

In lieu of a Pennie Community Workgroup (PCW) webinar for July, we are sending this newsletter with updates and information on Pennie's current and upcoming initiatives.

Learn more below:



Coming Up:

- Medicaid and CHIP Renewals Update:
 1. Background
 2. Current Initiatives
 3. National Data
- New at Pennie: Texting!
- Coming Soon: Assister and Broker Training!
- Pennie is Hiring – Director of Operations

Medicaid and CHIP Renewal Update:

- From March 2020 through March 2023, Medicaid programs could not disenroll anyone enrolled in Medicaid, also known as Medical Assistance (MA).
- Starting April 2023, the Department of Human Services (DHS) has begun redetermining eligibility for all current Medicaid enrollees. Redeterminations will be spread out over 12 months. This 12-month period of time is sometimes referred to as the Medicaid Unwinding period.
- Many current Medicaid enrollees are expected to lose MA coverage during their redetermination. DHS will automatically send any individuals whose income is too high for MA over to Pennie to see if they qualify for affordable coverage through Pennie.
- Pennie is designed to pick up where Medicaid leaves off. If someone makes too much to stay enrolled in Medicaid, chances are they may be eligible for affordable marketplace coverage through Pennie.
- Important: anyone losing Medicaid because they are over-income should be sure to enroll through Pennie within 60 days to avoid a gap in coverage.

Pennie's Current Communication & Outreach Initiatives:

- We are continuing to contact customers who recently lost their Medicaid coverage through various communications including **via direct notices/mailers, emails, and priority outbound calls** through our Customer Service Center and soon through **texting** – read more below.
- For customers who lost their Medicaid coverage due to not responding to their DHS renewal packet, we are continuing to contact them via **mailers, emails and outbound calls**.

Stakeholder Resources:



Pennie published the following collateral for stakeholder use:

- [Pennie Unwinding Webpage](#)
- FAQs
- Explainer videos
- Social media posts
- Digital graphics
- Robust stakeholder [toolkit](#) in coordination w/ DHS

For more details on Medicaid Renewals and Unwinding, please refer to [recent Pennie Community Workgroup sessions](#) including [February 2023](#) & [March 2023](#) & [April 2023](#)

National Data on Unwinding:

The Kaiser Family Foundation recently completed a survey of Medicaid enrollees to understand their preparedness for the Medicaid renewal process, and what to do if they lose Medicaid coverage.

- About **1 in 4 adults (27%)** with Medicaid as their only source of coverage **said they wouldn't know where to look for coverage** if they were no longer eligible for Medicaid.
- An additional **15% said they would be uninsured** if they were not longer eligible for Medicaid.
- **Nearly half** of Medicaid enrollees say they **have not previously been through the Medicaid renewal process.**

[The Unwinding of Medicaid Continuous Enrollment: Knowledge and Experiences of Enrollees | KFF](#)

This report shows that we need your *help spreading the word!* Pennie should be the first stop if a customer is losing health coverage, especially those losing Medicaid!

New Communication Tactic for Customers Losing Medicaid – Texting!

- Starting in July, Pennie will be texting those found ineligible for Medicaid.
 - These texts will be sent up to four times throughout a customer's 120-day Special Enrollment Period (SEP) encouraging them to enroll in coverage through Pennie before the end of their shopping period.
 - Customers have the ability to opt-out of texts by replying "STOP" to any message.
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We Are Hiring



Pennie is hiring a Director of Operations.

This critical senior leadership position will have the exciting role of managing the end-to-end consumer experience, from the call center operations to consumer escalations, as well as ensuring coordination with the insurance companies for a smooth enrollment process.

To share with your network or to apply yourself, [click here.](#)

ATTENTION: Pennie-Certified Assisters and Brokers!

If you are interested in becoming a Pennie-Certified Broker, visit [New Broker Certification \(pennie.com\)](https://www.pennie.com/new-broker-certification).

2024 Assister Recertification training is coming soon!

- Assister Recertification training will be available in the Fall of 2023 and must be completed on or before October 31, 2023.

Why this Matters

- Current Assistants who do not complete their Pennie Assister Training will be de-certified and unable to assist customers in 2024.

If you are interested in becoming a Pennie-Certified Assister, visit [Assisters \(pennie.com\)](https://www.pennie.com/assisters)

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