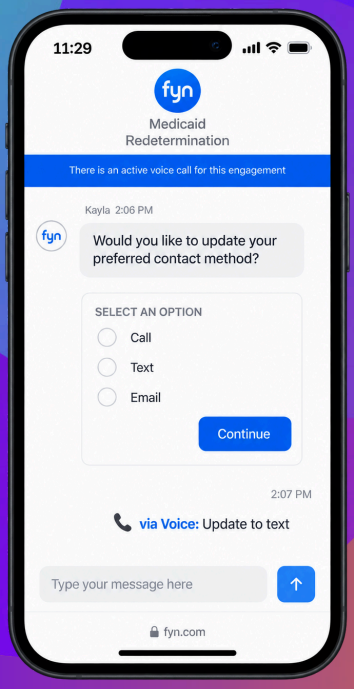
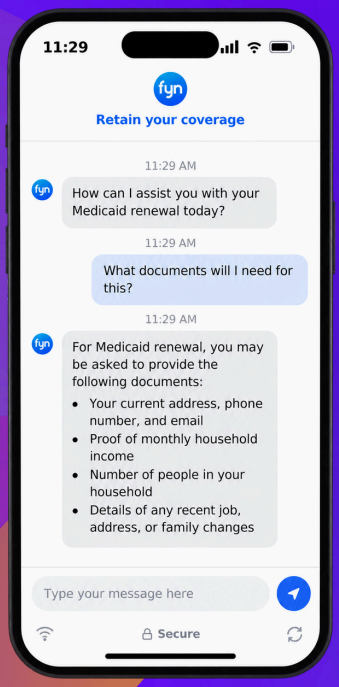
ushur®



Gather specific inputs via voice & digital



Address open-ended inquiries with compliant, 24x7 AI Agent support

Medicaid Redetermination

Pre-built and HIPAA-secure

Digital Automation for Better Redetermination Outcomes

Pre-built, proven-effective, Medicaid Redetermination workflows and AI Agent support to guide Medicaid Beneficiaries, and direct them to critical resources through the full redetermination process.

Digital Redetermination Education

- Educate members on how to keep Medicaid coverage
- Secure digital consent to contact (if needed -TCPA)
- Motivate action with loss-of-coverage messaging and timely reminders
- Help members navigate HR. 1 twice annual enrollment and work requirements

Member Contact Information Collection

- Collect updated household information
- Survey for updates and special outreach needs (e.g., age transitions)
- Keep contact information up to date - addresses, emails and phone numbers

Redetermination Completion Support

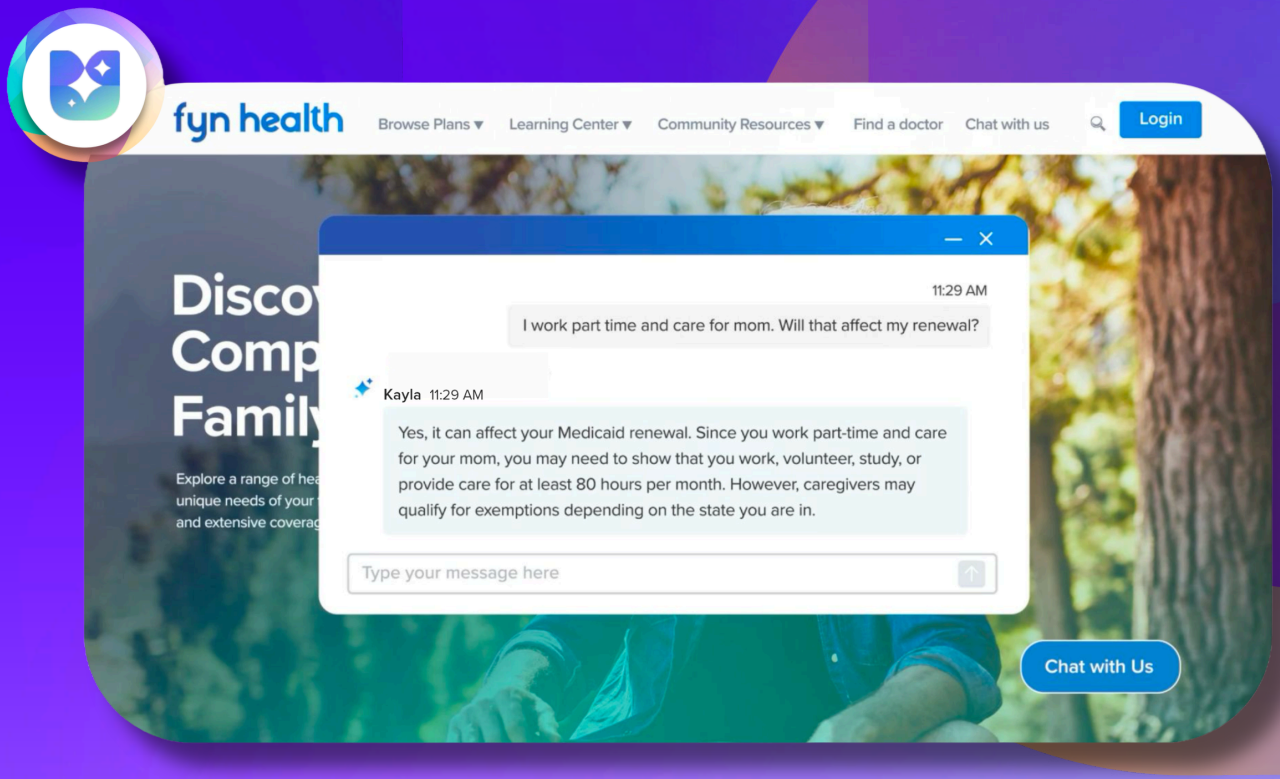
- Support members in filling out medicaid enrollment forms, renewals, and state-specific documentation (like California's MC 210)
- Acquire member signatures and prepare documentation for download or submission
- Simplify complex government processes, and support redetermination process completion
- Connect to State, plan and community resources when needed

Dropped Coverage Support

- Notify members of lost coverage (via procedural disenrollment or ineligibility)
- Guide them through next steps for redetermination within the grace period, or enrollment in another plan (Exchange, Medicare) depending on their situation

Proactive outbound and inbound self-service

- Customized branding so members know who contacts them
- A HIPAA-secure, rich user experience designed to be intuitive and engaging
- Launch within weeks with minimal without overburdening IT
- With integrated analytics to evaluate campaign effectiveness
- Engage across SMS, email, voice, and web in one persistent, compliant interaction thread
- Address open-ended inquiries with compliant, multi-lingual, 24x7 AI agent support



When Members Reach Out – Provide Always-On Support

How Ushur Can Transform Your Medicaid Beneficiary Experience.

Challenges:

- × Difficulty reaching members
- × Inability to communicate two-way with PHI
- × Overburdened live resources
- × Customer experiences that are not optimized

Solution

- ✓ Automated omni-channel communications
- ✓ HIPAA-secure, two way communication channels
- ✓ Synchronized voice and visual experiences guide members step-by-step through the renewal process

Learn more at **ushur.ai/medicaid**