

# Utah Medicaid Unwinding Closeout

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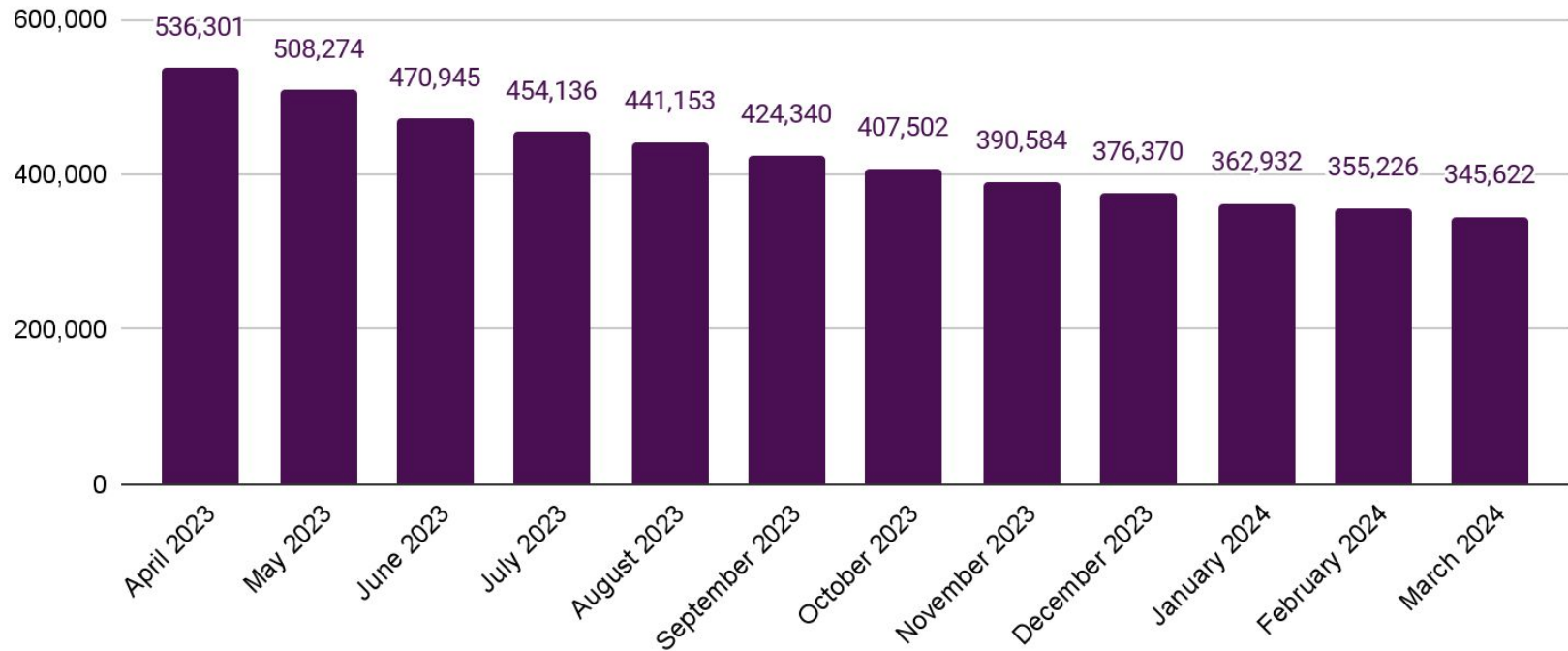
# Background

At the beginning of the COVID-19 pandemic, the federal government declared a public health emergency. During the emergency, states that accepted enhanced federal funding were required to continue Medicaid coverage for all members, even if their eligibility changed. Later, the FY 2023 Consolidated Appropriations established April 1, 2023, as the end of the continuous enrollment requirement for Medicaid and began the unwinding process.

Medicaid Unwinding has concluded in Utah. Enrollment patterns have notably shifted, and the Department of Health and Human Services (DHHS) and the Department of Workforce Services (DWS) are committed to partnering with stakeholders to analyze data and devise strategic plans to continue to improve Medicaid and the Children's Health Insurance Program (CHIP).



## Medicaid Enrollment During Unwinding



**Utah's overall goal:**  
Provide opportunities for a smooth member transition through clear communication, data transparency, and robust planning.

### By the numbers:

- ✓ 521,000 members reviewed
- ✓ Application days to decision averaged 12 days throughout Unwinding
- ✓ More than 5,000 eREP eligibility system hours to prepare and maintain Unwinding
- ✓ Fourteen baseline and monthly reports submitted to CMS
- ✓ More than 70 CMS guidance and resources released around Unwinding, resulting in several eligibility policy updates
- ✓ Thirteen 1902 (e)(14) waivers and other strategies adopted
- ✓ More than 40 outreach events and presentations prior to and during Unwinding
- ✓ More than 20 communication tools created, offering information in 13 languages
- ✓ Fifteen monthly [Unwinding dashboard](#) updates

# Course Corrections

Through the course of unwinding, Utah received a letter from CMS expressing concerns with two areas of focus:

- Call center operations; Response:
  - Ex-Parte automation
  - Customer Video Helps
- Procedural terminations
  - Pursuit of Additional Flexibilities
  - System and Training Corrections

Utah also received two unwinding audits

- Office of Inspector General - Ongoing
- Office of Civil Rights - Ongoing

## Waivers and other strategies adopted

During the unwinding period, DHHS adopted these waivers and strategies to assist with renewals:

- **5** strategies to support enrollees with renewal form submissions
- **4** strategies to increase ex parte renewal\* rates
- **2** strategies to update contact information
- **1** strategy to increase member timeframes for fair hearings

\*ex parte are renewals that do not require the participation of the member. The State is able to renew eligibility based on known data sources.

## The road ahead



Continue to  
enhance ex  
parte approvals



Maintain data  
enhancements  
and data driven  
decisions



Improve  
member  
communication



Continued  
outreach and  
member  
support

# Continuous quality improvement

# Questions?