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**STATE OF NEW HAMPSHIRE**  
**DEPARTMENT OF HEALTH AND HUMAN SERVICES**  
***DIVISION OF FINANCE AND PROCUREMENT***

Lori A. Shíbinette  
Commissioner

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June 14, 2021

The Honorable Ken Weyler, Chairman  
Fiscal Committee of the General Court  
State House  
Concord, NH 03301

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
State House  
Concord, NH 03301

**REQUESTED ACTION**

Pursuant to the provisions of RSA 14:30-a, VI, authorize the Department of Health and Human Services, New Hampshire Hospital to accept and expend federal funds in the amount of \$2,219,102 from the American Rescue Plan Act (ARPA) to fund additional support to the Bureau of Family Assistance Call Center when the Federal Public Health Emergency (PHE) comes to an end, effective upon approval by the Fiscal Committee and Governor and Council through June 30, 2023 and further authorize the allocation of these funds in the accounts below. 100% Federal Funds.

**05-095-940010-24650000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, HHS: NEW HAMPSHIRE HOSPITAL, NEW HAMPSHIRE HOSPITAL, ARPA DHHS FISCAL RECOVERY FUNDS**

Class/Obj	Class Title	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
000-400338	Federal Funds	\$0	\$2,219,102	\$2,219,102
	General Funds			
	<b>Total Revenue</b>			
040-500800	Indirect Costs	\$0	\$201,553	\$201,553
041-500801	Audit Fund Set Aside	\$0	\$2,015	\$2,015
102-500731	Contracts for Program Services	\$0	\$2,015,534	\$2,015,534
	<b>Total Expenses</b>	<b>\$0</b>	<b>\$2,219,102</b>	<b>\$2,219,102</b>

**EXPLANATION**

The Department is requesting to accept and expend American Rescue Plan Act (ARPA) funding to provide additional support to the Bureau of Family Assistance Call Center during the time when the Federal Public Health Emergency (PHE) comes to an end and the continuous eligibility for Medicaid comes to an end. The Department estimates that we will need to process applications in a 3 month period for an additional 60,000-80,000 people (35,000-45,000 cases) to return to the pre-COVID caseload by January 1, 2022. A large number will have to be handled by an eligibility worker. In addition to the increase number of applications, the Department anticipates an increase of approximately 10,000 calls per month to the customer service center as people begin to receive notices regarding the end of the PHE. The center averaged 50,000 calls per month pre-pandemic and is staffed by the same eligibility workers that process applications. During this time, the Department will have additional support to manage the call center so that the eligibility workers can focus on processing of applications, so that people who continue to be eligible do not have a gap in coverage.

Activity Code	Description
00FRF602PH9505A	COVID Unwind
00FRF602PH9505Z	COVID Unwind Administrative Costs

The Source of Funds is 100% Federal Funds. In the event that these Federal Funds become no longer available, General Funds will not be requested to support this program.

Respectfully Submitted,



Lori A. Shabinette  
Commissioner

*The Department of Health and Human Services' Mission is to join communities and families  
in providing opportunities for citizens to achieve health and independence.*