



health coverage for which they are eligible, whether it be Medicaid or private insurance.

*Multiple avenues to apply for coverage.* The federal law requires states to offer multiple methods and locations for completing applications, including online, by mail, over the phone or in-person at a variety of locations, which may include health centers, community-based organizations, health care providers and hospitals, and public programs. For example, Connecticut supports storefront enrollment centers and a call center that offers help in multiple languages.

*Simplifying enrollment policies and procedures.* Some states streamline enrollment and renewal of eligible children whom they know to be Medicaid-eligible through their participation in other public programs, such as the Supplemental Nutrition Assistance Program (SNAP) and the Supplemental Nutrition Program for Women, Infants and Children (WIC). South Carolina uses eligibility information from SNAP and other public programs to expedite Medicaid renewals. Other states have adopted such fast-track eligibility, including Arkansas, Illinois, Oregon and West Virginia.

*Presumptive Eligibility.* States may authorize hospitals, health care providers, schools and other qualified groups to screen children for Medicaid and CHIP eligibility, help families gather documentation, and enroll children in coverage. Presumptive eligibility allows children to begin receiving care immediately without waiting through the full application process. Currently, 16 states have presumptive eligibility, according to the Centers for Medicare and Medicaid Services (CMS).

*Continuous Eligibility.* Several states provide children with 12 months of continuous coverage, even if their family income changes during the year. Continuous eligibility offers ongoing access to preventive and primary care, it eliminates interruptions in coverage based on changes in family income or status, and it reduces state resources and administrative costs that would otherwise be used for redetermining eligibility whenever family circumstances change.<sup>7</sup> Thirty-three states have 12-month continuous eligibility to keep eligible children enrolled in Medicaid and/or CHIP, according to the Centers for Medicare and Medicaid Services.<sup>8</sup>

#### **Next Steps: Implementing What Works**

Researchers have studied Medicaid and CHIP expansions and identified several lessons from successful outreach and enrollment initiatives.

- Marketing and public education—delivered through materials in multiple languages—raises awareness of new coverage options.
- A combination of community-based or grassroots outreach and broad marketing campaigns have proven effective at educating families about coverage; targeted messages are needed to enroll hard-to-reach individuals.
- Trusted community groups and health care providers are effective partners and help connect with individuals who are traditionally hard-to-reach.

- In-person, one-on-one application assistance can have a significant impact on enrollment.
- Simplifying enrollment policies and procedures facilitates enrollment; coordinating program rules between Medicaid and CHIP and offering multiple enrollment methods contribute to increases in enrollment among Medicaid-eligible groups.

Contributing sources: “Reaching and Enrolling the Uninsured: Early Efforts to Implement the Affordable Care Act,” Robert Wood Johnson Foundation and Urban Institute (October 2013); and “Key Lessons from Medicaid and CHIP for Outreach and Enrollment Under the Affordable Care Act,” The Kaiser Commission on Medicaid and the Uninsured (June 2013).

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<sup>1</sup> Genevieve M. Kenney et al., *A First Look at Children’s Health Insurance Coverage under the ACA in 2014* (Washington, D.C.: Urban Institute, Sept. 9, 2014), <http://hrms.urban.org/briefs/Childrens-Health-Insurance-Coverage-under-the-ACA-in-2014.html>.

<sup>2</sup> Center for Budget and Policy Priorities and Georgetown University Center for Children and Families, *Expanding Coverage for Parents Helps Children: Children’s Groups Have a Key Role in Urging States to Move Forward and Expand Medicaid* (Washington, D.C.: CBPP and CCF, July 2012), <http://www.cbpp.org/files/expanding-coverage-for-parents-helps-children7-13.pdf>.

<sup>3</sup> Department of Health and Human Services, Office of the Assistant Secretary for Planning and Evaluation, *Health Insurance Marketplace: Summary Enrollment Report for the Initial Enrollment Period* (Washington, D.C.: ASPE, May 1, 2014), [http://aspe.hhs.gov/health/reports/2014/marketplaceenrollment/apr2014/ib\\_2014apr\\_enrollment.pdf](http://aspe.hhs.gov/health/reports/2014/marketplaceenrollment/apr2014/ib_2014apr_enrollment.pdf).

<sup>4</sup> Genevieve M. Kenney et al., *A First Look at Children’s Health Insurance Coverage under the ACA in 2014* (Washington, D.C.: Urban Institute, Sept. 9, 2014), <http://hrms.urban.org/briefs/Childrens-Health-Insurance-Coverage-under-the-ACA-in-2014.html>.

<sup>5</sup> Genevieve M. Kenney et al., *Medicaid/CHIP Participation among Children and Parents* (Washington DC: Urban Institute, 2012), 6, <http://www.urban.org/UploadedPDF/412719-Medicaid-CHIP-Participation-Among-Children-and-Parents.pdf>.

<sup>6</sup> HHS, “HHS awards \$32 million in grants to sign up children for health coverage,” (Washington, D.C.: HHS, July 2, 2013), <http://www.hhs.gov/news/press/2013pres/07/20130702b.html>.

<sup>7</sup> Georgetown University Center for Children and Families, “Program Design Snapshot: 12-Month Continuous Eligibility,” (Washington, D.C.: CCF, March 2009), <http://ccf.georgetown.edu/wp-content/uploads/2012/03/CE-program-snapshot.pdf>.

<sup>8</sup> Centers for Medicare & Medicaid Services, “Continuous Eligibility for Medicaid and CHIP Coverage,” (Baltimore, MD.: CMS, Accessed on Sept. 17, 2014), <http://www.medicare.gov/Medicaid-CHIP-Program-Information/By-Topics/Outreach-and-Enrollment/Continuous.html>.

