



Benefits Network
Individual General Agency



MEDICAID REDETERMINATIONS

Resources and FAQs

As we prepare for Medicaid Redeterminations our team continues to gather resources in support of you and your efforts.

* Background - What is this all about?

- o Prior to the pandemic, Medicaid and CHIP enrollees were required to submit annual eligibility requirements to continue with the program and ensure they were qualified for benefits.
- o As of January 2020, under the PHE (Public Health Emergency,) a continuous coverage requirement was created so that all beneficiaries remained enrolled in the program even if they no longer qualified. Renewal requirements had ceased during this time.
- o As of April 1, 2023, the continuous enrollment requirement has ended, and states have begun to effectuate coverage renewals and terminations - it is expected that many individuals will lose their Medicaid coverage and will need to apply for Individual coverage through the Marketplace.

* How can I assist prospects and clients?

- o Those on Medicaid/CHIP will need to complete their eligibility renewals.
- o They will receive their renewal packet in the mail and should make sure their contact information is up to date with the Department of Human Services (DHS).
 - PA State Customer Service Center
 - o Phone: 877-395-8930
 - o Website: dhs.pa.gov/COMPASS



If they are losing Medicaid...

- 1 They may qualify for Marketplace subsidies!
- 2 There is a new ACA SEP to help individuals stay covered!
 - In Pennsylvania, the usual timeframe to enroll has been extended from 60 days to 120 days.

Questions about Medicare, Compliance, Marketing, Tips & Techniques? We are here to help!

Caty Pasqualini, Director | 724-940-9487 | caty.pasqualini@nfp.com

Questions regarding your commission statements or changes to your account?

Heather Kiraly, Accounting Coordinator, 814.289.4225

Susan McKee, Managing Director, 724.940.9407



Webinar Wednesdays

Highmark is offering webinars every month on variety of topics that will help you grow and maintain your book of business. The webinars focus on a different topic with every offering. Additionally, each webinar will include time for a general Q&A session. Registration is required - look for updates from Highmark via email to register.

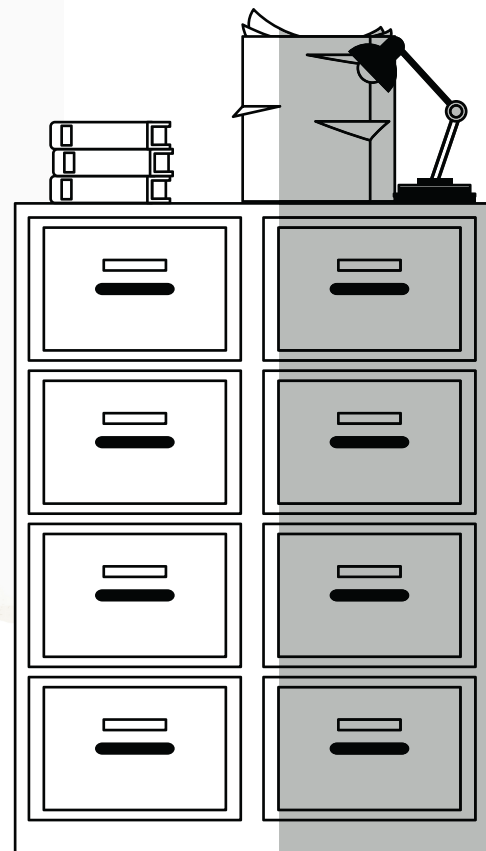
- 5/10 10:00am- ACA & Medicare Diabetic Coverage (Including Onduo)
 - [Click here to register](#)
- 6/7 10:00am- ACA & Medicare Consumer Portal & New Member Guide Payment Options
- 7/5 10:00am- ACA & Medicare Network Sharing
- 8/2 10:00am- Marketing & Agent Rewards, Engaging Your Clients
- 9/6 10:00am- Enrollment Best Practices & Pre-AEP Questions

HIGHMARK ACA RESOURCES

- [Agent Field Guide](#)
- [ACA Sales Brochure \(WPA\)](#)
- [ACA Rate Guide \(WPA\)](#)
- [Plan Comparison](#)
- [Off-Exchange Application](#)
- [Together Blue Diabetes Brochure](#)
- [Together Blue Diabetes Drug List](#)
- [Bronze 6900 HSA Custom Drug List](#)

HIGHMARK ACA COMMUNICATION ARCHIVE

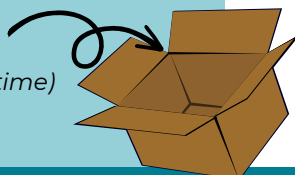
- [USEFUL TIPS: Completing your ACA Hierarchy Change Forms and Book of Business Release Forms \(4/12/2023\)](#)
- [Medicaid Redeterminations: What You Need to Know \(4/4/2023\)](#)
- [CORRECTION: CHIP Eligibility Determinations moving to DHS County Assistance Offices effective APRIL 17,2023 \(3/9/2023\)](#)
- [Prodem and Producer Hotline Guidance for ACA Producers \(2/9/2023\)](#)



Order 2023 Materials through Marcom!
Access by [clicking this link](#).

Username: your email address

Password: highmark1 (when logging in for the first time)





<p>Application Status Benefits Claims Prescriptions Provider/Network</p>	<p>Phone: 800-652-9459 (M-F, 8-4pm) Email: PRODEM@highmark.com</p>
<p>Onboarding Training Producer Portal</p>	<p>Phone: 800-652-9459 (M-F, 8-4pm) Email: ACASalesSupport@highmark.com</p>
<p>Highmark Producer Portal</p>	<p>producer.highmark.com</p>
<p>Highmark Consumer Websites</p>	<p>WPA: highmarkbcbs.com CPA: highmarkblueshield.com</p>
<p>Highmark Integrity Office</p>	<p>Phone: 1-800-985-1056 Email: Integrity@highmark.com</p>
<p>Pennie (PA Exchange)</p>	<p>Website: pennie.com Pennie Broker & Assister Support: 844-844-4440 Email: brokers@pennie.com</p>
<p>NFP-BNGA Main Contact</p>	<p>Caty Pasqualini Phone: 724-940-9487 Email: caty.pasqualini@nfp.com</p>
<p>Commissions/Compensation</p>	<p>Heather Kiraly Phone: 814-289-4225 Email: heather.kiraly@nfp.com</p>

Stay Connected! - Join the Pennie Community Workgroup!

- The Pennie Community Workgroups meets virtually, usually the second Friday of every month from 11:00 am to 12:00 pm. These meetings will focus on hot topics in the marketplace, system updates, and technical tutorials related to the Pennie platform.

[Join or View
Previous Meetings](#)

