

No Wrong Door Medicaid Administrative Claiming and State Health Information and Counseling Programs

Older adults, people with disabilities and their caregivers face barriers and challenges when accessing long-term services and supports (LTSS). Duplicative processes often lead to delays in securing community supports, and people may enter nursing facilities prematurely or lack coordinated care. State [No Wrong Door \(NWD\) Systems](#) address these access inefficiencies through a coordinated network of key partners and stakeholders, making it easier for people to learn about their options through established access points and person-centered approaches.

Area agencies on aging (AAAs), aging and disability resource centers (ADRCs), centers for independent living (CILs), and other community-based organizations are local NWD System partners designated by a state to provide a coordinated and integrated way for older individuals, individuals with disabilities and their caregivers to access LTSS. This network includes the organizations that house the [State Health Insurance Assistance Program \(SHIP\)](#), [Senior Medicare Patrol \(SMP\) Program](#), and [Medicare Improvements for Patients and Providers Act \(MIPPA\) Program](#). These programs provide federal funding to states, tribes and local entities that help individuals access federal and state health benefits.

[Medicaid Administrative Claiming \(MAC\)](#) is available for activities that support the efficient and effective administration of the Medicaid program. Federal reimbursement requires a 50/50 matching rate. 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 non-federal (i.e., state or local) source. Some functions potentially eligible for MAC include:

- Targeted outreach and education to people with low-income that are potentially eligible for Medicare and Medicaid,
- Talking with people about Medicaid and Medicaid-supported programs (e.g., Medicare Savings Programs (MSPs)¹, which are administered through state Medicaid agencies. Activities supporting these programs may be eligible for MAC.
- Assisting individuals in completing documentation needed for financial eligibility determinations for Medicaid or Medicaid supported programs (e.g. MSPs),

Excerpt from the National Association of Medicaid Directors (NAMD) [comments on Aging in the United States: A Strategic Framework for a National Plan on Aging.](#)

“Increase access to care navigation: It is often difficult for individuals to navigate the variety of health and social service programs that may help meet their needs. Options counseling and care coordination are essential to ensuring that people make informed choices about their care and have a full understanding of the available options. The federal government should support and promote means of Medicaid administrative claiming for State Health Insurance Assistance Programs (SHIPs) and Aging and Disability Resource Centers (ADRCs).”

Medicaid administrative claiming (MAC) reimburses agencies conducting administrative activities related to Medicaid programs. Such activities include efforts to identify and enroll individuals into Medicaid and efforts that directly support the provision of services covered under the Medicaid state plan.

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

¹ Recent federal guidance (*Streamlining Medicaid; Medicare Savings Program Eligibility and Enrollment Final Rule (CMS 2421-F)*) requires states to come into compliance by April 2026. It reduces administrative burden of applying for MSP and requires states to automatically screen people for MSP when they apply for Medicare Part D Low Income Subsidy.

- Program planning, training, or interagency coordination related to the SHIP, SMP or MIPPA program that may include discussions of Medicaid programs.

State Health Insurance Assistance Program (SHIP) establishes networks of counselors who provide assistance and educate people about Medicare. Many SHIP grantees also provide **Senior Medicare Patrol (SMP)** program services, which help beneficiaries prevent, detect, and report health care fraud, errors, and abuse, and the **Medicare Improvement for Patients and Providers Act (MIPPA)** program, which helps Medicare beneficiaries with limited income and assets learn about programs that may save them money on their Medicare costs.

SHIP counselors provide information on **Medicare Savings Programs (MSPs) which are part of state Medicaid programs**. MSPs include the Qualified Medicare Beneficiary (QMB) program, the Specified Low-Income Medicare Beneficiary (SLMB) Program, Qualifying Individual (QI) Program, and Qualified Disabled & Working Individual (QDWI) Program, which are administered through state Medicaid.

State Health Insurance Assistance Program (SHIP) Medicaid Claiming Examples

Because they are Medicaid related, the activities below could be eligible for reimbursement through MAC.

- A SHIP counselor gives a talk to a senior community about Medicare and Medicaid. Since part of the presentation pertains to Medicaid or MSPs, this activity could be claimable.
- 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 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.
 - The next time the SHIP counselor meets with the same family in the scenario above, they decide they would like to move forward with applying for QMB and the counselor helps them gather the necessary paperwork.
- As part of continuing education, a SHIP worker watches a video from the SHIP Technical Assistance Center on “Medicare and Medicaid Basics” <https://www.youtube.com/watch?v=qclx3wA2E2c> (Since 8 minutes of this video pertain to Medicaid, time watching the video could be claimable).
 - A similar example: All the SHIP counselors in the state gather for a training on the Medicaid program. All of this time is Medicaid related.

For examples of coding structure and a decision tree for claimable activities, check out [Tool 5](#) of the [Medicaid Claiming Workbook and Toolkit](#).

For additional information:

1. Find which states are claiming for NWD-related activities here: [Medicaid Administrative Claiming \(MAC\) Map](#)
2. Review the [Leveraging Medicaid Administrative Claiming for No Wrong Door Systems](#) resource that details the benefits of leveraging MAC for sustainability.
3. Contact the NWD technical assistance team: nowrongdoor@acl.hhs.gov.