



# Medicaid Redetermination File User Guide

## Outreach Guidelines

The Medicaid Redetermination files use Maryland Medicaid redetermination data and CRISP CEND panel(s) which are based on treatment relationships, to identify attributed patients who need to follow the Medicaid redetermination process to renew their coverage.

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 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.***

For patients who will go through renewal in future months, encouraging them to make sure their contact information is up to date with Medicaid is also helpful. Please direct patients to the following MDH [Renew Your Medicaid Coverage and Report Changes Page](#), which includes information on renewing coverage and updating information.

## General Information

**Redetermination ("REDET") Date:** This is the date that a Medicaid participant must renew their coverage by, in order 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.

**File Frequency:** The redetermination file will be delivered toward the end of each month via the Managed File Transfer (MFT) platform.

**Data Elements:** 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 patient CEND panel submission, additional contact phone numbers and preferred language from CRISP data to assist in successful outreach.

**Redet\_Mth:** 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 that month unless they renew their coverage/redetermine and are eligible for continued Medicaid coverage.

**File Redetermination Date Timeframe:** Each month the file will be delivered toward the end of the month(estimate) and will include current month + next 3 months. Example: End of September file will include September, October, November, December redetermination dates. Patients should wait until they are notified by Medicaid and receive their renewal notice before beginning their renewal process.

**Pre-outreach Status Review:** Prior to outreach, providers are encouraged to check status of redetermination via Eligibility Verification System (EVS), which is home to the most up-to-date information. This system is updated daily. 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>.

## Best Practice Sharing

CRISP participant should ensure a current CSS Event Notification Delivery (CEND) panel/patient panel is submitted to CRISP. It is recommended patient panel updates occur monthly to ensure current patients are reflected in the Medicaid Redetermination File.

Identified point of contact (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).

**Note:** Open the .csv file in Excel for a user-friendly format.

Outreach Workflow:

- The file is reviewed and filtered to only display the individuals who are redetermining “next month”. Only working “next month” list cuts down on duplicative work overtime.
  - For example: File received at the end of September contains “redet\_mth”: 9 (September), 10 (October), 11 (November) and 12 (December). The modified spreadsheet would only include 10 (October)
- The modified file (only includes next month’s redeterminations) is then sent to one individual who is dedicated to working the list.
- This dedicated person performs pre-outreach review by going through the entire list, looking up each patient in EVS to review redetermination date in real-time.
- If the redetermination date is still showing for next month, this person performs outreach and discusses the redetermination with the patient.
- To improve success rate, the outreach person utilizes all available contact phone numbers and email addresses provided in the file including those provided by MDH and CRISP.



- An appointment with an insurance specialist in the clinic is made if the patient needs assistance with the process.
- Non-English-speaking patients are referred to and contacted by an interpreter to discuss their redetermination.

## File Content Details

Source	Header Name	Notes
Participant Panel	Site MRN	CRISP returns the MRN from clinic/participant most recent panel submission
MDH	last_name	Last name
MDH	First_name	First name
MDH	hoh_last_name	Head of household last name
MDH	HOH_First_name	Head of household first name
MDH	SSN	Social Security number
MDH	DOB	Date of birth
MDH	Address_1	
MDH	Address_2	
MDH	City	
MDH	State	
MDH	Zip	
MDH	County	
MDH	Mailing_Address_1	
MDH	Mailing_Address_2	
MDH	Mailing_City	
MDH	Mailing_State	
MDH	Mailing_Zip	
MDH	Phone	
MDH	Email	
MDH	mmis_mco_name	Assigned MCO
MDH	mmis_recipno	Medicaid number
MDH	REDET_Month	Patient will lose coverage at the end of this month
CRISP	Home Phone	Most recent phone associated with this CRISP ID
CRISP	Work Phone	Most recent phone associated with the CRISP ID
CRISP	Cell Phone	Most recent phone associated with the CRISP ID
CRISP	Preferred_Language	Indicates if a patient has identified a non-English preferred language

For more information on the Medicaid Redetermination File, please visit our webpage or reach out to [support@crisphealth.org](mailto:support@crisphealth.org) | T/877-952-7477