

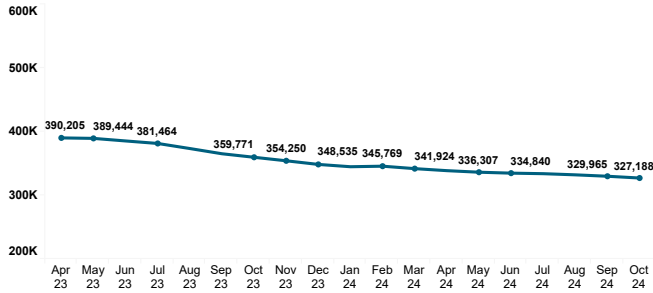
Medicaid Unwind Public Dashboard

About the Data

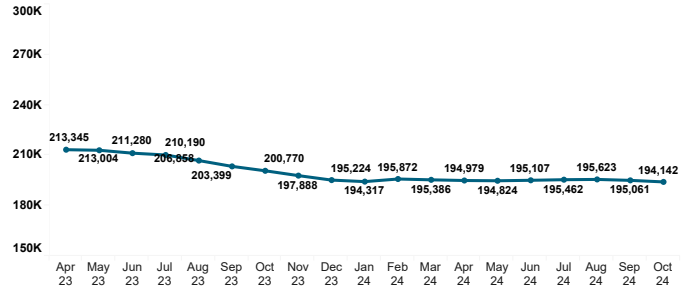
Following the recent passage of federal legislation, the Nebraska Department of Health and Human Services (DHHS) has resumed regular reviews of Medicaid eligibility. Since the beginning of the COVID-19 pandemic, Medicaid members have kept Medicaid coverage even if no longer eligible.

Starting March 1, 2023, each Nebraska Medicaid member's current eligibility will be reviewed starting up to 90 days prior to their renewal month. It will take approximately 12 months to review all households. A member can find out their own renewal month by logging into their [ACCESSNebraska account](#) or calling toll-free (855) 632-7633.

Total Medicaid Member Enrollment



Total Medicaid Household Enrollment



Medicaid Member Renewals

370,356 of 370,473

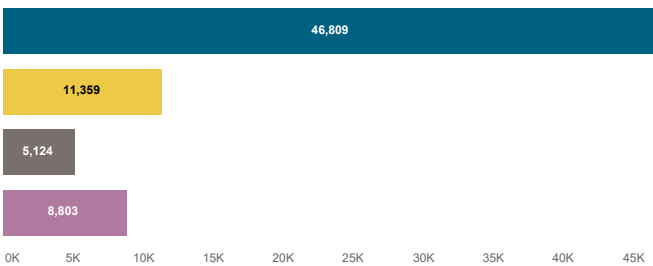
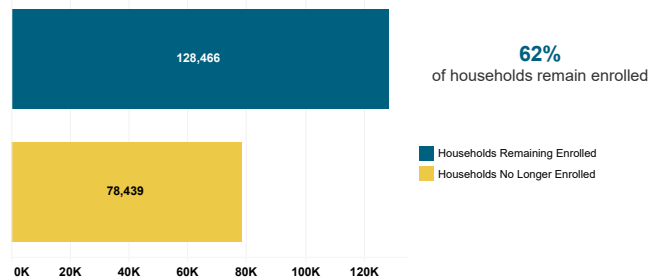
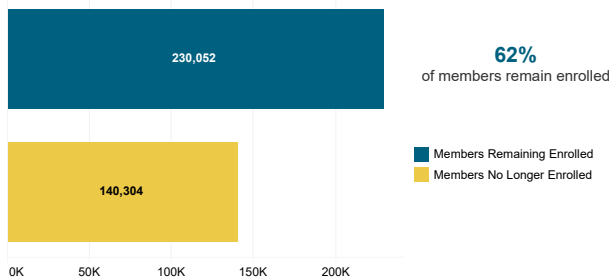
Medicaid members have been reviewed with 117.0 pending renewals remaining.



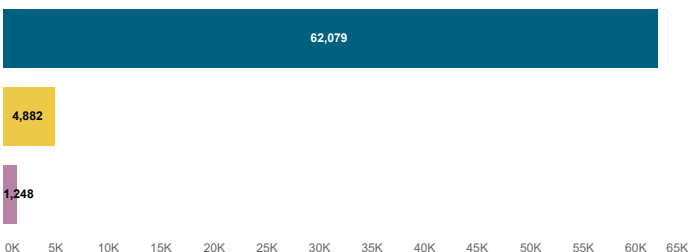
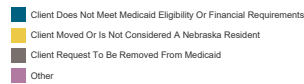
Medicaid Household Renewals

206,905 of 206,962

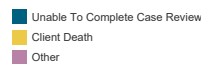
Medicaid household have been reviewed with 57.00 pending renewals remaining.



**72,095
Total Programmatic
Closures**



**68,209
Total Procedural
Closures**



Since March 1, 2023, our customer service representatives have received 365,831 phone calls. During this period of increased call volume, please be patient as we try to address all calls in a timely manner. Our average call wait time is 5.3 minutes.

Data Definitions:

Medicaid: Medicaid is a public insurance program that provides health coverage to low-income families and individuals, including children, parents, pregnant women, seniors, and people with disabilities.

Medicaid Member: An individual who is eligible for and enrolled in the Medicaid program in the state in which he or she resides.

Medicaid Household: For the purpose of defining an applicant's income to assess their eligibility for benefits, a Medicaid household typically consists of the applicant plus their spouse and any dependents who are required to file tax returns. The number of members in a household is sometimes referred to as family size.

Medicaid Renewal: Medicaid renewal, also called Medicaid redetermination or Medicaid recertification, is the annual process Nebraska Medicaid uses to verify if members still qualify to receive Medicaid.

The total number of members renewals to be completed will fluctuate from month to month as a result of members in future months will be deceased, move out of state, or request to be removed from Medicaid.

Members/Households Remaining Enrolled: reflects the cumulative number of Medicaid members/households that remain enrolled following completion of their Medicaid renewal.

Members/Households No Longer Enrolled: reflects the cumulative number of Medicaid members/households that are no longer enrolled following completion of their Medicaid renewal.

Programmatic Closures: is where the beneficiary is closed because the beneficiary was determined ineligible for Medicaid

Does not meet Medicaid eligibility or financial requirements: includes reasons such as income and resources exceed Medicaid limits

Client request to be removed from Medicaid: the member contacted Medicaid and requested to be removed from the program

Client moved or is not considered a Nebraska resident: the member has moved out of state or is not considered a resident of Nebraska even if the member is physically present in Nebraska

Other: includes other administrative reasons related to failure to meet Medicaid eligibility requirements

Procedural Closures: is where beneficiary is closed for a procedural reason (e.g. failure to provide information requested) and may still be eligible for Medicaid

Unable to complete case review: includes reasons such as the member failed to provide information necessary to complete the Medicaid renewal and information sent to the member was returned to Medicaid and Medicaid was unable to contact the member

Client death: member death was reported to Medicaid

Other: includes other procedural reasons related to inability to complete a Medicaid renewal

For questions regarding this dashboard please email: DHHS.MLTCEXperience@nebraska.gov

Data Sources:

NFOCUS
eGain

Please note the CMS metrics represent the renewal data for each month during the unwind period and are not cumulative. The unwind dashboard renewal data represent the monthly cumulative progress during the unwind period. For this reason the renewal data will not match.

The total number of renewals completed increased 6,370 with the data update for July 2023. These renewals were not counted initially due to a system reporting issue.

Please note that an issue was identified related to the reporting of Medicaid Member and Household Renewal data. Members who were enrolled after the continuous enrollment requirement expired on March 31, 2023 were being included in the renewal data. Members enrolled on or after April 1, 2023 are not part of the unwind process. The correction has been applied with the November 2023 update.

Please note that the final update to the Medicaid Unwind Public Dashboard was posted in November 2024.