



## Medicaid Recertification Support

IEM is a leader in helping states, territories, and local governments across the country with **program administration and grants management**. With nearly four decades of experience, IEM has managed **over \$277 billion** in federal funding benefiting more than **17 million applicants**. We hold the record of delivering results **faster than any other firm in the nation**.

### Recognizing a Need



As of Oct. 23, 2023, almost 9.3 million Medicaid enrollees have lost coverage.

The Families First Coronavirus Response Act (FFCRA), signed in March 2020, required states to maintain individuals and families on Medicaid during the COVID-19 pandemic – ensuring no one lost coverage. However, the Consolidated Appropriations Act of 2023 ended the FFCRA’s Medicaid continuous enrollment condition. This triggered the end of **Medicaid continuous or automatic enrollment on March 31, 2023**.

On average, around 17 million people lose their Medicaid or Children's Health Insurance Program (CHIP) coverage each year. **During the pandemic, more than 50 million Medicaid cancellations did not take place**. States were given until July 31, 2024, to return to normal eligibility and enrollment operations, a process **causing millions of enrollees nationwide to lose coverage**.

### Challenges States Face

Returning to the regular Medicaid renewal process in each state **after a three-year pause during the pandemic** is challenging. In fact, the Congressional Budget Office expects 15.5 million low-income Medicaid beneficiaries, who have remained enrolled due to the continuous coverage protection, to lose their Medicaid coverage. **About one-third, or about five million, are estimated to be children**.

With millions of Americans facing the loss of healthcare coverage, it is crucial **and a federal requirement** for states to help those who still qualify for Medicaid and CHIP keep their coverage. Experts advise that states take necessary steps to maximize retention (including among children) and to minimize procedural terminations.

### QUICK FACTS

#### Founded

1985

Woman- and Minority-Owned

#### Office Locations

Research Triangle Park, NC (HQ) • Washington, D.C. • Baton Rouge, LA • Tallahassee, FL • Bel Air, MD • Pueblo, CO • Richmond, KY • Guaynabo, PR • Aguadilla, PR

#### Our Experts

The expansive IEM team includes emergency management, homeland security, disaster recovery, national security, and digital service professionals, former executives, and senior leaders from FEMA, DHS, HUD, DoD, as well as senior state and local officials from across the country.

#### Key Service Areas

- Digital Citizen Services
- Disaster Recovery and Management
- Emergency Management and Homeland Security
- Public Health Response and Policy
- Defense and National Security
- Program and Grants Management
- Strategic Communications and Outreach

## How IEM Can Support

IEM has the **expertise, processes, and tools** in place to help **ease the strain that the Medicaid unwinding process is causing**. We have a documented record of success in forming impactful teams to help drive positive outcomes for localities and residents across the United States. IEM has set industry records for our **accuracy, completing duplication of benefits (DOB) analyses, verification of benefits, benefit determinations, and award calculations** for our programs.

## Our Services

IEM offers the full program lifecycle of services for your Medicaid unwinding process, including, although not limited to:

- **Strategic Planning**

Our team develops, tests, and validates processes and submissions to the Centers for Medicare and Medicaid Services (CMS), including waiver requests. We work with our clients to design each step of the process to ensure a successful program and implementation.

- **Intake and Case Management**

IEM supports the intake and disposition of registrations across the application lifecycle from account creation to updates and final disposition. Our case managers work directly with applicants to gather needed information and documentation to ensure successful completion.

- **Eligibility/Recertification Processing**

IEM will complete Medicaid eligibility determinations using a thorough and accurate review process with minimal errors. We ensure consistent and expedited Medicaid recertification reviews.

- **Call Center Support**

IEM offers virtual call center solutions, with highly trained staff providing consistent, targeted services to customers and applicants with state-of-the-art technology and reporting protocols.

- **Clear, Accurate, and Compliant Reporting**

We work with our clients to provide daily, weekly, and monthly reports that summarize program production, communications efforts, and application status based on agreed upon metrics.

- **Appeals Processing**

Understanding the importance of transparency, we work with clients to develop appeal processes and guidance. This will provide applicants with clear and relevant information on how to appeal a decision.

- **Training Services**

IEM's professional training team designs materials and courses to inform and educate internal and external audiences via an easy-to-use platform and engaging materials.

- **Public Outreach, Engagement, and Strategic Communications**

Our team creates robust outreach and communication plans that successfully reach targeted audiences where they are. We develop marketing materials, social campaigns, and events that engage and drive individuals to take action. Our Constituent Services team delivers first-class customer service to address issues and concerns from the public.

## CONTRACT VEHICLES

Through existing contract vehicles and rapid procurement, IEM is prepared to address your critical emergency and healthcare preparedness and response needs for any event.

### **Puerto Rico Medicaid Unwinding**

Contract Number: 2024-DS2507  
Contract Period: Aug. 21, 2023-June 30, 2024

### **California Multiple Award Schedules**

Contract Number: 4-22-07-1003  
Contract Period: July 6, 2022-Sept. 13, 2027

Contract Number: 3-20-70-2296C  
Contract Period: Aug. 11, 2020-Sept. 13, 2027

### **HGACBuy Cooperative**

Contract Number: HP08-21  
Contract Period: Aug. 1, 2021-July 31, 2024

### **North Texas SHARE**

Contract Number: NCT-2019-149  
Contract Period: Jan. 28, 2020- Jan. 29, 2024

### **Florida Department of Management Services**

Contract Number: 80101500-20-1  
Contract Period: March 1, 2021-Aug. 31, 2024

### **Missouri Department of Management Services**

Contract Number: CS201311024  
Contract Period: April 1, 2020-March 31, 2024

## CONTACT US

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