

# PREPARE TO PROTECT COVERAGE

## Eligibility Management Initiative (EMI) Learning Community

### Information Session

April 24, 2026 | 11:00 AM – 12:00 PM | Virtual

[REGISTER HERE](#)

**Why?** Upcoming Medicaid eligibility changes will increase coverage-loss risk for vulnerable members. Join this session to learn how the **EMI Eligibility Management Learning Community** equips behavioral health providers with practical workflows and tools to identify risk early and help members maintain coverage before disenrollment disrupts care.

### WHY THIS MATTERS NOW

*Policy changes will require more frequent renewals and new engagement requirements — raising administrative complexity for members and providers.*

*Members with serious mental illness and chronic conditions are at heightened risk of losing coverage due to missed notices, documentation requests, or renewal deadlines.*

### WHAT IS EMI?

*A stakeholder group of provider organizations, Medicaid health plans, ADAMH Boards, and advocacy partners developing practical resources to close eligibility gaps and prepare for new requirements.*

### COMPLIANCE & BILLING RISK

**Risk:** Without proactive eligibility monitoring and renewal support, providers face increased risk of avoidable disenrollment, uncompensated care, claim denials, and continuity-of-care issues under Ohio Medicaid and federal requirements.

### NEXT STEPS / WATCH FOR:

- Register & share with eligibility/case management/billing leadership

### SESSION AGENDA HIGHLIGHTS

- **STATUS OF THE PROPOSED LEARNING COMMUNITY:**  
ROSE FRECH (ISBH); CHELSEA KOHLER (BHBS); RICK TULLY (RETIRED BUREAUCRAT)
- **NECESSARY PROCESSES TO MANAGE/MAXIMIZE PATIENT ELIGIBILITY:**  
SANDY STEPHENSON (SOUTHEAST HEALTHCARE)
- **PROACTIVE ELIGIBILITY MONITORING:**  
EDI 270/271 FOR CATEGORY & COVERAGE STATUS (CHELSEA KOHLER)
- **RENEWAL TRACKING:**  
ACCESS/MONITOR ACCURATE RENEWAL DATES (CHELSEA KOHLER)
- **AUTHORIZED REPRESENTATIVE PROGRAMS & RESPONDING TO NOTICES & INFO REQUESTS:**  
(KELLY SMITH-TRONDLE; LESLI WESTERBECK, GCBHS)
- **ELIGIBILITY GAP PREVENTION:**  
SPECIALIZED RECOVERY SERVICES (SRS) PATHWAYS (KELLY SMITH-TRONDLE; LESLI WESTERBECK)
- **DISCUSSION & FOLLOW-UP:**  
GAUGE INTEREST & NEXT STEPS

### WHO SHOULD ATTEND

- ❖ Ohio BH providers (Type 84 / 95); Agencies with case managers/care coordinators
- ❖ Billing, compliance, ops, and clinical leaders