



New Mexico Human Services Department

Medicaid and SNAP COVID-19 Public Health Emergency and Continuous Enrollment Operational Unwinding Plan

March 2023

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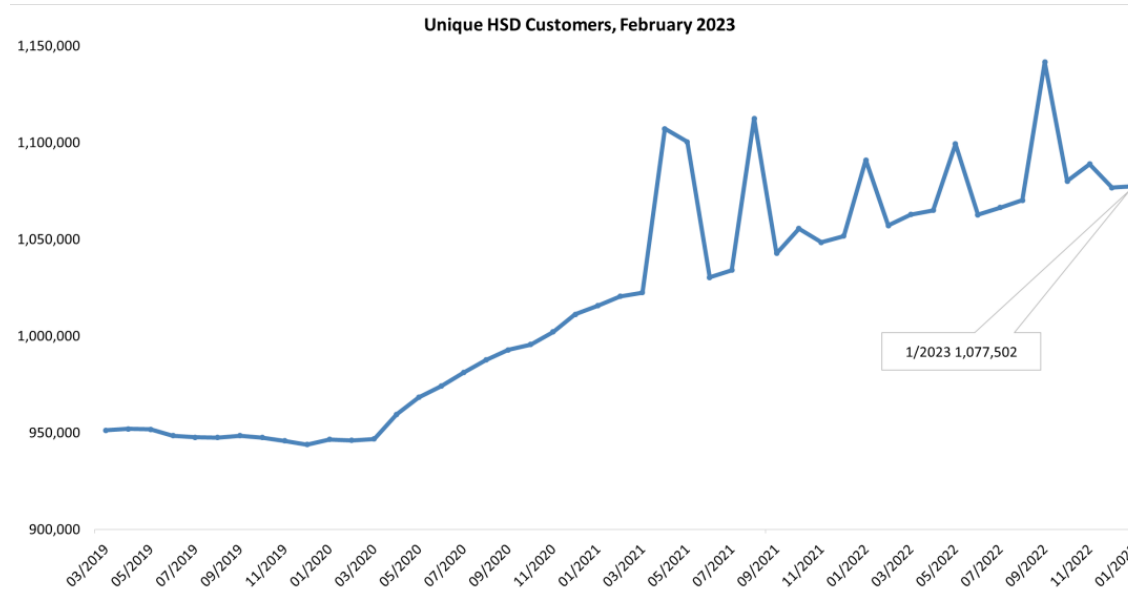
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Overview

In March 2020, Congress passed the Families First Coronavirus Response Act requiring Medicaid programs to keep people continuously enrolled through the public health emergency (PHE), and providing additional funding for the federal Supplemental Nutrition Assistance Program (SNAP) to support families with additional SNAP monthly benefits. [The federal Consolidated Appropriations Act of 2023](#) signed On December 29, 2022, decoupled the Medicaid continuous enrollment requirement known as maintenance of effort (MOE) from the PHE and it ended the additional SNAP benefits known as SNAP emergency allotments.

While the PHE ends May 11, 2023, the Medicaid continuous enrollment requirement ends March 31, 2023. An estimated 87,000 to 110,000 New Mexicans will likely lose coverage with the first roll-off on May 1, 2023. All 984,335 New Mexicans covered by Medicaid will have to renew their Medicaid applications when they are notified by the Human Services Department (HSD).

All 516,537 SNAP customers, or one-fourth of New Mexicans, will no longer receive the SNAP emergency allotments as of March 1, 2023 and have to renew benefits when notified by the department. HSD serves 1,077,502 customers, or nearly 51 percent of the state's population.



It's Time to **Renew NM!**

The goal of the operational unwinding plan is to provide a comprehensive view of the department’s plan to unwind the Medicaid continuous enrollment requirement along with additional flexibilities to SNAP. As HSD undergoes the largest customer engagement the agency has ever faced, the department wants to ensure the necessary tools are provided to HSD customers to know what they need to do with the changes to Medicaid and SNAP.

One of the department’s top priorities is to maximize continuity of coverage and benefits to the 1,077,502 New Mexicans served by HSD.

How we will do it:

1. Recruiting, training, and retaining staff and onboarding additional staff from sister agencies to process Medicaid and SNAP renewal applications.
2. Making strategic decisions informed by data, providing transparency to the public about SNAP and Medicaid unwinding data and implementing technology to streamline the unwinding operations.
3. Communicating with HSD customers, regulators and stakeholders to make sure HSD customers know what actions they need to take and when they need to take them in order to maintain coverage and benefits.

This is a living document to be updated on a regular basis to reflect the progress of the campaign.

HSD Unwinding Approach



New Mexico is initiating Medicaid unwinding activities in March 2023; the month in which the continuous enrollment requirement ends (March 31, 2023) with first roll-off on May 1, 2023.

This approach prioritizes those customers estimated to be financially ineligible for Medicaid once the continuous enrollment requirement ends. These customers have been identified through a monthly report which provides the state with comprehensive demographic and eligibility data for individuals who are currently receiving Medicaid as a result of the continuous enrollment requirement. The data in this report includes information on Federal Poverty Level (FPL) percentage, concurrent receipt of SNAP, last agency contact (ie, the date of any submitted documentation), as well as contact information and enrollment data. This report informs New Mexico's strategy to prioritize the unwinding of financially ineligible Medicaid customers and provides HSD the information needed to assess additional prioritization throughout the unwinding period.

Medicaid customers who have concurrent receipt of SNAP will have their renewal dates aligned with the SNAP activities to ease administrative burden. Customers who have a high level of care or increased medical need will be assigned renewal dates towards the end of the unwinding period to give them plenty of time to plan for transitioning to other coverage if needed.

HSD will conduct unwinding activities for estimated financially ineligible Medicaid customers over months 1-4, and for eligible customers over months 5-12 equitably so as to not create peaks of a large volume of case actions in any given month, as this will impact future years of administrative workload.

Prioritization logic for Medicaid and SNAP renewal dates distribution during the unwinding:

- Medicaid financially ineligible individuals with a SNAP action due in months 1-4
- Medicaid financially ineligible individuals with a non-Maintenance of Effort (MOE) Medicaid action due in months 1-4
- Medicaid financially ineligible individuals with no other action due in months 1-4
- Medicaid financially eligible individuals with a SNAP action due in months 5-12
- Medicaid financially eligible individuals with a non-MOE action due in months 5-12
- Medicaid financially eligible individuals with no other action due on months 5-12
- Medicaid financially ineligible individuals with an identified medical need or high setting of care – month 12

Since the state's Medicaid eligibility is determined by HSD's Income Support Division (ISD), Medicaid has worked closely with ISD to establish a work plan for the unwinding period. Because the eligibility staff (caseworkers) are responsible for determining eligibility for other federal programs

such as SNAP, Temporary Assistance for Needy Families (TANF), and Low Income Home Energy Assistance Program (LIHEAP), New Mexico has simulated an unwinding distribution of our Medicaid population to allow for the greatest opportunities for alignment across programmatic actions. This distribution plan will minimize the potential for spikes in future years, equalizing the distribution of renewal activities across the twelve-month period.

HSD is working with its eligibility vendor to review simulated unwinding distribution reports. These simulated reports allow the state to engage in practical projections for workload and administrative burden as well as inform our projections for call volume. The strategy is to align as many Medicaid renewals as possible with required SNAP efforts to increase efficiencies in administrative processing.

The department is also preparing several mechanisms for tracking the success and the progress of the unwinding post-implementation. Because of the extensive system and policy changes, HSD is preparing to have a designated team of subject matter experts available for addressing concerns and escalating issues to the appropriate divisions.

Transitions for High-Risk Medicaid Customers

HSD is assessing the Medicaid population through regular monthly reports which provide detailed demographic and case level information on this population. As a result we have been able to identify customers we deem “high risk;” i.e individuals who are likely to lose eligibility for financial reasons but are enrolled in a category of eligibility that indicates a high medical need or are receiving intensive care coordination due to an identified health need. These customers will be scheduled to renew towards the end of the unwinding period to allow for maximum communication and timeframes for them to prepare for alternate coverage and/or provide the agency with updated information so as to allow for ongoing medicaid enrollment.

Transitions to the New Mexico Health Insurance Exchange

As the department prioritizes the unwinding of renewals for customers who are no longer financially eligible for Medicaid, HSD is working closely with [BeWellnm](#), the state-based health insurance exchange, to ensure that they are prepared for the volume of account transfers that we are anticipating during the first four months of the unwinding period.

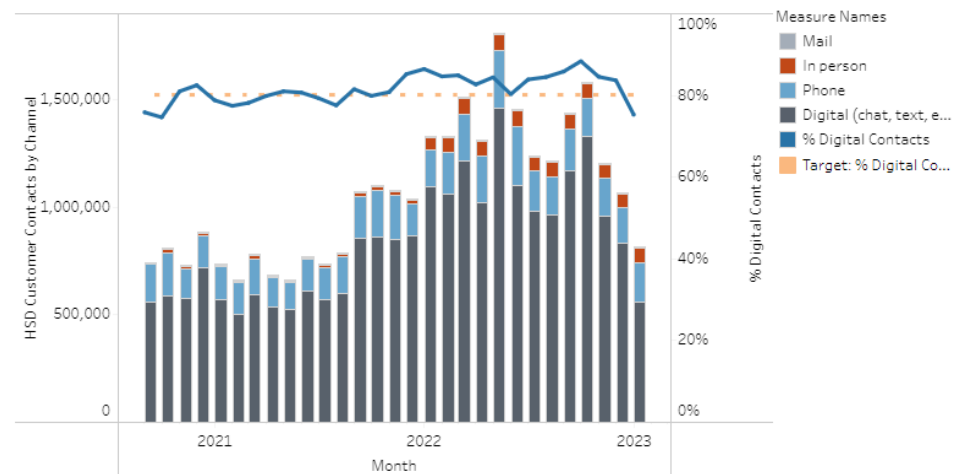
HSD has developed a process for data sharing that will allow us to provide details for eligibility closures through the normal account transfer process, as well as a file transfer mechanism that will provide BeWellnm with details on procedural closures. This information will be used for outreach in an attempt to mitigate potential coverage gaps. Customers will also receive information about renewing their Medicaid eligibility in the event that a procedural denial occurs. New Mexico has also authorized a premium assistance program for customers who lose Medicaid coverage as a result of the unwinding and transition to BeWellnm. This premium assistance allows for a single month of coverage.

SNAP Overview and The End of Emergency Allotments

During the COVID-19 pandemic, HSD was approved for a waiver to automatically extend SNAP cases. Cases could only receive one, six month extension, back to back extensions were not allowed. Any case that received an automatic extension will now need to submit a recertification (renewal) application during the last month of their certification period (renewal due date).

SNAP customers will need to submit a renewal application (recertification) by their due date to determine benefit eligibility. However, not every customer has to submit at the same time, HSD is sending a renewal packet in a **distinctive turquoise envelope** by mail before the customer is due to renew benefits. Therefore, it's very important for SNAP customers to make sure the department has their updated contact information to ensure they receive the turquoise envelope by mail. The easiest and fastest way for HSD customers to update contact information with the department is by going to the Yes NM Portal at www.yes.state.nm.us and updating their contact information through the chat. 84 percent of HSD customers prefer to apply for, and manage their benefits online.

How often are people like me contacting HSD online, via the phone, and in person or by mail? (↑ good)

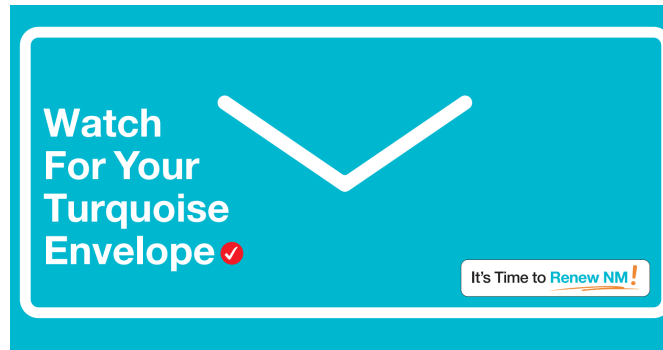


It's Time to **Renew NM!**

All SNAP customers have to renew when their recertification (renewal) is due. For the SNAP program, HSD serves 267,212 NM households that includes 516,537 individuals.

Timeline for SNAP renewals:

- SNAP customers will receive the turquoise envelope with the Interim Report 45 days before the Interim Report is due.
- To continue to receive timely benefits SNAP customers must submit the interim report by the 10th of the month it is due and no later than the 30th of the month it is due to maintain benefits.
- For the renewal application (recertification), SNAP customers will receive the turquoise envelope 45 days before their renewal due date.
- To continue to receive timely benefits SNAP customers must submit their renewal application by the 15th of the month it is due and no later than the 30th of the month it is due to maintain benefits.



The federal government also approved increased payments known as SNAP emergency allotments to those receiving SNAP food assistance. Beginning in March 2023, all SNAP households nationally, including those in New Mexico, will return to their regular benefit amount, making February 2023 the last month of SNAP extra benefits.

Explaining the impact on individual households is challenging, because every household is different. The amount of benefits is calculated based on individual income and expenses. For instance, a single-person household with no income may have received the maximum monthly SNAP benefit (for a household of one) of \$281. Because the household was already receiving the maximum benefit for its size, it would have received an additional

supplementary allotment of \$95, increasing the household's benefit to \$376. With emergency allotments ending in February, the household will now receive \$281 in monthly benefits.

In comparison, a household of three with income might have been eligible for \$335 per month in regular SNAP benefits. With the additional emergency allotments, that same household would have received a total of up to \$740 per month, the maximum benefit for a family of three. In March, with the end of emergency allotments, that family will go back to receiving \$335 per month regular benefit. Nevertheless, the department anticipates a 33% decrease in monthly SNAP benefits for HSD customers, beginning in March 2023.

HSD is seeking to implement SNAP waivers to assist with the return to normal eligibility determination procedures. The department will be phasing out adjustments of program operations and temporary exemptions for students.

Fair Hearings

The fair hearing request form provides information to customers about how to use and how to determine when to request a fair hearing. The hearing request form will not be attached to all HSD mail correspondence, which will help reduce confusion and eliminate unnecessary fair hearing requests.

Unwinding Workforce Overview

Like most states, limited workforce capacity is a top concern in New Mexico. HSD has been challenged to keep up with staff attrition rates during the COVID-19 pandemic and must deploy a mitigation strategy to keep pace with the anticipated volume of SNAP and Medicaid renewals.

HSD has been continuously hiring caseworkers, providing retention incentives, enlisting support staff from sister agencies and hiring temporary contract staff. HSD workforce tactics include, but are not limited to;

Recruiting and retaining tactics:

- Streamlining the training process to onboard new workers and volunteers more quickly.
- Recruiting experienced volunteers from other state agencies and community-based organizations to help with case processing.
- Conducting statewide rapid hire events to recruit additional caseworkers.
- Identifying merit staff to assist HSD from sister agencies.
- Providing retention bonus incentives to caseworkers.

Training tactics:

- Implementing initial targeted training for new hires that are directly supporting unwinding efforts.
- Developing new training curriculum that is designed for the DWS, DOH volunteers, Medicaid presumptive eligibility determiners (PEDs) and retirees, recognizing that many of them may already have extensive experience determining eligibility for SNAP and/or Medicaid.
- Onboarding and training additional 50 contract staff who will assist with Medicaid renewal applications.

Streamlining tactics:

- Maximizing the use of federal flexibilities where feasible to streamline the renewal process.
- Reconfiguring work in online queues, call centers, and lobby hours to better serve HSD customers through the channels they prefer and dedicate more time to case processing.
- Changing call center processes to focus on cases in sequential order.
- Increasing automation to minimize the need for manual work.
- Temporarily limiting office lobby hours during low peak periods to process the tasks in the queues and better serve the 84 percent of HSD customers who prefer to interact with the department through online services.

Workload tactics:

- Providing voluntary and mandatory overtime for caseworkers to work additional hours.
- Tiger Team - a specialized team of 40 HSD employees brought together to focus on processing SNAP cases from oldest to newest.
- HSD continues to offer 12 hours of overtime monthly, with four hours of mandatory overtime during All Hands on Deck Week - designed to increase the processing of initial applications, recertifications (renewals) and pending work by reducing case worker disruptions during case processing.
 - During the unwinding period, All Hands on Deck Week is set on a monthly cadence and requires involvement of all members of the team.
 - During the All Hands on Deck Week, there are no field office meetings, internal announcements and emails are limited to the field staff to allow them time to focus on case processing work to support HSD customers.
 - This initiative is based on feedback from employees via surveys and staff meetings.

Additional targeted recruiting and training:

Department of Workforce Solutions Volunteers:

HSD has developed a plan to survey, train and use merit staff from DWS on a volunteer basis to assist with case processing. HSD will offer overtime to DWS workers Monday through Friday; 7 a.m. - 8 a.m. and 5 p.m. - 7 p.m. HSD is developing an overtime plan for the weekends to align with ASPEN system availability.

DWS engagement action steps:

1. Creating a TEAM site.
2. Sending a survey to DWS staff regarding related job experience to assess training needs.
3. Conducting meetings with trainers and managers.
4. Submitting major changes to FNS.
5. Requesting workload reports from Deloitte to identify cases to be worked on a regular cadence.
6. Conducting onboarding meetings to provide logistics and introductions of management.

Community-based Organizations

HSD developed a plan to mobilize its Medicaid presumptive eligibility determiners (PEDs) at community-based organizations across the state to assist with renewal applications. PEDs are trained and certified by HSD to perform application assistance and to make initial presumptive eligibility determinations for Medicaid.

PED volunteers will be trained to help assist with Medicaid and SNAP renewals. HSD is submitting a demonstration waiver request to FNS for permission to use PEDs on the certification of SNAP cases when combined with a Medicaid approval.

HSD Customer Service

Yes NM Portal - HSD Online Services

84 percent of HSD customers prefer to apply for, and manage their benefits online. The easiest and fastest way for New Mexicans to apply, manage, renew their benefits is online by going to the Yes NM Portal at www.yes.state.nm.us.

HSD Consolidated Customer Service Center Operations

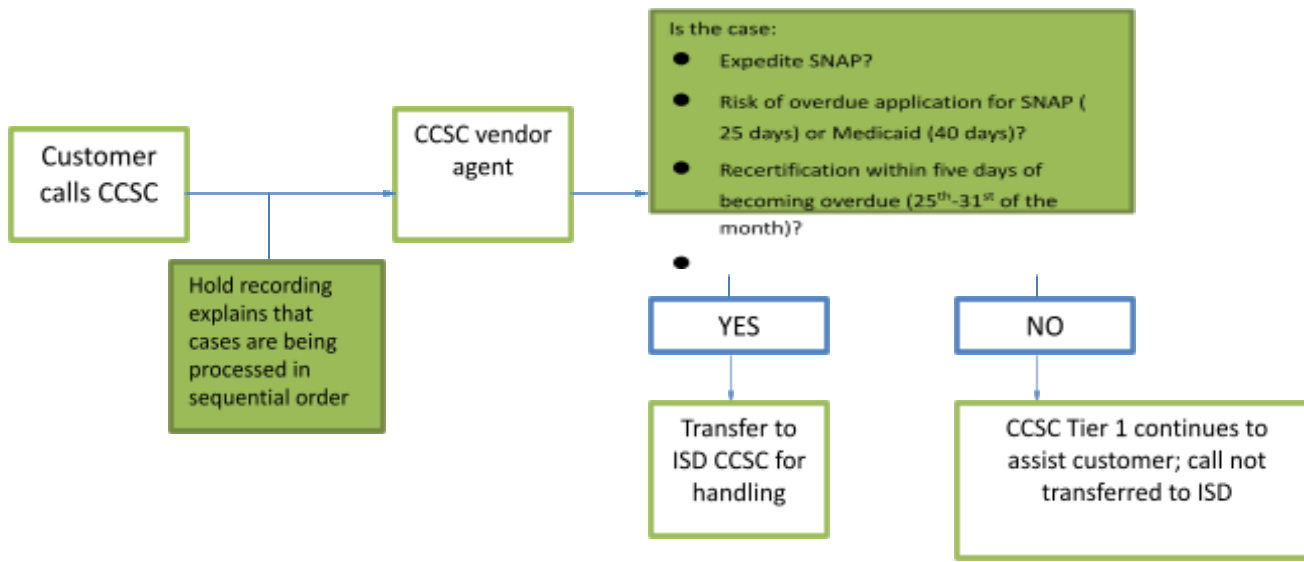
HSD's Consolidated Customer Service Center (CCSC) includes chat, text, email and call center availability.

- Chat services: HSD customers can chat with the department 24/7 at the Yes NM Portal at www.yes.state.nm.us.
- Text services: HSD customers can text the department 24/7 at 601-401-4995 for general information. (Standard messaging rates may apply.)
- Email services: HSD customers can email the department 24/7 at NM.Customers@hds.nm.gov and providers can email the department 24/7 at NM.Providers@hds.nm.gov
- Call services: HSD customers can call the department at 1-800-283-4465 Monday through Friday, 7 a.m. - 6:30 p.m.

During the unwinding period, HSD will transfer calls from a CCSC vendor agent to HSD staff based on the following criteria:

- When the case is identified for expedited SNAP benefits;
- When a SNAP application has been pending for 25 days or more;
- When a Medicaid application has been pending for 40 days or more; and,
- When a recertification is within five days of becoming overdue. (Because recertifications are handled on a month-to-month basis, these calls will only be transferred between the 25th-31st of the month).

The same criteria will be followed for in-person office visits.



The CCSC vendor will also begin scheduling SNAP interviews – a function that is currently performed by HSD call agents – so that callers requesting an interview appointment for SNAP will not require a transfer to HSD or an in-person visit to an HSD field office.

HSD Office Lobby Hours

- Monday and Tuesday, 8:00 a.m. - 4:30 p.m.
- Wednesday 8:00 a.m. - 10:30 a.m.
- Thursday and Friday 8:00 a.m.- 12:00 p.m.

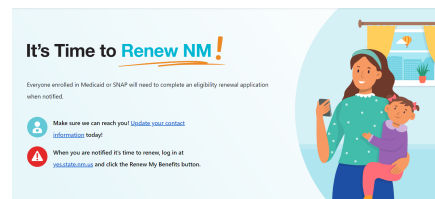
HSD field offices can be found [here](#). This change in hours has allowed caseworkers to focus dedicated time to processing new and renewal applications, which are mainly submitted online at the Yes NM portal at www.yes.state.nm.us.

Customer Contact Information

HSD customers will receive their Medicaid and/or SNAP renewal packet by mail when it is time for them to renew their benefits, without updated contact information, the department may not be able to reach them. Customers' outdated contact information could result in a loss of benefits as well as a less effective communication and outreach during the unwinding period. Additionally, returned mail results in a substantial administrative workload for HSD as envelopes are manually scanned and indexed in the system for tracking purposes.

HSD is implementing a number of tactics to ensure HSD customers update their contact information:

- Running a data match against the US Postal Service database to update addresses automatically.
- Requiring call center representatives to seek updated contact information (addresses, emails, phone numbers, and authorization for text messaging) during every interaction with customers.
- Updating HSD call center's Interactive Voice Response system with messaging that reminds callers to update their contact information.
- Implementing an address update chatbot functionality for visitors to the www.yes.state.nm.us application and renewal portal.
- Adding “**Update your contact information in the chat today to receive important Medicaid and SNAP renewal notices!**” banner message to the Yes NM Portal home page.
- Promoting [how-to videos](#) on social media for customers to walk them through the process of updating contact information at www.yes.state.nm.us.
- “Update contact information” text outreach campaign to HSD customers (Cadence: 60 days in advance of their renewal due date).
- “Update contact information” direct mailer to 1,076,746 HSD customers (Jan. 2023).
- “Update contact information” organic community growth social media program on HSD platforms; Facebook, Instagram, Twitter (weekly cadence).
- “Update contact information” earned media: two press releases, one exclusive interview with the Albuquerque Journal, eight radio interviews, two press conferences; one SNAP-focus (Jan 19) and one Medicaid-focus (March 30).
- Promoting, via HSD social media platforms and Renew NM site, how-to videos for customers to walk them through the process of updating contact information in www.yes.state.nm.us.
- Promoting the Renew NM site <https://renew.hsd.nm.gov/> to create awareness about the importance of updated contact information.
- Working with stakeholders, sister agencies and community partners to promote the “update your contact info” sub campaign.
- Paid traditional and digital media to promote the “update your contact info” sub campaign starting in March 2023.



It's Time to **Renew NM!**

Continuous Coverage Unwind Communication and Outreach Campaign: Become a Renew NM Partner

On Jan. 19, 2023, HSD launched “Renew NM,” a statewide public awareness campaign to provide resources and information to HSD customers and community partners about the changes to Medicaid and SNAP.

HSD encourages providers, health care organizations, community organizations, business, government employees, or concerned community members to **become a Renew NM Partner**. The department has created a suite of approved Renew NM communications, call center scripts, social media posts, and much more. Renew NM partners can use these pre-approved materials in the [Renew NM Partner Toolkit](#) to help keep New Mexico covered. The toolkit includes ready-to-use communications designed to provide New Mexicans the necessary tools about the process and create awareness about the importance of renewing their Medicaid and SNAP eligibility.

HSD’s unwinding communications is branded under the campaign name “Renew NM: It’s Time to Renew NM,” and communications and outreach material can be found at <https://renew.hsd.nm.gov/>

The campaign requires direct customer, earned media and paid media phased communication strategies that include 4 sub campaigns:

- Update your contact information (Jan - April 2023)
- Get ready to renew (Roll out March 2023. Cadence: 60 days before customers are due to renew).
- Watch for your turquoise envelope (Roll out March 2023. Cadence: 45 days before customers are due to renew).
- Submit your renewal. The easiest and fastest way to renew your benefits is by going to your Yes NM account at www.yes.state.nm.us (Roll out April 2023. Cadence: monthly on the month customers are due to renew).

Renew NM statewide paid media campaign

HSD has allocated \$1 million to the paid media strategy for the unwinding activities. This includes, but is not limited to:

- Traditional media
 - TV commercials,
 - Newspaper Ads,
 - Radio PSAs,
 - Billboards.
 - Transit

It's Time to **Renew NM!**

- Digital media
 - Social media posts
 - YouTube Ads.
 - Google Ads.

Tailoring all materials and strategies to ensure culturally and linguistically appropriate messaging; translating materials and outreach into multiple languages including Spanish, Diné, and English is a top priority for the department.

Renew NM Partner Engagement

Engagement with a range of partners, such as community-based organizations with well-established ties to underserved communities, sister agencies among others is crucial to build trust and provide access to communication about the unwinding process to New Mexicans across the state.

HSD collaborates with a variety of stakeholders to prepare New Mexicans for the changes to Medicaid and SNAP. These stakeholders include, but are not limited to:

- The New Mexico State Health Insurance Exchange known as [BeWellnm](#) to keep New Mexicans connected to no -or low-cost health insurance.
- The state’s managed care organizations (MCOs): Presbyterian Health Plan, BlueCross BlueShield of New Mexico, Western Sky Community Care.
- New Mexico Food Bank Association and Food bank organizations;
 - Roadrunner Food Bank
 - The Food Depot of Santa Fe
 - Food Banks of Eastern New Mexico
 - Community Pantry
 - ECHO Food Bank
 - Loaves and Fishes
 - Salvation Army
- Advocacy organizations
- Community-based organizations

- Tribal communities.
- NM State Legislators
- NM Congressional Delegation
- Sister agencies

Unwinding Automation

Data and Technology

New Mexico has been working closely with HSD's eligibility vendor to ensure system readiness for the unwinding period. HSD has developed system logic and testing for the distribution of Medicaid renewals across the twelve-month unwinding period as well as worked with them on developing regular, robust reporting for both pre-unwinding preparedness as well as post unwinding tracking.

In an effort to ameliorate the increased administrative work associated with the unwinding activities, New Mexico has implemented several system automation enhancements during the unwinding period to assist the state in preemptively renewing individuals. New Mexico implemented several changes to our ex-parte job which have allowed for increased successes at admin renewal and furthered the ability of the state to provide these renewals without intervention from case workers or customers.

To position HSD in the best possible way as it heads into the unwinding period, the department is making necessary system improvements that will maximize the use of data for automated eligibility decisions and reduce the need for manual interventions by HSD caseworkers and workforce volunteers. The IT plan includes improvements to:

- HSD's eligibility and enrollment IT system ASPEN, and the Yes NM web portal are being enhanced to include updates to Real Time Eligibility (RTE) for Medicaid Renewals. Optical Character Recognition for processing paper forms; de-duplication of tasks to reduce repetitive work for field office staff, and language updates on certain notices to include Chinese and Vietnamese.

In addition to making improvements, it is important to note that HSD is also tasked with unwinding multiple IT changes that were made to comply with the federal PHE and the waivers and flexibilities that were executed by the state.

Key Performance Indicators

HSD has identified multiple key performance indicators (KPIs) that will be used to track and measure the agency's performance during the unwinding period to assure accountability and transparency.

KPIs include:

a. SNAP

- i. Overdue SNAP Recertifications
- ii. Overdue SNAP Interim Reporting
- iii. Overdue New Applications (non-expedite)
- iv. Overdue New Applications (expedite)
- v. SNAP Accuracy rate
- vi. SNAP case and procedural error rates (CAPER)
- vii. Reduced employee vacancy rate

b. Medicaid

- i. Timeline to process Medicaid cases
- ii. Overdue Annual Recertifications
- iii. Overdue Interim Reporting
- iv. Overdue New Applications
- v. Applications processed by type

c. Income Support Staffing

- i. Number of new ISD staff
- ii. Number of volunteer staff
- iii. Number of staff needed to process cases timely
- iv. Date backlog will be completed

d. IT

- i. Additional Hours of IT Availability
- ii. Call center

Federal Waivers and Flexibilities

HSD’s federal regulators; the Center for Medicare and Medicaid Services (CMS) for the state’s Medicaid program and USDA Food and Nutrition Services (FNS) for SNAP, have provided guidance, recommendations, and requirements for the unwinding period. There are some flexibilities that will be requested or maintained during the unwinding to support the operational plan, as detailed for each program below.

SNAP

HSD has worked with FNS regarding additional flexibilities for states that are experiencing high caseloads due to the resumption of normal case processing. Below are new waivers that are being requested by HSD to manage SNAP recertifications.

Category	SNAP Request	Status
Waiver	Apply IR rules to recertifications. Reduced contact with customers; use simplified verification.	Approved through 3/2023. The state is applying for an unwinding waiver to be issued 4/2023-3/2024.
Letter of Intent	Waive pandemic caused claims	Approved 4/1/2022-3/31/2023
Waiver	Update address with no negative action on case until next IR/recertification if shelter expenses are not provided.	Currently pending system changes

Waiver	Waiver of extension of recertifications and waived IRs	Approved 3/2023-5/2023
Demonstration Project	SNAP Real Time Eligibility (RTE) for Interim Reporting (IR) and annual recertifications	Pending FNS approval
Demonstration Project	Presumptive Eligibility Determiners (PEDs) to certify SNAP cases when working Medicaid cases	Demo Project pending FNS approval
Demonstration Project	RPA (Automation) address update – mailing address only	Pending FNS approval

Medicaid

HSD understands that the transition back to normal operations will take time. The length of the public health emergency has changed the habits of our customers and in an effort to keep New Mexicans covered to the extent we are able, we have also pursued and been approved for several flexibilities which will apply throughout the unwinding period in order to mitigate procedural denials and the disenrollment of Medicaid eligible New Mexicans.

As we prepare for the end of the continuous coverage requirement and the unwinding period, the state’s Medicaid program has sought out federal waivers such as;

1. *Facilitating Renewals for Individuals with No Asset Verification System (AVS) Data Returned Within a Reasonable Timeframe.*

This waiver authority allows HSD to assume that there are no changes to resources when no information is returned from AVS data checks and complete an ex-parte renewal without any further verification needed.

2. *Renewal for Individuals Based on SNAP Eligibility.*

This waiver authority allows HSD to renew Medicaid eligibility for SNAP participants whose gross income as determined by SNAP is under the applicable MAGI income standard for Medicaid eligibility without conducting a separate MAGI-based income determination.

3. *Partnering with Managed Care Organizations (MCOs) to Update Beneficiary Contact Information.*

This waiver authority allows HSD to accept updated beneficiary contact information obtained by MCOs, that has been verified by the MCOs with the beneficiary or their authorized representative, without additional confirmation from the beneficiary to HSD. The department may then update the contact information in the beneficiary's case record. This waiver does not apply to out-of-state addresses received from MCOs.

4. *Use U.S. Postal Service (USPS) National Change of Address Database and USPS Returned Mail to Update Beneficiary Contact Information.*

This waiver authority allows HSD to utilize the data from the USPS National Change of Address database to update the client record and improve the likelihood of the agency being able to contact the recipient during the unwinding. These waivers will remain in effect through the end of the state's twelve-month unwinding period.

Additional [PHE Medicaid Waivers](#)

Appendix A

Resources

<https://renew.hsd.nm.gov/>

<https://www.bewellnm.com/>

<https://www.medicaid.gov/resources-for-states/coronavirus-disease-2019-covid-19/unwinding-and-returning-regular-operations-after-covid-19/index.html>

<https://www.fns.usda.gov/snap/temporary-administrative-waivers-available-state-agencies-support-unwinding-covid-19>

<https://www.medicaid.gov/resources-for-states/downloads/state-unwinding-best-practices.pdf>

https://www.medicaid.gov/sites/default/files/2022-03/Consumer%20Research%20on%20Unwinding%20Phase%20I_508.pdf