

# Medicaid Redetermination: A Local Public Health View

Norm Hess, MSA, CPH  
Executive Director  
November 1, 2023



# The Public Health Perspective



**Social determinants of health** are an individual's personal circumstances that impact their health and well-being. They include political, socioeconomic, and cultural factors, alongside **how easily someone can access healthcare**, education, a safe place to live, and nutritious food (Sherrell, 2021).

Sherrell, Z., MPH, & Arquilla, E. M., DO (2021, April 29). *What are social determinants of health?* Medical News Today. Retrieved October 27, 2023, from <https://www.medicalnewstoday.com/articles/social-determinants-of-health>



# Healthy People 2030

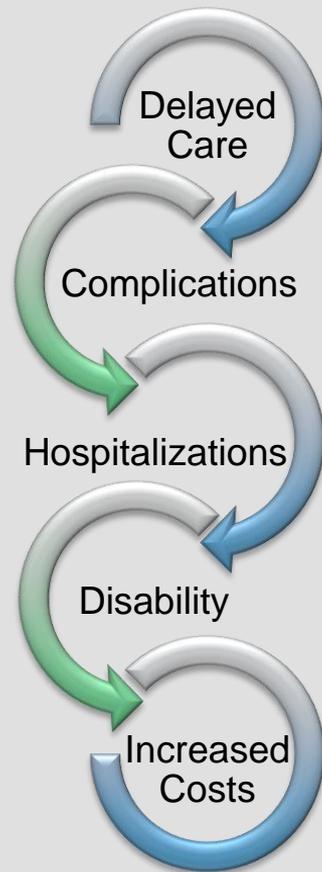
<https://health.gov/healthypeople>

The screenshot shows the homepage of the Healthy People 2030 website. At the top, there is a navigation bar with the U.S. Department of Health and Human Services logo, the OASH (Office of Disease Prevention and Health Promotion) logo, and a menu with items: Objectives and Data, Tools for Action, Priority Areas, and About. A 'Custom List (0)' button is also present. Below the navigation bar is a search bar with a 'Search' button. The main header features a large image of a woman and a child smiling, with the text 'Healthy People 2030 Building a healthier future for all'. Below this, a paragraph states: 'Healthy People 2030 sets data-driven national objectives to improve health and well-being over the next decade.' A dark blue button labeled 'Browse objectives by topic' is positioned below the paragraph. To the right, the number '359' is displayed in large green digits, with the text 'Healthy People 2030 includes 359 core — or measurable — objectives as well as developmental and research objectives.' Below this, a link reads 'Learn more about the types of objectives.'

# AHS-04

*Reduce the proportion of people who can't get medical care when they need it (HP 2030).*

DHHS - Office of Disease Prevention and Health Promotion (2020, August 18). *Healthy People 2030*. Building a Healthier Future for all. Retrieved October 27, 2023, from <https://health.gov/healthypeople>



# Medicaid and Public Health

- 3,000,000 people in Michigan (CMMS, 2023)
- Disenrolling, and later re-enrolling, beneficiaries is in no one's best interest
- People who have healthcare coverage are more likely to be able to work (Remler, 2017)

Centers for Medicare & Medicaid Services (2023). Medicaid & CHIP in Michigan. Keeping America Health. Retrieved October 27, 2023, from <https://www.Medicaid.gov/state-overviews/stateprofile.html?state=Michigan>

Remler, D. K., Kornenman, S. D., & Hyson, R. T. (2017). Estimating the effects of health insurance and other social programs on poverty under the Affordable Care Act. *Health Affairs*, 36(10), 1828-37.

# More Thoughts on Medicaid

- Notoriously hard to navigate for providers and beneficiaries
- Redeterminations have been a longstanding problem
- People enrolled in Medicaid are very difficult to connect with
- COVID-19 has exacerbated previously existing issues
- Michigan faces a monumental task, as do other states
- MDHHS is working hard and being creative in problem solving
- Recent experience shows **6.4%** of redetermined cases are closed due to ineligibility; **30.4%** are closed for procedural reasons\*
- Opportunities may exist to streamline processes that will improve operations in the long-term

\*<https://www.michigan.gov/mdhhs/end-phe/michigan-medicaid-renewals-data>, accessed 10/27/2023



# Current Challenges



## Still Too Complex

- MDHHS letters are good
- Applications and instructions are confusing
- Auto-generated letters can be hard to interpret



## Getting Help Can Be Hard

- Telephone wait times are getting better
- Call backs are problematic
- Passwords and account recovery



## More Humans Needed

- Telephonic support
- DHS offices
- Community-based organizations

# Questions



You can find me at:

- [nhess@malph.org](mailto:nhess@malph.org)
- 517-285-9724
- [malph.org](http://malph.org)

