



# NEW JERSEY DEPARTMENT OF HUMAN SERVICES

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## Meeting of the Medical Assistance Advisory Council

July 19, 2023

# Agenda

- **Welcome and Call to Order** – Dr. Deborah Spitalnik
- **Approval of Minutes** – MAAC Members
- **CMS Proposed Rule** – Greg Woods
- **Legislative Updates** – Greg Woods
- **MCO Contract Changes** – Lynda Grajeda
- **Unwinding Outreach & Metrics** – Jennifer Langer Jacobs and Greg Woods
- **Personal Preference Program: Fiscal Intermediary** – Jennifer Langer Jacobs and Becky Thomas
- **HCBS Spend Plan Approval** – Jon Tew
- **1115 Comprehensive Medicaid Demonstration Policy Highlight: Housing Supports** – Jon Tew
- **Planning for the Next Meeting** – Dr. Deborah Spitalnik



# CMS Proposed Rule

# CMS Proposed Rule – MAAC provisions

- The Centers for Medicare and Medicaid Services proposed a new [rule](#) that would require state Medicaid programs to ensure representation of diverse stakeholders and interests on their MAACs.
- Under the proposed rule, states would create a **beneficiary advisory group** to bring more member voices to the table.
  - The group would include current or former Medicaid members, family members, and caregivers, as several DMAHS workgroups do today, so we see this as a helpful next step towards broader diversity and inclusion overall.
- The beneficiary advisory group would have **crossover membership on the MAAC** so that our members are involved and empowered in the MAAC's discussions about policy development and program administration.
- The federal comment period for this rule closed on July 3, 2023, but please feel free to share thoughts with DMAHS. We will keep you up-to-date on the status of the proposal, and if finalized we'll work with our community on implementation.





# Legislative Updates

# Recent Legislation Impacting NJ FamilyCare – *Signed into Law*

- In addition to the SFY24 state budget, a significant amount of legislation was passed by the Legislature in June, including the following bills which have been signed into law by Governor Murphy.
  - Increased Medicaid rates for adult medical day care and pediatric medical day care ([P.L. 2023, c.83](#) & [P.L. 2023, c.85](#))
  - Codification and expansion of NJ FamilyCare's Assisted Living Tiered Rate Increase program ([P.L. 2023, c.80](#))\*
  - Changes to the New Jersey False Claims Act to comply with federal law that include changes to recovery in Medicaid fraud cases ([P.L. 2023, c.73](#))
  - Creation of a program to allow the family of NJ FamilyCare members to become Homemaker-Home Health Aides, certified by the NJ Board of Nursing and able to provide care to their family member through a home care services agency ([P.L. 2023, c.90](#))\*
  - Expand Medicaid coverage in schools for behavioral health services provided by the local school district ([P.L. 2023, c. 108](#))\*
  - Changes to the required disclosures and transparency standards for Pharmacy Benefits Managers (PBM) ([P.L. 2023, c.107](#))\*
  - The New Jersey Maternal and Infant Health Innovation Center will be established ([P.L. 2023, c.109](#))\*

\* Significant implementation required for NJ FamilyCare

# Recent Legislation Impacting NJ FamilyCare – *On the Governor's Desk*

- There are also several pieces of legislation that have passed both houses of the Legislature and are currently on the Governor's desk. These bills would:
  - Cover acute hospital care delivered in the home under the Hospital at Home Act ([A4914](#))\*
  - Add community-based Palliative Care services to the NJ Family Care benefit package ([A5225](#))\*
  - Expand Medicaid coverage in schools for behavioral health services provided by the local school district ([A3334](#))\*
  - Set minimum and enhanced NJ Family Care rates for Traumatic Brain Injury (TBI) Special Care Nursing Facilities (SCNF) ([S2369](#))
  - Establish a state website to house information on health benefits coverage for reproductive health care services ([S3275](#))

\* Significant implementation required for NJ FamilyCare



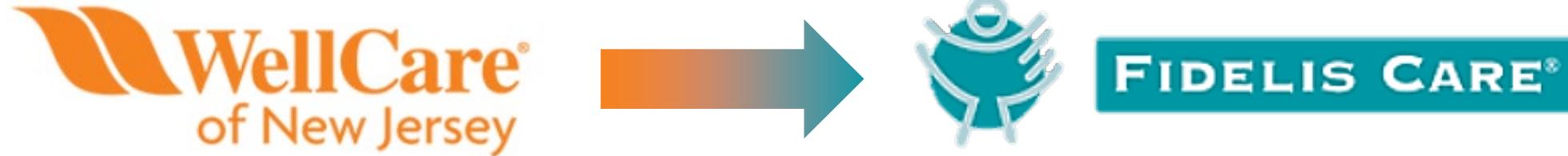
# Managed Care Contract Changes

# July 2023 MCO Contract Amendment Highlights

- Required health plans to designate a **full-time health equity leader**, add health equity to required staff training, conduct performance improvement projects that advance health equity, and attain NCQA Health Equity Accreditation
- Augmented existing dental requirements to increase **MCO accountability for dental services**, including financial sanctions
- Made MCOs responsible for contracting with a **fiscal intermediary for self-directed services** through the Personal Preference Program beginning October 2023; established initial readiness review standards if transitioning to a new vendor
- Tightened **provider network compliance requirements** with respect to the HCBS Settings Rule, pediatric specialties, and dental access
- Updated MLTSS **caseload compliance** requirement to reflect increased penalties for lack of compliance
- Updated Pharmacy Benefits Management (PBM) disclosure template
- Updated capitation rates for SFY 24

The July 2023 contract will be posted to “Hot Topics” on the [DMAHS website](#) when it has been approved by CMS. The February 2023 contract, as approved by CMS, is posted [here](#).

# Health Plan Name Change



- As of August 1, 2023, **WellCare of New Jersey** will become **Fidelis Care**.
- All WellCare members should receive a new health plan ID card by August 1, 2023.
  - Members should call 1-888-453-2534 if they do not receive a new card or if they have any questions.
- Only the name of the health plan is changing. Benefits, member IDs, and provider network remain the same.



# Unwinding Outreach & Metrics

# Restarting Eligibility Renewals

Since March 2020, NJ FamilyCare members have remained enrolled due to federal “maintenance of effort” requirements during the Public Health Emergency (PHE).

In December 2022, Congress enacted legislation that required states to resume Medicaid eligibility processes, starting on **April 1, 2023**. The COVID-19 PHE ended on May 11, 2023.

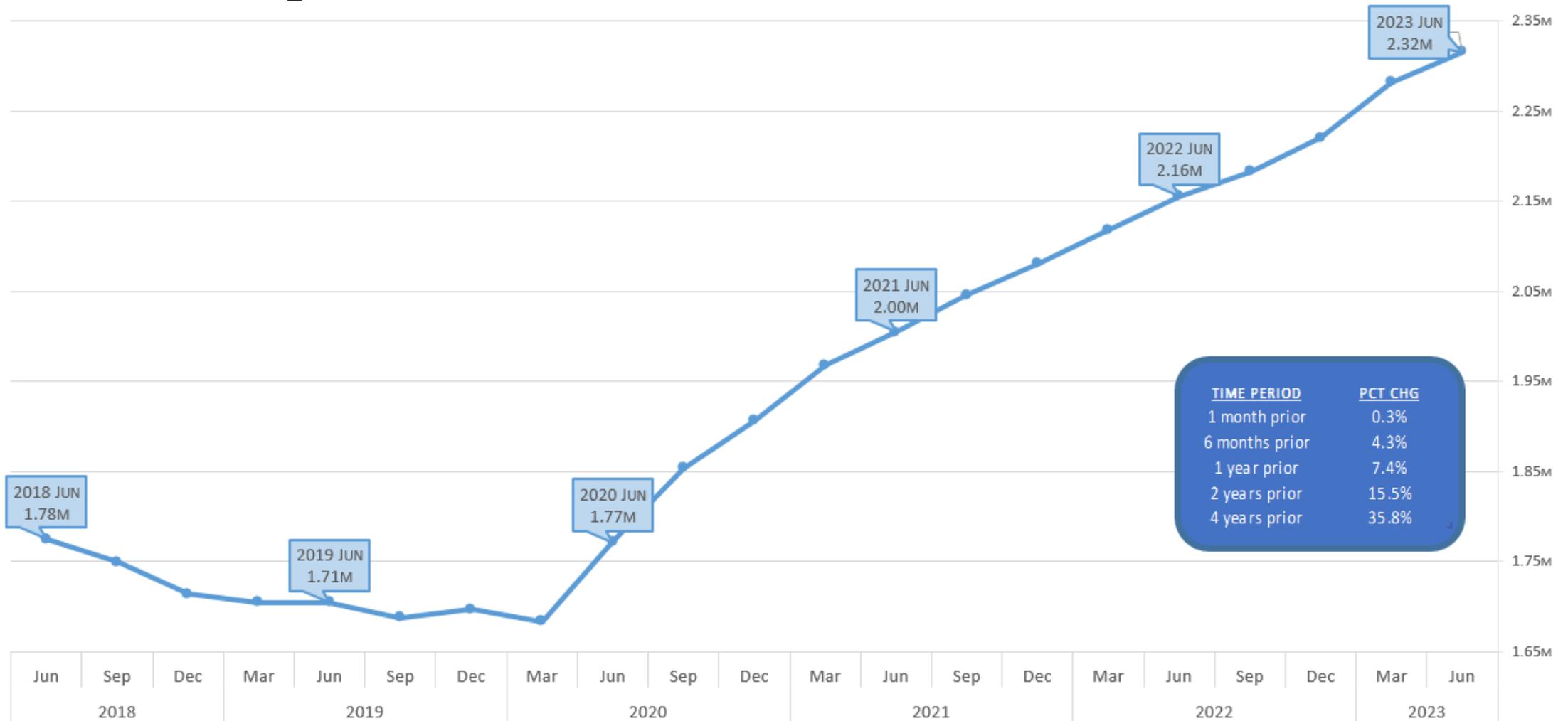
States have 12 months after the April 1 re-start date to initiate eligibility renewals for all Medicaid beneficiaries – this includes more than 2 million NJ FamilyCare members. There are also new rules from Congress about eligibility and outreach.

This “unwinding” represents the single largest renewal exercise in the history of New Jersey’s Medicaid program. DMAHS is focused on doing this work the best way possible.

## What members need to do:

- ✓ **Make sure NJ FamilyCare/Medicaid has your correct mailing address**
  - ✓ Members can confirm or update their contact information by calling NJ FamilyCare at 1-800-701-0710 (TTY: 711). NJ FamilyCare will use this information to communicate with members about their healthcare coverage.
- ✓ **Respond to mail from NJ FamilyCare/Medicaid**
  - ✓ Members need to look for and respond to mail from the State of New Jersey or their local County Board of Social Services. If NJ FamilyCare requests information, they need to respond right away to avoid a gap in their NJ FamilyCare coverage.

# NJ FamilyCare Enrollment



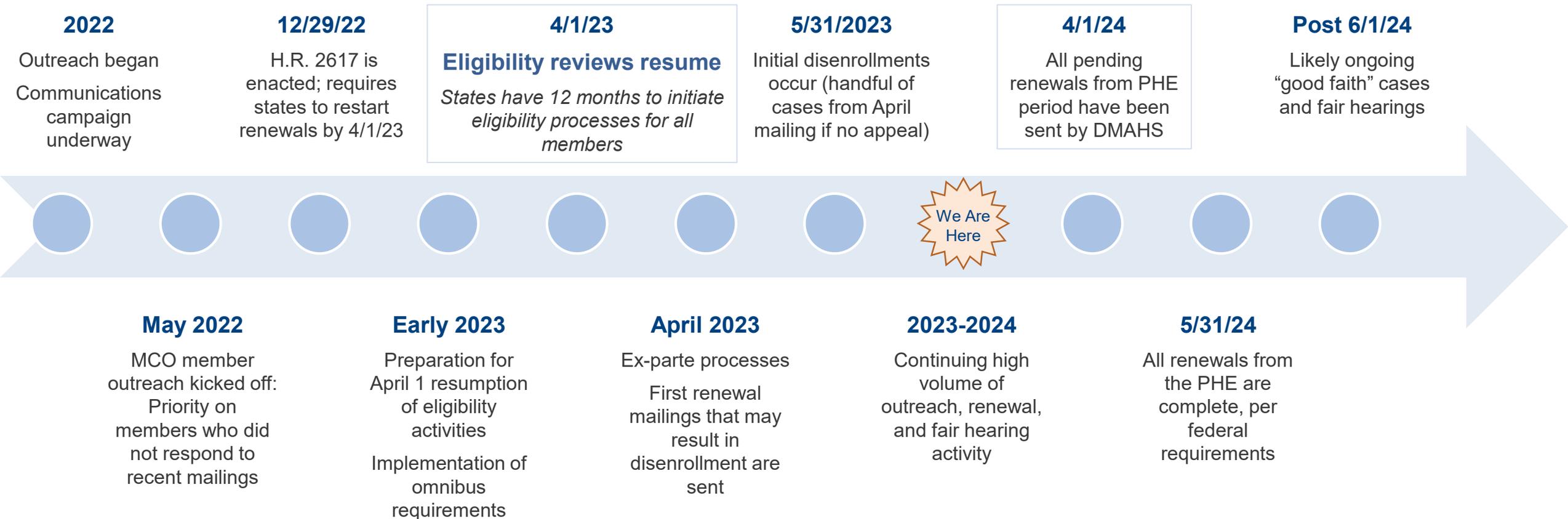
# North Star Principles for Returning to Regular Renewals

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<p>Serve people the best way possible.</p>	<p>We will <b>resume Medicaid eligibility renewals</b> as required by federal rules, with a focus on the quality of our work and support for our members.</p>
<p>Communicate with clarity and concern.</p>	<p>We will emphasize <b>shared understanding</b> as we manage broad technical systems and very unique individual circumstances.</p>
<p>Experiment with new ways to solve problems.</p>	<p>We will collaborate in new ways with our <b>operational partners</b> – and we will consider how we can use those new approaches to improve our program for the long-term.</p>
<p>Work closely with our stakeholders.</p>	<p>We will collaborate with our <b>community stakeholders</b> to raise awareness and provide support, with a shared commitment to equity, inclusion, and synergy.</p>
<p>Show people we care.</p>	<p>We will make <b>empathy, positive energy, and collaborative focus</b> our hallmark, internally and externally.</p>

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# Timeline for Eligibility Unwinding



NJ FamilyCare will send 1/12 of renewal mailings each month

# Activities underway during the unwinding year

## Underway and continuing each subsequent month:

- April 2023
  - Ex parte renewals
  - New cohort mailings and county/HBC outreach
  - MCO postcards, emails, text messages, calls
- May 2023
  - County/HBC eligibility processing
- June 2023
  - MCO care manager outreach to members who have not responded (high-risk first)
  - Regional Health Hub outreach
  - End-of-month disenrollment of cases determined ineligible

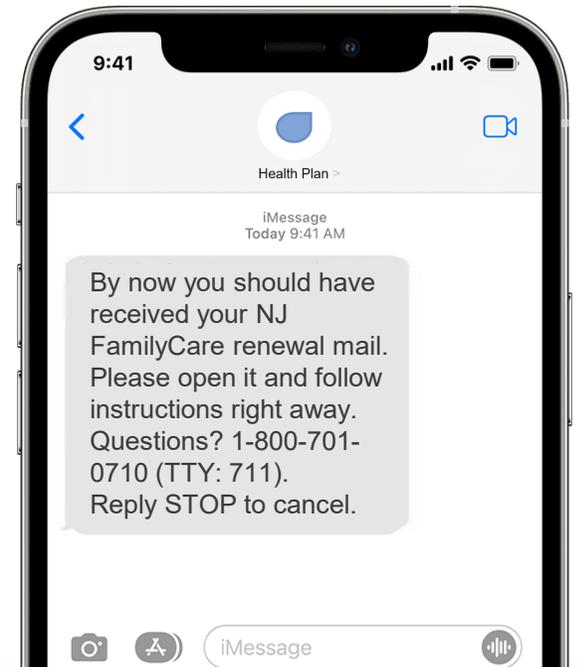
## Upcoming and continuing each subsequent month:

- Starting in July 2023
  - Post-termination member outreach
  - End-of-month procedural disenrollments (June "non-responders" who were delayed 30 days)
- Starting in August 2023
  - Increased volume of rapid response and fair hearing activity
  - Eligibility reinstatements when non-responders submit renewal applications and are determined eligible

# Example – Ryan’s renewal mail goes out in August



## Example materials:



# Example – Ryan hasn’t responded to their renewal mail

*With the 30-day deadline, Ryan should respond by mid-September. The eligibility determining agency has 30 days to review Ryan's cohort. In mid-October, DMAHS is able to identify “non-responders” like Ryan for targeted outreach.*



- Other ways we are working to increase renewal awareness:
  - Community events
  - Application assistor trainings for community organizations
  - Prescription bag slips at pharmacies
  - Targeted social media advertising
  - Continued updates to [nj.gov/StayCoveredNJ](http://nj.gov/StayCoveredNJ)

↑ If still no response, Ryan receives NJ FamilyCare notice providing October 31 termination date, fair hearing rights, and reinstatement opportunity.



**NJ FamilyCare Members: please respond to your renewal packet even if it is overdue.**

# 30-Day Delay for Initial Cohorts

- In June, CMS noted national high rates of non-response to renewal packages and encouraged states to consider additional temporary strategies to reduce non-response rates.
- One option offered to states: delay certain disenrollments for a month, to allow more time for member outreach.
- In order to ensure we are serving early renewal cohorts the best way possible and minimize disruptions in coverage, New Jersey has taken advantage of this option.
- Specifically, we have [extended termination dates](#) for members in our first three renewal groups **who have not yet responded** to renewal mailings.
  - Cohort 1: June 30th → July 31st
  - Cohort 2: July 31st → August 31st
  - Cohort 3: August 31st → September 30th
- Extra time is being used for more targeted member outreach and education, including through managed care plans, Regional Health Hubs, and other partners.

# Non-Responder Outreach Calls

## Themes and Outcomes of Outreach Calls

- Member did not pick up the phone; we were able to leave voicemails
- Member did not pick up the phone; no mailbox set up or call disconnected
- Member says they did not receive their renewal packet
- Member received renewal packet but has not responded
- Member picked up the phone; non-English speaker (approx. 15%)
- Member reports an address change or other update

## Actions We Are Taking

- We leave messages when voicemail is available
- We track members we didn't reach and try again
- We are helping members get a new renewal packet from the health benefits coordinator or their county office
- We are encouraging members to complete the renewal process, even if they are overdue or they think they are ineligible
- We are using translation service to interpret when needed
- We update our records with member-reported address changes and errors in pre-populated information, then support next steps to get the member renewed

## How Stakeholders Can Help

- Share information with local cultural organizations – translations are available at [StayCoveredNJ](#)
- Suggest members provide multiple forms of contact information in their NJ FamilyCare record
- Remind members to set up a voicemail box if possible
- Encourage members to look out for communications from NJ FamilyCare, through mail, phone, text, and email
- Urge members to call for another renewal packet if they lose theirs or never received one

# Assistor Training for Community Organizations

- DMAHS provided online training to community organizations that can assist our members with new and renewal applications.
- Additional trainings are available. Interested organizations should email [MAHS.NJFamilyCare@dhs.nj.gov](mailto:MAHS.NJFamilyCare@dhs.nj.gov) for registration details. Register for the next three trainings at the links below:
  - [Register for July 25 - 2:00 PM - 3:30 PM](#)
  - [Register for August 8 - 10:00 AM - 11:30 AM](#)
  - [Register for August 22 - 2:00 PM - 3:30 PM](#)

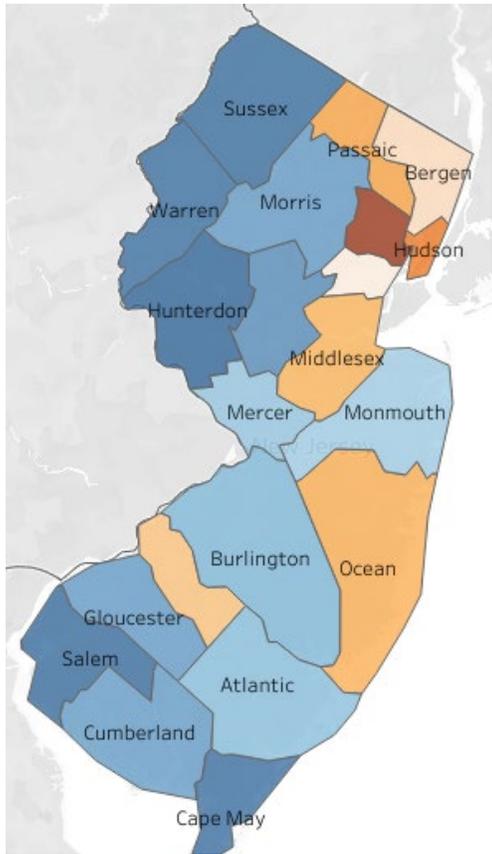
In addition to County Boards of Social Services and our NJ FamilyCare Health Benefits Coordinator,

**24 diverse community organizations**

are now trained and available to support members with renewal applications.

These organizations are listed at [StayCoveredNJ](#)

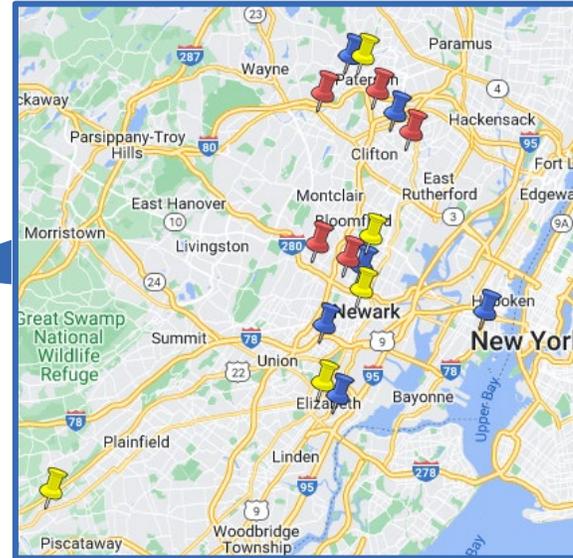
# Independent Pharmacy Partnership



NJ FamilyCare members



High volume pharmacies



- We sent 146,000 buckslips to independent pharmacies with highest volume of Medicaid claims
- Introductory letter requested pharmacies add buck slips to prescription bags
- These pharmacies mirror our population centers, as displayed in the maps on the left
- We encouraged pharmacies to email us for more buckslips, with feedback they hear from members, and requests for community presentations.

# Community Awareness Events

This list includes events supported by DMAHS staff, our health benefits coordinators, and Regional Health Hub community health workers.

- Paterson Housing Authority
- United Passaic Organization
- Rutgers Global Health Institute
- CUMAC / YMCA of Paterson
- Partnership for Maternal & Child Health of Northern NJ
- Parents as Partners Conference
- Garret Mountain Reservation
- NJ Cancer Education and Early Detection Program
- Donnelly Homes
- Shalom Community Services
- Jehovah-Jireh Worship Center
- Immigration & American Citizenship Organization
- Solid Rock Baptist Church
- Trenton Area Soup Kitchen
- Friendship Baptist Church
- Recovery Advocates of America
- Christopher Hope Center
- Metropolitan Baptist Church
- Health Coalition of Passaic County

## Keep Your Healthcare Coverage

[Keep Your Healthcare Coverage \(EN\)](#)

[Keep Your Healthcare Coverage \(SP\)](#)

More languages ▾

- Arabic - عربي
- Bengali - বাংলা
- Chinese - 中国人
- Creole - Kreyòl
- Dari - دری
- French - Français
- Gujarati - ગુજરાતી
- Hindi - हिन्दी
- Italian - Italiano
- Japanese - 日本
- Korean - 한국어
- Pashto - پښتو
- Polish - Polskie
- Portuguese - Português
- Russian - русский
- Tagalog - Tagalog
- Turkish - Türk
- Urdu - اردو
- Vietnamese - Tiếng Việt

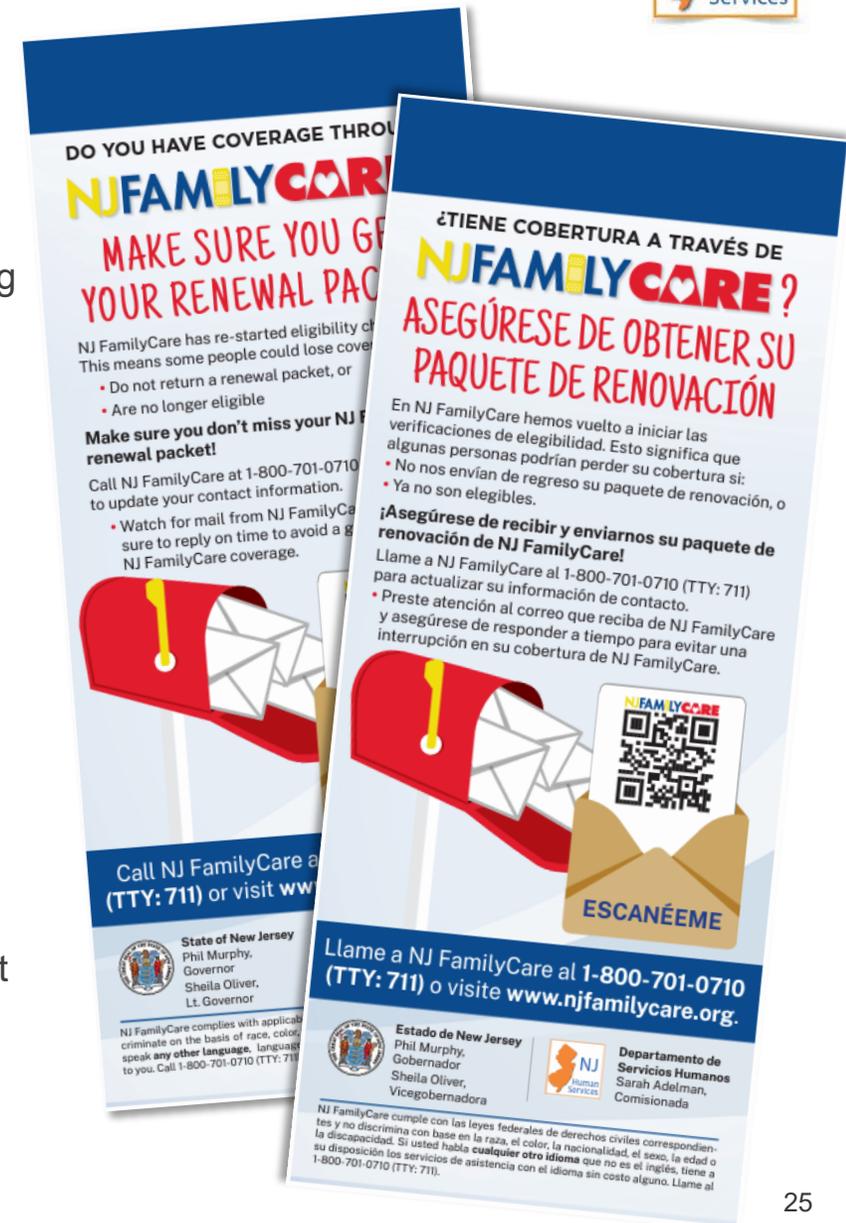
[Connecting NJ – Health and Social Resources Hub](#)

# Community Awareness Events

- Latin American Legal Defense and Educational Fund
- Greater Refuge Baptist Church
- Family Success Centers: Inland, Bayside, Forest Lakes, Orchards, Harvest, Building Bridges
- NJ Department of Children and Families, Office on Housing
- Parent Connect of Trenton
- United States Latino Affairs Initiative
- Immaculate Conception Church
- Early Learning Centers
- Clinton Hill Community Action Agency
- Annual Autism Resource Fair
- South Jersey Family Medical Center & Hispanic Family Center
- Mercer County Latino Merchants Association
- Holy Trinity Roman Catholic Church
- "Meet the Policymakers" hosted by the HealthCare Institute of New Jersey
- NJ 211
- State Human Services Advisory Council
- University Hospital Creole Resource Fair
- NJ Council on Developmental Disabilities Public Meeting
- American Health Law Association
- NJ Congressional Delegation Briefing
- Trenton Rescue Mission
- Rutgers AIDS Education and Training Center
- New Jersey Hospitals, hosted by the NJ Hospital Association
- Cooper Medical Center, Camden Coalition and Community Partners
- Coalition of Mental Health Consumer Organizations
- NJ Dept. of Health and NJ Dept. Children & Families Partnership for Families

# Community Awareness Events

- New Jersey Citizen Action
- The New Jersey HIV Planning Group, General Assembly Meeting
- NJ Association of Mental Health & Addiction Agencies Spring Conference
- Briefing to Federally Qualified Health Centers hosted by the NJ Primary Care Association
- Health Coalition of Passaic County
- NJ Office of Faith Based Initiatives
- Annual Law and Disability Conference hosted by the Community Health Law Project
- NJ Department of Children and Families, Office on Housing
- NJ Rural Health Advisory Council Meeting
- Human Services Directors' Meeting
- NJ Department of Labor Meetings
- Healthy Women Healthy Families Grant Connecting Families Collaborative Meeting hosted by University Hospital, Greater Newark Health Care Collaborative
- Bergen County Division of Disability Services
- American Academy of Pediatrics - NJ Chapter
- NJ Rural Health Advisory Council/Migrant Coalition Meeting
- NJ Department of Community Affairs, Office of Community Services



# Community Awareness Events – MCO Examples

- Central Jersey Enrichment Center- Children’s Health Fair
- Night at the Museum Newark Office of Early Education
- Stride and Ride Event
- Camden City Juneteenth Celebration Wiggins Waterfront Park
- Westside Citizens United- Juneteenth Celebration
- Loads of Love Free Laundry Event at Sonic Suds
- FOCUS Hispanic Center for Community Development
- WIC Offices: Passaic, Newark, Mercer, Irvington
- Elizabeth Public Library
- Sanitas Medical Center
- Palestinian American Community Center
- Salvadoran Consulate
- Save Latin America Community Open House
- La Casa De Don Pedro
- Community Fair for Kids
- NAACP
- Asbury Park Pride Festival
- NJ Citizen Action
- Family Success Centers in Bayside, Palisades, Evergreen, Skyway, and Meadowlands
- Hispanic Family Center of Southern New Jersey, Inc.
- Community Affair and Resource Center (CARC)
- Saint Brigid’s Food Pantry
- Hudson PRIDE Center
- El Centro Hispanoamericano
- Jewish Family and Children Services
- Fine Fair Food Market
- First Lady Tammy Murphy’s Salem Family Festival
- Sanford Heights Pediatric
- Atlantic Cape Community College
- UCC: Champion House Food Pantry

# Please share online: YouTube Videos

**StayCoveredNJ in English:**

<https://www.youtube.com/watch?v=P-99QcaIPSY>



**StayCoveredNJ in Spanish:**

[https://www.youtube.com/watch?v=rAiY\\_OOfyVc](https://www.youtube.com/watch?v=rAiY_OOfyVc)



# Important Messages to Share with our Communities

- **Key messages to our communities today...**

- Call 1-800-701-0710 (TTY: 711) to make sure NJ FamilyCare has your current address
- Respond to any mail you receive from NJ FamilyCare

- **Additional messaging for people who lose eligibility...**

- If you believe your eligibility was incorrectly terminated, you have appeal rights. These rights are explained in the mail you receive. If you do not have the letter or you have questions, you can call NJ FamilyCare at 1-800-701-0710 (TTY: 711).
- If you lost eligibility because you did not provide all the information that was needed, you can provide the information within 90 days to have your renewal application reconsidered.
- If you are ineligible for NJ FamilyCare due to your income level, you can apply for coverage through [GetCoveredNJ](#).

- **Community partners include...**

- Healthcare providers and payers
- Community leaders and organizations
- Aging and disability advocates
- Medical Assistance Advisory Council (MAAC) and Cover All Kids workgroup members
- Regional Health Hubs
- Sister agencies, including DOBI navigators



# Unwinding Data – Monthly Report

- NJ FamilyCare intends to share information with the public throughout this process. We will provide monthly updates and reports to show progress.
- StayCoveredNJ includes a page specifically for [Renewal Data](#)
- The metrics currently available are summarized there, and [the full monthly report](#) can be found using the link at the bottom of the page.
- We have also included placeholders for data that we plan to report in the future but do not currently have available. We are focused on ensuring equitable outcomes across geography, racial and ethnic backgrounds, income, and disability status.

# Introduction to the monthly report

The federal government gave states **12 months to redetermine** all members' eligibility for Medicaid, which means that around **one-twelfth of our 2 million members** will start going through the renewal process each month.

NJ FamilyCare (NJFC) wants to share information with the public throughout this process. We will provide monthly updates on data and reports to show our progress. We are focused on ensuring equitable outcomes across geography, racial and ethnic backgrounds, income, and disability status.

Below is an overview of key Unwinding data as of May 31<sup>st</sup>, 2023

- **NJ FamilyCare Enrollment**
  - 2.28 million members were enrolled in NJFC, representing a small increase since last month
- **Status of Renewals due for Redetermination during the Unwinding Period**
  - Approximately 333,000 NJFC members had their renewals initiated
  - Approximately 48,000 (14%)<sup>1</sup> of NJFC members, for whom a renewal was initiated, were automatically renewed and retained in NJFC

1. The count of NJFC members automatically renewed will likely increase as more members are processed.

# NJ FAMILYCARE STARTED MEDICAID ELIGIBILITY CHECKS IN APRIL 2023 WITH THE GOAL OF SUPPORTING OUR MEMBERS

The federal government gave states **12 months to redetermine** all members' eligibility for Medicaid, which means that around **one-twelfth of our 2 million** members will start going through the renewal process each month.

NJ FamilyCare wants to share information with the public throughout this process. We will provide monthly updates to data and reports to show our progress. We are focused on ensuring equitable outcomes across geography, racial and ethnic backgrounds, income, and disability status.

**AS OF 5/31/2023**



**NJ FAMILYCARE HAS STARTED THE RENEWAL PROCESS FOR ~333K MEMBERS**



**WE ARE REACHING OUT TO MEMBERS THROUGH MULTIPLE CHANNELS**

For members whose renewals have begun, we have:

- Mailed postcards to households
- Sent texts
- Sent emails
- Reached members by phone

*Data on outreach by Medicaid Managed Care Organizations is coming soon*



**WE HAVE AUTOMATICALLY RENEWED ~48K (14%) MEMBERS**



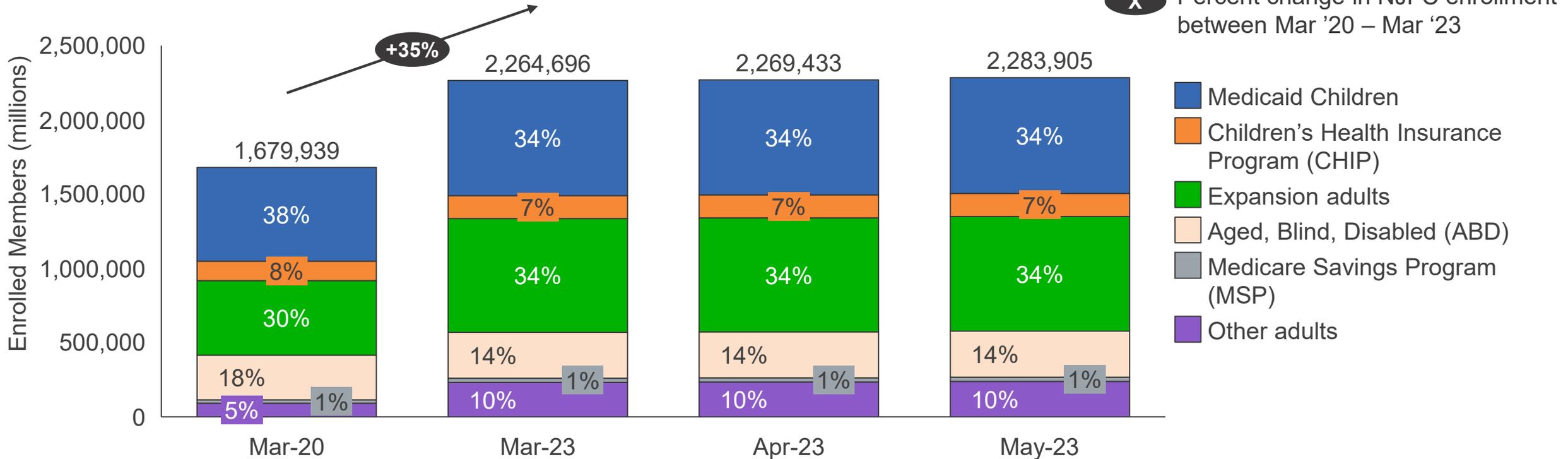
**WE HAVE HELPED MEMBERS FIND OTHER SOURCES OF HEALTHCARE COVERAGE**

*Data on members transferred to other sources of healthcare coverage is coming soon*

# NJ FamilyCare Enrollment

Data as of May 31, 2023

Total members enrolled in NJFC  
(Million)

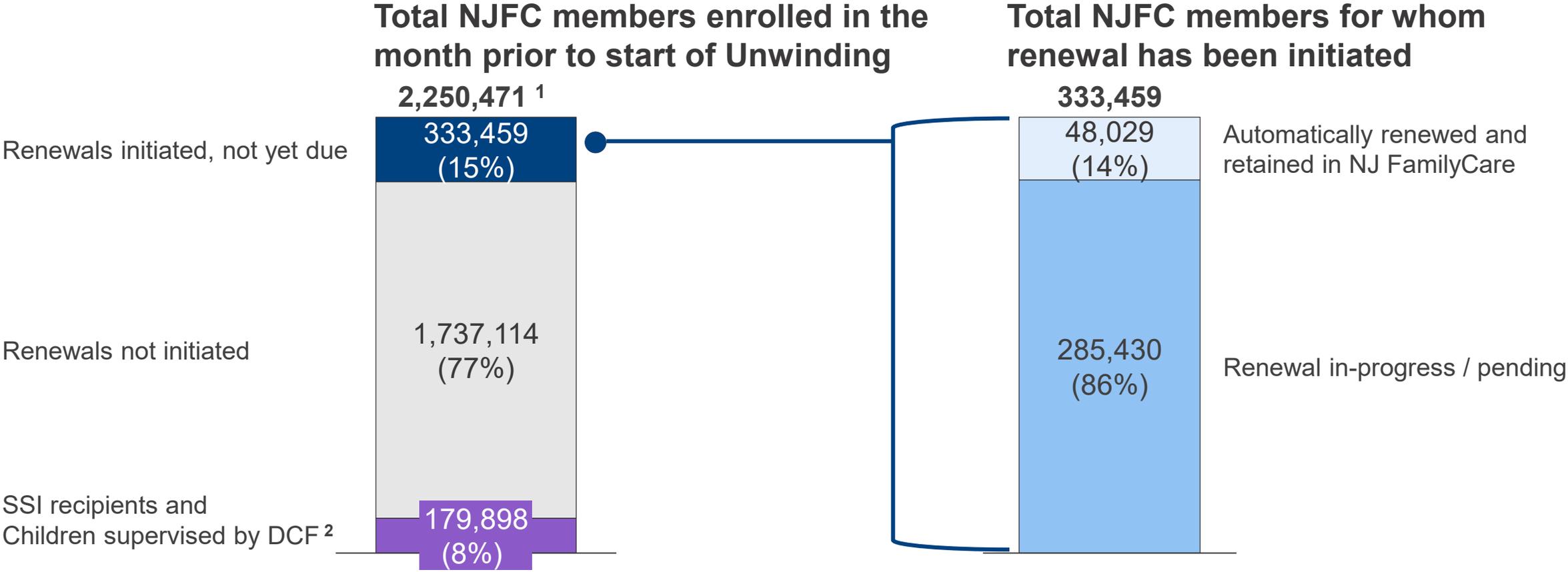


**March 2020 represents the start of Public Health Emergency (PHE)-related continuous enrollment period**

**March 2023 represents end of PHE-related continuous enrollment period**

# Status of Renewals due for Redetermination during the Unwinding Period

Data as of May 31, 2023



1. This enrollment count excludes members who were in reasonable opportunity to confirm their immigration status in the month prior to the start of Unwinding. This count excludes new enrollees after the start of PHE Unwinding.  
 2. New Jersey residents who receive Supplemental Security Income (SSI) from the federal Social Security Administration (SSA) and children supervised by the Department of Children and Families (DCF) are automatically eligible for Medicaid and not included in the PHE Unwinding renewal schedule.

# Key Performance Indicators for Unwinding

Data as of May 31, 2023

▼ Decline since last month ▲ Increase since last month

MAGI and non-disability related			Disability-related		
April 2023	May 2023	Change	April 2023	May 2023	Change

<b>Enrollment</b>	Total number of beneficiaries enrolled	1.96M	1.97M	▲ 1%	310K	311K	<1%
	Total number of beneficiaries reinstated within 90 days	<i>Data will be available starting July 2023</i>					
<b>Renewals</b>	Total number of beneficiaries with renewals initiated	146,625	160,027		14,897	11,910	
	Total number of beneficiaries with renewals due in May 2023	<i>First cohort of renewal activities will be due in June. This data will be available starting July 2023.</i>					
	% of renewals due in May 2023 that are renewed						
	% renewals due in May 2023 that are ineligible						
	% renewals due in May 2023 that are terminated						
% renewals due in May 2023 that are not completed							
<b>GetCoveredNJ</b>	Total accounts received by GetCoveredNJ from NJFC						
<b>Fair Hearings<sup>1</sup></b>	Total number of fair hearings pending greater than 90 days	866	794	▼ 8%			

1. Represents the total number of pending fair hearings across all eligibility categories

# MCO Outreach stats as of June 23, 2023



**192,872**  
postcards mailed to  
households



**211,014**  
calls placed



**77,802**  
emails sent



**199,822**  
texts sent

# StayCoveredNJ Site Analytics

Metric	Number
Site Visitors	~1,000 per day
Top 5 Languages	English, Spanish, Portuguese, Chinese, Korean
Most Popular Days	Monday, Tuesday, Friday
Least Popular Days	Saturday, Sunday
Device Used	65% Mobile, 34% Desktop, 1% Tablet
Top NJ Cities	Newark, Jersey City, Camden, Trenton, Paterson, Edison, Cherry Hill, Clifton, Lakewood, Toms River, Elizabeth, Gloucester Township, Egg Harbor Township



# Personal Preference Program: Fiscal Intermediary

# Vision for new PPP Fiscal Intermediary (FI) model

- **Our commitment to success**
  - Community partnership and collaborative engagement with participants, families, caregivers, workers, DMAHS PPP Team, and each MCO.
  - Smooth transition without disruption for participants, families, caregivers, and workers.
  - Transparency and accountability for MCOs and fiscal intermediary operations.
  
- **Our vision for the next chapter**
  - Efficient processes with faster enrollment timeframes, seamless transfers between health plans, and other enhancements that improve the self-directed service option.
  - Innovative and creative technology that offers caregiver training, a provider directory, and user-friendly Electronic Visit Verification tools.
  - Increasing independence for our members to direct their own services.

# Logistics for new PPP Fiscal Intermediary model

- ❑ **Maintain existing operating partnerships** between DMAHS, MCOs, and PPL (current fiscal intermediary) during transition period.
- ❑ **Engage with our community** to define the current and future state of the program, including accountability metrics. Support ongoing partnership with the nationally-recognized model we have been using to implement the electronic visit verification (EVV) mandate.
- ❑ **Amend the MCO contract** – Initial amendment 7/1/23 addressed transition; future amendments to reflect best practice and process improvements defined with community workgroups.
- ❑ **Evaluate individual MCO readiness to transition** to a selected vendor with innovation and process improvements in place and without disruption to members and their workers.

# Timeline for PPP Transition

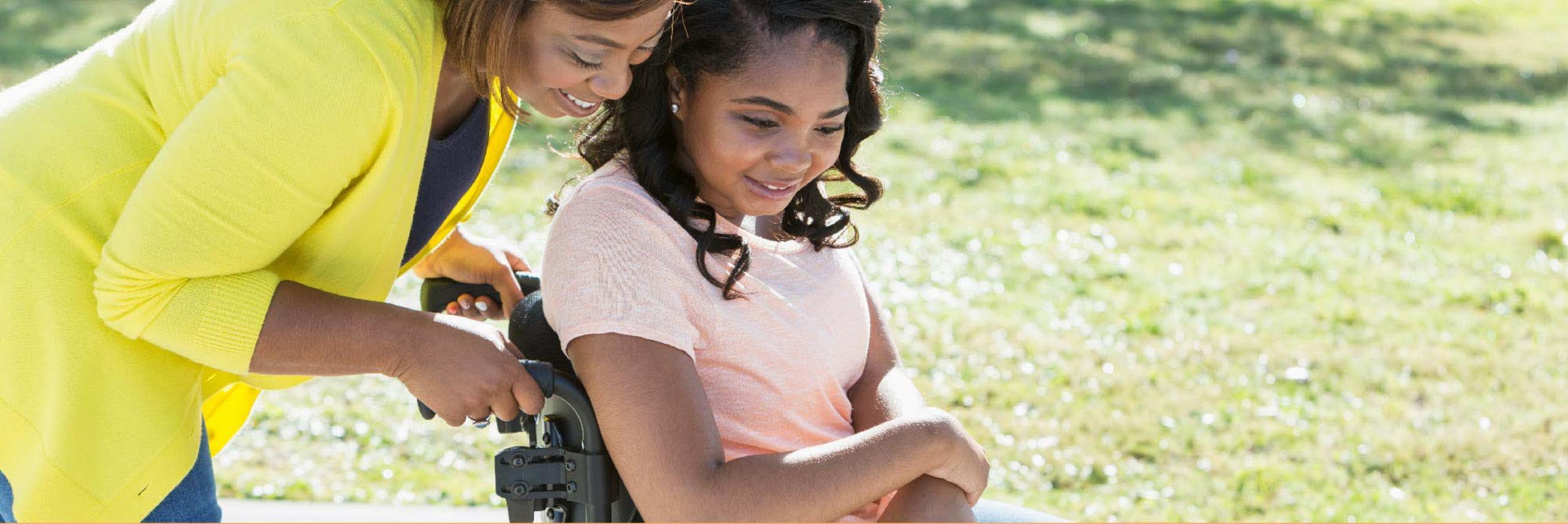
- **July through September 2023**
  - Initial community discussions with participants, families, caregivers, and workers. Community participation continues throughout months ahead.
- **October 2023**
  - Each MCO will have a transition contract in place with PPL.
  - Current workflows and operating partnerships will continue. Under the current model, MCOs pay PPL directly and this will not change.
- **After October 2023**
  - Community participation continues.
  - MCOs will be required to complete a rigorous individual readiness review if they want to transition to a new fiscal intermediary vendor.
  - DMAHS will ensure that transitions are thoughtfully scheduled, well communicated, and appropriately resourced to ensure that members get services and providers get paid without disruption during the transition process.



# Home and Community Based Services Spend Plan Approval

# HCBS Spend Plan Approval for New Activities

- On July 6, 2023, New Jersey received CMS approval to begin implementing eight newly proposed activities in the HCBS Spend Plan. Eighteen more activities are already approved and underway.
- Newly approved activities include:
  - Housing for vulnerable populations
  - HCBS Workforce Development, including loan redemption, recruitment and retention payments, and tuition reimbursement
  - Contractor support for implementation of Spend Plan activities
- The Division of Medical Assistance and Health Services, the Division of Mental Health and Addiction Services, and the Division of Developmental Disabilities will begin work implementing these activities.
- Funding for these activities currently sunsets on March 31, 2025.

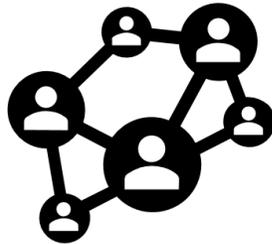


# 1115 Comprehensive Medicaid Demonstration Policy Highlight: Housing Supports

# 1115 Demonstration Renewal: 4/1/23 – 6/30/28

- On March 30th, 2023, the Centers for Medicare and Medicaid Services (CMS) approved a renewal of New Jersey's Comprehensive 1115 Demonstration.
- This renewal includes innovative NJ FamilyCare projects designed to address priorities such as:
  - addressing members' housing-related needs;
  - integrating behavioral and physical health services; and
  - providing new and creative approaches to care.
- The renewal extends federal authority for the state to operate large parts of the NJ FamilyCare program. The renewal is effective from April 1, 2023 through June 30, 2028.

# The approval allows us to provide and create...



An integrated housing strategy for Medicaid beneficiaries



Medicaid coverage of transition and tenancy sustaining services



Increased MCO accountability to support housing and maintain community connections



A simple and user-friendly assessment process to identify members in need of housing services

# CMS Approvals and Deliverables

- CMS has approved:
  - Broad categories of **covered services**
  - The **covered populations** eligible for services
  - Ability to claim federal support on certain **infrastructure investments** to support service delivery
  - As part of the approval, CMS also added extensive reporting and programmatic requirements
- CMS has required New Jersey to submit additional details for approval, including:
  - Member assessment processes and eligibility criteria
  - Service definitions
  - Provider qualifications
  - Payment rates
  - Guardrails to prevent duplication of existing services
  - Infrastructure plan

# 1115 Spotlight – Housing Support Services

To support a member in **accessing and transitioning** to stable housing, we have been approved to offer the following services:

## Pre-Tenancy Services

- Assist with the housing search and application process

## Housing Transition Services

- Assist with the set up of a new housing unit to address needs found in the person-centered care plan
- Provide connections to resources aiding with housing costs and other expenses
- Review the living environment to make sure it meets the clinical needs of the member

## Modification and Remediation

- Remediate (AC units, air filtration devices, asthma remediation)
- Modify home environment (ramps, handrails, grab bars)

# 1115 Spotlight – Housing Support Services

To support a member in **maintaining their current housing**, we have been approved to offer the following services:

## Tenancy Sustaining Services

- Assistance in linking members to free legal services
- Connections to financial resources
- Assistance in connecting to social services to help with documentation and applications
- Assistance in addressing circumstances and/or behaviors that may jeopardize housing
- Assistance in resolving disputes with landlords
- Assistance with the housing recertification process

# Proposed Housing Workgroups

- In order to best serve our members as we design the housing services benefit, we will be establishing several stakeholder workgroups.
- Our workgroups include:

Eligibility Criteria and Assessment	Administrative Structure and Service Delivery
Services and Service Definitions	Systems, IT, and Infrastructure

- Workgroups will begin meeting late in Summer 2023.



# Planning for the Next Meeting – October 25, 2023