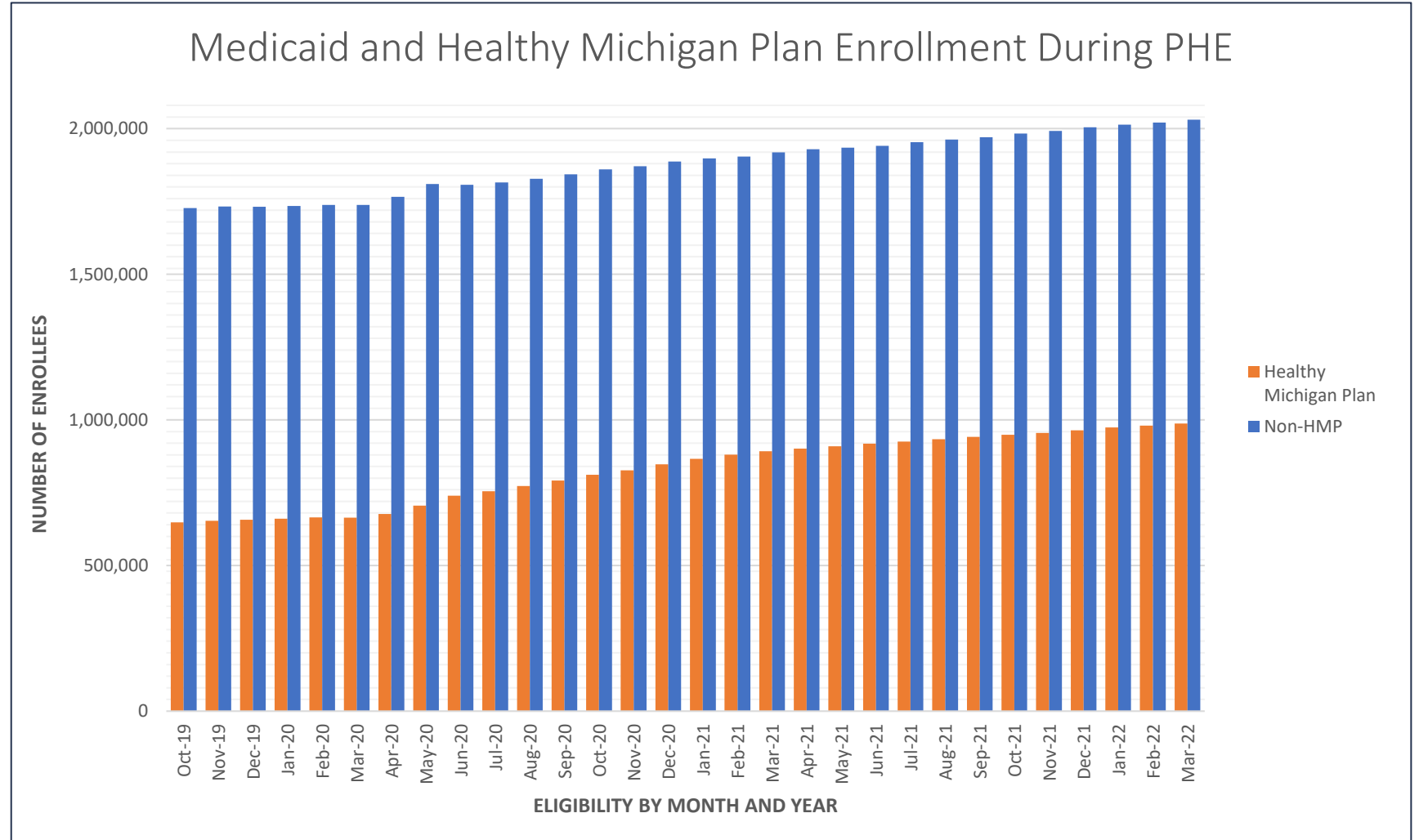
- Allows for State program flexibilities
- Extending or ending the PHE is the federal government's decision
- The PHE can extend for up to 90-days at a time and has been renewed every 90 days for nearly 2 years. The federal government has indicated they will give states 60 days' notice prior to formally ending the PHE.

|  |                                      |  |
|--|--------------------------------------|--|
| If the public Health Emergency Ends... | Continuous Coverage Requirement Ends | Then MOE Requirement keep Eligibility Levels and Benefits the same and Enhanced 6.2% FMAP Ends |
| January 13, 2023                       | January 31, 2023                     | March 31, 2023   |

Appendix K HCBS Waiver emergency program flexibilities are in place until June 2023 (6 months after end of PHE).

Current PHE 60-day notice to Michigan would need to occur by November 14, 2022, unless extended again past January 13, 2023.

# Medicaid and Healthy Michigan Plan Enrollment During PHE



Data pulled as of April 2022

# Timeline

| Target Date                     | Material  |
|---------------------------------|---|
| May 2022                        | Awareness campaign (initial intended audience is beneficiaries).                            |
| November 2022                   | Begin distribution of beneficiary alert PHE unwind letter.                                  |
| December 2022-<br>November 2023 | Eligibility renewal letters begin being mailed to beneficiaries, based on month of renewal. |
| March 2024                      | 14-month time limit ends for renewal unwind process based on CMS guidance.                  |

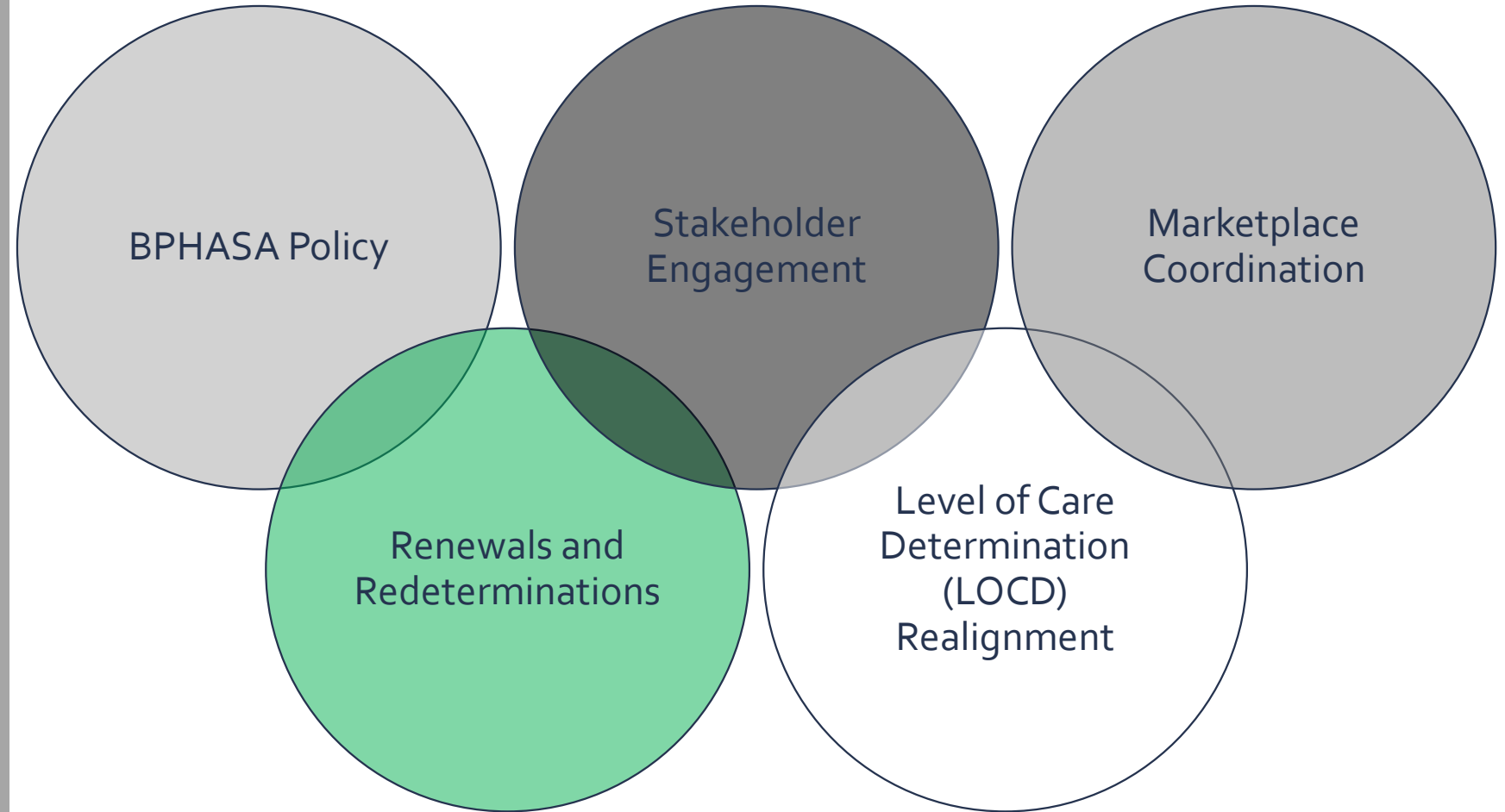
\*Hypothetical timeline assumes PHE ends in January 2023. Timeline is subject to change as dates are finalized.

# End of PHE Strategy

Behavioral and Physical Health and Aging Services Administration (BPHASA) efforts to assist providers and partners in preparing for the eventual end of the PHE.



# BPHASA Workgroups



# BPHASA Policy Strategy

[“COVID-19 Response” Policy  
Bulletins and L-Letters](#)

## Current Tasks and Projects

Numerous Medicaid policies and L letters were issued as part of the MDHHS COVID-19 Response efforts. Policies were issued under multiple authorities, which expire on different dates.

Creating a PHE unwind timeline by prioritizing the expiring PHE-related policies and procedures.

Creating a cross walk to assist providers in determining which “COVID-19 Response” policies have ended, modified or continued beyond the PHE, or remain permanently.  
[www.michigan.gov/mdhhs/end-phe](http://www.michigan.gov/mdhhs/end-phe)

# BPHASA Policy Strategy

[“COVID-19 Response” Policy  
Bulletins and L-Letters](#)

## Policies that will change or end a “COVID-19 Response policy”:

Will be fully promulgated, which includes a 35-day public comment period and issuance of a final bulletin at least 30 days before the effective date of the policy change.

Beneficiaries will be provided with timely and adequate notice of the ending or reduction of any COVID-19 Response service.

For services that will continue either permanently or temporarily under a new authority: appropriate tribal notices and public notices will be issued according to required timelines.

# Eligibility Renewal Processes

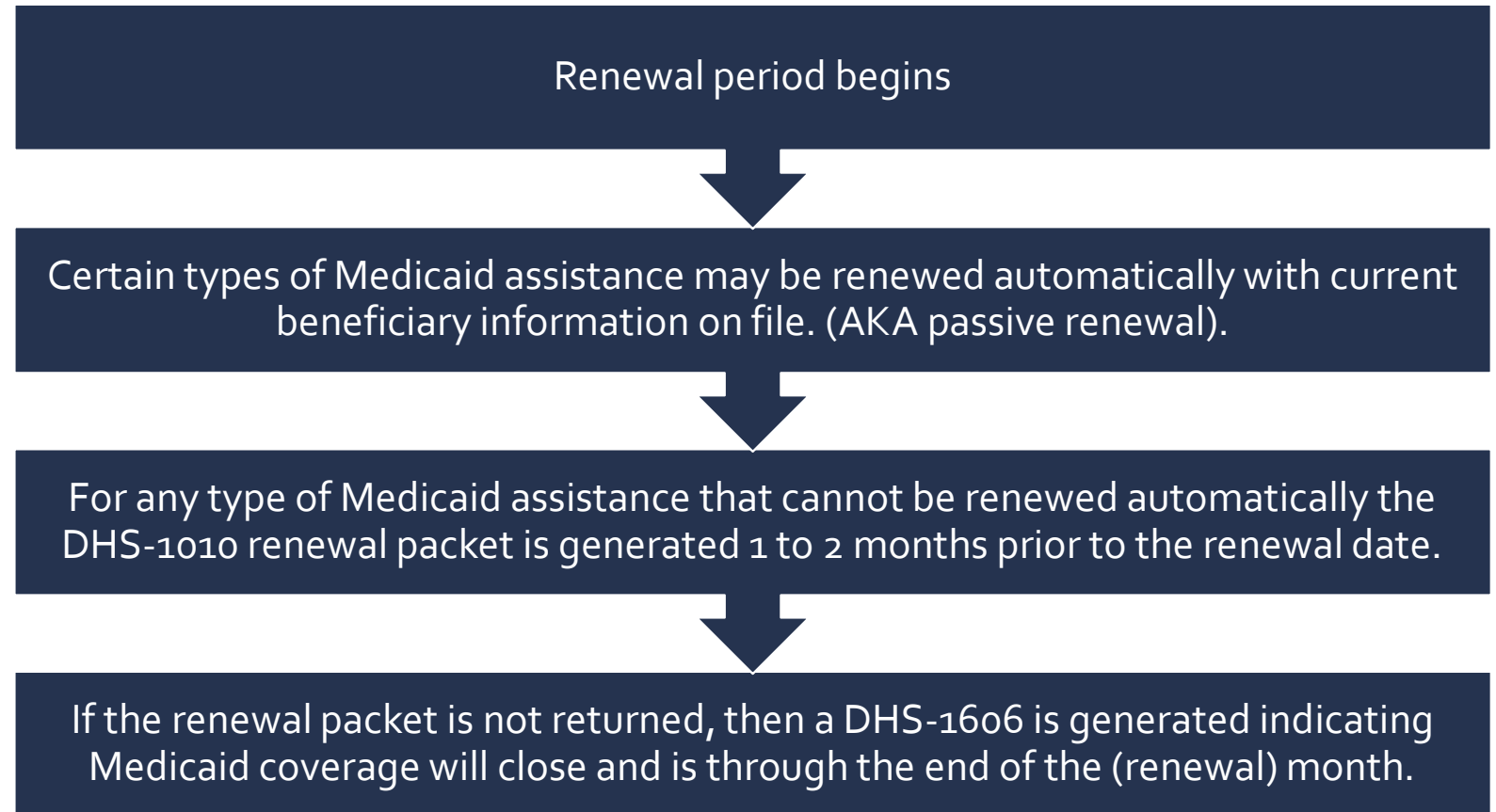
Pre-PHE and PHE unwind

To allow eligibility and services to continue uninterrupted, MDHHS paused many day-to-day Medicaid case maintenance processes, and put in operational changes, so that most individuals would not be disenrolled, lose coverage, or change Medicaid programs during the PHE. These processes, including the routine annual review of a member's eligibility, have been on hold for more than one year.

MDHHS is acting now, to help alleviate the resumption of normal operations after the PHE ends.

## Pre-PHE

Prior to the PHE the renewal process required a complete renewal at least once every 12 months. Bridges would set the renewal date according to benefit periods. The pre-PHE renewal process generally followed the steps outlined below:



\*\*The renewal process has not been conducted since early in the PHE.

# PHE Eligibility Unwind Plan

| 2022                    | 2023                 |                       |                    |                     |                     |                       |                          |                        |                         |                         |                        |     | 2024 |     |     |     |                               |
|-------------------------|----------------------|-----------------------|--------------------|---------------------|---------------------|-----------------------|--------------------------|------------------------|-------------------------|-------------------------|------------------------|-----|------|-----|-----|-----|-------------------------------|
| Dec                     | Jan                  | Feb                   | Mar                | Apr                 | May                 | Jun                   | Jul                      | Aug                    | Sep                     | Oct                     | Nov                    | Dec | Jan  | Feb | Mar | Apr |                               |
|                         | PHE Ends in Jan      |                       |                    |                     |                     |                       |                          |                        |                         |                         |                        |     |      |     |     |     |                               |
|                         |                      | CMS Unwind Month<br>1 | 2                  | 3                   | 4                   | 5                     | 6                        | 7                      | 8                       | 9                       | 10                     | 11  | 12   | 13  | 14  |     |                               |
| February Renewal Period |                      |                       |                    |                     |                     |                       |                          |                        |                         |                         |                        |     |      |     |     |     |                               |
|                         | March Renewal Period |                       |                    |                     |                     |                       |                          |                        |                         |                         |                        |     |      |     |     |     |                               |
|                         |                      | April Renewal Period  |                    |                     |                     |                       |                          |                        |                         |                         |                        |     |      |     |     |     |                               |
|                         |                      |                       | May Renewal Period |                     |                     |                       |                          |                        |                         |                         |                        |     |      |     |     |     |                               |
|                         |                      |                       |                    | June Renewal Period |                     |                       |                          |                        |                         |                         |                        |     |      |     |     |     |                               |
|                         |                      |                       |                    |                     | July Renewal Period |                       |                          |                        |                         |                         |                        |     |      |     |     |     |                               |
|                         |                      |                       |                    |                     |                     | August Renewal Period |                          |                        |                         |                         |                        |     |      |     |     |     |                               |
|                         |                      |                       |                    |                     |                     |                       | September Renewal Period |                        |                         |                         |                        |     |      |     |     |     |                               |
|                         |                      |                       |                    |                     |                     |                       |                          | October Renewal Period |                         |                         |                        |     |      |     |     |     |                               |
|                         |                      |                       |                    |                     |                     |                       |                          |                        | November Renewal Period |                         |                        |     |      |     |     |     |                               |
|                         |                      |                       |                    |                     |                     |                       |                          |                        |                         | December Renewal Period |                        |     |      |     |     |     |                               |
|                         |                      |                       |                    |                     |                     |                       |                          |                        |                         |                         | January Renewal Period |     |      |     |     |     |                               |
|                         |                      |                       |                    |                     |                     |                       |                          |                        |                         |                         |                        |     |      |     |     |     | Complete Outstanding Renewals |

Each renewal period can span up to 3 months. If the PHE ends in January, the renewal process for the first group of Medicaid beneficiaries (including some beneficiary specific letters) will begin in December 2022.

# Beneficiary Alert Letter

Michigan Department of Health and Human Services  
PO Box 30809  
Lansing MI 48909



John Smith  
1234 Main Street  
Anytown, MI 48044

Month XX, 2022

## About your Medicaid healthcare renewal

Dear Beneficiary,

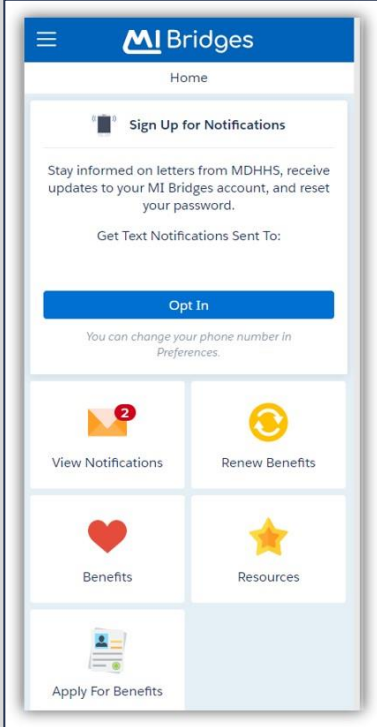
During the federal COVID-19 public health emergency (PHE) we stopped the Medicaid renewal process. Once the federal PHE ends, we will check if you still qualify for free or low-cost Medicaid healthcare coverage. To keep your coverage, you may need to complete a yearly renewal form. If you do, we will mail one to you.

# Eligibility Renewal Formats

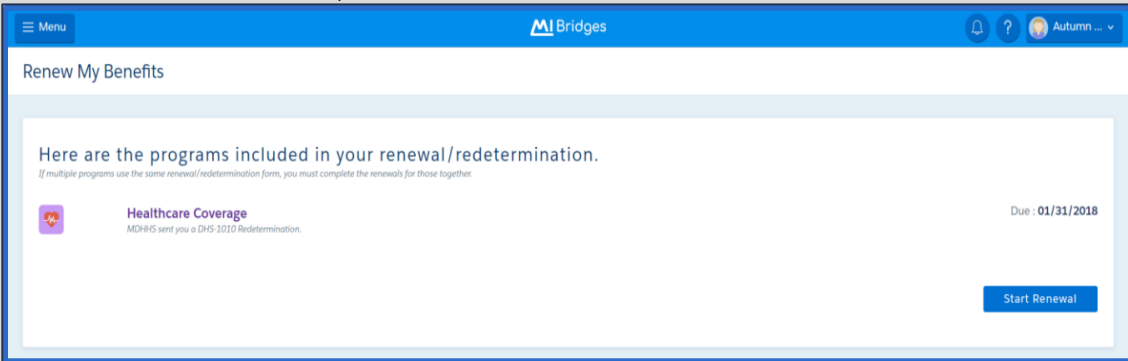
**MI Bridges**  
Electronic renewal option

Mobile Version →

Web Based Version ↓



The mobile app interface shows a 'Home' screen with a 'Sign Up for Notifications' section, an 'Opt In' button, and a grid of icons for 'View Notifications', 'Renew Benefits', 'Benefits', 'Resources', and 'Apply For Benefits'.

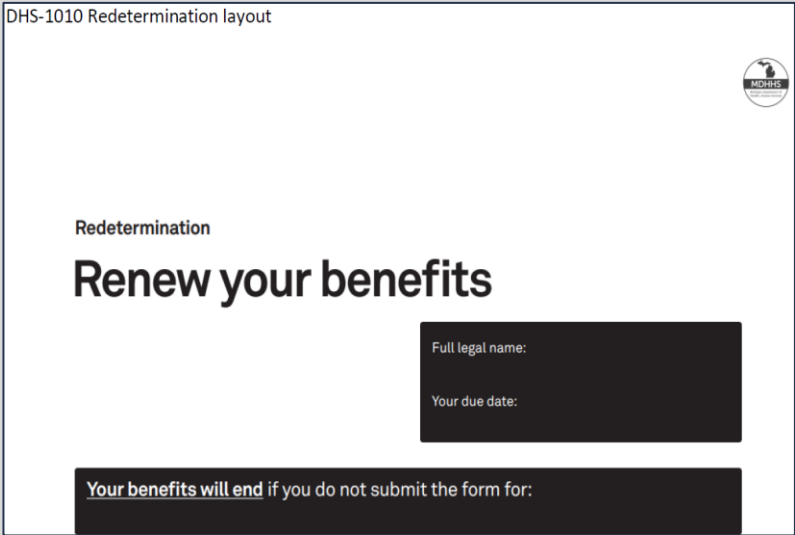


The web-based version shows a 'Renew My Benefits' page with a list of programs. One program, 'Healthcare Coverage', is listed with a due date of '01/31/2018' and a 'Start Renewal' button.

**DHS-1010 Paper Form**

Only for those who receive eligibility packet in the mail.

DHS-1010 Redetermination layout



The paper form layout includes a 'Redetermination' section with the heading 'Renew your benefits'. It features input fields for 'Full legal name:' and 'Your due date:'. A prominent warning at the bottom states: 'Your benefits will end if you do not submit the form for:'.



# Communication Strategies

- MDHHS PHE Ending Website
- Frequently Asked Questions
- Provider, Community Partner & Beneficiary content

# MDHHS PHE Ending Website

[www.michigan.gov/mdhhs/  
end-phe](http://www.michigan.gov/mdhhs/end-phe)

The screenshot shows the Michigan.gov website for Health & Human Services. The main heading is "Medicaid - COVID-19 Public Health Emergency (PHE) Ending Resources". Below the heading, there is a navigation menu with categories: Assistance Programs, Adult & Children's Services, Safety & Injury Prevention, Keeping Michigan Healthy, Doing Business with MDHHS, Inside MDHHS, and News. The main content area features a paragraph explaining that during the federal COVID-19 PHE, changes were made to Medicaid eligibility and administration. A call-to-action button says "Ensure ongoing Medicaid health services. UPDATE MY CONTACT INFO" with the MDHHS logo. Below this is a "FREQUENTLY ASKED QUESTIONS" section with three links: "I have Medicaid Coverage", "I am a Medicaid Provider", and "I am a Community Partner".

Michigan.gov | Health & Human Services

Assistance Programs | Adult & Children's Services | Safety & Injury Prevention | Keeping Michigan Healthy | Doing Business with MDHHS | Inside MDHHS | News

## Medicaid - COVID-19 Public Health Emergency (PHE) Ending Resources

MDHHS > Medicaid: End of COVID PHE

During the federal COVID-19 Public Health Emergency (PHE), many changes were made to the Medicaid program's eligibility, administration, and policies to ease rules for providers and prevent Medicaid beneficiaries from losing their healthcare coverage. It is anticipated that the US Department of Health and Human Services will soon announce the end of the current federal PHE. Michigan will restart Medicaid eligibility renewals and certain waived policies that were in place during the pandemic when the federal PHE ends.

The Michigan Department of Health and Human Services is preparing for the end of the federal PHE. This website will be continually updated with the latest information as the department restarts processes and releases updated policies.

Ensure ongoing Medicaid health services.  
UPDATE MY CONTACT INFO  
MDHHS

### FREQUENTLY ASKED QUESTIONS

Explore more Information

- I have Medicaid Coverage
- I am a Medicaid Provider
- I am a Community Partner

# Beneficiary Reminders

1



## Update your address, phone number, and email address.

The best way to check and update your contact information is online at [michigan.gov/mibridges](https://michigan.gov/mibridges).

2



## Report any changes to your household or income.

Report changes to the MDHHS by visiting [michigan.gov/mibridges](https://michigan.gov/mibridges). Or contact your [local MDHHS office](#).

3



## Check your mail.

To keep your coverage, you may need to complete a yearly renewal form. If you do, we will mail one to you. To avoid gaps in healthcare coverage, please complete and send the form right away.

# What other partner toolkit materials or resources would be helpful?

- In the works:
  - Beneficiary facing
    - Text messaging
    - Online brochure
  - Website content
    - Frequently Asked Questions
    - Stakeholder Toolkit
  - Social media posts
    - Facebook
    - Twitter
  - Radio advertisements

Let us know, we want to hear from you!

- [ProviderSupport@Michigan.gov](mailto:ProviderSupport@Michigan.gov)
- [MSAPolicy@Michigan.gov](mailto:MSAPolicy@Michigan.gov)
- [ProviderOutreach@Michigan.gov](mailto:ProviderOutreach@Michigan.gov)

Feedback

Michigan.gov | Health & Human Services

Assistance Programs | Adult & Children's Services | Safety & Injury Prevention | Keeping Michigan Healthy | Doing Business with MDHHS

## Stakeholder Toolkit

MDHHS > Medicaid: End of COVID PHE > Stakeholder Toolkit

This Stakeholder Toolkit can be used by organizations to assist individuals with Medicaid coverage understand the PHE. It contains a variety of approved materials for organizations to use and distribute.

**Have you heard the news?**  
Michigan will restart Medicaid eligibility renewals.  
Don't risk a gap in your Medicaid, Healthy Michigan Plan or MICHild coverage.  
**GET READY TO RENEW NOW.**  
Following these steps will help determine if you still qualify:

1. Make sure your contact information is up to date.
2. Check your mail or text messages for a letter.
3. Complete your renewal form (if you get one).

For help or to update your contact information today:  
Visit [Michigan.gov/MIbridges](http://Michigan.gov/MIbridges) or contact your local MDHHS office.

**Get Ready" Flyer**

**Medicaid Renewal Information**

**The public health emergency is ending**

Now that the PHE is ending, you need to do 3 things:

1. Update your address, phone number, and email address.
2. Report any changes to your household or income.
3. Check your mail for a renewal form.

Learn more about what you need to do on our [FAQ page](#).

**MI Bridges is here to help!**  
The MI Bridges website provides a variety of services and resources to help you with your Medicaid, Healthy Michigan Plan, or MICHild coverage.

- Health Insurance
- Food Assistance (FAP)
- Cash Assistance
- Child Development & Care (CDC)
- State Emergency Relief (SER) – including utilities, housing, and burial costs

MI Bridges can also help you search for state and local resources in your community if you're currently off your Medicaid benefits. You can manage your care and receive benefits through your MI Bridges account.

**Questions?**  
Call the Benefits Help Line toll free at 1-800-843-2199 (TTY: 1-800-501-3600). We are open Monday through Friday, 9 a.m. to 5 p.m.

**PHE Ending Toolkit**  
To learn more about the PHE ending, go to [Michigan.gov/MIbridges](#)

# Take Aways



Review current “[COVID-19 Response](#)” policies and visit the [PHE ending website](#).



Check [beneficiary eligibility](#) prior to rendering services.



Encourage a beneficiary to update contact information and report household changes to MDHHS by visiting [michigan.gov/mibridges](https://michigan.gov/mibridges)



Sign up for [Listserv](#) and visit the [PHE ending website](#) to get the most up-to-date PHE information.

**Prepare for the end of the PHE**

# What can you do to support Medicaid or Medicaid Health Plan Beneficiaries get ready?

## Take Aways

- Communicate to beneficiaries that the United States has been under a PHE.
  - A lot of people may not be aware that the United States is and has been under a PHE and that has impacted their Medicaid eligibility.
- If the PHE ends in January, the Medicaid renewal process will begin immediately.
  - Communicate to beneficiaries that the end of the PHE will mean that they will need to complete Medicaid Renewal information.
- We are going to mail beneficiaries letters and notices.
  - The best way to check and update their contact information is online at [michigan.gov/mibridges](https://michigan.gov/mibridges).
- Utilize MDHHS's approved resources to communicate with beneficiaries.
  - Free, and easy to use resources online [Stakeholder Toolkit \(michigan.gov\)](https://michigan.gov/stakeholder-toolkit)

**Have you heard the news?**

Michigan will restart Medicaid eligibility renewals.

Don't risk a gap in your Medicaid, Healthy Michigan Plan or MIChild coverage.

**GET READY TO RENEW NOW.**

Following these steps will help determine if you still qualify:

- Make sure your contact information is up to date.
- Check your mail or text messages for a letter.\*
- Complete your renewal form (if you get one).

\*Letters/messages will not be sent until an end to the public health emergency has been announced.

For help or to update your contact information today:

Visit [Michigan.gov/MIBridges](https://michigan.gov/MIBridges) or contact your local MDHHS office

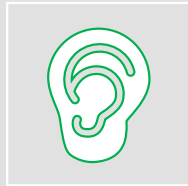
Have Questions?  
[www.michigan.gov/mdhhs/end-phe](https://www.michigan.gov/mdhhs/end-phe) Rev. 10/22

# Stay Informed and Engaged

MDHHS PHE Ending  
website:

[www.michigan.gov/  
mdhhs/end-phe](http://www.michigan.gov/mdhhs/end-phe)

# Contact Information



**We want  
to hear  
from you!**

Policy Questions Email:  
[MSAPolicy@Michigan.gov](mailto:MSAPolicy@Michigan.gov)

Provider Help Email:  
[ProviderSupport@Michigan.gov](mailto:ProviderSupport@Michigan.gov) or  
call 1-800-292-2550