CRISP

Supporting Patients and Providers During Medicaid Redetermination
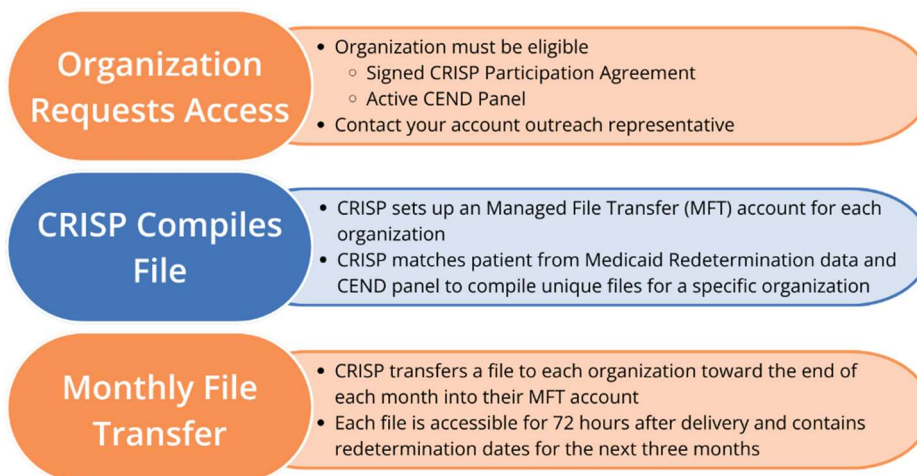
Background: During the COVID-19 public health emergency (PHE), Medicaid was required to maintain enrollment of nearly all Medicaid enrollees - even if the patient was no longer eligible. Medicaid renewals will not be automatic this year. Starting in April 2023, Maryland began making Medicaid eligibility reviews, or "redeterminations" again. Not everyone will be up for renewal at the same time. These renewals will take place over 12 months. Redetermination is a process where Medicaid collects up to date information from patients to determine if they are eligible for Medicaid insurance.

This is the first time some Medicaid enrollees will have completed redetermination. CRISP is determined to spread awareness of the upcoming changes, as well as assist our participants reach all their Medicaid patients.

How CRISP is Helping: In partnership with Maryland Medicaid, CRISP can provide interested healthcare delivery sites with a monthly list of their patients who are up for redetermination in the next 90 days. This data can assist healthcare teams in patient education and awareness to support patients in their redetermination process. This data can help prevent patients from showing up to appointments unexpectedly without coverage. Fewer patients will need to reschedule their appointments and delay necessary care. Care delivery sites can also avoid inefficiencies related to patients being unexpectedly uninsured. The file/list of patients will include information that may aid in patient outreach, as detailed below.

Who Can Receive this File: All CRISP participants with an active CEND panel on file with currently enrolled Medicaid patients can receive a monthly redetermination file. A CRISP participant is a HIPAA covered entity with a signed participation agreement with CRISP.

High Level Process

Organization Requests Access
- Organization must be eligible
  - Signed CRISP Participation Agreement
  - Active CEND Panel
- Contact your account outreach representative

CRISP Compiles File
- CRISP sets up an Managed File Transfer (MFT) account for each organization
- CRISP matches patient from Medicaid Redetermination data and CEND panel to compile unique files for a specific organization

Monthly File Transfer
- CRISP transfers a file to each organization toward the end of each month into their MFT account
- Each file is accessible for 72 hours after delivery and contains redetermination dates for the next three months

Detailed File Transfer Process

An eligible organization can request access to receive a Medicaid Redetermination file from CRISP for their organization by contacting their outreach representative. The outreach representative will confirm eligibility and gather required information. To be an eligible organization you must:

1. Be a HIPAA covered entity with a signed participation agreement with CRISP.
2. Send in and maintain an active CEND panel with CRISP.

CRISP will match your CEND patient panel to Medicaid data to compile a file with basic patient demographics, Medicaid redetermination date, recipient Managed Care Organization (MCO) name, and recipient Medicaid number supplied by Maryland Medicaid. Additionally, the file will include participating site's MRN (from most recent panel submission), and additional patient contact phone number from CRISP data to assist in outreach.

Each file will include attributed patients whose redetermination occurs in the current month, and the next 3 months. For example, the May file will include May, June, July, August redetermination dates.

CRISP will create a Managed File Transfer (MFT) account for one or two members of your organization to manually retrieve the file or retrieval can be automated. The MFT technology platform allows organizations to exchange electronic data reliably and securely between systems and people to meet compliance needs.

CRISP will deliver the redetermination file toward the end of each month via the MFT account. This file will be delivered in a pipe delimited .csv format and stay in the folder for 72 hours after delivery.

High Level File Contents:

Fields	Source
Organization MRN	Organization CEND Patient Panel
Last Name	MD Medicaid
First Name	MD Medicaid
Head of Household First Name	MD Medicaid
Head of Household Last Name	MD Medicaid
Address Line 1*	MD Medicaid
Address Line 2*	MD Medicaid
City*	MD Medicaid
State*	MD Medicaid
Zip*	MD Medicaid
County	MD Medicaid
Phone	MD Medicaid
Email	MD Medicaid
MCO Name	MD Medicaid
Medicaid ID	MD Medicaid
Redetermination Month – Patient will lose coverage at the end of this month	**MD Medicaid**
Home Number	CRISP
Work Number	CRISP
Cell Number	CRISP

Additional Resources:

- CRISP Redetermination File
- CRISP Medicaid Redetermination Project
- Maryland Department of Health Medicaid Check-In Provider - Page