

Coverage Continuity Intercept Model (CCIM)

0. PREVENT

Capacity Building & Pre-Redetermination

Key Partners: CBOs, MCOs, housing providers, schools, faith-based orgs

Key Activities: develop communication plans, outreach campaigns, update contact info, educate individuals affected and staff on requirements, identify and build relationships with work/volunteer opportunities and related relationship building, develop workflows, establish tracking tools, plan for financial impact, develop policies

Client receives renewal notice

01. IDENTIFY

Renewal Notification & App Support

Key Partners: State vendors, case managers, care coordinators, community health workers

Key Activities: assist with application/renewal assistance, support with document gathering/ interpretation/ literacy, prompt individuals to check mail/texts, track application completeness and renewal status

02. INTERVENE

Coverage Loss/Gap

Key Partners: Pharmacies, hospitals/Eds, crisis services, legal aid

Key Activities: engage rapid re-enrollment workflows, engage bridge programs (charity care, sliding scale), support access to emergency medication

03. RECOVER

Re-enrollment & Coverage Recovery

Key Partners: Medicaid staff, MCOs, navigators

Key Activities: support community engagement, leverage presumptive eligibility, support transition to marketplace (if income change)

04. STABILIZE

Restabilization

Key Partners: Peer support, social services, care coordinators

Key Activities: track renewals and community engagement, maintain updated contact info, address SDoH

workforce, text reminders, technology (e.g. EHR alerts, shared referral platforms)