Churn: What It Is, and What We Are Doing About It

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Churn
What It Is, and What We Are Doing About It
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Defining Terms

• Type 1: “Classic” churn
• Type 2: “New” churn

Different causes, different remedies…
Why Is Churn a Concern?

- It happens a lot
- Interruptions in coverage can be bad for your health, and your wallet
- It’s an inefficient use of public resources
Strategies to Reduce Churn
What is the Goal?

Make public coverage and publicly subsidized coverage as close as possible to the simplicity of enrolling in and retaining employer-sponsored insurance
Strategies to Reduce Churn

ENROLLMENT VOLATILITY IN MASSHEALTH: A PROGRESS REPORT

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Strategies to Reduce Churn

• Administrative renewal
• “Express Lane” renewal
• Citizenship verification
• Improved use of job update form
• Electronic document management
• Virtual Gateway/My Account page
Current Situation

• MassHealth redeterminations resumed
• Information to MCOs re members coming up for review
• Reminder calls
• Enrollment events across the state
• Worked with advocacy groups
• Some renewal extensions
Change in MassHealth Enrollment

Thousands


1,395  1,400  1,450  1,500  1,550  1,600  1,650  1,700  1,750  1,800  1,850  1,900  1,950  2,000  2,050  2,030  1,833
Coming Soon

• HIX development and implementation
  • Auto-renewal functionality April 2016
  • If auto-renewal not possible, pre-populated forms
• Express Lane will remain in MA-21
• Role for CCC grantees and others?