



Status Update - Missouri Medicaid Unwinding

(June 2023 - January 2024)

Where do we stand two-thirds of the way through the process?

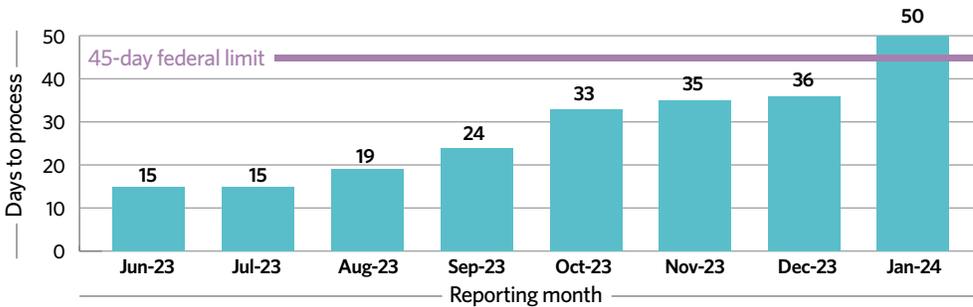
See below for a rundown of how the state is faring and [read the full issue brief](#) to learn more about potential policy solutions to reduce the number of Missourians who are unjustly losing their health coverage.

At the start of the COVID-19 public health emergency in March of 2020, federal prohibitions were put in place to keep Medicaid enrollees from being removed from the program. Three years later, in June of 2023, those protections ended, and a 12-month “unwinding period” began. During this time, Missouri is undertaking a complete redetermination process for all Medicaid participants.

Over 12 months, this process will impact more than 1.5 million Missourians, almost 25% of the state’s population.

In October 2023 (the latest month with data available), Medicaid call centers reported an average wait time of 24 minutes with more than 4 out of 10 callers hanging up before receiving help. There are anecdotal reports of wait times in early 2024 far beyond that average, in some cases reaching several hours.

Days To Process New Applications



New applicants (many of whom may have been inaccurately disenrolled due to paperwork issues) are waiting an average of **50** days for a determination, exceeding the federal **45**-day limit. This figure has been trending upward since the start of the unwinding process and rose by almost 40% since December 2023.

These issues are becoming progressively worse as processing times and paperwork issues lead to more Missourians losing their health coverage, particularly those at a high risk of poor health outcomes, specifically older adults, people with disabilities, and low-income families and children.

There are viable policy solutions that can be implemented to increase automatic renewals and allow the state time to fix longstanding issues with the Medicaid eligibility and enrollment process. These recommendations, which include issuing a temporary pause on procedural terminations, can be found in the full brief, [Missouri Medicaid Unwinding Post-Public Health Emergency](#).



888,646

Total Missouri Medicaid enrollees reviewed so far

221,985

Have lost their coverage

More than 3/4

were due to a procedural reason such as missing paperwork, not because they no longer qualify.

Almost 1/2

of those who have lost coverage so far are **children**.

For kids who have lost coverage, nearly three-quarters were the result of procedural issues.

