

# Case Assistance Affiliates Program

Allow MCOs to Provide Medicaid Eligibility Renewal Assistance

## The Problem

- The Medicaid application and renewal process can be burdensome and confusing for members, especially for vulnerable populations or those with limited access to technology.
- The state continues to face eligibility workforce challenges, causing application backlogs and long 2-1-1 wait times.
- Without proper assistance, eligible Texans are at risk of experiencing gaps in coverage, missing critical healthcare services, driving up costs to the state.

## Why it Matters

- During Medicaid eligibility redeterminations, 1.4 million Texans, most of whom were children, lost their Medicaid coverage for bureaucratic reasons—such as failing to return a form or completing one incorrectly—without their eligibility actually being reviewed causing coverage gaps for eligible Texans.
- CMS allowed Medicaid managed care organizations (MCOs) to help enrollees complete and submit renewal forms and Texas created the Case Assistance Affiliates (CAA) program for MCOs to provide this assistance, but the state did not fully leverage federal flexibilities, hamstringing the program.
- States have the opportunity to request a federal waiver to authorize MCOs to continue providing application assistance beyond 2025.

## The Solution

- Texas should make the CAA program permanent and leverage the full extent of federal flexibilities to maximize the program's potential.
- Healthcare plans are in a unique position to support their Medicaid enrollees in accessing benefits, navigating the redetermination process, and conducting simple administrative adjustments to their online accounts, like resetting their passwords or updating their contact information.
- Allowing health plans to provide meaningful assistance to their members with completing and submitting renewal forms both online and in person, will provide much-needed support outside of overburdened state eligibility offices, and prevent eligible individuals from experiencing harmful gaps in coverage, all at no cost to the state.

## SB 1695 vs. this Refile:

- S.B. 1695 (88R) would have codified the HHSC Case Assistance Affiliates program, providing a training and certification process for program managers and case assistants.
- This refile request would direct HHSC to seek a waiver to continue the CAA program and require HHSC to allow MCOs to provide assistance to the full extent of federal allowances to maximize the impact of the program.