



Lori A. Shibinette  
Commissioner

Karen E. Hebert  
Director

STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
*DIVISION OF ECONOMIC & HOUSING STABILITY*

129 PLEASANT STREET, CONCORD, NH 03301  
603-271-9474 1-800-852-3345 Ext. 9474  
Fax: 603-271-4230 TDD Access: 1-800-735-2964  
www.dhhs.nh.gov

June 1, 2022

The Honorable Karen Umberger, Chairman  
Fiscal Committee of the General Court and

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
State House  
Concord, NH 03301

**REQUESTED ACTION**

Pursuant to the provisions of RSA 14:30-a, VI, authorize the Department of Health and Human Services, Division of Economic & Housing Stability, Bureau of Family Assistance to amend Fiscal Committee item #FIS 21-169, approved on June 18, 2021 and Governor and Council item #7 approved on June 30, 2021 by accepting and expending funds approved from the American Rescue Plan Act (ARPA), in the amount of \$3,003,000 effective upon Fiscal Committee and Governor and Executive Council approval through June 30, 2023 and further authorize the allocation of these funds in the account below. These additional funds for the Tier One Resolution Call Center will help strengthen the Bureau's capacity to assist with the needs of families and individuals and to mitigate the risk of any loss in Medicaid coverage. This is an allowable use of ARP FRF funds under Section 602 (c)(1)(A) to respond to the public health emergency or its negative economic impacts. 100% Federal Funds.

**05-095-094-940010-24650000<sup>1</sup> HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, HHS: NEW HAMPSHIRE HOSPITAL, NEW HAMPSHIRE HOSPITAL, ARPA DHHS FISCAL RECOVERY FUNDS**

---

<sup>1</sup> All direct program costs will be accounted for using activity 00FRF602PH9505A and all administrative and indirect costs will be accounted for using activity 00FRF602PH9505Z. Accounting classifications may be subject to technical changes at the discretion of the Department of Administrative Services' Division of Accounting Services.

CLASS OBJ	CLASS TITLE	Current Modified Budget	Increase/ (Decrease) Amount	Revised Modified Budget
000-400338-16	Federal Funds	\$ 64,707,899	\$ 3,003,000	\$ 67,710,899
	General Fund	\$ -	\$ -	\$ -
	<b>Total Revenue</b>	<b>\$ 64,707,899</b>	<b>\$ 3,003,000</b>	<b>\$ 67,710,899</b>
010-500100	Personal Services Perm Class	\$ 245,500		\$ 245,500
020-500200	Current Expenses	\$ 1		\$ 1
022-500255	Rents-Leases other than State	\$ 3,959,227		\$ 3,959,227
030-500301	Equipment New/Replacement	\$ 1		\$ 1
040-500800	Indirect Costs	\$ 2,123,973		\$ 2,123,973
041-500801	Audit Fund Set Aside	\$ 43,371	\$ 3,000	\$ 46,371
042-500620	Additional Fringe Benefits	\$ 8,733		\$ 8,733
046-500462	Consultants	\$ 1		\$ 1
047-500240	Own Forces Maintenance (Bldg-Grnds)	\$ 1		\$ 1
048-500226	Contract Repairs: Bldg. Grounds	\$ 1		\$ 1
059-500117	Temp Full Time	\$ 98,792		\$ 98,792
060-500601	Benefits	\$ 180,751		\$ 180,751
102-500731	Contracts for Program Services	\$ 46,276,323	\$ 3,000,000	\$ 49,276,323
103-502507	Contracts for Operational Services	\$ 11,771,224		\$ 11,771,224
	<b>Total Expenses</b>	<b>\$ 64,707,899</b>	<b>\$ 3,003,000</b>	<b>\$ 67,710,899</b>

### EXPLANATION

This request amends FIS #21-169 by adding the requested funds to the prior authorization, which will be used to continue a temporary Tier One Resolution Call Center in DHHS, Division of Economic and Housing Stability, Bureau of Family Assistance. The Department's Bureau of Family Assistance anticipates unprecedented volume of inbound calls and applications for renewal of benefits over the next several months related to the federal Public Health Emergency (PHE), which end is still unknown. Upon the end of the PHE, Medicaid beneficiaries must apply for renewal of their eligibility, at which point the number of Medicaid applications that are currently processed by staff is anticipated to double, and will continue to increase during the PHE.

The Center for Medicaid and Medicare Services (CMS) is requiring that all Medicaid beneficiaries' eligibility must be re-determined once the PHE ends, or coverage will be discontinued. Beneficiaries, providers, community partners, Managed Care Organizations (MCO), stakeholders and the state DHHS will be significantly impacted before the end of the PHE and for several months after by the "unwinding" of the PHE requirements. DHHS needs to prioritize and increase staff time and capacity using a Tier One Resolution call center so that staff may process the high volume of applications for redetermination to mitigate the risk of beneficiaries losing their healthcare coverage. Additionally, if the Department is unable to properly and timely adjudicate eligibility with this support, the State will be adversely financially impacted and subject to required capitation payments estimated at approximately \$4 million a month in state general funds that will not be reimbursed for the federal portion of the Medicaid coverage.

The Honorable Karen Umberger, Chairman and  
His Excellency, Governor Christopher T. Sununu  
June 1, 2022  
Page | 3

Funds will be budgeted as follows:

Class 041 – The funds will be used to pay for audit fund set aside per State requirement.

Class 102 – The funds will be used to amend an existing contract.

Area served: Statewide

Source of Funds: These funds are 100% Federal.

In the event that these Federal Funds become no longer available, General Funds will not be requested to support this program.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Lori Shabinette", with a stylized flourish at the end.

Lori A. Shabinette  
Commissioner



Lori A. Shilbette  
Commissioner

Kerrin A. Rounds  
Chief Financial Officer

STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
DIVISION OF FINANCE AND PROCUREMENT

129 PLEASANT STREET, CONCORD, NH 03301-3857  
603-271-9546 1-800-852-3345 Ext. 9546  
TDD Access: 1-800-735-2964 www.dhhs.nh.gov

June 14, 2021

The Honorable Ken Weyler, Chairman  
Fiscal Committee of the General Court  
State House  
Concord, NH 03301

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
State House  
Concord, NH 03301

**REQUESTED ACTION**

Pursuant to the provisions of RSA 14:30-a, VI, authorize the Department of Health and Human Services, New Hampshire Hospital to accept and expend federal funds in the amount of \$2,219,102 from the American Rescue Plan Act (ARPA) to fund additional support to the Bureau of Family Assistance Call Center when the Federal Public Health Emergency (PHE) comes to an end, effective upon approval by the Fiscal Committee and Governor and Council through June 30, 2023 and further authorize the allocation of these funds in the accounts below. 100% Federal Funds.

**05-095-940010-24650000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, HHS: NEW HAMPSHIRE HOSPITAL, NEW HAMPSHIRE HOSPITAL, ARPA DHHS FISCAL RECOVERY FUNDS**

Class/Obj	Class Title	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
000-400338	Federal Funds	\$0	\$2,219,102	\$2,219,102
	General Funds			
	Total Revenue			
040-500800	Indirect Costs	\$0	\$201,553	\$201,553
041-500801	Audit Fund Set Aside	\$0	\$2,015	\$2,015
102-500731	Contracts for Program Services	\$0	\$2,015,534	\$2,015,534
	Total Expenses	\$0	\$2,219,102	\$2,219,102

The Honorable Ken Weyler, Chairman  
His Excellency, Governor Christopher T. Sununu  
Page 2 of 2


### EXPLANATION

The Department is requesting to accept and expend American Rescue Plan Act (ARPA) funding to provide additional support to the Bureau of Family Assistance Call Center during the time when the Federal Public Health Emergency (PHE) comes to an end and the continuous eligibility for Medicaid comes to an end. The Department estimates that we will need to process applications in a 3 month period for an additional 60,000-80,000 people (35,000-45,000 cases) to return to the pre-COVID caseload by January 1, 2022. A large number will have to be handled by an eligibility worker. In addition to the increase number of applications, the Department anticipates an increase of approximately 10,000 calls per month to the customer service center as people begin to receive notices regarding the end of the PHE. The center averaged 50,000 calls per month pre-pandemic and is staffed by the same eligibility workers that process applications. During this time, the Department will have additional support to manage the call center so that the eligibility workers can focus on processing of applications, so that people who continue to be eligible do not have a gap in coverage.

Activity Code	Description
00FRF602PH9505A	COVID Unwind
00FRF602PH9505Z	COVID Unwind Administrative Costs

The Source of Funds is 100% Federal Funds. In the event that these Federal Funds become no longer available, General Funds will not be requested to support this program.

Respectfully Submitted,



Lori A. Shibinette  
Commissioner

*The Department of Health and Human Services' Mission is to join communities and families  
in providing opportunities for citizens to achieve health and independence.*