

H.R. 1 Medicaid Operational Readiness Framework

Executing Community Engagement with Confidence

H.R. 1 introduces new operational demands across the Medicaid eligibility lifecycle—requiring agencies to reach beneficiaries, validate exceptions and work activity, and document actions for compliance.

A key risk is not noncompliance—it is preventable coverage loss among eligible beneficiaries due to gaps in outreach, verification, or documentation.

This is fundamentally an execution challenge—one that requires coordination across existing processes and systems.

WHERE EXECUTION CAN BREAK DOWN

- ✓ Outreach fails to reach the right individual
- ✓ Exceptions are identified too late
- ✓ Verification relies on self-attestation
- ✓ Documentation cannot support audits
- ✓ Processes do not scale with volume

Operational Approach



1. Reach the Right Beneficiary

Improve identity resolution and contact accuracy to increase outreach success and reduce missed communications.

Impact: better contact rates, fewer missed notices, stronger documentation



2. Validate Exceptions Early

Use trusted data sources to identify exceptions (e.g., student status) sooner and reduce manual review.

Impact: faster determinations with lower staff burden



3. Verify Work Activity at Scale

Streamline employment and income verification using automated, lower-friction approaches.

Impact: faster decisions, reduced manual effort, improved experience



Connecting Execution Across the Lifecycle

H.R. 1 readiness depends on linking outreach, identity, verification, and documentation—rather than treating them independently.

A modular, workflow-aligned approach can enable agencies to strengthen execution, improve audit readiness, and operate within existing systems.

KEY OUTCOMES

- ✓ **Preserve coverage** by reducing preventable disenrollment
- ✓ **Strengthen compliance** with audit-ready documentation
- ✓ **Improve integrity** of eligibility decisions
- ✓ **Reduced burden** on staff and beneficiaries
- ✓ **Scale efficiently** within current systems

Operational Framework Overview

NEED	CAPABILITY	IMPACT
Reach beneficiaries	Identity + contact data	Improves contactability
Validate exceptions	Trusted data sources	Faster determinations
Verify work activity	Employment/income data	Scalable verification
Reduce burden	Workflow alignment	Less manual effort
Preserve coverage	Connected execution	Fewer eligible losses
Support audits	Documentation and tracking	Stronger compliance
Support audit readiness	Verification records and engagement tracking	Strengthens defensibility and compliance reporting
Monitor change over time	Ongoing data refresh and updates	Enables continuous readiness and earlier intervention

Preparing for H.R. 1?

A connected approach across outreach, verification, and documentation can help agencies reduce risk, act earlier, and better support eligible beneficiaries in maintaining coverage.



Contact us to learn more about how we can help.
Scan QR code or call 1-800-869-0751

