



The State of Medicaid Expansion

Post-Supreme Court Ruling and Election, States Face Immediate Medicaid Decisions

Following the Supreme Court's determination that Medicaid expansion was not mandated by the Patient Protection and Affordable Care Act, most states chose to [remain](#) neutral on the issue until after the election.

Though a number of states are still holding firm against the expansion, there are signs of forward momentum as the dust from the Presidential election begins to settle, according to a recent report on [Examiner.com](#). With up to 17.5 million uninsured people expected to enter the Medicaid system by 2014, healthcare insurance plan providers will need to be fully prepared for this transition. Given the short road ahead, the time to begin is now.

Plans will need experienced contact center partners to assist with the expected surge in enrollment and member service needs. More importantly, they will need contact center agents with the ability to guide new members through the enrollment process.

When selecting a contact center partner, here are the top three things to consider:

- 1. Compliance** – Healthcare systems will be laden with new regulation and oversight. It is imperative to have a contact center partner that fully understands the regulations and that has a strong record of compliance with no citations.
- 2. Scalability** – The transition to expansion can be aided by starting a base-level contact center program, and then scaling up as needed. A contact center's ability to scale will prove invaluable as enrollment and member service needs taper up and down.
- 3. Healthcare Expertise** – Providing contact center service for a Medicaid program is no easy task. Contact centers that have previous experience handling the intricacies of managed care programs like Medicare Part D and have demonstrated expertise in best practices will be positioned as front-runners.

2013 will be a critical year for the entire healthcare landscape, and the expansion of Medicaid is just one of the major hurdles insurance plan providers will face. Having an experienced contact center partner with a proven track record in managed care is a first step in the right direction.