

Expanding Medicare Benefits & Reducing Medicaid Costs

forHealth[®] at UMass Chan Medical School
CONSULTING

Securing Medicare benefits for eligible Medicaid recipients helps ensure that Medicaid remains the Payer of Last Resort.

Most Medicaid members aged 65 and older need to act to enroll in Medicare. Many can face barriers in understanding and completing the Medicare enrollment process, even if they meet all eligibility guidelines.

ForHealth Consulting[®] at UMass Chan Medical School assisted one state with a Medicare Enrollment Expansion Initiative implementing policy and operational changes.

Goals:



- Help ensure that all Medicaid members aged 65+ who qualify for Medicare at no additional cost are successfully enrolled in Medicare.
- Integrate Medicaid and Medicare data with comprehensive customer service to identify and provide enrollment supports to unreached populations.
- Continuously monitor and confirm new Medicare enrollment and coverage, expanding member benefits while increasing Medicaid savings.

Our Approach:



- **Specialized Data Analysis** to identify qualifying Medicaid members who appear eligible for Medicare, but have not enrolled



- **Direct Member Outreach** through letters and phone calls to explain Medicare benefits and provide enrollment assistance



- **Comprehensive Enrollment Support** to help members navigate the enrollment process with the Social Security Administration (SSA)



- **Confirmation that Medicare enrollment is achieved and all new Medicare coverage is accurately updated in state systems for cost avoidance and recovery**

Key Outcomes for One State (as of June 2026)

- ✓ Between July 2025 and June 2026, initiated **outreach activities for 10,000+ members**
 - **Over 95% of the active population engaged** in the Medicare enrollment process or **successfully completed Medicare enrollment**
- ✓ **Medicare enrollment confirmed for 4,000+ members, or over 65% of the active population**
- ✓ **Estimated annual gross cost savings** from new Medicare coverage: **over \$65M**
- ✓ **Live answer rate for incoming customer service calls: 95%**
- ✓ **Outreach letters mailed to members and authorized contacts: 38K+**

Why ForHealth Consulting?

We have a proven track record in delivering expanded member benefits and state savings utilizing:



- Customized strategies for states' specific Medicaid programs and populations
- Specialized analytical approaches beyond typical data management and matching
- Deep, robust understanding of Medicare enrollment processes for eligible Medicaid members
- One-on-one member engagement and enrollment support
- Established, collaborative relationships with SSA



To learn more and connect with us:

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