

Children's Cabinet

September 28, 2023

Agenda

- Welcome and Introductions
- Vote on adoption of July meeting minutes
- Medicaid Renewals Discussion
- Early Educator Workforce Compensation Strategies Update
- Public Comment
- Adjournment



**BE READY.
STAY COVERED.**

Medicaid Renewals for Households with Children

Executive Office of Health and Human Services (EOHHS), in partnership with Department of Human Services (DHS) and HealthSource RI (HSRI)

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- How Renewals Will Work
- How Households with Children Can Prepare
- What EOHHS and Partners Are Doing to Help
- How YOU can Help



What You Need to Know

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What Does “Medicaid Renewal” Mean?

- Medicaid renewal refers to the annual eligibility review for all people enrolled in the program.
- As of April 1, Medicaid renewals started again in Rhode Island. Renewals are taking place over 12 months in a staggered approach.
- A person’s Medicaid renewal **ONLY** affects their health insurance coverage. It will not affect their other benefits (ex. Supplemental Nutrition Assistance Program).

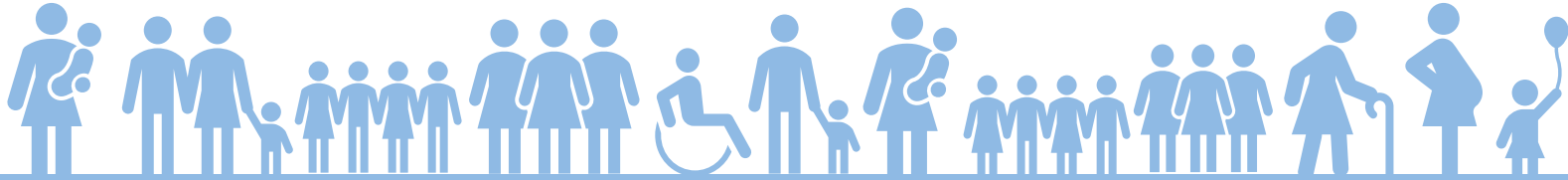


Households with Children Will Start Renewals Soon

- Households with children under 19 enrolled in Medicaid will get their renewal notice between December 2023 and April 2024.
- Rhode Island chose to delay renewals for households with children to allow more time for thoughtful outreach, engagement, and preparation.
- According to our records, **about 75,000 households with children under 19 are currently enrolled in RI Medicaid** and will have their eligibility reviewed during this upcoming four-month period.
- It's incredibly important that households with children know about this timeline, are opening any mail they get from the State and know what to do to keep their Medicaid coverage if they're eligible.



Our Goal



Our goal is to keep as many Rhode Islanders as possible connected to coverage, and in doing so, maintain our historically high rate of insured individuals.

Automatic Renewals

Auto-enrollment into Qualified Health Plans

Targeted Communications

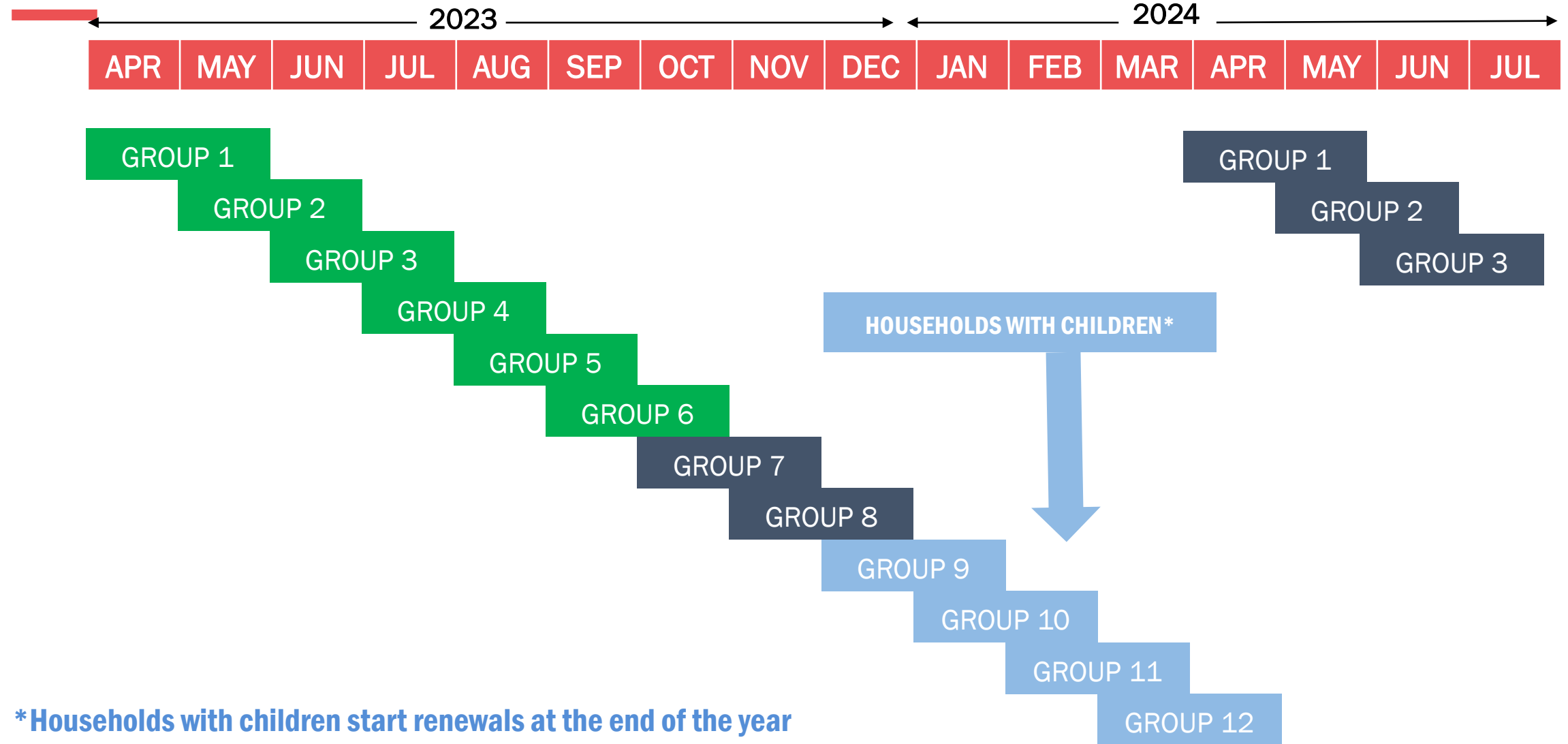
Continuous Coverage for Kids

Stakeholder and Advocate Engagement

How Renewals Will Work

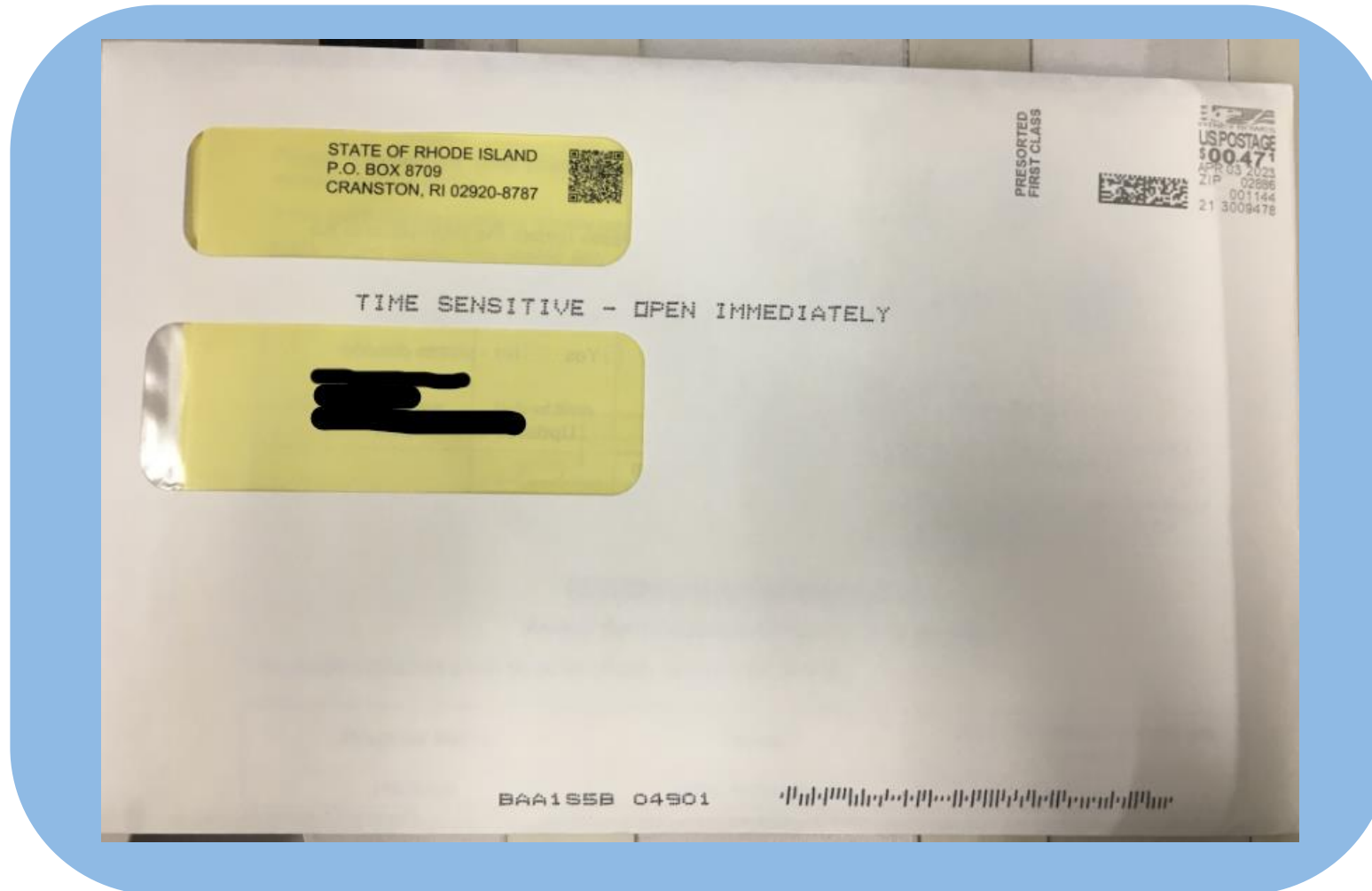
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Renewal Distribution Groups



*Households with children start renewals at the end of the year

What to Expect in the Mail



Yellow Notice: Passive vs. Active Renewals



Passive Renewal (Report Changes Only):

- If the State knows about a Medicaid member's income and other information needed to decide if they're still eligible, then the member doesn't need to take any action.
- Member will get a yellow notice from the State that says: "Review the Information We Have on File for You." Contact the State **only if** the information shown is not correct. If the information is right, they don't need to do anything. ***Coverage will continue automatically.***



Active Renewal (Action Required):

- If the State **doesn't have enough information** on file about a Medicaid member's eligibility, they'll get a yellow notice that says: "Action Required: Review the Information We Have on File for You." They'll also get a white "Additional Documentation Required" notice.
- Members can provide documents to the State in many ways – including online and in person. The State will use this information to determine if a member is still eligible for Medicaid.

How to Submit Renewal Documents

If Medicaid members get an **Action Required (active) renewal notice** and need to submit additional documents to the State, they have several ways to do so:

HealthyRhode Portal

INGLÉS | PORTUGUÉS
Cobertura de salud: 1-855-840-4774
Servicios Humanos y de Salud: 1-855-697-4347
Empleadores: 1-855-683-6757
INICIAR SESIÓN | REGISTRARSE

SOLICITAR COBERTURA DE SALUD
Las personas y las familias que solicitan cobertura de salud asequible solamente deben comenzar aquí.

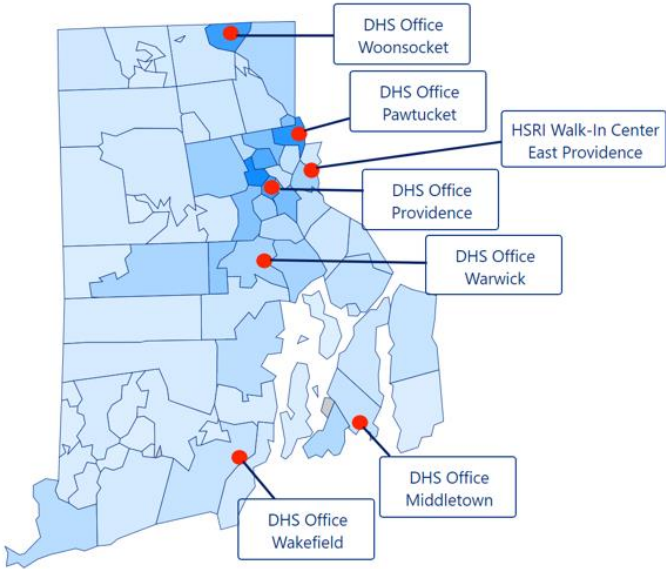
SOLICITAR PROGRAMAS DE SALUD Y SERVICIOS HUMANOS
Empiece aquí para solicitar programas de servicios humanos, entre otros, de Asistencia para la Atención Infantil, SNAP (Programa de Asistencia Nutricional Suplementaria), Asistencia

¿ES USTED EMPLEADOR?
Adecúe las ofertas según su presupuesto y deles a los empleados una amplia variedad de planes y aseguradoras.

HealthyRhode App

GET IT ON Google Play | Download on the App Store

In-Person Locations



Mail-In or Scan Options

RI DHS Scan Center:
1 Reservoir Ave. in Providence. Ask for a receipt.

Mail (copies only) to:
P.O. Box 8709,
Cranston, RI
02920-8787

If Members Are No Longer Eligible for Medicaid

HealthSource RI, the State's health insurance marketplace, connects Rhode Islanders with high quality, low- or no-cost health coverage.

- If a member is no longer eligible for Medicaid, the friendly team at [HealthSource RI](#) can help them find affordable health coverage.
- Depending on a household's size and income, they may qualify for:
 - Auto-enrollment in a qualified health plan (QHP) and two months' premium assistance
 - Two months' premium assistance and federal premium tax credits
 - Federal premium tax credits to help make health coverage more affordable



Please note: A dependent may still be eligible for Medicaid coverage even if their parent or legal guardian is no longer eligible. This can happen because the household income threshold for children under 19 is much higher than for adults.



How Households with Children can Prepare for their Renewal

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1: Update Your Contact Information

The most important thing Medicaid members can do right now is update their contact information. Here's how.

Medicaid members, update your contact information today.



Online or in the mobile app

- HealthyRhode.ri.gov
- HealthyRhode mobile app

Over the phone

- Call the number on the back of your health plan card (Neighborhood Health, Tufts, United)
- Call HSRI at 1-855-840-4774

In person

- Staff at the DHS offices can assist customers in person.

2: Look Up Your Medicaid Renewal Date

The [Medicaid Renewal Lookup Portal](#) is where Medicaid members can quickly and securely look up their anticipated Medicaid renewal date in three languages.

- *Anyone can use this tool to help someone find their renewal date.* No email or password is necessary. All they need is the member's Medicaid ID number and date of birth.
- To access the portal, visit staycovered.ri.gov and click the orange button that says "Look up your Medicaid renewal date."

The screenshot shows the Rhode Island Medicaid Renewal Lookup Portal. The header includes the State of Rhode Island logo, the portal name, and language options (Español, Português). The main content area welcomes users and provides instructions for entering their Medicaid ID Number (MID) and Date of Birth. A list of conditions where the portal won't have the renewal date is provided. At the bottom, there is a CAPTCHA and a link to the Privacy - Terms page.

**RHODE ISLAND EXECUTIVE OFFICE OF HEALTH AND HUMAN SERVICES
MEDICAID IDENTIFICATION CARD**

RECIPIENT NAME
I AM SAMPLE

MID
0000000000

CARD ISSUE DATE
00/00/2019

If found please drop in any U.S. Mail Box Return Postage Guaranteed
State of Rhode Island
P.O. Box 8709
Cranston, RI 02920-8787

3: Download the HealthyRhode Mobile App

Rhode Islanders can use the app to manage their State benefits (Medicaid, SNAP, RIWorks) in the palm of their hand.

HealthyRhode App



GET IT ON
Google Play

Download on the
App Store



[Learn more about the app and watch a series of tutorials on YouTube.](#)



HEALTHYRHODE
how to:
**Reset your
Password
and Recover
Username**

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What the State and Partners Are Doing to Help Members

12-Month Continuous Coverage for Kids

As mandated by the federal Consolidated Appropriations Act, effective Jan. 2024 States will be required to provide 12 months of continuous health coverage for children in Medicaid.

January 2024

- A household with children renews their Medicaid coverage.

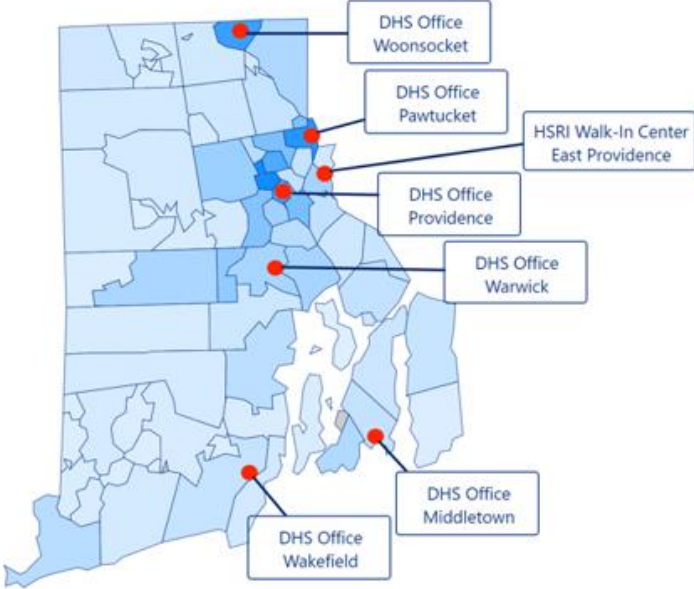
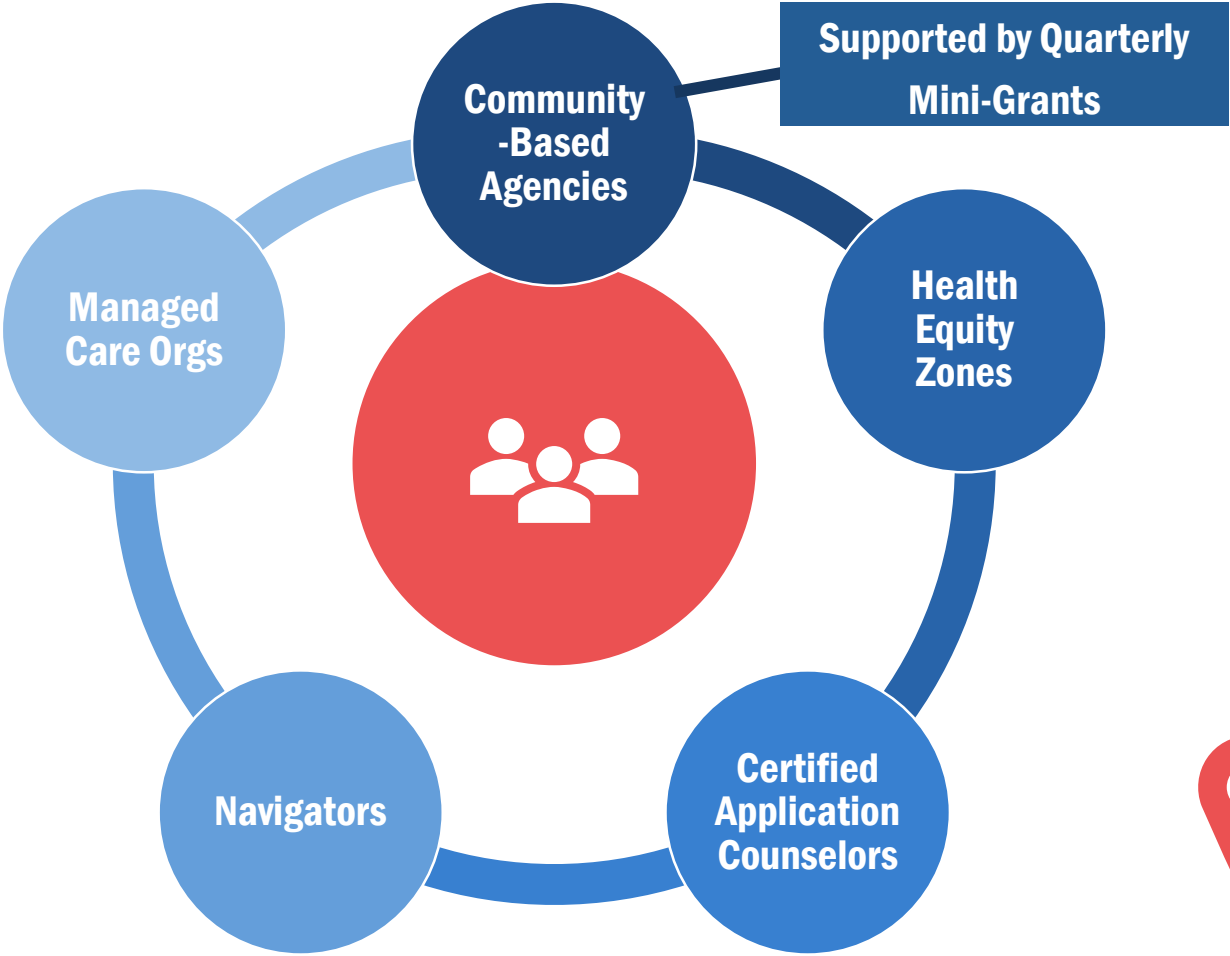
January 2025

- The children get continuous coverage for 12 months since their original renewal date.

March 2024

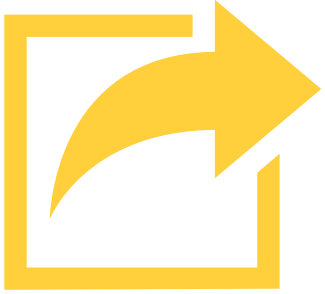
- A parent or guardian in the household gets a new job and the household is now above the income threshold for Medicaid.
- The children's Medicaid coverage automatically continues.

How RI & Partners are Building a Network of Support



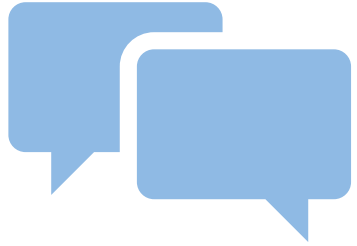
To find help near you, visit staycovered.ri.gov/community-support

How You Can Help



Spread the Message: Be Ready. Stay Covered.

- Visit staycovered.ri.gov to download educational materials.
- Follow EOHHS on social media for updates.



Know These Key Messages for Households with Children

1. Households with children, which includes anyone younger than 19, will get their renewal notice between December 2023 and April 2024.
2. Update your contact information today so the State can reach you.
3. Watch the mail for your yellow or green notice from the State of Rhode Island and take action right away.
4. A dependent may still be eligible for Medicaid even if their parent/guardian isn't eligible.
5. Help is available near you—visit staycovered.ri.gov for assistance.
6. Remember, these renewals will happen again each year moving forward.

Questions?



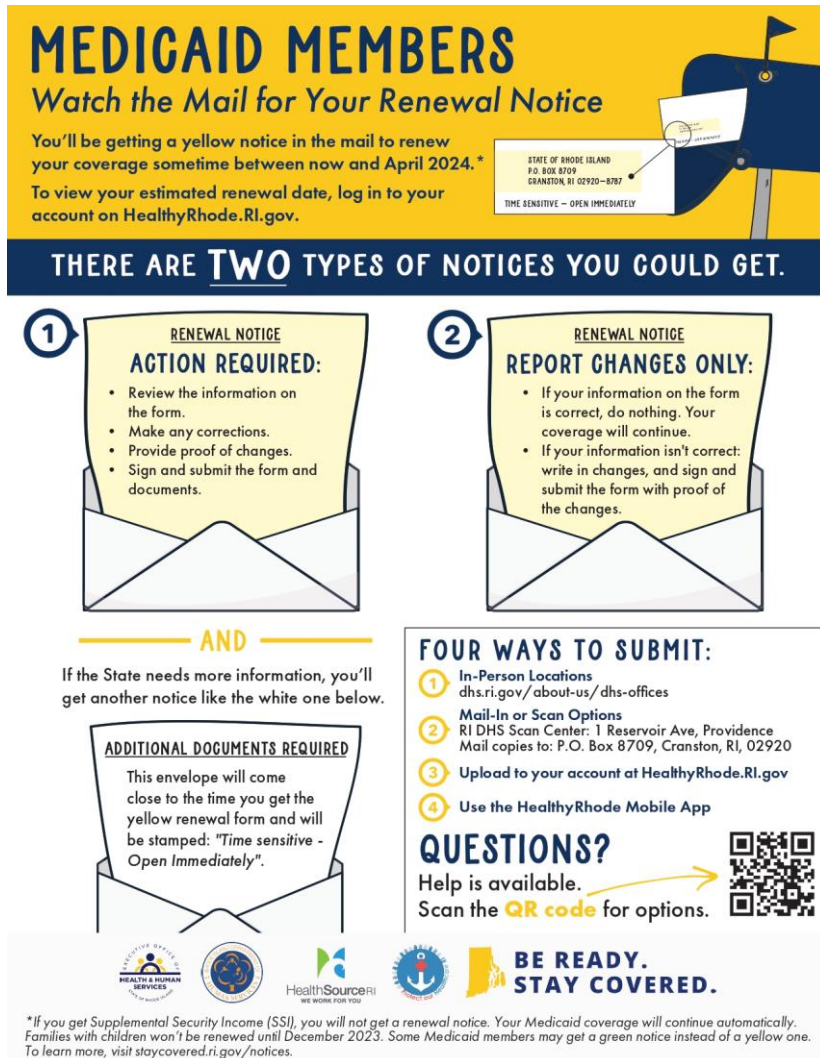
Thank You!

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Appendix



What to Expect in the Mail: Yellow Notices



MEDICAID MEMBERS
Watch the Mail for Your Renewal Notice

You'll be getting a yellow notice in the mail to renew your coverage sometime between now and April 2024.* To view your estimated renewal date, log in to your account on HealthyRhode.RI.gov.

STATE OF RHODE ISLAND
P.O. BOX 8709
CRANSTON, RI 02920-8707
TIME SENSITIVE - OPEN IMMEDIATELY

THERE ARE TWO TYPES OF NOTICES YOU COULD GET.

- 1 RENEWAL NOTICE ACTION REQUIRED:**
 - Review the information on the form.
 - Make any corrections.
 - Provide proof of changes.
 - Sign and submit the form and documents.
- 2 RENEWAL NOTICE REPORT CHANGES ONLY:**
 - If your information on the form is correct, do nothing. Your coverage will continue.
 - If your information isn't correct: write in changes, and sign and submit the form with proof of the changes.

AND

If the State needs more information, you'll get another notice like the white one below.

ADDITIONAL DOCUMENTS REQUIRED

This envelope will come close to the time you get the yellow renewal form and will be stamped: "Time sensitive - Open Immediately".

FOUR WAYS TO SUBMIT:

- 1 In-Person Locations**
dhs.ri.gov/about-us/dhs-offices
- 2 Mail-In or Scan Options**
RI DHS Scan Center: 1 Reservoir Ave, Providence
Mail copies to: P.O. Box 8709, Cranston, RI, 02920
- 3 Upload to your account at HealthyRhode.RI.gov**
- 4 Use the HealthyRhode Mobile App**

QUESTIONS?
Help is available. Scan the **QR code** for options.

BE READY. STAY COVERED.

*If you get Supplemental Security Income (SSI), you will not get a renewal notice. Your Medicaid coverage will continue automatically. Families with children won't be renewed until December 2023. Some Medicaid members may get a green notice instead of a yellow one. To learn more, visit staycovered.ri.gov/notices.

Most Medicaid members will get a **yellow** notice from the State letting them know it's their turn to renew.

- Notice will arrive around the start of the month, two months prior to the member's anticipated renewal date.
- Everyone in the household will be listed on ONE notice.
- Even if a parent or guardian thinks they're no longer eligible, they should still complete their renewal. Their dependent may still be eligible for coverage.
- The yellow notice will be either a Report Changes Only (*passive*) or Action Required (*active*) renewal.

[Click here to download the flyer in multiple languages.](#)

Mixed Renewals in One Household

Different members of a household may have their eligibility reviewed in different ways.

- The State may need more information about an adult in a household and ask for documentation as part of an **active renewal**. But the State may also have enough information about a child under age 19 in the household to renew the child through **passive renewal**.
- If a parent/guardian was listed on the household's notice as an active renewal and a child under 19 was listed as a passive renewal, the child's coverage will continue automatically. The parent/guardian who got an active renewal notice should submit requested documents to the state as soon as possible.
- *If the parent/guardian does not return requested documents for their active renewal, the child will still be passively renewed and stay covered.*



What to Expect in the Mail: Green Notices

Most households with children under 19 can expect to get a yellow Medicaid renewal notice. But some households may have special circumstances that affect their eligibility. **A member may get a green notice if:**

- They or someone in their household was eligible for Supplemental Security Income (SSI) through the Social Security Administration, but their SSI eligibility has ended.
- They (or their child) were in DCYF care but have aged out or experienced family reunification.
- They are not a U.S. citizen and the State needs documentation of their immigration status.
- Their income is too high to get Medicaid, but they or someone in their household has a health condition that causes high medical bills.

If a member gets a green notice, they won't get a yellow Medicaid renewal notice. The green notice will have instructions and information on how the member can see if they might be eligible for Medicaid in some other way (through a different eligibility pathway).

Does a Child "Age Out" of Medicaid?

When a young adult turns 19, they're no longer eligible for Medicaid as a dependent in a Medicaid household.

But they may be eligible for health coverage:

- In a different Medicaid category
- Through a HealthSource RI insurance plan

What should my 19-year-old do next?

When you receive your Medicaid renewal notice, it will say "Action Required." Follow the instructions on your notice to report any changes in your household status. You'll also receive a white notice that says, "Additional Documentation Required" (we'll send this notice separately).

Be sure to sign your yellow renewal notice. Please provide it to us, along with any documents required, **before the due date** on your yellow notice.

If a Household with Children Misses Their Renewal Deadline

- *If the State gets their completed packet within 90 days of the date their benefits stopped (according to their Benefits Decision Notice), their documents will be accepted, and their eligibility will be reviewed.*
 - If the State gets requested documents within 90 days and determines a member is eligible for Medicaid, their coverage will be reinstated.
 - If the State gets requested documents within 90 days and determines a member is no longer eligible for Medicaid, they will be given information about how to get low-cost health insurance through HealthSource RI. Their Benefits Decision Notice will also give them information about how to appeal.



To learn more about coverage options while late documents are being reviewed, a member may call HealthSource RI (HSRI) from 8 a.m. to 6 p.m. on weekdays at 1-855-840-4774.

How to File an Appeal

If a member doesn't agree with the State's decision about their own or their dependent child's Medicaid eligibility, they can:

1. Call DHS at 1-855-697-4347. A representative can talk them through their Benefits Decision Notice.
2. File an appeal. An appeal is a formal request asking for the decision to be reviewed at a hearing.

How does a member file an appeal? There are a few ways:

Online

- Log into your account at healthyrhode.ri.gov.
- Click on "File an appeal"

By phone

- Call HSRI at 1-855-840-4774.
- Call DHS at 1-855-MY-RIDHS (1-855-697-4347)

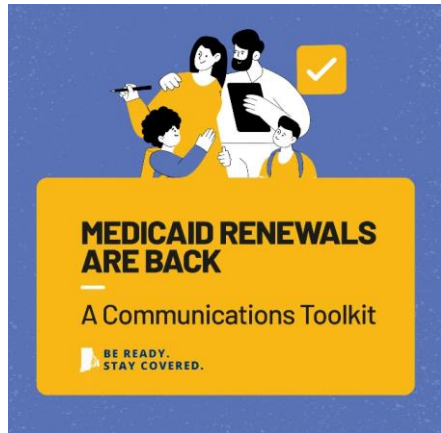
In person

- Visit a local DHS office near you.
- An appeal form is included in your Benefit Decision Notice. Fill out this form and bring it with you.

By mail

- An appeal form is included in every Benefits Decision Notice. Fill out this form and mail it to ATTN: Appeals State of Rhode Island, P.O. Box 8709, Cranston, RI 02920-8787.

Communications Resources: StayCovered.RI.Gov



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Email	10
Text message	11
Robocall Script	12



Need help completing your renewal? Help is available near you.



To learn more, visit staycovered.ri.gov.

Early Educator Compensation Strategies – Update on Key Programs



Recall from July CC Meeting: To address attracting and retaining early educators, cross-agency strategies include removing barriers to entry, developing career pathways, increasing compensation, and data.

Overview of Strategies + Initiatives Underway

Removing Barriers to Entry	Career/Higher Education Pathways	Compensation	Data
<p>Completed:</p> <ul style="list-style-type: none"> Improving background check processes RI Early Learning Development Standards (RIELDS) training revisions Recruitment campaign through digital ads <p>Underway:</p> <ul style="list-style-type: none"> Family Child Care Start-up Grants Review of QRIS requirements related to workforce to identify what competencies drive child development outcomes PDTA Hub – Pre-service training; Ongoing training and support 	<p>Completed:</p> <ul style="list-style-type: none"> Development of new pathways at URI, CCRI, and RIC to support accelerated higher education pathways Registered Apprenticeship pilot <p>Underway:</p> <ul style="list-style-type: none"> Credit for Prior Learning for professional development coursework Transfer coordination Expansion of T.E.A.C.H. Scholarship Program to pay for higher education RI Reconnect CTE Programming 	<p>Completed:</p> <ul style="list-style-type: none"> Stabilization grants for child care settings that incentivized investments in compensation <p>Underway:</p> <ul style="list-style-type: none"> Pandemic Retention Bonus program CCAP for Child Care Educators Step Up to WAGE\$ Pilot 	<p>Completed:</p> <ul style="list-style-type: none"> 2019 Workforce Study Governor’s Workforce Board <p>Underway:</p> <ul style="list-style-type: none"> Compensation study RILDS on graduates with ECCE degrees RISES data system development



Early Educator Pandemic Retention Bonus Program



Status to Date

September 21, 2023

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Early Educator Pandemic Retention Bonuses

This program is investing \$37.4 million dollars in early educators by offering bonuses to direct care staff employed at DHS-licensed child care providers. The application process is a simple 2-step process to allow for efficient verification and review: 1) Applicant completes a 5-minute Eligibility Form; 2) Once an applicant's employee/DHS Licensing confirms their eligibility/employment status, the applicant receives a link to a quick online application.



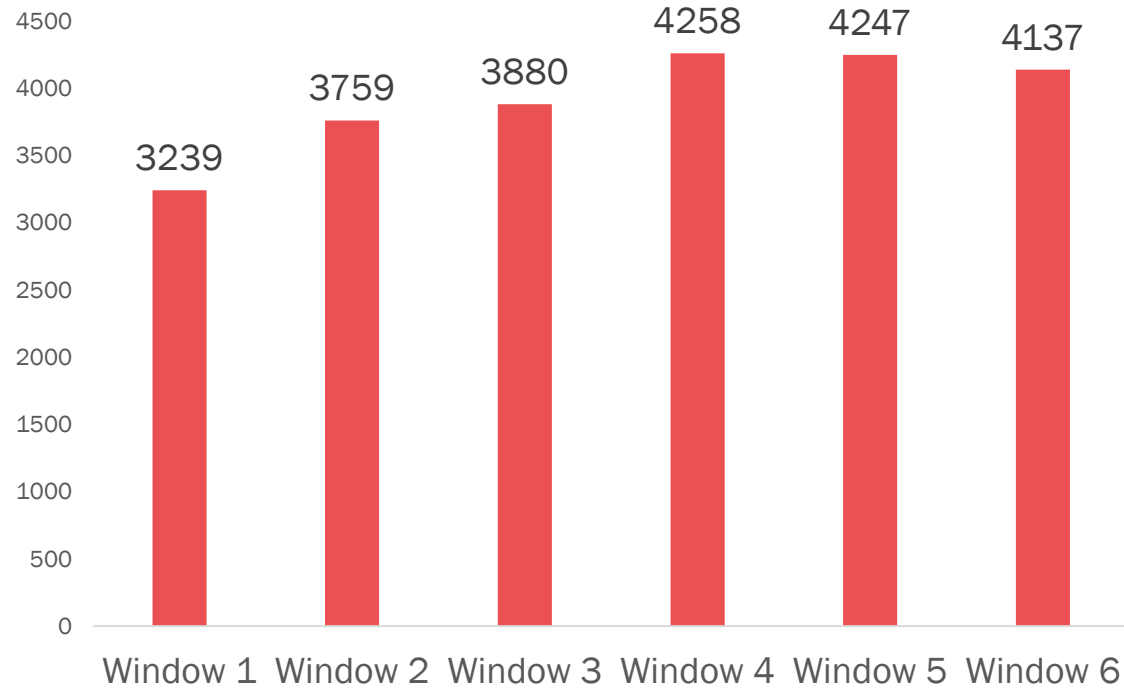
	Window 1	Window 2	Window 3	Window 4	Window 5	Window 6	Window 7	Window 8	Window 9	Window 10**
Timeline	3/18/22 - 4/22/22	6/1/22 - 6/30/22	10/1/22-10/31/22	1/1/23-1/31/23	4/1/23 - 4/30/23	7/1/23 - 7/31/23	10/1/23 - 10/31/23	1/1/24 - 1/31/24	4/1/24 - 4/30/24	7/1/24 - 7/31/24
Eligibility	Employed by their current employer for at least 6 months as of 12/1/21	Employed by their current employer for at least 6 months as of 6/1/22	Employed by their current employer for at least 3 months as of 6/1/22	Employed by their current employer for at least 3 months as of 9/1/22	Employed by their current employer for at least 3 months as of 12/1/22	Employed by their current employer for at least 3 months as of 3/1/23	Employed by their current employer for at least 3 months as of 6/1/23	Employed by their current employer for at least 3 months as of 9/1/23	Employed by their current employer for at least 3 months as of 12/1/23	Employed by their current employer for at least 3 months as of 3/1/24
Bonus \$	Applicants received \$1500	Applicants received \$1500	Applicants received \$750	Applicants received \$750	Applicants received \$750	Applicants received \$750	Applicants received \$750	Applicants received \$750	Applicants received \$750	Applicants received \$750

**Window 10 will be dependent on number of applicants for remaining windows and funding left.

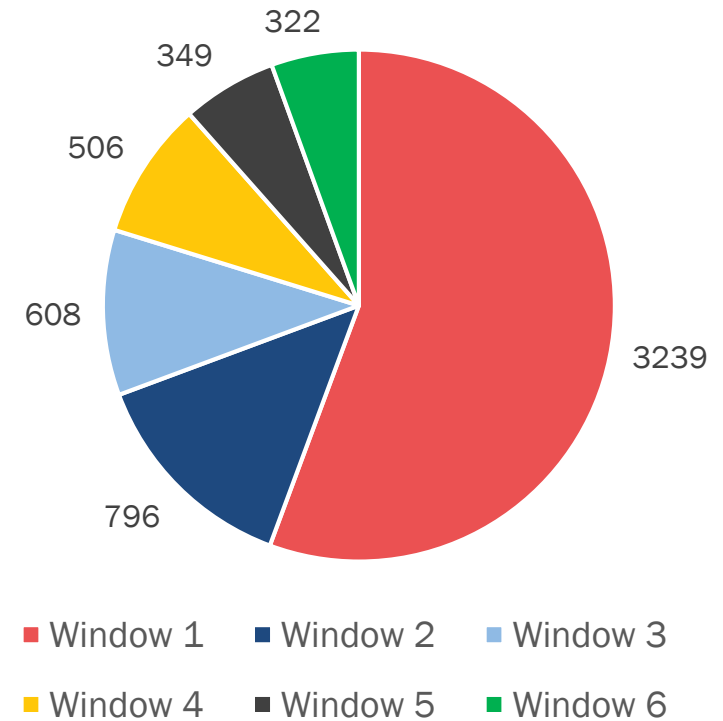
Awards by Window

5,820 unique applicants have been awarded across Windows 1- 6 of the bonus program (from March 2022-Present).

Count of Awardees by Window



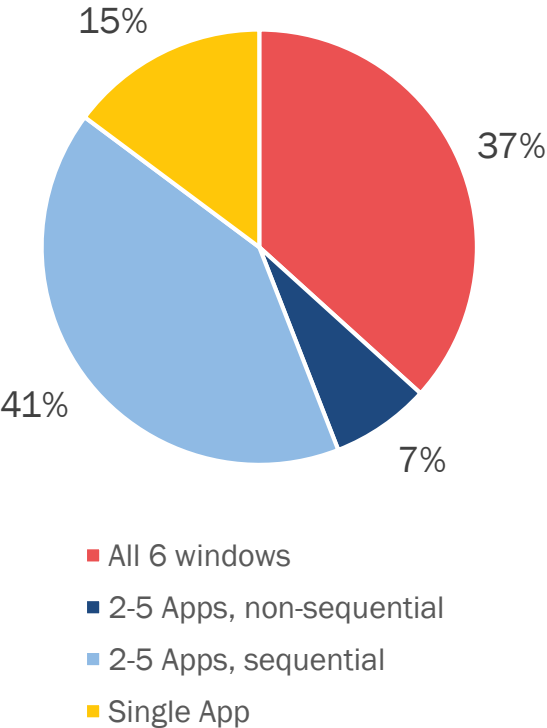
Unique Applicants per window



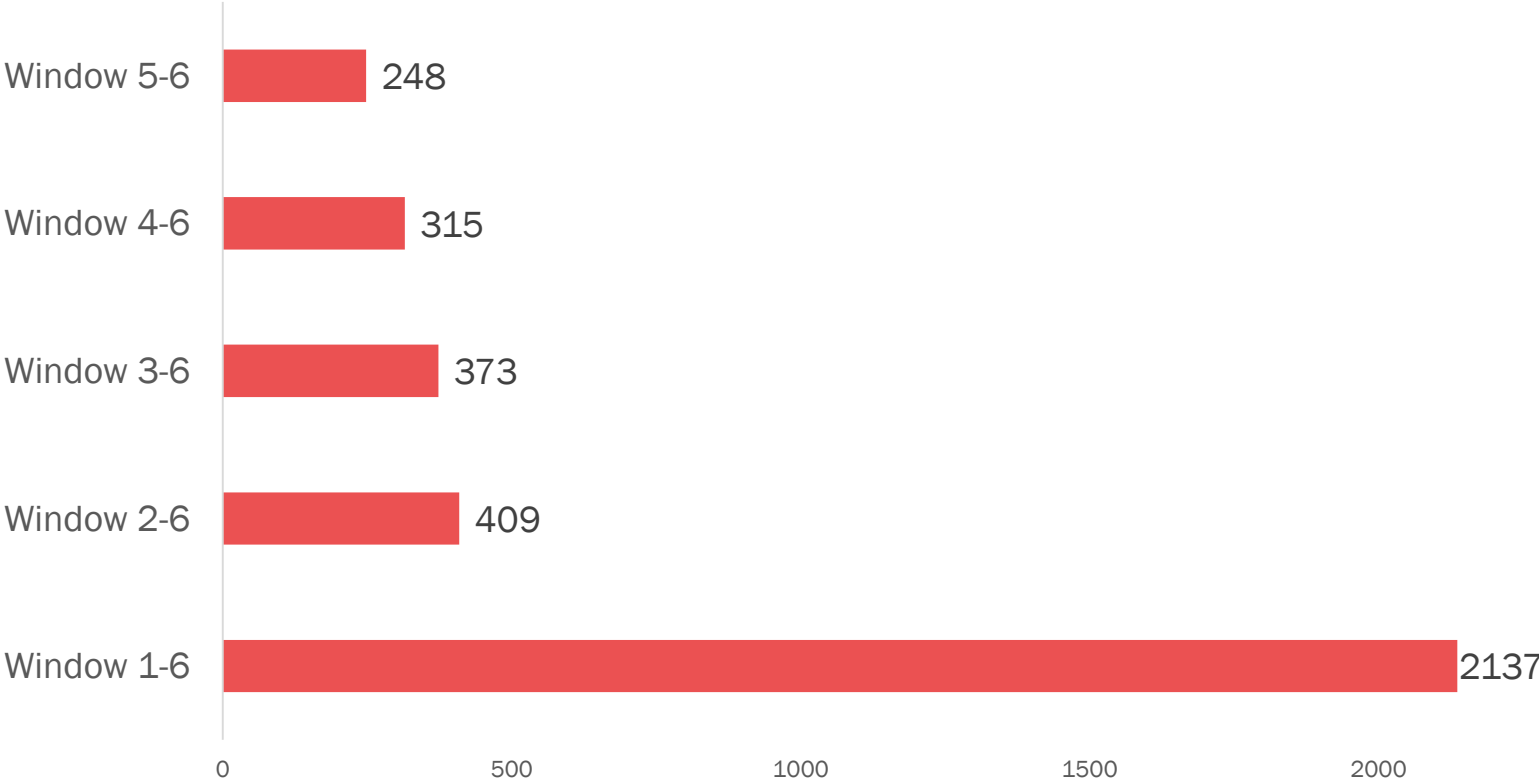
Retention of Awardees

85% of unique applicants have applied in 2 or more windows, with 37% of unique applicants applying in all windows.

Percent of awards by application frequency category



Count of Applicants with multiple sequential applications



PRB Impact

In a recent window, we asked the providers what the Pandemic Retention Bonuses have meant to them so far.

- *“Being in school and working part time it is hard to make enough money to get by while also being a full time student in college. I am working towards my bachelors in early childhood. These funds have helped me while I am still in college.”*
- *“As much as I love my career field it sadly doesn't pay enough to support yourself and bills. Getting this money really helps catch up on expenses.”*
- *“Food is very expensive I have 3 children since prices have gone up it's been very hard even with gas to get to and from work and to be able to bring my children to school and this is so helpful.”*
- *“Having extra funds is extremely helpful when money gets tight and I need to pay bills, or put gas in my car to get to work, it is always a great bonus.”*
- *“I have been able to worry less about how I am going to pay bills and expenses. These grants have given me opportunity to save money instead of living pay check to pay check.”*



CCAP for Child Care Pilot



Status to Date

September 21, 2023

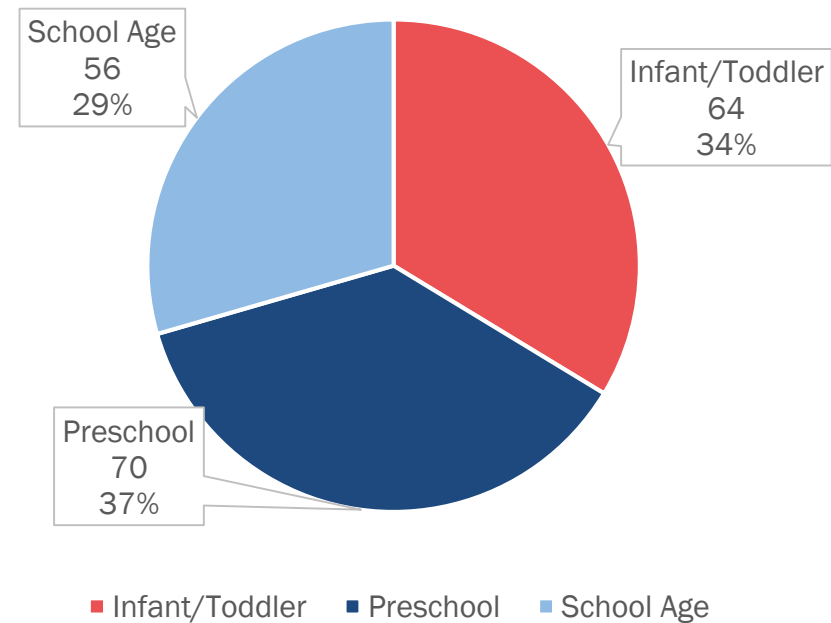
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CCAP for Child Care Pilot

The Child Care Assistance Program (CCAP) for Child Care Staff is a one-year pilot offering CCAP benefits to subsidize the cost of child care for eligible early childhood educators and staff working in DHS licensed child care programs.

- Pilot start date: Thursday, August 25th
- Total applications received as of 9/22: 195
 - Total completed applications: 153
 - In process: 42
- Count by Children:
 - Approved: 190,
 - Denied: 33

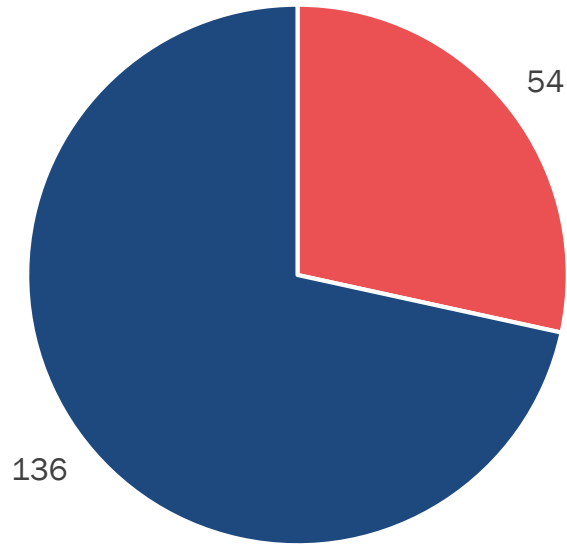
Total Number of Children in Pilot = 190



CCAP for Child Care Pilot

Of the 190 children, only 54 of them are currently CCAP participants.

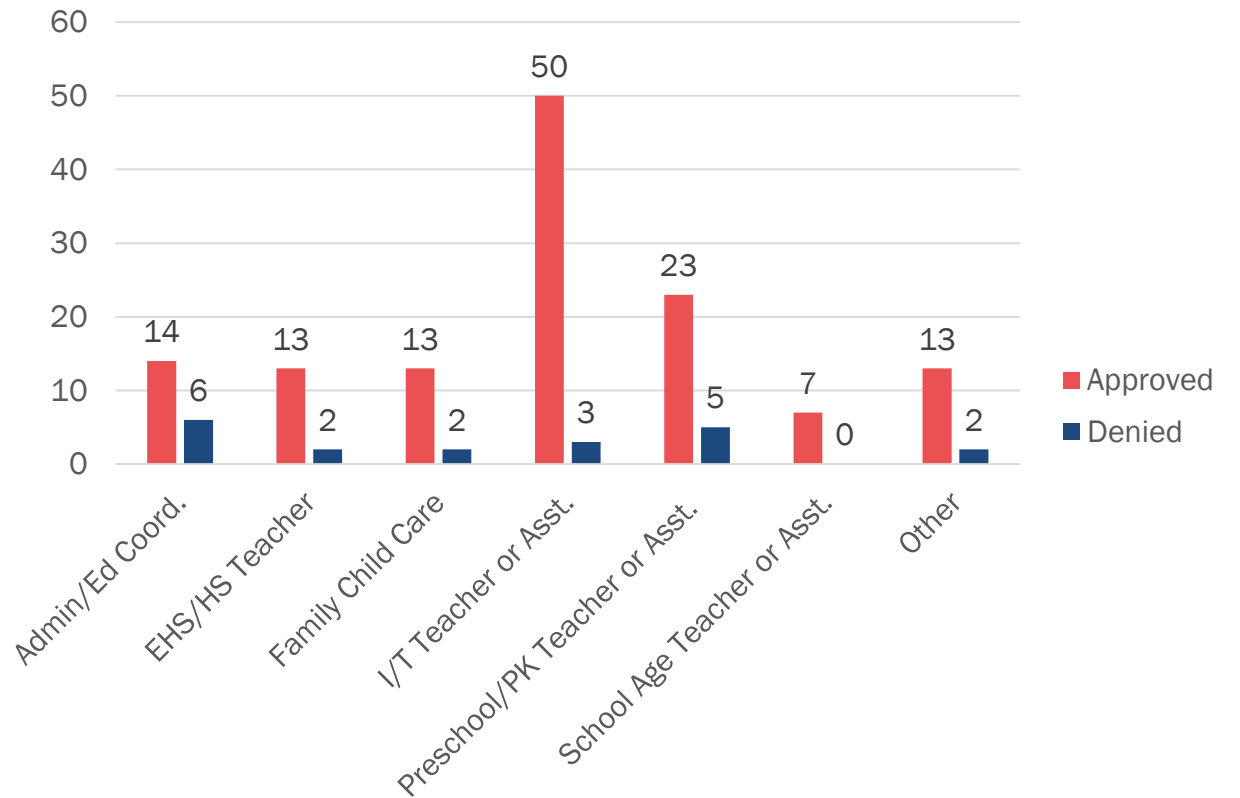
Pilot Children = 190



■ Already in CCAP program ■ Not in CCAP program

Infant/Toddler teachers have the highest usage of the pilot so far, with over 50 applicants.

Roles taking advantage of the CCAP pilot



Public Comment

