Coordinator: Welcome, and thank you for standing by. At this time, all participants are in a listen-only mode. During the Q&A session, if you'd like to ask a question, you may press Star 1 on your phone. Today's call is being recorded. If you have any objections, please disconnect at this time. I'll now turn the call over to Jackie Glaze. Thank you. You may begin.

Jackie Glaze: Good afternoon and welcome, everyone, to today's All-State Call-In Webinar. I'll now turn to Sara Vitolo, our Deputy Center Director, for opening remarks. Sara?

Sara Vitolo: Hi, everyone. Welcome to today's all-State call. Today's call will focus on the launch of the new unwinding database and unwinding data report that were released last Friday, July 28th. The data released last Friday highlights the outcomes of unwinding renewals for States that had a cohort of renewals due in March and April, including the number of people who continue to be eligible for Medicaid and CHIP, and the number that disenrolled.

CMS also released data on State Medicaid call centers and other State agency operations. Last, CMS released early transition data on consumers who were

previously enrolled in Medicaid or CHIP that came to healthcare.gov and applied for coverage, as well as State-based marketplace data on consumers who transitioned to coverage following a Medicaid or CHIP redetermination. You can find the data on Medicaid.gov/unwinding.

Before we get started, I want to remind folks that we'll be using the webinar platform to share slides today. So, if you're not already logged in, I suggest you do so now so you can see the slides for the presentation. You can also submit any questions you have into the chat at any time during the presentation.

With that, I'm pleased to introduce and hand things over to Barbara Richards, Deputy Director of our Medicaid and CHIP Operations Group, to walk through the report.

Barbara Richards: Great. Thanks, Sara. Good afternoon, everybody. As Sara mentioned, this past Friday, we released a series of unwinding data products that are now available on Medicaid.gov, and I'll provide a high-level walkthrough of those unwinding data reporting pages, as well as discuss some of the data products that we released.

But before I do that, I just wanted to give a big shout-out and thank you to all the State staff and members of our team who participated in this activity. It was a big deal for us and those who are working on unwinding data, and I know it's been a many months process working with you all and your staff and your teams, sending us these data, verifying it, answering our questions, and working with us to review early products of these and giving us our feedback. So, I just really wanted to thank the State staff and our staff for this very large team effort.

So, moving on, I just want to provide a little bit of context before we jump into the data, unwinding data reporting pages. I think many of you know that we have had and have a comprehensive unwinding data monitoring strategy in place, and we've had this in place for several months. The focus of that unwinding data strategy is a couple of things.

We are conducting, as you know, ongoing internal monitoring during this unwinding period. We're also, through this data strategy, supporting early identification of issues that we or your teams may see around renewal data and the eligibility processing, and working with you and other State staff to resolve those issues as early as we can.

And then also, I think as all of you know, we are required under the Consolidated Appropriations Act of 2023 to put out these data as soon as we can, or as reasonably soon as we can. So, the July release, this past Friday release, is really focused on that CAA congressional mandate of public release of data. So, that'll be the focus of this conversation.

So, just a little bit of context for CAA. I think most people know this, but just for a little bit of level-setting, in order to meet the CAA requirements, we are releasing data in two phases. The first phase was this data release this past Friday, and as Sara mentioned, we put out call center data, renewal data, and some early marketplace metrics for March and April data.

And then in August, which we're in August now, but the end of August, we'll release those same set of metrics with May data. And then at the end of September, at least that's our plan, at the end of September, we will continue to put out those same set of metrics with that June data.

And we will then do our second phase of release with April data of what we call transitions data that will reflect people leaving Medicaid, moving to the marketplace, and other information along those transitions of coverage. We also are required under the CAA to put out (CHIP) enrollment numbers, which we will do.

So, that's the cycle that we are in, and we will continue to do that until we're finished. So, that's the context. Let's move to the next slide, and we'll walk through the unwinding data reporting pages and talk about some of the data products. In order to navigate to the unwinding data reporting pages, you would access that through the Medicaid.gov landing page.

This slide shows you what we have added on the Medicaid.gov landing page. You'll see on the left-hand side an unwinding data reporting tab. If you click that in the left-hand sort of navigation, this screen will pop up. You hit click get data, and that takes you immediately to the unwinding data reporting pages. That's the easiest way to navigate there.

You'll also see there are a couple of other different ways. You'll see under New and Notable, we have an unwinding data reporting link there. Again, it takes you right to the pages. And if all else fails, and you're a creature of habit like me, you go to the COVID-19 section of the website.

You look at resuming normal operations, and then you go to the unwinding page, and then there's a data reporting page. And that's the last and probably the least direct way, but for old-school types, that's one way too. But moving on, once you click this, you click Get Data, it will take you to the unwinding data reporting pages. So, next slide.

And this is the landing page for the unwinding data reporting. And just to describe the landing page briefly, just so you have a little bit more information about it, if you haven't looked at this yet, you'll see in terms of structure that we have static text in the center. On the left-hand side, you'll see navigation under data reporting to the three subpages that I'll talk a little bit more about.

And in the upper right-hand side, blue box, you'll see related links, which provides some helpful information for resources. In terms of the static text, just to touch on that for a second, we had heard from States prior to the release of these data that it was really important to provide context, context for the data that we were putting out so that people, lay users of the data, advocates, people in the press, would understand or have some context for what is normal, and I'm using air quotes, normal pre-pandemic for Medicaid.

And so, this static text provides some of that historic context, and you'll see that if you scroll through yourself. There are some data tables there that talk about what was typical in terms of pre-pandemic people leaving Medicaid, coming back, those kinds of things. And also at the bottom of that page, there's some really helpful information about the April renewal data.

So, that's the landing page. One thing just to make note of is the underlying data set. You'll see in the upper right-hand blue box, you'll see a couple of links, but at the bottom, you'll see data.medicaid.gov. And so, if you click there, that is a way to get to the, I call it the raw data, but the underlying data that is on data.medicaid.gov. But we'll talk a little bit more about that in a minute. So, next slide, please.

So, this is the monthly data reporting page. And this is where I think most people will spend their time because this is where the monthly data reports

will be loaded. We will provide the most current monthly report here. And then each subsequent release, we will continue to put that in chronological order on this monthly data reports page.

In terms of structure, it's pretty simple. You'll see a little bit of brief text here in the middle, brief description of each report, same sort of upper blue box, you'll see related links, different kinds of links, but other resources. And then again, left-hand navigation, you'll see the sub-pages. Next slide.

And here is the same page, the monthly data reports page, but we couldn't fit it all in one screenshot. So, you'll see at the bottom, this is the list of the data products that we've put out. And so, these are the March and April 2023 data products. And so, when we put out the May data, that will be basically on top of this, right? And then you'll still be able to see and scroll down to see the historic May and April data.

Moving on to the next slide, just talk through the underlying data products that are in that section that I just pointed to. So, for many of you, this should be very familiar. This is the spreadsheet, the Medicaid and CHIP CAA reporting metric spreadsheet that we have shared previously with States. State Medicaid directors and their staff got an early embargoed release of this, and Anne Marie had shared with folks.

So, but just to touch on this a bit, because this is the meat and potatoes of what Congress required us to release. This spreadsheet includes the April and March renewal data. You'll see a snapshot of that right here with several metrics. It also includes call center data on other tabs. Just to sort of call your attention to the right-hand column, you'll see data notes.

And what our teams have added there are State-specific data notes, which are

explained further at the bottom of the spreadsheet. And we have that both through renewal data, as well as the call center data. Moving on to the next slide, here are - we start to move into sort of some of the summary data products.

And these data are obviously renewal data for March and April. And this is a screenshot of those. And these are summary-level statistics for the States that have one full cohort of renewals completed. And so, you'll see this is the March data. We have sort of the summary-level information for those four States that had one full cohort.

And then there's State-specific information lower down in those slides. And then if you move to the next slide, you will see the next slide has April data. So, similar structure, you know, sort of same national sort of summary with the 18 States that had one full cohort, all that, how that data rolls up. And then below that in lower slides, you'll see the State-specific information.

The other thing before we leave this, which I should - thinking about Jessica Stephens and Anne Marie Costello, who would want me to mention the fact that the other thing that we've done with this deck and then the other deck, which we'll move to just in a minute, is we've also tried to provide context for these data within each individual slide deck.

So, if somebody picks up this deck and looks at it on its own without having to look at anything else, there is information at the top at the beginning of the deck that explains which States were included, what the time sort of series is in terms of the data and it's available, the information about one full cohort, a little bit of information about data caveats and things like that.

And so, we wanted to have each deck stand on its own and we're hoping that it

does that with that data context information. Next slide. And this is what we call the UPS Snapshot. It has a lot longer name, Medicaid and CHIP Unwinding Operation Snapshot. This includes performance indicator data. So, data that States have been submitting since 2003.

We have pulled from that data set to include information around enrollment, MAGI application processing time, total applications, and call center data. And as you'll see, there are visualizations with national maps and then State-specific information and then monthly changes over time.

And so, similar to the point that I just made, there is background information at the beginning of this deck that provides information about the data definitions that we use in the performance indicator data set, you know, how we count the last day of the month and those kinds of things.

We also included, which we think - we're hoping it helps if States get questions about this too is, we've also included information about call centers in that it's the first time we've released call center data and that it's really important to look at the data notes because States run their call centers very differently, and that's incredibly important when you try to look at these data to understand that context for call center data. Next slide.

This is the CCIIO Marketplace Medicaid Unwinding Report Spreadsheet. Similar to UPS, you know, they've got some early metrics that talk about applications that were received at the FFM States, as well as information about QHP applications and things like that. I'm no expert on the marketplace data.

We have CCIIO folks who are on point for that, but these are the early data that they have shared and will continue to share. Next slide. Actually, one note

just about the marketplace data. It reflects both FFM and SBM data. I just want to make sure that people recognize that. Okay. And so, moving on to the next subpage.

This page is literally called Understanding the Data. We tried to make it really simple. And we have two resources here for data users. The first, which you'll see sort of a hyperlink in the middle, is a document that's called Data Sources and Metrics Definitions Overview. And that's a pretty long 26-page, (weedy) document.

But really, what we wanted to do with that document is to have a resource that anybody who looks and picks up these data and picks up the renewal slide deck or picks up the CAA reporting metrics spreadsheet, they can understand by looking at this data sources and metrics definitions overview, where did CMS get these data?

What data sets or data sources are included? And how did we define the metrics? So, if State staff have questions that they're like, how did CMS come up with this? And your staff aren't quite sure, I would suggest looking at that document to start because it's a really helpful resource. I say it's 26 pages. There are just a lot of tables of metrics, definitions and things like that. So, it's a helpful resource.

The other thing I would mention is, going forward, when we have major changes or major additions to different data sets that we release, we will try to update this document to keep it fresh and live. The other deck or other resource that I would call your attention to is the next link below, which is the Historic Trends and Coverage Continuity Loss and Churn, which is a mouthful.

We call it the churn deck. This provides historic context for using 2018 T-MSIS data, TEP data, that literally provides information on both national and State level around churn, loss of coverage, and coverage continuity. We thought it was, again, helpful context for data users. Next slide. This is just a screenshot of that churn deck.

And again, States have received an embargoed copy of this prior to release, so this should not be a surprise, but that's just a screenshot of the churn deck. Next slide. And the last page just to call your attention to is data reporting tools. This information was already on the unwinding data reporting page. We kept all the information. We just organized it a little bit differently. These are resources for States for reporting renewal data.

So, that is a high-level overview. As I mentioned, this is a large team effort. We have many staff from the CMS side who have contributed to this, and they are also available to help answer questions. So, with that, I'll turn it back to Jackie so the team can answer any questions that the States may have.

Jackie Glaze: Thank you, Barbara, for your overview. So, we're ready now to take your State questions. So, please ask questions about the presentation today, or if you have general questions that you'd like to ask. We will begin with the chat function, as we normally do, so you can begin submitting your questions at this point, and then we'll follow by taking your questions over the phone lines.

So, we'll just ask that you begin submitting your questions at this point. Thank you. I'm not seeing any questions yet through the chat function. So, why don't we move to the phone lines and see if we have questions there. So, (Ted), if you could please provide instructions for how to register the questions, and then if you could open the phone lines, please.

Coordinator: Yes, the phone lines are now open for questions. If you would like to ask a question over the phone, please press Star 1 and record your name. If you'd like to withdraw your question, press Star 2. Thank you. I'm currently showing no phone questions at this time.

Jackie Glaze: Thank you. I'll turn it to you, Krista. I do see a question in the chat.

Krista: Thank you. So, I have a question in the chat that's a general unwinding question. If an unwind renewal is due on 10-31-2023 and the agency is able to verify all information to determine that the individual is ineligible, what is the earliest date that they can close? Must the State wait until after the renewal is due?

Shannon Lovejoy: This is Shannon in the Children and Adult Health Programs group. I'm not sure that I fully followed the timeline in the example, but can generally speak to, for individuals, the State's completing a full renewal form, and they have a renewal due date, and they have completed the full renewal process, meaning they attempted an ex parte renewal, if the individual was not eligible on an ex parte basis, sent a form, was able to receive all of the information needed to determine the individual was no longer eligible for Medicaid on other basis as well, the State can run the termination with a batch process with the renewal due date as it ordinarily would.

If this is a case where the individual is perhaps very responsive and responded to the renewal sooner, and the State, again, went through the full renewal process, including redetermining eligibility on all basis, the State could potentially process that termination sooner. Again, that might depend a bit on the timing of when the renewal was completed and the State's processes.

Krista:	Thank you. And I did just see a question in the chat about whether the presentation will be shared. And the presentation will be posted on Medicaid.gov in about one week from now. Other than that, I'm not seeing any other questions in the chat. Thank you, Shannon, for your response.
Jackie Glaze:	Thank you, Krista. So, (Ted), I'll turn to you once again and ask if you could please provide instructions once again for registering the questions, and if you could please open the phone lines.
Coordinator:	Yes. As a reminder, if you would like to ask a question over the phone, please press Star 1 and record your name. Thank you. I'm showing no phone questions at this time.
Jackie Glaze:	Thank you. And I'm not seeing any questions in the chat function either. So, let's give it a couple of minutes, and then if we don't receive any questions, we'll just go ahead and adjourn early today. So, (Ted), let us know if you see any questions come through.
Coordinator:	I'm currently showing no phone questions.
Jackie Glaze:	Okay, so in closing, I do want to thank Barbara Richards for her presentation today. Looking forward, the topic and invitation for our next call will be forthcoming. If you do have questions before the next call, please reach out to us, your State lead, or bring your questions to the next call. So, we do thank you for joining us today, and we hope everyone has a great afternoon. Thank you.
Coordinator:	This concludes today's call. Thank you for your participation. You may disconnect at this time.

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