

June 14 2019

The following description of outreach efforts regarding the new work requirement for expanded Medicaid in New Hampshire was provided by the Department of Health and Human Services.

The Department began outreach to Granite Advantage members and groups who work with GA members in 2018 to provide information and support for the community engagement requirement. Outreach efforts have included letters and phone calls, as well as texts, emails, in-person information sessions, videos, local meetings with beneficiaries, community organizations and providers, and interactions with DHHS client services staff.

Outreach to individuals enrolled in GA as of March 1, and who thus need to comply with community engagement as of June 1, has included:

- An initial letter sent in September 2018 to all members announcing the transition from NHHPP to GA.
- A letter sent in early February 2019 to all members announcing that the Community Engagement requirement started in March, with reporting hours beginning in June.
- A letter in late February 2019 sent to all members that was customized to each member's status relative to community engagement. This letter informed each member, based on the information in NH Easy, whether they were required to comply with community engagement and if so, whether their current work hours did or did not meet the 100 hours per month requirement, or whether they qualified for an exemption from community engagement.
- Customized letters to the medically frail also included the forms they need to fill out to apply for the exemption. All letter included information on how to fill out forms and prepare for community engagement by visiting NH Easy, by calling a DHHS client services representative, and/or by visiting their local DHHS district office.
- A letter in early April to members who may be eligible to receive the medically frail exemption but had not submitted certification of their status as medically frail. A new round of letters to this group will go out next week.
- A letter in mid-May to all GA members required to comply with community engagement, including those members who may be medically frail but had not submitted their request for MF exemption.
- All letters are posted on the DHHS website (www.dhhs.nh.gov/medicaid/granite/index.htm) and the GA section of NH Easy (<https://nheasy.nh.gov/#/granite-advantage/resources/notices>)
- These letters were translated into Spanish. A Language Line is also available for any member who speaks another language.
- The Department has made more than 50,000 phone calls to GA members; some 6,000 of those calls connected a client services representative with an individual.
- Approximately 49,000 text messages and 55,000 emails to clients who elect to receive communications electronically (about half of GA members with a NH Easy account).
- Almost 41,000 hits on the GA section of NH Easy as of June 14.
- DHHS district offices have been holding weekly GA information sessions for members. More than 200 members have attended a GA community engagement information session at a DHHS district office. Beginning Monday, those sessions will be held Monday, Wednesday and Friday at each DO through June and July.
- 11 GA public information sessions throughout the state held in 2018-2019.
- 6 public information sessions in 2018, held throughout the state on Medicaid Care Management and featuring information on GA, including community engagement.

- Meetings in 2018 and 2019 with provider and community organizations that work with GA members, including almost 50 meetings this year.
- Engagement with more than 300 organizations that interface with GA members, including sharing with them all letters and forms sent to GA members to support those organizations' efforts to help GA members prepare for community engagement.
- Social media posts on GA community engagement with links to relevant information, letters and forms.
- A series of videos that explain steps GA members need to take to prepare for and comply with community engagement.
- Discussions with state and federal elected officials' constituent staff to help them assist with constituent inquiries about GA, including community engagement.

In addition, DHHS client services staff have frequent conversations with GA members regarding the program and community engagement, though we do not currently have the ability to track those calls.

Finally, while the status of GA members is constantly evolving, a substantial number of GA members already are aware, because of communications with the Department, that they are exempt or currently comply with the community engagement requirement.