

Recommendation 9

Improve Pennie/Medicaid Integration

Pennie and the Department of Human Services (DHS) each receive applications or process renewals for households that are not eligible for their program. Sharing these applications or renewals is critical to preserving continuity of coverage. Often, there are delays or missing information in the transfer between programs. To reduce delays and improve accuracy, the Commonwealth should take the following steps:

- Pennie should accept information from DHS as verified and vice versa.
- Transitions between Pennie and Medicaid should minimize duplicative verification. Pennie and Medicaid should share timely verification of income and immigration status.
- Action on referrals between DHS and Pennie should have clear timelines and time limits.
- Notices to households should include all the needed information in one place; not the current one notice from DHS and another from Pennie. Recipients should be able to take the necessary action steps in a timely manner with no gaps in information.
- Align coverage by individual. Children whose parents/caregivers are moving to Pennie may remain eligible for Medicaid or CHIP. Similarly, Pennie should refer children who appear eligible for Medicaid or CHIP when their parents/caregivers are eligible for Pennie.