



# Medicaid Monthly Renewal Report

November 2023 Report

# Introduction to the monthly renewal report (1/2)

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 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 renewal and call center data between April 1<sup>st</sup> and November 30<sup>th</sup>, 2023. NJ FamilyCare will begin reporting on call center outcomes related to Unwinding beginning in October 2023.

## Status of Renewals Initiated for Redetermination as of November 30<sup>th</sup>, 2023

- 1,311,959 NJ FamilyCare members had their renewals initiated
  - 480,409 (37%) members were renewed and retained in NJ FamilyCare<sup>1</sup>
  - 296,271 (23%) members no longer qualified for NJ FamilyCare because they were determined ineligible or terminated for procedural reasons
  - 266,733 (20%) members have their renewal outcomes pending<sup>2</sup>
  - 268,546 (20%) members had their renewals initiated but were not yet due<sup>3</sup>

1. Includes 56,144 NJ FamilyCare members whose renewals were initiated in September and October and due in December and January who have been renewed automatically

2. Pending renewals may be overstated due to a reporting issue that appears to be classifying some cases as currently pending when they have, in fact, already received a final eligibility decision. This reporting issue is not known to be impacting any members or providers and is expected to be resolved shortly

3. Excludes 56,144 NJ FamilyCare members whose renewals were initiated in September and October and due in December and January who have been renewed automatically

# Introduction to the monthly renewal report (2/2)

During Unwinding, NJ FamilyCare's primary call center (1-800-701-0710) has experienced a historic surge in call volume. Below are call center data between November 1<sup>st</sup> and November 31<sup>st</sup>, 2023

- 151,287 incoming calls received
- 18 mins average speed to answer
- 4 mins average hold time in queue

NJ FamilyCare is focused on improving the experience our members are having with the call center. Actions we are taking include training and deploying new staff to support high call volume and offering a new callback feature so that members do not need to wait on hold. The time a member waits for callback is still included in our performance metrics, but the member does not have to actively wait on the line.

# 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 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.

**AS OF 11/30/2023**



**WE HAVE STARTED THE RENEWAL PROCESS FOR 1,311,959 MEMBERS**



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

For members whose renewals have begun, we have:

Mailed **1,059,662** postcards   Placed **933,689** calls   Sent **751,447** texts   Sent **302,780** emails



**WE HAVE AUTOMATICALLY RENEWED 209,864 (16%) MEMBERS**



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

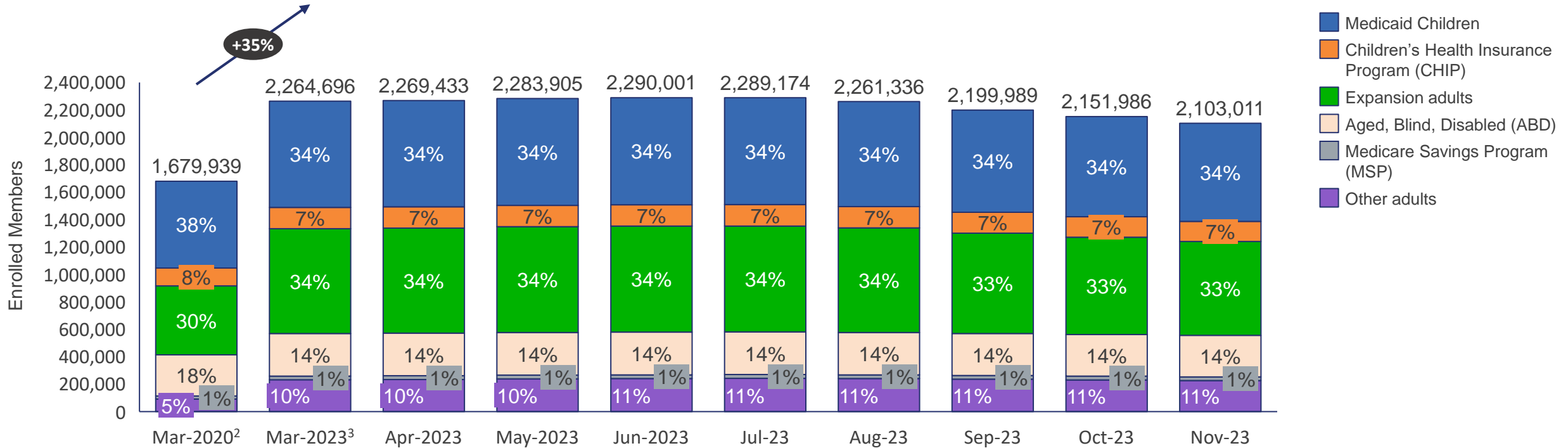
*Data on members transferred to other sources of healthcare coverage is coming soon*

# NJ FamilyCare enrollment

## Total members enrolled in NJ FamilyCare<sup>1</sup>



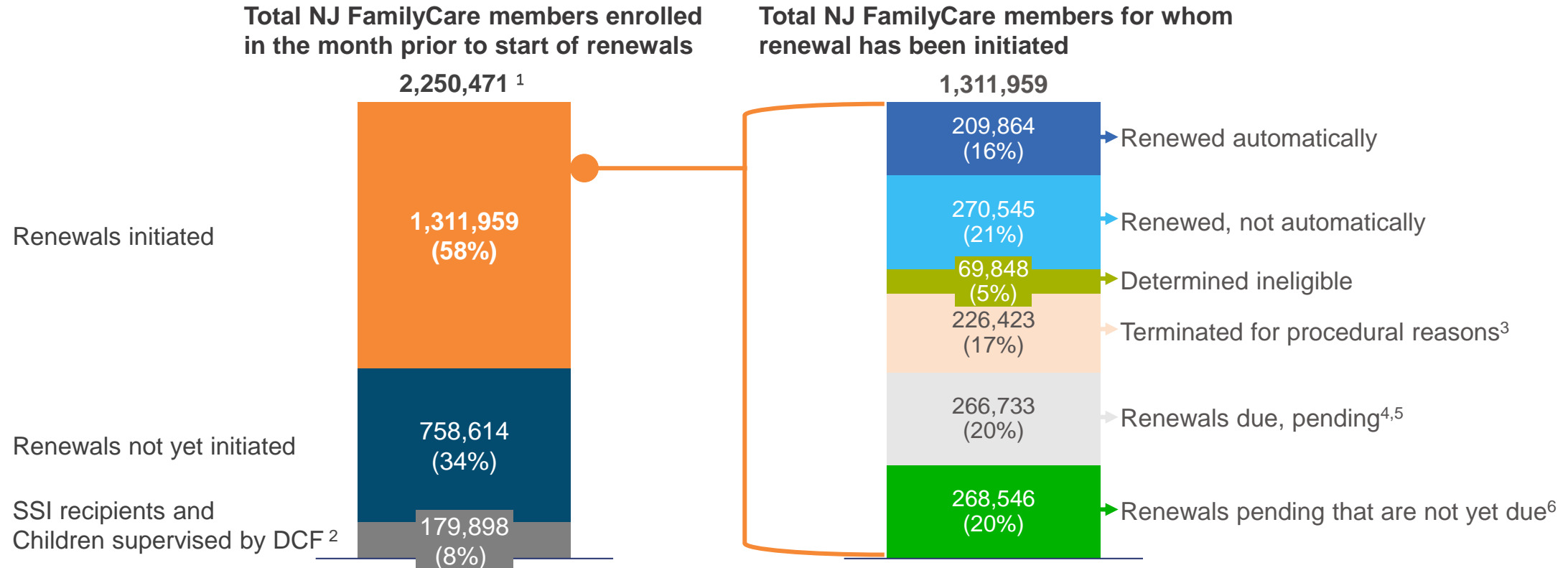
Percent change in NJ FamilyCare enrollment between March 2020 – March 2023



1. The enrollment counts in this report differ from those in the NJFC Public Statistics dashboard due to differences in timeframes, and inclusion and exclusion criteria. The enrollment counts in this report include individuals in Medicare Savings Program (excluded from Public Stats); and exclude presumptively eligible members and individuals receiving State-only funded coverage or federally funded NJFC coverage for emergency services only (these populations are included in the NJFC Public Statistics dashboard). Furthermore, each month's net enrollment count results from the combined impact of new enrollments and disenrollments in the program
2. March 2020 represents the start of Public Health Emergency (PHE)-related continuous enrollment period
3. March 2023 represents end of PHE-related continuous enrollment period

Source: DMAHS Office of Business Intelligence. NJ FamilyCare Enrollment Data File, March 2020 – November 2023

# Renewal status snapshot



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 and 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
3. Reasons for procedural terminations include non-response or insufficient response to renewal
4. This includes members whose renewals are due and who have not responded or responded with insufficient information and will be given a grace period, members whose renewals are pending a final eligibility decision, members who requested a good cause extension or have been granted a good cause extension due to operational reasons, and members who have an open / active request for information case. These member segments are not broken out in this report due to limitations of the source data systems
5. Pending renewals may be overstated due to a reporting issue that appears to be classifying some cases as currently pending when they have, in fact, already received a final eligibility decision. This reporting issue is not known to be impacting any members or providers and is expected to be resolved shortly
6. This includes members whose renewals have been initiated but not yet due

Source: DMAHS Office of Business Intelligence. NJ FamilyCare Unwinding Data Files, April – November 2023

# Key performance indicators

		MAGI and non-disability related		Age and Disability-related	
		Cumulative since start of renewals <sup>1</sup>	November 2023	Cumulative since start of renewals <sup>1</sup>	November 2023
<b>Enrollment</b>	Total number of members enrolled <sup>2</sup>		1.77M		330K
<b>Renewals Initiated</b>	Total number of members with renewals initiated	1,199,573	145,542	112,154	14,270
<b>Renewals Due</b>	Total number of members with renewals due	890,182	139,509	97,087	15,375
	Renewed <sup>3</sup>	377,277 (42%)	35,390 (25%)	46,988 (48%)	4,507 (29%)
	Determined ineligible <sup>4</sup>	63,231 (7%)	4,608 (3%)	6,617 (7%)	1,274 (8%)
	Terminated for procedural reasons <sup>5</sup>	214,425 (24%)	927 (1%)	11,998 (12%)	121 (1%)
	Pending <sup>6,7</sup>	235,249 (26%)	98,584 (71%)	31,484 (32%)	9,473 (62%)
<b>Fair Hearings</b>	Total number of fair hearings pending greater than 90 days <sup>1,8</sup>		1,102		

1. This represents activity between 4/1/23 – 11/30/23. Renewals due include only outcomes for members whose renewals were initiated in April, May, June, July, August, and September and due in June, July, August, September, October, and November respectively
2. Indicator is reported on a point in time basis
3. The renewal counts of NJFC members renewed include reinstatements and reenrollments: 15,970, 12,797, 8,146, 4,940, 1,457, and 46 members who were due for renewal in June, July, August, September, October, and November respectively
4. Members whose renewals were due and who were determined ineligible for Medicaid after review
5. Members whose renewals were due and who did not respond or who responded with insufficient information for an eligibility decision
6. Members whose renewals are due and who have not responded, responded with insufficient information and will be given a grace period, or pending a final eligibility decision for reasons other than non-response
7. Pending renewals may be overstated due to a reporting issue that appears to be classifying some cases as currently pending when they have, in fact, already received a final eligibility decision. This reporting issue is not known to be impacting any members or providers and is expected to be resolved shortly
8. This is the total number of pending fair hearings across all eligibility categories

Source: DMAHS Office of Business Intelligence. NJ FamilyCare Unwinding Data Files, April – November 2023

# Renewal outcomes, June – October renewals

	MAGI and non-disability related					Age and Disability-related				
	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023
<b>Total number of members with renewals due <sup>1</sup></b>	144,919	156,571	149,874	147,998	151,311	17,326	16,458	15,745	16,431	15,752
Renewed <sup>2</sup>	76,897 53%	86,887 55%	76,471 51%	58,850 40%	42,782 28%	10,653 61%	9,683 59%	8,294 53%	7,273 44%	6,578 42%
Determined ineligible <sup>3</sup>	12,628 9%	14,767 9%	13,391 9%	10,775 7%	7,062 5%	1,231 7%	1,053 6%	1,018 6%	1,070 7%	971 6%
Terminated for procedural reasons <sup>4</sup>	40,261 28%	43,910 28%	39,508 26%	44,470 30%	45,349 30%	2,773 16%	2,512 15%	2,271 14%	2,369 14%	1,952 12%
Pending <sup>5,6</sup>	15,133 10%	11,007 7%	20,504 14%	33,903 23%	56,118 37%	2,669 15%	3,210 20%	4,162 26%	5,719 35%	6,251 40%

1. This represents activity between 4/1/23 – 11/30/23. Renewals due include only outcomes for members whose renewals were initiated in April, May, June, July, and August and due in June, July, August, September, and October respectively
2. This includes 15,970, 12,797, 8,146, 4,940, 1,457, and 46 (MAGI and ABD) members who were due for renewal in June, July, August, September, October, and November respectively, and who were reinstated in NJ FamilyCare. Reasons for reinstatements include responding to renewal during the 90-day reconsideration period, automatic renewal following a previous termination, or reinstatement due to a pending or finalized fair hearing case
3. Members whose renewals were due and who were determined ineligible for Medicaid after review
4. Members whose renewals were due and who did not respond or who responded with insufficient information for an eligibility decision
5. Members who were granted a good cause extension or who returned their renewal application and pending processing by a Medicaid eligibility determining agency
6. Pending renewals may be overstated due to a reporting issue that appears to be classifying some cases as currently pending when they have, in fact, already received a final eligibility decision. This reporting issue is not known to be impacting any members or providers and is expected to be resolved shortly

Source: DMAHS Office of Business Intelligence. NJ FamilyCare Unwinding Data Files, April – November 2023



# NJ FamilyCare Call Center Data

1-800-701-0710

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023
Incoming calls received <sup>1</sup>	76,084	69,838	78,853	65,587	77,189	83,574	109,732	137,995	126,141	168,417	151,287
Average speed to answer (ASA) (minutes) <sup>2</sup>	0.9	0.8	0.8	0.8	0.9	0.6	9.0	16.0	4.8	25.4	17.6
Average hold time in queue (minutes) <sup>3</sup>	1.7	1.4	1.3	1.6	1.3	1.6	7.9	1.8	2.0	2.9	3.6

1. This includes all incoming calls received by the NJ FamilyCare hotline during business hours including voicemails

2. This represents the time from when a caller chooses to speak to a live agent within the interactive voice response (IVR) system until it is answered by a live agent. Time spent by callers waiting for a call back from a live call center agent is included in the average speed to answer

3. This represents the time a caller remains in a queue after their call has been answered. This is the metric historically included in federal reports

Source: DMAHS Office of Business Intelligence. NJ FamilyCare Unwinding Data Files, April – November 2023

# Glossary of Terms

# Glossary of terms (1/4)

**ABD:** members eligible for NJ FamilyCare programs based on aged, blind, or disabled status.

**Accounts transferred to GetCoveredNJ:** total number of members who were determined ineligible for Medicaid or CHIP and were transferred to the state Marketplace in the reporting period (i.e., GetCoveredNJ). This metric is not cumulative and should only include data on beneficiaries determined ineligible and transferred to the Marketplace in the reporting period.

**Average speed to answer:** time from when a caller chooses to speak to a live agent within the interactive voice response (IVR) system until it is answered by a live agent. Time spent by callers waiting for a call back from a live call center agent is included

**Average hold time in queue:** time a caller remains in a queue after their call has been answered

**Beneficiaries reinstated:** members reinstated in NJ FamilyCare programs after initial termination.

**CHIP:** Children's Health Insurance Program provides healthcare coverage to eligible children.

**DCF-supervised children:** Children under supervision of the New Jersey's Department of Children and Families.

**Determined ineligible:** total number of members, including those receiving full or limited benefits, whose annual renewal was due in the reporting period who were determined ineligible for Medicaid or CHIP.

**EDA:** Medicaid eligibility determining agency that may review members' information.

## Glossary of terms (2/4)

**Expansion adults:** members eligible for NJ FamilyCare programs based on the Affordable Care Act's (ACA) Medicaid expansion.

**HBC:** Health Benefit Coordinator is a Medicaid eligibility determining agency.

**Incoming calls received:** incoming calls received by the NJ FamilyCare hotline during business hours including voicemails

**MAGI:** members eligible for NJ FamilyCare programs based on their Modified Adjusted Gross Income (MAGI).

**MSP:** Medicare Savings Program helps members with limited income pay for their Medicare premiums.

**NJ FamilyCare enrollment:** count of all members enrolled in NJ FamilyCare including those receiving full and limited benefits.

**Non-MAGI:** members eligible for NJ FamilyCare programs based on criteria other than their Modified Adjusted Gross Income (MAGI).

**Other adults:** all other members eligible for NJ FamilyCare programs.

**Pending applications:** applications received by the NJ FamilyCare for which a final eligibility determination has not been made.

**Pending fair hearings:** all pending fair hearings for which the state has not taken final administrative action within 90 days of the date the agency received a request for a fair hearing.

## Glossary of terms (3/4)

**Renewals initiated:** total number of members, including those receiving full or limited benefits, with an annual renewal that was initiated between the first and last day of the reporting period. This metric is not cumulative and only includes data on renewals initiated in the reporting period.

**Renewal process timeline:** number of days from the day a renewal process is initiated to when a final eligibility determination is expected. For New Jersey, this timeline is 90 days.

**Renewals due for completion:** total number of members, including those receiving full or limited benefits, with an annual renewal due in the reporting period. This metric is not cumulative and should only include data on renewals due in the reporting period.

**Renewals due, not yet completed:** total number of annual renewals for members, including those receiving full or limited benefits, that were due in the reporting period that were not completed, or a final eligibility determination had not been made as of the end of the reporting period. This metric is not cumulative and should only include data on renewals due in the reporting period.

**Renewals initiated, not yet due:** total number of members whose annual renewal processes were initiated in a prior month but whose renewal date is not yet due as of the end of the reporting period.

**Retained in NJ FamilyCare:** total number of members, including those receiving full or limited benefits, whose annual renewal was due in the reporting period who were renewed and retained in a NJ FamilyCare program.

**SSI recipients:** Individuals who are blind, aged 65 or older or who have a qualifying disability who receive Supplemental Security Income (SSI) from the federal Social Security Administration (SSA).

## Glossary of terms (4/4)

**Terminated for procedural reasons:** total number of members, including those receiving full or limited benefits, whose annual renewal was due in the reporting period that were determined ineligible for NJ FamilyCare for procedural reasons in the reporting period. Procedural reasons include instances where a beneficiary fails to provide information necessary to complete a Medicaid or CHIP redetermination. This metric is not cumulative and should only include data on renewals due in the reporting period.

**Unwinding:** 12-month period following the end of the Public Health Emergency (PHE)-related continuous enrollment provision during which states must complete Medicaid eligibility reviews for all enrolled Medicaid and CHIP members.