

Centers for Medicare & Medicaid Services
Medicaid and CHIP Renewals:
What to Know and How to Prepare, A Partner Education Monthly Series
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Webinar recording:

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Jonathan Blanar: Alright, let's start. Hello and welcome, everyone. My name is Jonathan Blanar, and I'm the Deputy Director of the Partner Relations Group in the Office of Communications at CMS. Thank you so much again for joining us today for our monthly stakeholder webinar on Medicaid and CHIP renewals. This is a continuation of HHS and CMS' monthly series of webinars that began in 2022 to keep partners informed and help them prepare for the return to regular operations in Medicaid and CHIP now that states are restarting routine Medicaid and CHIP renewals. As you may know, states have recently restarted their regular Medicaid and CHIP renewals now that the pandemic-era protections for Medicaid coverage have ended. From now until the middle of 2024, everyone with health care coverage through Medicaid or CHIP will need to renew their coverage. If an individual is no longer eligible for Medicaid or CHIP, they can transition to another form of health care such as the Health Insurance Marketplace, Medicare, or employer-sponsored coverage.

Today's webinar will focus on engaging faith and community organizations in helping to share information about Medicaid and CHIP renewals. We know that you are all trusted voices in your communities, and you have the ability to help make sure people enrolled in Medicaid and CHIP know what steps they need to take to keep health care coverage. Everyone should be able to see today's agenda on the screen. First, you will hear some opening remarks from Reverend Dr. Que English, Director of the HHS Center for Faith-based and Neighborhood Partnerships. Next, you'll hear from two of our partners, Reverend Dr. Michael Minor with The National Baptist Convention USA, and Paulo Pontemayor with the Catholic Health Association. They will share some strategies that their organizations are using to help share information with people enrolled in Medicaid and CHIP. Then we'll walk through some recently released CMS resources, including a toolkit designed for faith-based organizations. Finally, we'll have some time for questions and answers before we close out the webinar today.

Before I pass things along to our speakers, I wanted to share a few housekeeping items. First, today's webinar is being recorded. The recording, transcript, and slides will be available on our National Stakeholder Calls web page. The link for that webpage will also be posted in the chat. Also, while members of the press are welcome to attend the call, please note that all press or media questions should be submitted using our media inquiries form, which may be found at cms.gov/newsroom/media-inquiries. All participants today will be muted—closed captioning is available via the link in the chat by our Zoom moderator. As I mentioned, we will have time to answer a few questions today. You can submit your questions using the Q&A function on the menu below. Questions that we do not have time to get to today will be used to inform future

topics on future calls. With that, I now would like to turn it over to Reverend Dr. Que English, Director of the HHS Center for Faith-based and Neighborhood Partnerships. Reverend Dr. English?

Reverend Dr. Que English: Thank you, Jonathan. Good afternoon, everyone. It is a pleasure to join you today to speak a little about Medicaid and Children's Health Insurance Program, also known as CHIP, renewals, and the importance of reaching out to faith and community organizations to help their congregations and communities they serve stay covered. So, each year, Medicaid coverage must be renewed. However, during COVID, people with Medicaid and CHIP didn't have to worry about renewing their coverage because the public health emergency (PHE) paused renewals to ensure as many people as possible stayed covered during the pandemic. This was because of the continuous enrollment condition, and under the continuous enrollment condition, as a condition of receiving increased federal funds, states were required to maintain enrollment of nearly all Medicaid enrollees. But now that the continuous enrollment condition has expired, states have started eligibility renewals for the state's entire Medicaid and CHIP population. The Biden-Harris Administration is committed to maximizing the number of people with affordable, high-quality coverage. We want to make sure people stay covered, whether that's through Medicaid, CHIP, Medicare, the Marketplace, or employer-sponsored coverage.

In a normal year, 17 million Americans lose their coverage, including many kids and families who are eligible but get caught in red tape. Now that's happening for the first time in three years, and we need to make sure they do not lose coverage. Since many people enrolled in Medicaid have not had to complete a full renewal process in nearly three years, if ever, we want to make sure that people enrolled in Medicaid and CHIP are aware that this is coming and know what steps they need to take to keep health coverage, whether that is through Medicaid, CHIP, or another health coverage option like the Health Insurance Marketplace at [HealthCare.gov](https://www.healthcare.gov). As a faith leader and as a fellow faith leader for many, I am deeply concerned by the potential loss of health insurance coverage for those who live with the consequences of health disparities. 4.6 million people of those predicted to lose coverage are Latino, and 50%, or 2.2 million, of those predicted to lose coverage are Black. As you know, these populations were highly affected by the COVID-19 pandemic and several often preventable chronic conditions. So, access to quality health care should be a right, not a privilege, and we hope that, with your help, we can do everything possible to mitigate further disparities and coverage in access to health care.

So, what is our call to action. Since day one, our Administration has worked to do everything in our power to keep people covered, including working with states to make Medicaid renewals simpler for consumers and auto-renewing coverage for eligible people and to make it easier to get low or no-cost coverage in the Marketplace. This work is all-hands-on-deck and will continue to be, so we are urging our faith and community partners to directly reach Medicaid and CHIP enrollees, and help them complete their renewals, and help connect them to other coverage as appropriate. We know that close to 6.8 million people are expected to lose coverage, even though they qualify for Medicaid or CHIP. This is not what we want to see. So please join me and other faith leaders in doing everything in our power to help people stay covered. I'm going to also share our recently released PSA, speaking directly to communities of faith. I'm going to share it with CMS, who can, in turn, share it with you, so please request if interested. And later

in this webinar, you're going to learn about a toolkit especially designed to support your outreach efforts. We encourage you to consider strategies that reach deeply into underserved communities that will be disproportionately impacted by the loss of Medicaid and CHIP coverage and work with other organizations in your state's regions and communities. Think about who in your community is most likely to be affected by the changes and how you can most effectively reach out to them. Consider who you can partner with to expand your reach and further assist people in understanding the steps they need to take to ensure they remain covered. We cannot do this without each of you and your networks. We hope that you will find today's training and presentations useful and will use the information you learn to help people with Medicaid and CHIP stay covered and help them find new coverage if they are no longer eligible for Medicaid and CHIP. So, I want to thank you for continuing to work with us to make sure every American has health coverage, and with that, I'll turn it over to the Reverend Dr. Michael Minor.

Reverend Dr. Michael Minor: Thank you, Reverend Dr. English. Greetings. The National Baptist Convention USA Incorporated is the nation's largest Black denomination, with over 31,000 churches across the United States and abroad with over 7 million members. Committed to making our denomination the healthiest major denomination, we host a monthly webinar series entitled TempleCare Matters. We average about 3,000 live attendees and many more on delayed viewing. We always include updates from CMS and other national collaborators. We also received a five-year NIH All of Us Research Program grant to conduct outreach and education. When asked to share comments for today's webinar, I thought about the connection between faith and health. In my faith tradition, we believe in Trinity wellness, being whole, mind, body, and spirit. In our nation, being whole depends upon whether we have health insurance. We are thankful for Medicaid, CHIP, and the Affordable Care Act. These programs allow my fellow Americans to gain preventative health screenings at no cost to keep them healthy, and access to quality, affordable care when they are sick.

During our nation's unprecedented COVID-19 pandemic, the Federal Health Emergency kept the most vulnerable in our nation covered continuously. Since we have moved from a pandemic to an endemic and preferably to a no-demic, we are in the midst of Medicaid and CHIP renewals. That is to say, millions of those covered by Medicaid and CHIP now have to undergo redetermination and renewal to see if they are still eligible. Unfortunately, many have lost coverage. At the National Baptist Convention, we see this time as an opportunity to help the Biden Administration keep families covered. We have been blessed to have several hundred health ambassadors across the country who have been sharing information about Medicaid renewals. We have shared messaging around staying covered in over 31,000 churches. We have focused much on intergenerational outreach and education. We are looking to parents and grandparents to ensure that children and grandchildren stay covered. We are sharing this simple message through our Health Ambassador Network. We want everyone to reach someone. Those closest to us are the most trusted messengers. It warms my heart to hear about great-grandparents encouraging their grandchildren to check on their health coverage. We also hear about congregations, first ladies helping single moms navigate through the renewal process, keeping them encouraged and their families covered. With our annual session convening in less than two weeks, we will elevate our messaging. We will conduct tabling, messaging at our plenary sessions and many workshops. We will also kick off our fall "Stay Covered" social media

campaign as we look to the opening of Medicare and the Health Insurance Marketplace open enrollment.

I'm still amazed at the number of people in our churches who don't know that they qualify for Medicare or can obtain health coverage through the Marketplace, with many people finding plans \$50 or less per month with financial help. We will focus on staying covered during the Medicaid and CHIP renewal process through a continuum of choices, Medicaid, CHIP, Health Insurance Marketplace, employer-sponsored coverage, or Medicare. The National Baptist Conventions has made Trinity Wellness a hallmark of who we are as a fellowship of believers. We are committed to using our networks of the denominational, regional, state, and local health ambassadors to spread the "stay covered" message. Just as it takes a village to raise a child, it takes a village to spread and amplify the message of staying covered. We ask each of you, regardless of your faith tradition, to join us to keep our fellow Americans covered. I'd like to turn it over now to Paulo Pontemayor with the Catholic Health Association. Paulo?

Paulo Pontemayor: Great. Thank you, Reverend Dr. Minor, and I'd thank CMS for this opportunity to present. They have just been a wonderful resource for all of us here in Catholic Health Care, especially as it relates to Medicaid Unwinding and the work that we do to collaborate on making sure that our enrollees are connected and do not lose the coverage that they have. Next slide, please. Before I begin, I just wanted to give kind of an overview of the Catholic Health Association. We were founded in 1915 to bring Catholic hospitals and other religious communities, and mostly sisters at that time, to be committed to the mission of advancing the Catholic health ministry in the United States, so we're over a century old, and as you can see from this slide, many of our hospitals are all around the country, and many of our hospitals were actually founded decades or even a century ago by courageous Catholic sisters and Catholic men and women who ventured all across the country to care for their communities. Right now, our network is comprised of more than 660 hospitals, more than 1,500 long-term care and other health facilities, and together, we represent the largest group of non-profit health care providers in the nation. As you can see, one in seven patients in this country is cared for in a Catholic hospital every day. Next slide, please.

Continuing to talk about kind of our work, you see our continuing care facilities span both urban and rural and, again, are really located everywhere, and you can look at kind of our commitment to the Medicaid program in that 1 million of Medicaid discharges on top of the 5 million admissions to Catholic hospitals in a year are really a big part of who we take care of. Many of our members in our systems actually are the largest providers seeing Medicaid patients in their states, and so we have a huge stake when it comes to Unwinding. And we don't do this work out of nowhere. This work is linked closely to the legacy of Catholic social teaching, which teaches us to really care for everyone and truly a preferential option for the poor. Our commitment to health equity. The Catholic Health Association has launched a "We Are Called" initiative going on several years now, talking about the importance of taking care of our communities who are most vulnerable, mainly people that don't necessarily get outreached to, and we want to make sure that our members continue to push for that, especially as it relates to Medicaid Unwinding, as Reverend Dr. English talked about. This being an important health equity issue. Lastly, our work is guided by our vision that you see here, about empowering bold change to elevate human flourishing, and we know that access to health care coverage and access to care are very

important indicators in an individual, a child, a community's life to really make them succeed and really flourish, and so we really take this work very seriously. Next slide, please.

So, we have been focused on Medicaid Unwinding. Really, I feel like we've been repeating this record now for over a year. The first webinar that we did was back in May of last year, talking about what Catholic Health Care can do, and this was a way we actually convened our membership all across the states to really talk about this issue that we knew was coming down the pipe. We knew that the Public Health Emergency was not going to last, and we needed to make sure that we came up with good strategies to do this work. This was followed by really talking about while we were really good at doing this work within the four walls, and you know, the campuses of hospitals, we knew we needed to do this in coalition with partners, and so our second webinar was really talking about how we can work with individuals and community groups outside of Catholic Health Care to make this possible. Over the course of the year, we've also done numerous member engagement resources as they relate to podcasts, presentations, programs, convenings, virtual discussions to talk about what are some of our members doing, what are some great strategies that they're seeing on the ground. On top of that, we also put articles addressing this issue in Catholic Health World and our journal Health Progress, which has circulation all across the country in the thousands. So, this was something we knew that we needed to elevate at a high level, and we made sure that to do this work, we talked to everyone, knowing that this is, as HHS and CMS really pointed out, an all-hands-on-deck effort.

Next slide, please. And so, everything that we've learned we put into this new campaign that is housed under our Medicaid Makes It Possible work. We call it Protect What's Precious. We debuted this work in January of this year after talking to our members, after feedback from webinars, and also really the great resources that CMS put together. As you can see, we linked it very closely to Catholic social teaching and our Catholic identity about making sure that Medicaid is a precious part of a person's health. Sister Mary Hadad, our President and CEO, recorded a video that is really used at kind of the local level to advise hospitals. It's a short video that can be played at staff meetings, huddles, and really other places that our colleagues congregate. And she in that video raises the importance of this work, linking it again to what it means to really push for our mission and why Medicaid is so ingrained into the work that we do. As you can see to the right, we've also made it very simple, very accessible and created a one-pager that can be used by anyone in Catholic Health Care who is patient-facing. We talked about what was happening, the changes in the law, and what we can do to our patients that walk in and walk out to make sure that they have that work they do. We never differentiate, this is again like an all-hands-on-deck project that we wanted to make sure that anyone who wanted to help had the tools at their disposal. We also made sure that our materials were available in Spanish, knowing full well that many of our members actually work in communities that are language minorities that really speak Spanish and also wanted to make it accessible in that way. And again, this was all housed under Medicaid Makes It Possible work. So, this is really the next evolution of what we were doing. This is, again, a movement that made sense, especially as we tried to kind of look through this whole process that was happening this year. Next slide, please.

And we made sure, again, to make this very easy and accessible for anyone working in Catholic Health Care, and really even the public. Our resources, which are free and customizable, are housed in this one-stop, easy-to-find place on our website. You can see the talking points, the

posters, postcards, and what we also found was that our members really enjoyed the idea of having kind of a video that they can play in waiting rooms or lobbies in their facilities that just talk about the importance of this. Very short, very to-the-point, and we also made it available as a static slide for CCTV usage that they can customize, and all of these, again, are things we created for our members with input, again, from our members and we wanted to make sure that they were shared widely, so we did not put a cost to these. As you can see to the right, we've also done some work around sharable graphics on social media, and we wanted to make sure that this kind of was very easy for people to use, so again, no firewall and no paywall for this work, and we have worked very closely with some of our members to co-brand some of these projects or products to get it out there and in the hands of our patient-facing colleagues. Next slide, please.

One of the things we're most proud of, and we know that we have to embrace technology, especially in this age, where people's attention spans are really not, you know, they don't have long attention spans, was in all of our materials we used this QR code. And we made it so that anyone who scans it actually gets connected to [Medicaid.gov](https://www.Medicaid.gov)'s Renew Your Medicaid or CHIP Coverage page. We knew that this was really a great one-stop shop of what people needed to do and was always really updated, so this was something that, despite our materials being evergreen, this was a place with the most up-to-date information, and we really appreciated that CMS created this page to link every Medicaid state agency and really the numbers to call and everything so that again, the QR code links directly to that and again, we have heard positive feedback. We knew this was something that we wanted to make it so that it was easy and accessible, and so we're hoping that CMS never changes this website because our QR code actually links to there.

Next slide, please. As I said earlier, we're not doing this work alone. The Catholic world is very large. There are many organizations, and we knew we could not do this alone without our Catholic partners. So, earlier this year, we presented at the United States Conference of Catholic Bishops' Catholic Social Ministry Gathering, which really brings together all of the advocates all across the country, working at the diocese level and working at the parish level to, again, talk about the importance of this. We showed the video, we shared many of our products and really asked if anyone needed any more resources or TA, we were there and available to push this work forward. This webinar with Catholic Charities, our sister organization, was something that I think was very useful because Catholic Charities also exists in spaces that our members are, and they deal with some of the populations that are most hard to reach, really the people who walk through their doors usually utilize their services, really need a lot of this information, so we are so glad to have them on our team and really working together to get this out there. We've also worked with Network, knowing full well that they have a wonderful group of people that they convene, and the Catholic Sisters are always such great advocates for the Medicaid program, really pushing this in places all across the country and the importance of this work. We know that we have more work to do in this space to maximize our reach, and so we're working internally to see how we can get this message out to the network of Catholic schools, Catholic universities, parishes, and really individual churches to get this message out, and we're so grateful that CMS is developing some of those resources for us to refine our work and update our work to meet those needs.

Next slide, please. And so, for information on where this all lies, here are two links. I know CMS is really great at sharing this, so we're hopeful, again, that you visit these, really see if this is something that can work for the communities that you work with, and again, we're all in this together. For my last slide – last slide please – I just want to thank everyone again for joining. We thank CMS for the opportunity to talk about Protect What's Precious and the work that we're doing. We're so grateful for CMS and all their resources, their technical assistance, and the partnerships that they have provided us to be members for. Now I'd like to turn it back to Lisa Carr with the CMS Office of Communications, who has been so great at convening all of us, she's been such a wonderful partner, to walk through some recently released resources from CMS. Thank you.

Lisa Carr: Wonderful. Thank you so much, Paulo. That was such helpful information. We appreciate all the work that the Catholic Health Association of the United States is doing on this very important issue. I'm going to share some new resources that CMS has produced, including our faith-based toolkit. I'm going to share my screen, and you'll see the toolkit, it is on our outreach page. So, you'll see a couple of things about our toolkit that are particularly helpful. This is our cover page, and we will – I'll just scroll down here, you'll see this is the table of contents. What's helpful with this toolkit is that we have two bulletin inserts, two pulpit messages, some social media messages, text or SMS messaging, an email signature options, a fact sheet, and a link to additional resources. So, as I scroll down, you'll see here's our introduction. Our introduction makes clear that you can fill in the name of your Medicaid and CHIP program. If you're in Tennessee, Medicaid is called TennCare. If you're in Georgia, CHIP, the Children's Health Insurance Program, is called PeachCare for Kids, so all of our materials have space in there for you to add that information in for your state.

As I scroll down here, this is the first bulletin insert. It is on updating your contact information, so that's the first step. We want people to make sure that they're receiving letters about their renewals, and to do that, they need to update their contact information. We know many people have moved during the COVID pandemic time period, and so we want to make sure their information is correct. So, you can use this insert in your weekly bulletin, newsletter, blog. You can use it however you'd like. At the top here, you can put in a QR code that goes to your Medicaid and CHIP portal. You can use that CHA QR code also goes to our website, [Medicaid.gov/renewals](https://www.Medicaid.gov/renewals). So, you can use that type of QR code. This is the long version, and basically, it says if you have, let's say you live in Tennessee, if you have TennCare, have you received a letter – a renewal letter – from your state, for Tennessee, and so you can insert your information in there. And then this is basic information about if you have health insurance through your state Medicaid or CHIP office, it's important to keep your information up to date and here's our four key messages. Update your contact information, and then you can add your state information. Respond to the Medicaid CHIP renewal form when it arrives. Parents should respond even if you don't think you're eligible, your children may be eligible, and consider other health care options, including Medicaid CHIP, you can go ahead and reapply for that. If you're not eligible, you can try the Affordable Care Act Marketplace at [HealthCare.gov](https://www.HealthCare.gov), Medicare, or employer-sponsored coverage. So, lots of great information here. You're welcome to use this as it makes sense for your faith-based organization or community-based organization. It really can be used in many different ways.

This second one is a shorter version. We know some folks have less space and really just want to get to the main point, and this is the main point of what we're asking folks to do with our four key messages, and this also is relating to updating your information. If you know people who have lost Medicaid or CHIP coverage, this is a bulletin insert for them. We have a short version and a long version. You can see lots of great information about where to apply for coverage, both using [HealthCare.gov](https://www.healthcare.gov) and the Social Security Administration for Medicare enrollment, so lots of really helpful information here with phone numbers, TTY numbers, assistance is in over 200 languages, which is great, and so lots of great information in the long version. The short version is just a little bit shorter with all the key information you would need. So, encourage you to cut and paste this information into your bulletin insert, into a newsletter, a blog. You can put it on your website. Whatever works for you and your congregation or community, we encourage you to do that.

Here's the pulpit messaging. We know that many people do like mentioning health care-related and important community and health-related information during a pulpit time, so this could be shared, of course, you know, before the sermon, during the announcement time, at the end of the service, during congregational functions, perhaps during luncheons or other events, back-to-school events, some folks are doing that as well. This is really important that you share this real basic information. This is a longer version. We have a shorter version as well for people who have lost their coverage, with lots of great key information there for people to use.

We have social media messages. We know that lots of congregations are actually on Facebook, and they might even stream their services through Facebook, so we have Facebook messages, Twitter, or X, messages. We have lots of great graphics here and copy text that you can use that you can post. The first section here is all on updating your information. We really want to make sure people have their addresses and contact information updated with their Medicaid and CHIP agencies. The second part of the social media messages are on if you've lost coverage, what to do, where to go ahead and apply during a Special Enrollment Period on [HealthCare.gov](https://www.healthcare.gov) or with Medicare, so lots of great information here.

Then we have text messaging, we know that some congregations and community groups use text messaging as a main way to communicate with their pastors, with their members. So, we have key text messaging here, and you can add in your links to the key information in your state, so that's all helpful information right here, both updating your address and if people have lost coverage.

And then, we have email signature options. We know that putting language at the end of an email can really get to a lot of folks, especially if it's a leader in a congregation or a community group, so we encourage folks to use these email signature options as well. And we have a fact sheet. This is our "Three Things to Know About losing Medicaid and CHIP." It's also on our main page, but this is one of our best documents that we use for basic information about losing Medicaid and CHIP and what to do next. So, you can also share this information.

And finally, we have a list of additional resources, lots of resources with links. So, everything from the partner tip sheet in English and Spanish, the health care options fact sheet in English and Spanish, and then these materials for your congregations, a fillable flyer, conference card,

cards for display stands, we have a [HealthCare.gov](https://www.healthcare.gov) postcard. You can see all of these are in English and Spanish. A Medicare Special Enrollment Period fact sheet, an employer fact sheet, a postcard for kids with Medicaid and CHIP, fillable postcard for kids with Medicaid or CHIP, a postcard for renewing kids' Medicaid or CHIP, and a fillable postcard for renewing kids' Medicaid or CHIP—and the fillable ones do allow you to include your state information in there, with the name of your state agency so lots of great information. So that is the toolkit.

I'm going to go back and make sure you can see my page here. This is the outreach and education page for Medicaid and CHIP renewals, and this is where all the resources are posted. So, I'm going to share some real basic information about this. I want to make sure that you've seen on this page some of the new resources that we've posted, so under the communication toolkit, you'll see we have the Reaching Children and Families and School-Based and Early Education and Care settings. This is a toolkit recently released, very helpful for back-to-school events. We encourage you to check this out and use it in your communities. Here is where the faith-based toolkit is right below.

We have some very helpful slide decks. The first one is Training Slides for Partners to Use, What Is Happening with Medicaid and CHIP Right Now? So, these will help educate your community about what's happening right now with Medicaid and CHIP, and they do cover what people enrolled in these programs need to do to renew their coverage how they can find other health care coverage if they're no longer covered by Medicaid or CHIP. The second set of PowerPoints is outreach to children on Medicaid renewals. This is used to help with outreach to children and families about what is happening now with Medicaid and CHIP, and these have been shared in previous webinars. Here is our social media information. We have Phase 1: Update your address, now we're doing renewals. Phase 2 is you may no longer qualify for Medicaid or CHIP, so we want you to – here's the information about what to do when you no longer qualify. Unfortunately, we have found that there are some scams and fraudulent activity out there, so we have a whole section on saying no to scams, so people know when they're being scammed or not, so helpful information there as well.

We have an enormous amount of information under this Additional Materials and Resources. So we have a section here on helping people get ready to renew their Medicaid and CHIP coverage, and as I click down, these are the ones I just went over in the toolkit, the non-fillable flyer, the postcard, the tear-off pad, and I want to share that this tear-off pad is something that you can order for your congregation or community. It is available through our product ordering website, and the follow-up email to all of you will include information on how to order this tear-off pad in English and Spanish. It's basically a cardboard paper with lots of paper that you can tear off and put it in a doctor's office, in a congregation, you could put it at your welcome desk, and people can go ahead and take off those little tear-off pieces of paper with information on Medicaid and CHIP renewals. We have fillable, state-specific information, the flyer, the conference card, and card for display stands. We have messages for providers when speaking with Medicaid and CHIP patients. We have messages for American Indians and Alaskan Natives, and then a whole section here on helping people who have lost their coverage. Very similar, partner tip sheet, health care options fact sheet, [HealthCare.gov](https://www.healthcare.gov) postcard, Medicare Special Enrollment Period, that's what SEP stands for, fact sheet, employer fact sheet, and tear-off pad.

Then we have messages for kids and families. So, this is really helpful this time of year with back-to-school, with folks coming – leaving their homes to go to school. The postcard for kids with Medicaid or CHIP in English and Spanish, the postcard for kids with Medicaid and CHIP it's fillable, and then we have a fillable postcard also for renewing Medicaid or CHIP, and the fillable postcard for renewing kids Medicaid and CHIP. We also have a tribal version of this postcard. We have also a toolkit with graphics with more information as they begin the new year. We have been working lately, many of you know, on reaching out to special populations, so we've had a series of webinars which include a one-pager on reaching out to Asian Americans, Native Hawaiians, and Pacific Islanders about Medicaid and CHIP renewals. We have the English version here, and the webinar is also posted on our website, and I'll show you where those are shortly. We also have a one-pager on reaching out to Black Americans about Medicaid and CHIP renewals. We have a one-pager on reaching out to Hispanic or Latino people about Medicaid or CHIP renewals in English or Spanish, and we have a one-pager reaching out to people with disabilities on Medicaid and CHIP renewals. We do have a brand-new document, this is reaching out to people who live in rural areas about Medicaid or CHIP renewals. This is very exciting, hot-off-the-press document, and this is going to accompany our webinar we have tomorrow, Thursday, at 3:00 PM, on reaching out to people who live in rural communities. Recordings of all of our webinars are right here. You can see this is the first one, the others will be posted here as well, and then we have our fraud messaging, of course, our educational videos are here. These also can be shared in a congregation if you have TVs, you can also share them in Sunday school class or Saturday session, educational session, however you'd like. Lots of videos here for you to use. And then if you would like to register for any of our monthly webinars, they're right here, and here's our stakeholder calls page. So, lots of great information, all of our recordings, transcripts and slides from past webinars are on our stakeholder call page, and if you're looking for an HHS or CMS representative to speak, we have a speaking request form here as well. So just an enormous amount of resources for you, consumer research as well at the end of our page right here.

So, I do want to make sure that you all know about all this sitting here on our website at [Medicaid.gov](https://www.Medicaid.gov) resources for states, it's really helpful information. Also, I'm going to share with you, so it's on this main page, and you click here on outreach and education. I also want to make sure that you know about our renewal page. This is where to go to renew information about Medicaid or CHIP, and this has a map here. You can click on your state to get more information about Medicaid or CHIP renewals in your state so that you have that as well. So, those are our most recent updates, and I just want to make sure that, I'll stop sharing my screen there. I do want to remind everyone about that website, [Medicaid.gov/renewals](https://www.Medicaid.gov/renewals). The state map as you scroll down has all of the information on each of your state's Medicaid office. So, I hope you found all these new resources helpful in your outreach work and in working in your congregations and communities. With that, I'll turn it back to Jonathan to help moderate the question-and-answer section of today's webinar. Jonathan?

Jonathan Blonar: Great, thank you, Lisa, and thank you to all of our speakers today. Such wonderful information that was shared, and strategies that were shared, as well as all the resources that CMS has created for our partners as well as resources that our partners have created and made available to others to use as well. So, it really is an all-hands-on deck process, and we certainly do appreciate the support from our partners.

We do have a couple of questions that I will walk through. One question is, are there any printed materials available that organizations can order to hand out in their communities? The answer is yes. CMS does have certain materials; we have tear pads that are free, and they're available for order through the CMS product ordering website at productordering.cms.hhs.gov/pow, and if you go to that website, you'll need to request an account, and then you'll have access to all of the products currently available for order. We can include the instructions as well for requesting an account and placing a print order, and the follow-up email will be sent out following this webinar.

Another question that we got is there was a lot of great information, again, shared during today's webinar; as we are out in our communities sharing information, what are the key messages we should make sure people with Medicaid and CHIP know? And I know we've heard this if not a million times, a billion times, but you know, step one is just making sure people are updating their contact information with their state Medicaid or CHIP agency. Over the last few years, obviously, people have moved and changed locations or addresses changed, and we need to make sure that these folks have their correct address registered with their state Medicaid agencies. The second message is respond to anything that they receive in the mail from their state Medicaid agency, especially if it's a renewal form that comes through; make sure they fill it out, make sure they send it back to the Medicaid agency, and that's really key to, you know, maintaining eligibility and keeping coverage. Parents should certainly respond even if they don't think they're eligible; their kids may still be eligible under the CHIP program, and if you have lost – or folks have lost insurance, there are other coverage options available/ There's Medicare, there's the Affordable Care Act Marketplace at HealthCare.gov as well as employer-sponsored coverage.

The next question was, what do you think are the most successful ways that faith-based organizations can reach people about Medicaid and CHIP renewals? I don't know if one of our – I don't know if Paulo, if you'd like to take that question. And to add onto that, Paulo, somebody asked in the Q&A as well how can states get in contact with faith-based organizations to even start the conversations about Medicaid renewals?

Paulo Pontemayor: Great. So, what we found is, like everything, repetition and persistence is always an important piece. I think that earlier when we were rolling out a lot of these materials, we found that because the Unwinding was not happening yet, people kind of just said “oh, this is coming soon. I'm not going to pay attention now.” And I think what we've found is the more that we present and the more that we continue to raise this issue with our many stakeholders, that kind of gets the message across. I would encourage a lot of the stakeholders on this call to really reach out to kind of their faith leaders. The Catholic Health Association is just really privileged in the sense that we are part of the larger Catholic ministry, in the sense that we have a great relationship with a lot of the different Catholic leaders in many different communities across the country, so we were able to really take this at a high level to them. For stakeholders, I think the more that you reach out to your parishes, your churches, your temples, your mosques, to talk to kind of your faith leaders about why this is important, they'll kind of show – and show them the great resources that CMS has or the affiliated faith groups that might be doing this work. There is a really great network that Lisa convenes of different kind of denominations and religious leaders

that are kind of like a brain trust to kind of get this out there, that there are resources that can be custom-made for many different communities, so I guess again, I'd encourage you to talk to your faith leaders about the importance of this issue because I think if they aren't aware of it, I think we in this world are very aware. I think faith leaders operate, if they don't hear it, they might not see it, so please raise it up with your faith leaders.

Jonathan Blonar: Great, thanks, Paulo. Another question we received is, where can I find information for people who may have turned 65 during the pandemic and may need to transition to Medicare? So, we have fact sheets on the Medicare Special Enrollment Period that are available on our outreach and education resources page that Lisa walked through a few minutes ago. I certainly encourage people to check out that fact sheet to learn more; there's an English and Spanish version, and we can certainly drop the fact sheets in the chat as well. A lot of questions about can we get the links to the materials today—will the slides be posted? The answer is yes to all of that, we will post a copy of this presentation today to our stakeholder website page. We will also send out an email within the next few days, letting folks know where they can find the recording and the slides from today, as well as we'll include all the resources that were shared by our partners today as well. So, look for that email, I would say if not by the end of this week or early next week, we should have that out to folks. And I think that's really it for Q&A. I'm going to transition to closing remarks.

Again, I just want to thank everyone for joining today. We had over 1,100 participants. These calls continue to bring in a lot of people, so we certainly appreciate that and appreciate everybody's dedication to the renewal effort for Medicaid and CHIP. As mentioned earlier, we're holding a series of webinars. Our next one will be tomorrow, actually. Lisa mentioned this as well, so the Rural Populations at 3:00 Eastern Time tomorrow, and then we'll have one on September 7 as well at 3:00 PM that will be on reaching out to American Indian and Alaska Native populations. As part of these series, we've already held webinars for Asian American, Native Hawaiian, and Pacific Islander populations, Black American populations, Hispanic and Latino populations, and disability and aging populations. Recordings and those slides can be found on our outreach and education resources webpage at [Medicaid.gov/unwinding](https://www.Medicaid.gov/unwinding). The link to register for these webinar series will be dropped into the chat, and again this brings us to the close of our call today.

We certainly hope you enjoyed the information we shared with you today—hope you find it helpful and that you all leave this meeting knowing that you have more information and resources available to share with folks. We appreciate again your partnership in this effort. We're here to support everyone throughout this process. Our upcoming webinars will be listed here on the screen in a moment. We have one on September 27, October 25, and December 6, all at 12:00 Eastern Time. Thank you for the slide person working the slides. Again, we appreciate your partnership today and your commitment. We want to thank you for attending today's call. We look forward to engaging with you as we move forward. Have a good rest of your Wednesday, and thank you, everyone.