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Integrated Enrollment Contact Management Solution

Quickly and seamlessly implement the Medicaid unwinding process and improve enrollee engagement.

In response to the pandemic, Congress granted qualifying states additional federal Medicaid funding through the Families First Coronavirus Response Act (FFCRA) on the condition that Medicaid programs allow people to stay continuously enrolled through the end of the COVID-19 public health emergency (PHE). However, in December 2022, the Consolidated Appropriations Act (CAA) was signed into law, delinking the additional funding and continuous enrollment provision from the PHE and ending continuous enrollment on March 31, 2023. The CAA will also gradually reduce the additional Medicaid funding granted through the FFCRA, ending it in December 2023. As a result of this "unwinding," the Center for Medicare and Medicaid Services (CMS) is mandating states to return to pre-COVID Medicaid operations and re-determine Medicaid eligibility.

It is estimated that nearly **18 million enrollees** across the nation will lose their Medicaid coverage due to the unwinding process[1]. Under the new CMS guidance, state agencies must make a good faith effort to inform individuals of their Medicaid status, which includes sending paper-based communication to members of programs such as Medicaid and the Supplemental Nutrition Assistance Program (SNAP). State agencies must ensure compliance with these requirements, which present several logistical complications, including:

- **Returned mail.** Medicaid recipients' residence changes may hinder a state's ability to obtain updated information for re-determination. Returned mail can cause delays and put people at risk of coverage gaps.

- **Increased workloads.** The volume of Medicaid re-determinations that need to be processed may be overwhelming for state agencies. This can lead to delays in processing, errors, or missed deadlines.

- **Required accountability.** States must demonstrate good faith efforts to contact individuals using multiple modes of communication before terminating their enrollment, which can be challenging without accurate contact information.

- **Competing data.** State agencies must reconcile data from multiple sources for re-determination, including the IRS, SSA, and state wage databases, which is time-consuming and complex.

- **Integration.** Integrating a new Medicaid re-determination solution with critical business systems, like eligibility determination and enrollment systems, requires careful planning and testing to ensure seamless operation.

With the Ignyte Integrated Enrollment Contact Management Solution, agencies will:

- Minimize manual processing
- Increase quality of enrollee contact data
- Improve enrollee engagement
- Demonstrate accountability and compliance with CMS guidelines

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Functionalities of focus:

Automated text analysis

Master data management

Enrollment portal

Automated notifications

Rich reporting and detailed audit history

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1 "States Must Act to Preserve Medicaid Coverage as End of Continuous Coverage Requirement Nears". Center on Budget and Policy Priorities. February 6th, 2023.

Our Integrated Enrollment Contact Management Solution.

The Ignyte Integrated Enrollment Contact Management Solution, built on Appian's secure and trusted platform combined with Amazon Web Services (AWS) machine learning capabilities, offers a wide range of automated features to simplify the Medicaid unwinding process, starting with initial outreach and including efforts to locate current contact information. Our all-encompassing solution improves transparency while also expediting the process of handling returned mail resulting from unsuccessful communication attempts.

Ignyte's Integrated Enrollment Contact Management Solution supports state agencies by providing:

- **Streamlined contact management** by automating the entire contact management process, including initial outreach, returned response parsing, address updating, and final follow-up.

- **Automated mail analysis** leveraging AWS Textract text analysis capabilities to automatically extract address details from returned mail and save valuable time for case workers.

- **Seamless integrations with existing NCOA systems**, allowing for automatic address updates from USPS to drive efficiency and speed.

- **Automatically updated human services** systems like Medicaid, SNAP, and TANF via Appian's low-code integrations when a new address is detected.

- **Increased enrollee engagement** by allowing individuals to manage their contact information, verify automatic updates, enroll in programs, and manage notifications via email, text, and online in a mobile-accessible portal.

- **Extensive tracking and oversight capabilities** to provide states with detailed records and contact histories, promoting accountability and facilitating effective communication between human service providers and enrollees.

How we work together.

Our combined Ignyte, Appian, and AWS team structure offers end-to-end support to design and implement tailored solutions for clients' needs. Ignyte's team works closely with clients to carefully examine their requirements and design solutions that provide the highest level of value, with full support for training and maintenance. Partnering with Appian and AWS, our solution leverages leading-edge technologies trusted by federal and state agencies, such as the Appian Platform and AWS's advanced text analytics capabilities.

Contact us at info@ignytegroup.com to learn how our solution can help your agency streamline processes and improve outcomes for your end-users.

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ignyte™

Ignyte is a digital transformation management consultancy that specializes in helping clients modernize and automate their business through the adoption of cloud-hosted low-code platforms. Our mission is to serve as trusted advisors and true partners to our clients along their transformation journey. For more information visit **ignytegroup.com**.

aws

Amazon Web Services (AWS) is a leading cloud computing platform that enables state agencies to leverage scalable and secure computing resources on a pay-as-you-go basis. AWS provides state and local governments with cost-effective and flexible infrastructure that can support the most complex computing needs. For more information, visit **aws.amazon.com**.

appian

Appian is a software company that automates business processes. The Appian Platform includes everything you need to design, automate, and optimize even the most complex processes, from start to finish. The world's most innovative organizations trust Appian to improve their workflows, unify data, and optimize operations—resulting in better growth and superior customer experiences. For more information visit **appian.com**. [Nasdaq: APPN]