

**Steve Sisolak**  
*Governor*



**Richard Whitley**  
*Director*

State of Nevada  
**Department of Health and  
Human Services**

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Redetermination Strategies for the PHE Unwinding

Division of Welfare and Supportive Services

Lisa Swearingen



3/3/2022

*Helping people. It's who we are and what we do.*



# Agenda

1. Current DWSS Redetermination Process
2. Re-Connecting with Applicants
3. Returned Mail
4. Timeframes for Action

# Current Redetermination Process

- All Medicaid programs require a renewal of eligibility once every 12 months
  - Medical redeterminations (RDs) are mailed out 60 days prior to end of the current 12-month eligibility period
- Completed RDs received timely are processed to avoid an interruption on coverage
  - RDs not returned before the deadline have an additional 90 days to submit a completed packet but may experience an interruption in coverage
- During the Public Health Emergency (PHE), DWSS has maintained eligibility for all households that fail to respond to the requested RD packet.
- Additional opportunities exist to complete an RD for households on active SNAP or TANF cases



# Reconnecting with Participants

- DHHS and its Divisions have increased efforts to inform participants of the need to ensure their address and contact information is up to date in our systems.
- Individuals are encouraged to sign up for electronic communications through Access Nevada.





# Returned Mail Concerns / Actions

## Concerns

- Biggest Single Issue
- Transient Population
- Staffing Shortages
- Volume of Mail
- USPS Inconsistencies
- Changes must be verified by DWSS

## Actions

- DWSS is developing a dedicated unit for mail processing
- Leveraging other assistance programs such as SNAP and TANF to share data
- Public awareness campaign



# Timeframe for Action

- CMS has authorized 12 months after the PHE ends to process redeterminations for all Medicaid enrollees.
- DWSS strategic planning has called for a shorter timeframe of 6 months to avoid delay in returning to normal operations. However, this will most likely extend to 9 months due to processing timeframes.
- DWSS remains flexible due to staffing and system limitations.
- DWSS is in the process of securing a contract to implement ex-parte renewals for our Medicaid households.





# Questions?





# Contact Information

Lisa Swearingen

Chief, Eligibility & Payments

[lswearingen@dwss.nv.gov](mailto:lswearingen@dwss.nv.gov)

(775) 684-0560

[www.dwss.nv.gov](http://www.dwss.nv.gov)

[www.accessnevada.dwss.nv.gov](http://www.accessnevada.dwss.nv.gov)





# Acronyms

- CMS – Centers for Medicare and Medicaid Services
- DHHS – Department of Health and Human Services
- DWSS – Division of Welfare and Supportive Services
- DHCFP – Division of Healthcare Financing and Policy
- FMAP – Federal Medical Assistance Percentage rate for reimbursement
- MCO – Managed Care Organization
- PHE – Public Health Emergency
- RD – Medicaid Redetermination
- SNAP – Supplemental Nutrition Assistance Program
- TANF – Temporary Assistance to Needy Families
- USPS – United States Postal Service

