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Ambassador Check-In

July 22, 2024

Renewal Outcomes for Medicaid Recipients



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Determination Type	TOTAL
Total Approved	2,340,611
Ex Parte	233,256
Determined Eligible	2,107,355
Total Denied	2,102,396
Procedural	1,372,284
Determined Ineligible	730,112
Pended	131,027
Total	4,574,034

HHSC collected data on Medicaid renewals and posted their findings on the April 2024 monthly dashboard report, which can be found online.

The numbers reflect the status of renewal outcomes for Medicaid recipients from April 1, 2023, to April 10, 2024. The numbers don't reflect determinations for all renewals initiated, since Medicaid recipients are allowed 30 days to complete and return their renewal form.

Program Transitions for Completed Renewals



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Program Type (Prior to Renewal)	Program Type (After Renewal)				
	CHIP	Medicaid	HTW	Federal Marketplace	Total
CHIP	10,812	4,216	102	6,397	21,527
Medicaid	126,985	1,905,527	52,855	501,542	2,586,909
Medicaid for pregnant women	28	89,774	46,448	111,973	248,223
HTW	22	16,706	85,298	110,200	212,226
Total	137,847	2,016,223	184,703	730,112	3,068,885

The numbers represent 3,068,885 Medicaid recipients who completed renewals between April 1, 2023, and April 10, 2024. These recipients either remained in their program or were transitioned to another program.

PHE Unwind: By the Numbers



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During the PHE, the number of Texans on Medicaid grew from 3.9 million to approximately 6 million

Workforce Efforts Include:

- Increase staffing by more than **1,000** Eligibility Workers
- Added more than **400** 2-1-1 call center staff
- Reduced vacancy rate for eligibility advisors from **21.2%** in March 2022 to **2.5%** in April 2024

Outreach Efforts include:

- Social Media outreach and digital advertising campaign reaching **2.4 million** users
- Over **380,783 addresses** updated for Medicaid recipients who didn't report a change of address
- Expanded the Ambassador Program to **568 Members**

End of Continuous Coverage Client Outreach



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HHSC notified Medicaid recipients of the unwinding period by mailing renewal packets in distinct yellow envelopes, instituting robocalls, and disseminating emails and text messages.

	Text Messages	Email Messages	Robocalls
April 2023 – March 2024 Total	2,577,281	723,278	3,348,382

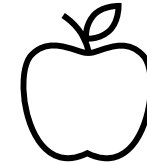
Application Timeliness



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Medicaid



SNAP

61% Of applications are processed within federal standard processing time

77 Median number of days to process

194,160 Uninitiated applications in queue

65% Of applications are processed within federal standard processing time

34 Median number of days to process

96,373 Uninitiated applications in queue

2-1-1 Eligibility Support (Option 2)



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June Monthly Average*

3.44%

Call Abandonment
Rate

54 Seconds

Average Speed to
Answer

If you're hearing of wait times above an hour, please let us know. HHSC will need the following information to investigate:

- Phone number used to place the call
- Time(s) the call was placed
- Date(s) the call was placed

1902(e)(14) Waivers Extension



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CMS indicated that they are giving states blanket extensions on the 1902 waivers as part of one of their strategies to ensure all eligible Medicaid recipients receive benefits.

Texas has four 1902(e)(14) waivers that will be extended through **June 30, 2025**:



Allow HHSC to use address changes from the NCOA and USPS databases without contacting the client.



Allow MCOs to help with application assistance.



Allow HHSC to use address changes from MCOs without contacting the client.



Allow the use of SNAP income data during Medicaid renewals.

Visit <https://www.medicaid.gov/federal-policy-guidance/downloads/cib050924-e14.pdf> for more information.

90-Day Reconsideration Period



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If a client misses their submission deadline, they have up to 90 days to submit their renewal. HHSC can reopen the case the first of the month they turn it in.

- For example, if the deadline was Nov. 8 and the client sent their renewal to HHSC by the middle of January, their coverage can be retroactive to Jan. 1.

To reopen, HHSC must receive their renewal packet during the 90 days.

- Clients can submit what was mailed to them by fax, mail or visiting a local office.
- Clients can also call 2-1-1, Option 2, for help.

If a client submits their renewal but fails to submit additional requested information, they can submit that information during the 90 days.

Best Practices for Renewal & Application Completion



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Guiding principles for Ambassadors to share with clients who are completing their renewal or application:

- **Create an account on the YourTexasBenefits** website and mobile application to sign up for case alerts.
- **Read the application or renewal form** carefully and answer all questions.
- **Contact 2-1-1, Option 2** to update your mailing address or phone number, inform HHSC of any trouble you're having with getting the requested information, get assistance with accessing your account or uploading your documents.
- **Answer your phone** because a caseworker may need to reach you about your application. The phone number that members can expect calls from is 737-867-7700 and it should show as "State of Texas" on the caller ID.
- **Check your mail** because HHSC will send important letters in yellow envelopes. (For example, a request for more information or a notice about your Medicaid determination.)

Appealing a Case Decision



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Medicaid recipients can object to any determination of coverage by filing an appeal by mail, calling 2-1-1 and selecting Option 2, or visiting a [local office](#).

Medicaid recipients can also file a complaint with the HHS Office of the Ombudsman if they disagree with the action taken on their case by calling 877-787-8999 from 8 a.m. to 5 p.m. Central time, Monday through Friday, or visiting hhs.texas.gov/ombudsman for more information.

Update: Resuming SNAP and TANF Interviews



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Starting June 1, 2024, all SNAP and TANF applications and renewals processed require an interview.

Q: Who are interviews resuming for?

A: Interviews will start again for people renewing or applying for SNAP or TANF benefits. Interviews are not required to renew or apply for Medicaid programs.

Q: What phone number will show up on caller ID when someone tries to call me for an interview?

A: The caller ID will be from 737-867-7700 and read "State of Texas." Add it to your phone contacts so you know it's us when we call.

Q: How often do SNAP and TANF applicants and recipients need to be interviewed?

A: SNAP recipients will usually need to be interviewed once a year. TANF recipients will usually need to be interviewed every six months.

Q: If I receive a voicemail and notice from HHSC that I need to be interviewed, how long do I have to complete the interview?

A: You must be interviewed within seven calendar days of receiving a call from HHSC.

SNAP/TANF Interview Flyers



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Interviews for SNAP and TANF Benefits Resume June 1



In January 2020, the U.S. Department of Health and Human Services declared a public health emergency in response to the COVID-19 pandemic. Federal legislation allowed states to temporarily stop required interviews for anyone renewing or applying for SNAP or TANF benefits.

Effective **June 1, 2024**, the Texas Health and Human Services Commission (HHSC) will start required interviews again for people renewing or applying for SNAP or TANF benefits.

All applications and renewals processed on or after **June 1, 2024**, will require a client interview.

If you need to be interviewed:

- HHSC staff will call the phone number they have on file for you.
- The caller ID will be from **737-867-7700** and read "State of Texas." Please add the number to your contacts so you can easily recognize the call.
- If no one answers the second time, **HHSC** will leave a voicemail and mail you notice H1830-FA with next steps.
- The voicemail and notice include information about how to call and be interviewed.

You must be interviewed within seven days of receiving a call from HHSC to continue receiving SNAP or TANF benefits.



Resuming SNAP and TANF Interviews FAQ



In January 2020, the U.S. Department of Health and Human Services declared a public health emergency in response to the COVID-19 pandemic. Federal legislation allowed states to temporarily stop required interviews for anyone renewing or applying for SNAP or TANF benefits.

Effective **June 1, 2024**, the Texas Health and Human Services Commission (HHSC) will start required interviews again for people renewing or applying for SNAP or TANF benefits.

Read through a list of frequently asked questions to learn more about required interviews.



Q: When will interviews resume?

A: Interviews start again on **June 1, 2024**. All renewals and applications processed on or after **June 1** will require a client interview.

Q: Who are interviews resuming for?

A: Interviews will start again for people renewing or applying for SNAP or TANF benefits. Interviews are not required to renew or apply for Medicaid programs.

Q: Do current SNAP and TANF recipients need to have an interview done right away?

A: No. Interviews only happen when it's time to renew. HHSC will reach out to you.

Q: How often do SNAP and TANF applicants and recipients need to be interviewed?

A: SNAP recipients will usually need to be interviewed once a year. TANF recipients will usually need to be interviewed every six months.

Q: What should I expect to be asked about in an interview?

A: We'll ask you follow-up questions about the things you included in your application or renewal, in addition to asking you for information about household members, income and expenses.

The flyers can be found on the HHSC website here: (<https://www.hhs.texas.gov/services/questions-about-your-benefits>)

Periodic Income Checks



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HHSC will be resuming the Periodic Income Check (PIC) process in July 2024 for recipients receiving Medicaid for Parent and Caretaker Relatives. Due to the continuous coverage requirements during the public health emergency, the PIC process had been previously suspended since March 2020.

- A PIC is an automated process using electronic data sources that determines whether there has been a change in an individual's household income that could potentially make them ineligible for Medicaid. PICS are processed in months three through eight of the certification period for Medicaid for Parents and Caretaker Relatives.
 - If electronic data does not indicate any changes in household income, the household is not contacted, and the person's benefits are sustained.
 - If the income reported by the electronic data source is above the income limits for the Medicaid program, HHSC will send a request to the household to verify their income.
 - A household has 10 days to provide the requested verification. If the household does not submit the requested verification by the deadline, the person may be denied Medicaid for "failure to provide".

Note: Due to new federal law effective January 1, 2024, that requires continuous 12-month certification periods for children, the PIC process for children receiving Medicaid or CHIP has been discontinued.

HHSC Disaster Response



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Information and FAQs on the recent storms can be found on the [HHS Receiving Disaster Assistance Page](#)

- SNAP replacement benefits for counties impacted by recent severe weather was announced in this [Press Release](#)
- Option 8 on 2-1-1 is live with a message about the affected counties
- Messages now appear on YourTexasBenefits.com and the mobile app pointing to the disaster page
- Hot foods waiver approved in affected counties

Office Moves



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HHSC annually reviews all office locations that have leases up for renewal.

- The lease for the office located at **1503 W. Polk Street, Pharr, Texas 78577** expires on August 31, 2024.
- **The office moved on July 12, 2024.**
- HHSC identified alternate client service offices at:
 - 4501 W. Business HWY 83, McAllen, Texas 78501
 - 1001 W. State HWY 495, Alamo, Texas 78516
- There are 3 community partners in Pharr.

Permanent Office Closures



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The HHSC office at 204 N. Texas Ave, Anahuac, Texas 77514 was permanently closed on March 5th due to fire for remediation.

The office will not reopen.

- HHSC identified alternate client service offices at:
 - 1300 S. Hwy 146, Baytown, Texas 77520
 - 1504 Monta, Liberty, Texas 77575
- There are 3 community partners in Anahuac.

Upcoming Application Assistance Events



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HHSC's Community Partner Program will be hosting an upcoming event in collaboration with Feeding Texas.

- **HHSC case workers will be on-site to:**
 - **Provide Application assistance on [YourTexasBenefits.com](https://www.yourtexasbenefits.com)**
 - **Determine Eligibility**
- **Vendors will be on-site to provide additional resources**

July 30, 2024

- El Paso County Coliseum
- 4100 E Paisano Dr., El Paso, TX 79905
- 9AM-2PM

Resources

Actions You Can Take Now

- Download [Ambassador Toolkit](#)
- Visit [End of Continuous Medicaid Coverage](#)
- Email Stakeholder Engagement with questions at: update@hhs.texas.gov
- Join the Ambassador Program – [Ambassador Program Contact List](#)
- Explore the Interview Toolkit: [Questions About Your Benefits | Texas Health and Human Services](#)
- Explore the Extended Postpartum Coverage Toolkit <https://www.hhs.texas.gov/services/health/women-children>





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Thank you!
