

# Medical Care Advisory Committee

*Minutes of January 18, 2024*

## Participants

### Committee Members (via phone)

Michael Hales (Chair), Jennifer Marchant, Rachel Craig, Carlos Flores, Emily Zheutlin, Melissa Presley, Brian Monsen, Lisa Heaton, Stephanie Burdick, Calleen Kenney, Dr. Jennifer Brinton, Kim Dansie, Gina Tuttle, Alan Ormsby, Michael Jensen, and Davis Moore.

### Committee Members Absent

Joey Hanna, Dr. Robert Baird, and Cassidy Matthews.

### DHHS Staff (via phone)

Jennifer Strohecker, Brian Roach, Melissa Aitkens, Tracy Barkley, Laura Belgique, Gina Boren, Mary Cavanaugh, Neil Erickson, Yoon Kim-Butterfield, Jennifer Meyer-Smart, Samantha Moore, Todd Neff, Michelle Smith, James Stamos, Jeremy Taylor, Greg Trollan, Jennifer Wiser, Sharon Steigerwalt, and Dorrie Reese

### Guest (via phone)

Justin Allen, Michael Allred (GOPB), Allison Allred (GOPB), Ciriac Alvarez Valle, Alexis Athens (GOPB), Anni Butterfield, Emma Chacon, Jill Chang, Adam Cohen, William Cosgrove, Thaiss Del Rio, Katie Drollinger, Rose Dunaway, Jeannie Edens, Julie Ewing, Russell Frandsen (LFA), Marian Furst, Erica Gradwell, Geoff Harding, Jeremy Hirschi, Michelle Jenson, Kristeen Jones, Kara Kikuchi, Jesse Liddell, Gholson Lyon, Rebecca Martinez, Thomas Merrill, Elise Napper (DGO), Joni Nebeker, Andrea Nielson, Stuart Pappas, Muris Prses (DWS), Jen Radcliffe, Andrew Riggle, Leigha Rodak, Shelley Rogne, Caitlin Schneider, Randal Serr, Matthew Slonaker, Allison Spangler, Stacy Stanford, Stacey Swilling (State Dental Director), Payton Thomas, Nicole Vallieres, Ryan Westergard, Emily Willis (GOPB), Todd Wood, Sheila Young, and Melissa Zito.

## Welcome:

Michael Hales welcomed everyone.

## Approval of Minutes:

Kim Dansie made the motion to approve the December 21, 2023, MCAC minutes. Rachel Craig seconded that motion. The group unanimously agreed.

## 1115 Waiver Post Award Forum:

Laura Belgique discussed 1115 Waiver.

The document which was presented is embedded in this document.

<https://medicaid.utah.gov/Documents/January 2024 Annual Public Forum.pdf>

## Medicaid Eligibility & Enrollment Update:

Michelle Smith gave an update on Unwinding Continuous Medicaid Eligibility.

The documents which were presented are embedded in this document.

<https://medicaid.utah.gov/Documents/MCAC Unwinding Report.pdf>

**Questions:**

Michael Hales asked just to restate prior to September 22<sup>nd</sup> what was your percentage of ex parte numbers? And what is it now that you're experiencing? If you could state that in terms of what the overall changes after the implementation.

Melissa Presley stated overall ex parte percentage has remained the same 13.5% were averaging what the system is doing versus what the worker would have done, it allows the worker not having to look at that case.

Stephanie Burdick asked do you know what this is compared to the national average and how other states are doing with that? You said something about phase two, what would that be and if that will increase the percentage of ex parte from the member side, how does the member experience it?

Melissa Presley stated phase two would help workers focus on things they can do. It would increase our ex-parte processes. I do not know the percentage.

Rachel Craig asked I know Utah declined doing a temporary SNAP and TANF ex parte option. Do we have an update on pursuing a permanent option or is this something that you guys are still pursuing?

Brian Roach stated we need CMS technical assistance in applying that, and we've requested it. However, it has taken longer than we had hoped, but we are still pursuing that. This would change the income verification plan and use that data source in eligibility determination.

## Notices Committee Report:

Stephanie Burdick gave an update.

**Questions:**

Michael Hales asked if someone is interested in joining this effort to provide feedback or help people who are struggling to fill out forms. What is the best way for them to join or participate?

Michelle Smith stated they can go to our Medicaid MCAC website under contact us: <https://medicaid.utah.gov/MCAC/>

Gina Boren mentioned the notice committee meeting is held monthly on the first Tuesday of the month at 3:00 pm.

The document which was presented is embedded in this document.

[https://medicaid.utah.gov/Documents/Medicaid Notices Committee.pdf](https://medicaid.utah.gov/Documents/Medicaid%20Notices%20Committee.pdf)

## Medicaid Disenrollment Survey:

Michelle Smith and Melissa Presley gave an update.

The document which was presented is embedded in this document.

[https://medicaid.utah.gov/Documents/Medicaid Disenrollment Survey Summary.pdf](https://medicaid.utah.gov/Documents/Medicaid%20Disenrollment%20Survey%20Summary.pdf)

**Questions:**

Ciriac Alvarez asked about demographic data (ie race/ethnicity) if there is any way of knowing who responded? Was this translated in Spanish or any other language?

Emily Zheutlin asked about demographic data and if we could take a look at that and the responses that were sent.

Brian Roach mentioned that no demographic data was collected.

Davis Moore asked about creating a survey after someone has completed the online form to get peoples feedback to see if these changes that we are making are working and that would possibly influence people to use that tool rather than to call in.

Melissa Presley stated that they currently do a survey with our phone calls, and we talked about putting one on the MyCase portal as well. It is something they are exploring.

Michael Hales asked what percent of people enrolled in Medicaid have an email address on file?

Jennifer Strohecker mentioned I don't know that we have that information readily available, but we could pull that information and respond.

Michael Hales asked on page 12 of the report. Do the agencies have any insights or perspectives as to why 57% of Medicaid clients would choose not to renew their coverage?

Brian Roach stated if you go down two pages it addresses some of those reasons.

Jennifer Strohecker stated that mailing addresses are certainly an issue. There is the other aspect of getting a piece of mail that could look like junk mail or you look through your mail and not read it. We are looking into text messaging as an option.

Emily Zheuthlin asked about text messaging.

## Director's Report:

Jennifer Strohecker gave an update on Upcoming Medicaid Policy Changes, Legislative updates, State CHIP update, and SPAs Rules.

The documents which were presented are embedded in this document.

<https://docs.google.com/spreadsheets/d/1KwUtl1BX9my60jFfHV66LG2OoCRG3rBUqv2G4ObSDOw/edit#gid=957203707>

[https://medicaid.utah.gov/Documents/MedicaidCHIP\\_MiniGrantFlyer\\_011024.pdf](https://medicaid.utah.gov/Documents/MedicaidCHIP_MiniGrantFlyer_011024.pdf)

### SPA's/Rules:

The document which was presented is embedded in this document.

[https://medicaid.utah.gov/Documents/Rule\\_Summary.pdf](https://medicaid.utah.gov/Documents/Rule_Summary.pdf)

## Adjourn

The meeting was adjourned at 4:00pm. The next meeting is scheduled for February 15, 2024, at 2:00-4:00 p.m. East Senate Building, Olmstead Room.