



URGENT MEMO: MISSOURI CHILDREN LOSING MEDICAID COVERAGE

Between January of 2018 and May of 2019 more than 80,000 children have lost Medicaid coverage in Missouri, and 80% of those children are living below the poverty line. This is a CRISIS situation! Missouri now has one of the largest declines in families covered by Medicaid in the Nation.

While some decline in enrollment may be attributable to economic factors, the significant decline in Missouri's enrollment appears to be directly related with new renewal procedures and information systems enacted in Missouri in July of 2018.

There are several issues and challenges:

- Eligible patients are losing coverage
- System issues with DSS (staffing, closure of resource centers and only one number to contact)
- IT and data issues (internal systems at DSS do not talk to each other, wrong addresses or other demographic information in the State systems)
- Families were notified via mail or phone (both may have been out of date or incorrect)
- Families are having issues with the renewal process
 - Families never received their annual renewal notices
 - Families did not open the renewal notices or did not report contact information change
- Families are experiencing significant issues accessing assistance at the DSS Call Center and Local Resource Centers (often on hold for over 1 hour)

As providers and school staff, it is our responsibility to ensure that families regain their Medicaid Coverage. This issue impacts everyone in the system (hospitals, providers, schools, districts, and communities) financially, resources, staffing, and the overall well-being of the children and families we serve.

Note: Once a child has been dropped, they have 10 days to respond and 30 days to renew without a gap or they MUST reapply online. Families can contact the DSS Family Support Division at 1-855-373-9994 for assistance.

So, what can you do??

- Post the attached handout in your schools, at enrollment sites, in your offices, on your website, Tweet it out, do robo-calls to all your families, make announcements during back to school events
- Help families navigate the website <https://mydss.mo.gov/>. You can even check if an individual has coverage by going to that site.
- Help families complete the online enrollment packet. Families need the following information to reapply: **Name of child, Physical Mailing Address, Date of Birth of child; Telephone Number; Social Security Number; Departmental Client Number (DCN); Income Information - Paystub**

Show-Me School-Based Health Alliance

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