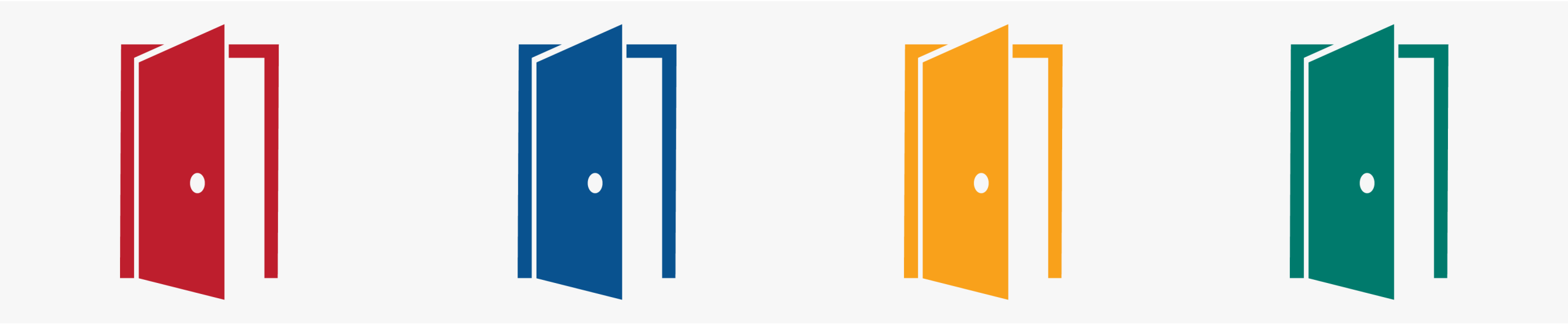
No Wrong Door Medicaid Administrative Claiming for SHIP, SMP, and MIPPA

2026 OHIC Conference

August 4th, 2026



Agenda

- Warm-up
- No Wrong Door Vision
- Medicaid Administrative Claiming (MAC) 101
- Maryland Spotlight – Interview with Amanda Distefano
- Interactive Activity

Warm Up Activity

In what ways do you help people get connected to or understand the Medicaid program?

Link: www.menti.com
Code: 9149 7100

Objectives

- Understand the “No Wrong Door” vision for state access systems
- Learn the basics of Medicaid Administrative Claiming for No Wrong Door activities, including eligible activities and how to meet the federal 50/50 match requirement
- Identify steps you can take in your state to explore Medicaid Administrative Claiming for SHIP, MIPPA, and SMP

ACL’s Vision for Access Systems

NO WRONG DOOR

No Wrong Door



One-Stop Coordinated System
Not just one entity or network



Single Standard Process
Common protocols and information exchange



Objective and Neutral
Impartial and unbiased



Person–Centered
Focusing on you and not the system



Seamless and Person-Friendly
Tell your story once



Use of Private and Public Programs
Streamlined access to Long Term Support and Services

A No Wrong Door system makes it easier for people to get the services they need.

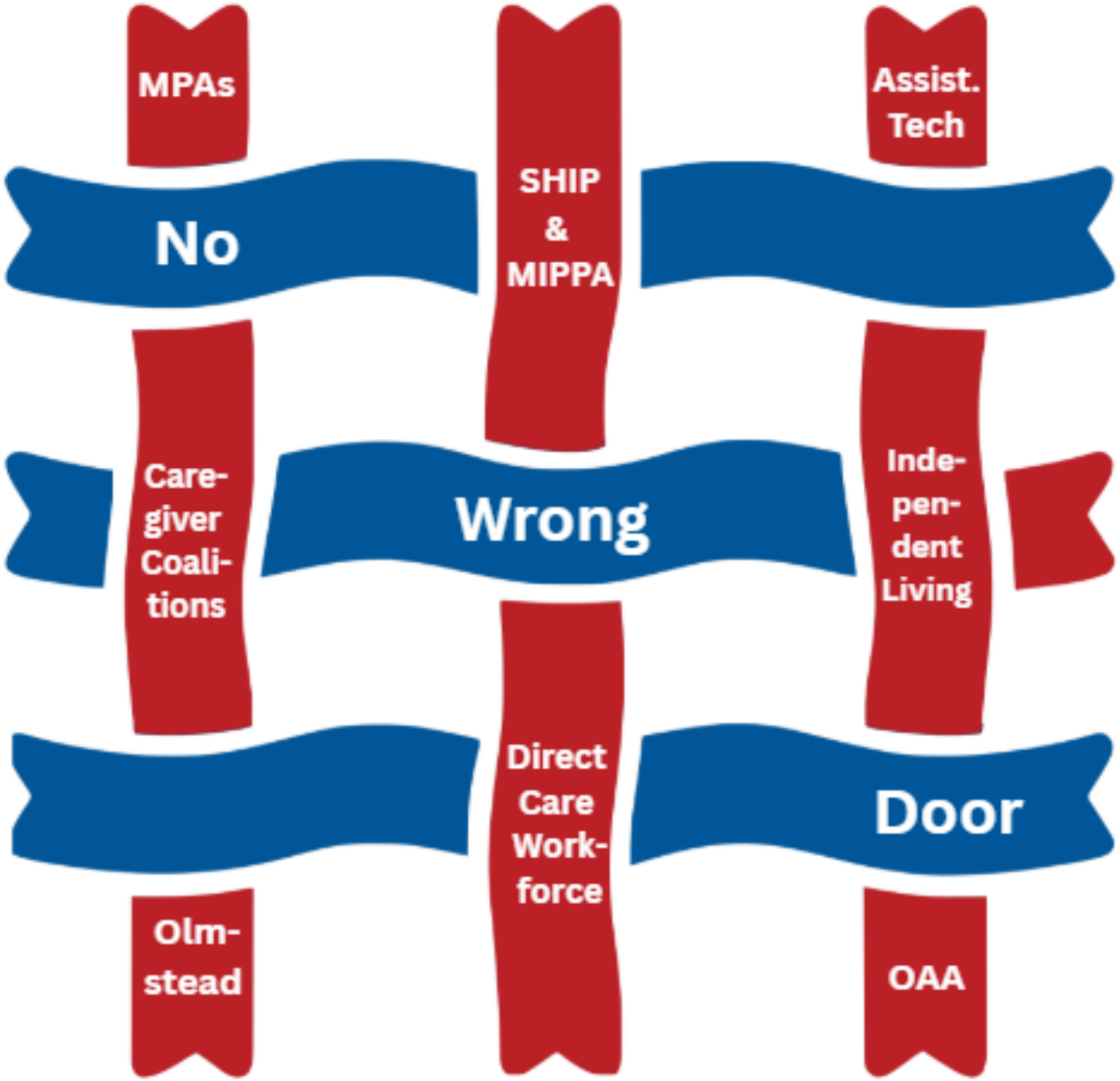
Federal Vision; State Governance

No Wrong Door is a network of state agencies and community-based organizations that help people access long-term services and supports (LTSS) by coordinating entry points.



NO WRONG DOOR

Intersecting Initiatives



Medicaid Administrative Claiming 101

Medicaid Administrative Claiming (MAC) Overview

- Administrative Claiming provides federal financial participation (FFP), generally 50%, to cover activities that contribute to the efficient and effective administration of the Medicaid program
- Many local agency functions are potentially eligible for matching Medicaid administrative funds
- Administrative claiming can provide an ongoing, sustainable source of funding for No Wrong Door activities



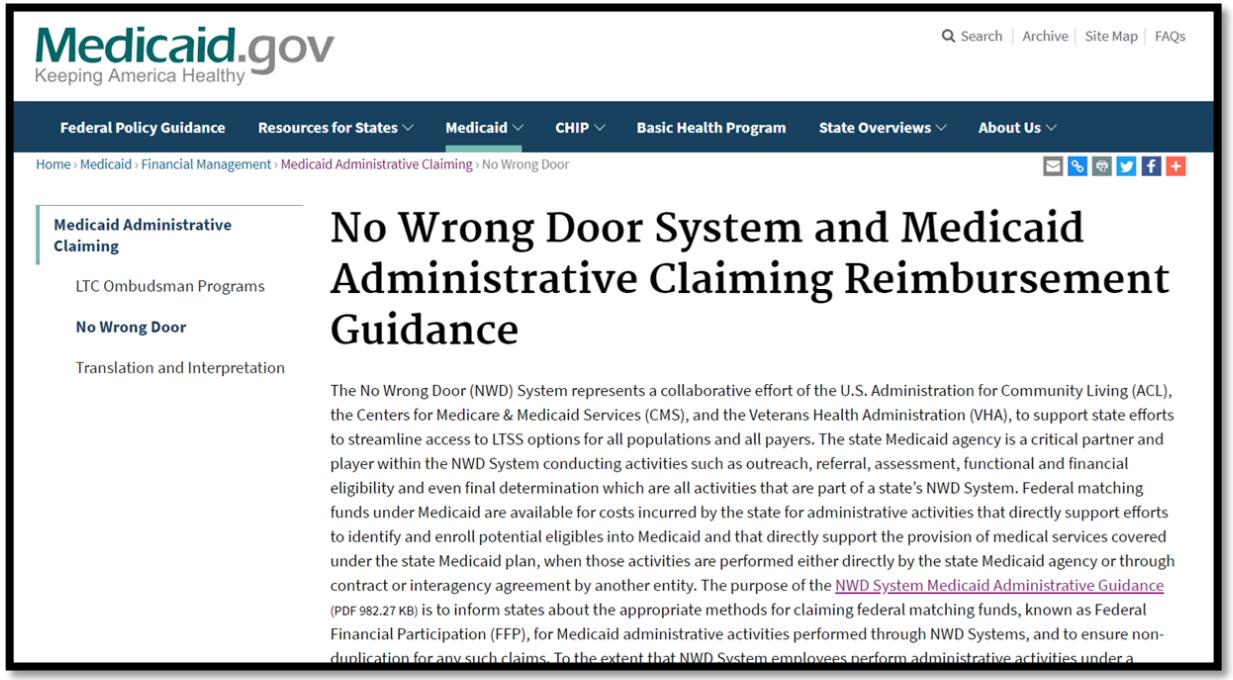
No Wrong Door Activities Eligible for Claiming

- Outreach and consumer education
- Intake, application assistance
- Planning for future needs – Person Centered Counseling
- Triage and screening to prevent Medicaid spend-down, including diversion away from long-term institutionalization by providing resources and support in the community
- Continuous quality improvement
- Program planning and training

Which of these activities do your SHIP, MIPPA, or SMP staff do?

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CMS Guidance



How much do states claim?

Annual Reimbursements range from $500,000 to $4,000,000

Reimbursements are used to expand the capacity of the state's access system:

- Training/Staff Development
- Infrastructure
- Dispersed across agency staff



How can SHIP, MIPPA, and SMP staff participate in FFP if federally funded?

Activities conducted by SHIP, SMP, and MIPPA staff are eligible for Medicaid Administrative Claiming if:

1. a portion of the staff member's time is spent on Medicaid-related activities, and
2. a portion of the staff member's cost (e.g., salary) is paid for from a nonfederal (i.e., state or local) source.

Medicaid is the second most frequent contact topic reported to ACL by SHIPs.

Scenario

A SHIP counselor meets with a family looking for advice on Medicare enrollment. During the conversation it becomes clear that the Medicare beneficiary may have an income that makes them eligible for the Qualified Medicare Beneficiary (QMB) program. The counselor explains that the program will help cover premiums, deductibles, coinsurance, and copayments for services and items Medicare covers.



Discussion about QMB allows this to be a claimable activity.

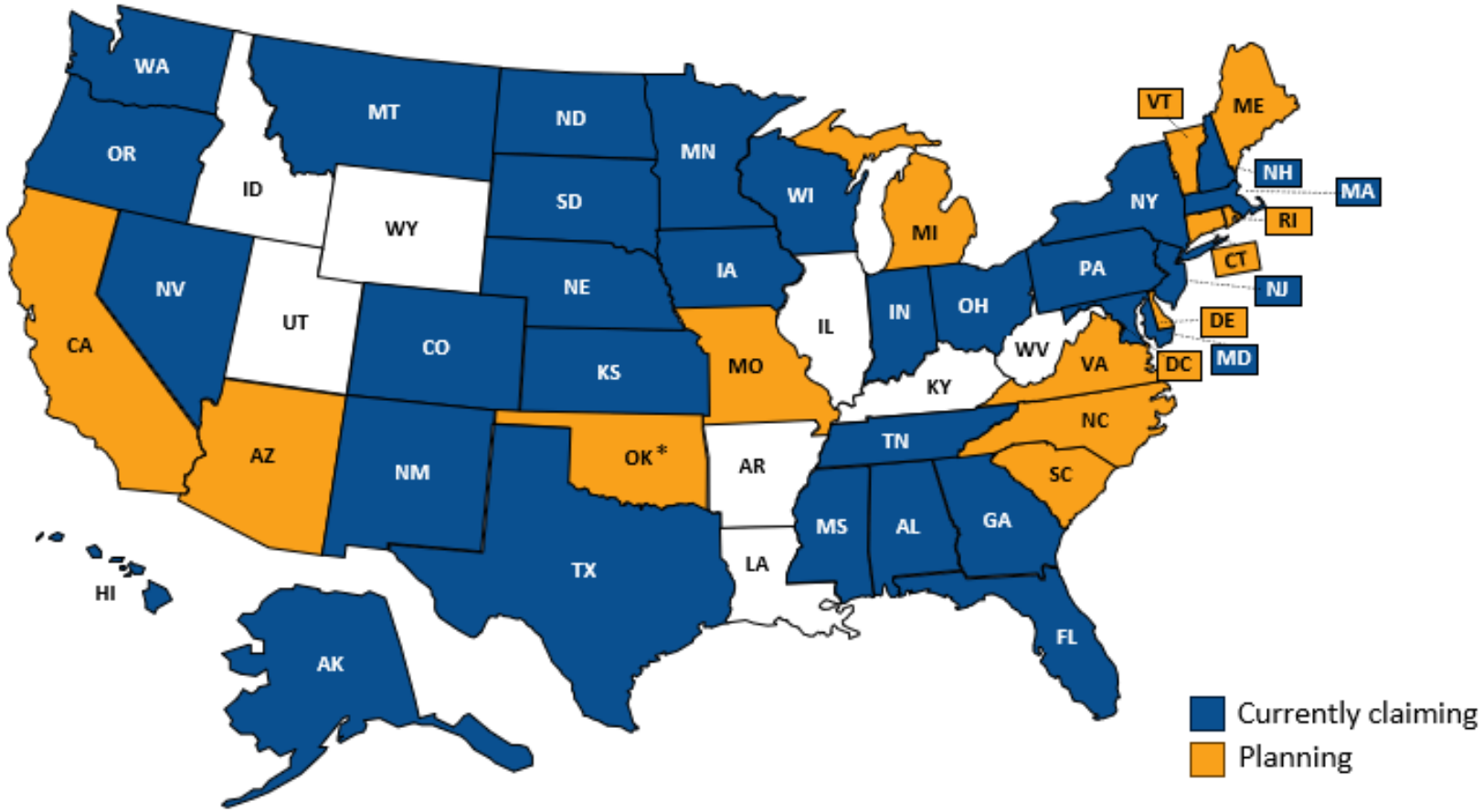
Interview with Amanda Distefano

Long Term Services Division Director
Maryland Department of Aging

Interactive Activity

NO WRONG DOOR

Does your state have MAC in place?



What do I do next to get involved in MAC?

- If your state has MAC for No Wrong Door activities in place:
  - Contact your No Wrong Door State Lead
  - An amendment to the state's Cost Allocation Plan (CAP) may be needed to include additional organizations and/or staff positions
- If your state does not have claiming in place:
  - Contact your No Wrong Door State Lead to explore interest in establishing MAC
  - Review the Leveraging Medicaid Administrative Claiming for No Wrong Door Systems resource that details the benefits of leveraging MAC for sustainability.
  - Contact the No Wrong Door technical assistance team: nowrongdoor@acl.hhs.gov

Leveraging Medicaid Administrative Claiming

No Wrong Door State Leads

Leaving in Action

What is one action you will take as a result of this session?

Stay in touch!

The Monday Mailer is a brief, weekly email with resources, events, and opportunities related to No Wrong Door

Good afternoon,

Here is today's Monday Mailer for you:

No Wrong Door Fall Reading List

As the weather cools down and the season begins to change, we want to add a few No Wrong Door resources to your Fall reading list.

- The No Wrong Door Fact Sheet provides a succinct definition of No Wrong Door and its purpose. It also describes how to connect with ACL for No Wrong Door technical assistance.
- Resources to Strengthen No Wrong Door Systems is a complement to the No Wrong Door Key Elements document and offers resources to states and territories as they operationalize their No Wrong Door vision.
- Disability and Aging Partnerships in No Wrong Door offers state examples of disability and aging organizations partnering to achieve their shared goal of providing comprehensive long-term services and supports (LTSS).

Check out these resources and more under the Essential NWD Resources page on the TA Community.

The No Wrong Door Community Discussion Board is a closed community for you to engage with your peers

