



## Supporting Patients and Providers During Medicaid Redetermination – FAQs

Updated September 2023

### Background:

**Q: What is Medicaid redetermination?** A: During the COVID-19 public health emergency (PHE), Marylanders who were enrolled in Medicaid continued to be covered, even if they were no longer eligible. When a participant needs to renew their Medicaid coverage, they will receive a notice from Maryland Health Connection or the Department of Human Services in their account or in the mail when it's their time to renew, depending on preferences they have selected.

Over the course of 12-months (April 2023 to April 2024), Maryland Medicaid will conduct a renewal of every participant enrolled in the State's Medicaid and CHIP programs.

### Medicaid Redetermination File:

**Q: What is a redetermination ("redet") date?** A: This is the date that a Medicaid participant must renew by, to continue their Medicaid coverage. After receiving a renewal notice, that person must update their information, including income information, to ensure they are still eligible for Medicaid. If a person fails to complete this renewal, they may be disenrolled from Medicaid - even if they are still eligible.

**Q: Can I participate in receiving the file?** A: The file is currently available to all CRISP participants with an active Encounter Notification System (ENS) panel on file with currently enrolled Medicaid patients. A CRISP participant is a HIPAA covered entity with a signed participation agreement with CRISP.

**Q: I am interested in receiving the monthly Medicaid Redetermination file. How do I request access?** A: Contact your CRISP account outreach representative for more information.

**Q: How frequently will the file be sent?** A: The redetermination file will be delivered toward the end of each month (estimate) via MFT.

**Q: What is MFT?** A: Managed file transfer (MFT) is a technology platform that allows organizations to reliably exchange electronic data between systems and people in a secure way to meet compliance needs. Users will receive log in details once their account is activated.

**Q: How will I know the monthly file is available in the MFT folder?** A: The point of contact(s) (POC) identified to retrieve the file during onboarding will receive an email notification when the file is available.

**Q: How long will the file be available in the MFT folder?** A: Once CRISP loads the file in MFT, it will only be available for 72 hours. The POC should retrieve the file from MFT within 72 hours of email notification from [crisp\\_insights\\_notify@crisphealth.org](mailto:crisp_insights_notify@crisphealth.org).

**Q: In what format will the file be received?** A: The file will be in a pipe delimited .csv file format. It is recommended the file be opened in Excel for a user-friendly format.

**Q: What data elements will be in the file?** A: Basic demographics, contact information, redetermination date, recipient MCO name, and recipient Medicaid number supplied by Maryland Medicaid. Additionally, the file will include participating site's MRN from most recent panel submission, additional patient contact phone numbers and preferred language (*coming soon*) from CRISP data to assist in successful outreach.

**Q: How do I interpret the number in the Redet\_Mth field?** A: The field titled "Redet\_Mth" in the Medicaid Redetermination file reflects a month number, for example 5 = May or 6 = June. This patient's coverage will end



on the last day of the month unless they renew their coverage/redetermine and are eligible for continued Medicaid coverage.

**Q: If patients have 45 days to redetermine, will they fall off the file once they are re-enrolled or beyond their redetermination period?** A: Yes, the file will only include patients from the participating organization's panel with a future redetermination date including current month + following three months. Note: there may be a short window of data lag prior to receiving the file if a patient redetermines eligibility while the file is compiled.

**Q: How far in advance will I be notified of my patient who is scheduled for redetermination?** A: The file will be delivered monthly toward the end of each month (estimate) and will include current month + next 3 months. Example: May file will include May, June, July, August redetermination dates. Patients should wait until they are notified and receive their renewal notice before beginning their renewal process.

**Q: Will the patient's redetermination month on the file change over time?** A: Future redetermination dates may fluctuate in the file over time.

**Q: Should I check the Eligibility Verification System (EVS) on my patient prior to outreach?** A: Yes. Providers are encouraged to check status of redetermination by checking EVS, which is home to the most up-to-date information. Please call 1-866-710-1447 or visit [www.emdhealthchoice.org](http://www.emdhealthchoice.org). For more information, please visit the following link: <https://health.maryland.gov/mmcp/provider/Pages/evs.aspx>.

## Outreach Guidelines

**Q: When should I talk to my patient about their redetermination?** A: The file will include patients that have not received their renewal notice yet. To avoid confusion and prevent patients from completing their renewal too early, please only discuss a patient's redetermination if the "Redet\_Mth" is the **current month or the next month**. For patients who will go through renewal in future months, encouraging them to make sure their contact information is up to date is also helpful.

- *For example, an individual renewing in May will receive their notice in April. An individual renewing in June will receive their notice in May. An individual renewing in July will receive their notice in June. Please keep this in mind as you conduct outreach.*

## Additional Resources

**Q: Where can I find more information about the upcoming Medicaid redeterminations?** A: The Maryland Department of Health (MDH) [Medicaid Check-In Provider Page](#) has additional information and materials that may be helpful for providers. The page also includes a recording with a quick background on redeterminations and the Medicaid Check-In campaign, including how providers may help.

**Q: Where could I tell my patients to look for more information?** A: Please direct patients to the following MDH [Medicaid Check-In Participant Page](#), which includes FAQs and more information or to the main Medicaid Check-In launch [page](#).

**Q: I often hear the same question from my patients about redetermination, is there someone I can alert to this?** A: Please email any FAQ suggestions to the following inbox: [mdh.medicheckin@maryland.gov](mailto:mdh.medicheckin@maryland.gov).

**Q: Is there anywhere else I can find my patient's redetermination date?** A: Yes, the Eligibility Verification System (EVS) will also include this data beginning in early April. This system will update daily. Please call 1-866-710-1447 or visit [www.emdhealthchoice.org](http://www.emdhealthchoice.org). For more information and guidance, please go to the MDH [Medicaid Check-In Provider Page](#).

For more information on the Medicaid Redetermination File  
please visit: <https://www.crisphealth.org/medicaid-redetermination>.