
STATE OF IOWA DEPARTMENT OF

Health ^{AND} Human

SERVICES

Unwind: End of the Continuous Coverage Requirement

Continuous Coverage Requirement is Ending



The continuous coverage requirement is ending April 1st, 2023



This does not mean that members will automatically lose their coverage April 1st



Most members must have a full eligibility renewal completed before their coverage can be discontinued



PHE End Date

- May 11, 2023 - final expiration date
 - Additional information about timing of PHE specific unwinding will be released in mid-March
 - Flexibilities that are tied to the PHE include telehealth, expanded service options for LTSS members, and COVID-19 vaccine coverage
-

Resetting Renewal Dates for Most Members



- Redistributed caseload and renewal dates per CMS guidance and to help future year workload equalization.
- Case specific information and member contact information cannot be shared with stakeholders.
- Those with access to IMPA can identify member renewal dates on the Case Information screen.

Initiating Renewals in February 2023

Passive Renewals

Attempt renewal using available data sources



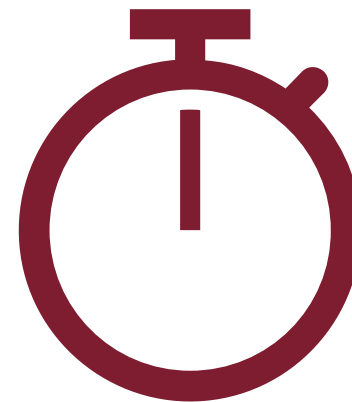
Physical Renewals Mailed

End of Feb or Early March



Renewal Forms Due

Renewal Forms due April 5th



Mitigation Strategies

Eligibility Workforce

- Leveraging OT hours
- Identifying workers from specialized units to aid processing any backlogs as needed
- Statewide equalization/distribution of workloads
- Refresher trainings for all eligibility workers

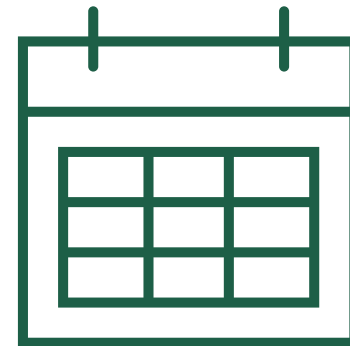
Member Contact and Outreach

- MCO texting campaign
- NCOA database comparison
- SNAP/TANF address clean-up
- Target email notifications
- Social media messaging and reminders
- Renewal outreach from MCOs

Discontinuances

After their renewal is completed, a Notice of Action/Notice of Decision will be mailed to all households letting them know if they were renewed for a new certification period or if their Medicaid is ending.

Discontinuances for the first set of renewals will be effective May 1st.



Helpful Resources

Unwind Website

hhs.iowa.gov/ime/unwind

Unwind Dashboard

hhs.iowa.gov/dashboard_welcome



HHS Contact Center
1-855-889-7985



Media Inquiries
Alex Carfrae
HHS Public Information Officer
acarfra@dhs.state.ia.us, 515-281-4848



Member Services
1-800-338-8366



Provider Services
1-800-338-7909



Email Questions to:
IAPHEUnwind@dhs.state.ia.us



IM Customer Service Center
1-877-347-5678