

Public Health Emergency Unwinding

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Field Representative

04/20/2023

Introduction

With the Public Health Emergency set to come to an end, it is important that we review the changes to our policies and practices that will be coming.

The PHE offered flexibilities for both members and providers that will not be available after the PHE.

Agenda

How it impacts providers
How it impacts members
How it impacts the state

Providers

- PHE Enrollments
- Disenrollment
- Re-Enrollment
- Return of Passport Referrals

PHE Enrollments



- Flexibility of enrollment and billing
- Many enrolled but never billed
- They will be reviewed and either kept or disenrolled
- Providers will be given the opportunity to keep their enrollment if they are still eligible
- Letters will be sent out for them to address any issues with their enrollment

Disenrollment

- Providers may want to disenroll after the PHE
- They are not required to but can if they choose
- If they prefer, they can let their enrollment lapse instead

Re-Enrollment

- Enrolled providers can re-enroll as normal
- Revalidations will begin in phases once they are active again

Return of Passport Referrals

- With the end of the PHE one of the major changes will be the return of Passport Referrals to see specialists
- Prepare members for needing them again

Members

- Return of Passport
- Eligibility Changes
- Disenrollment

Passport

- As mentioned, Passport Referrals will return
- Members enrolled under the PHE need to be educated on the Passport program
- Review eligibility and direct to OPA

Eligibility

- Member enrollments will be reviewed under the new eligibility guidelines
- Members will be contacted to arrange for them to submit information
- Members that no longer meet eligibility will be disenrolled

Disenrollment

- Members will be concerned about losing coverage
- Guide them to resources

State

- Increased Outreach
- Confusion

Increased Outreach

- Expect an increase in provider outreach over enrollment and claims
- Providers may need to be educated or schedule additional assistance
- Direct to Conduent

Confusion

- Providers and members will both need to be informed and educated on the program changes
- Direct to Conduent and OPA as needed

Questions

CONDUENT

