Early Childhood Utah Advisory Council

November 3, 2026

Department *of* Health & Human Services

Welcome & minutes

- Approve June meeting minutes

MyCase improvement recommendations

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Department *of* Health
& Human Services

Background

Addressing Medicaid procedural disenrollment through improving myCase

Subcommittee members

- Parents
- Local Health Departments
- Retired Pediatrician
- DHHS Division of Integrated Healthcare
- DWS Eligibility Services

Key metrics & context (Feb 2026)

81%

Medicaid applications submitted through MyCase platform

24.5%

Utah Medicaid renewals are denied for procedural reasons, such as incomplete paperwork

3.0%

Found ineligible upon full review

46%

of those who did not attempt to renew coverage cited issues with accessing and understanding needed paperwork to re-apply.[4]

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Scope & policy boundaries

Goal

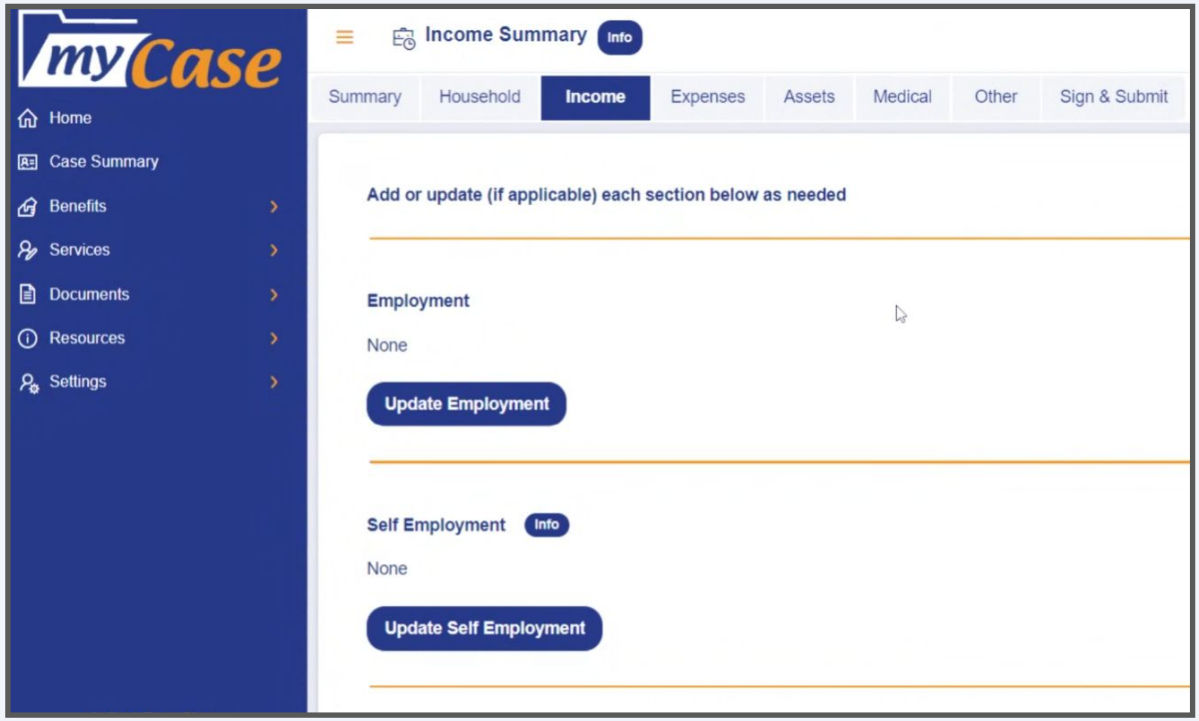
Explore ways to increase **Medicaid coverage** and reduce **procedural disenrollment**.

Focus

Customer experience and **programming** improvements.

Recommendations do not suggest changes to policy or application questions.

Explanation of income

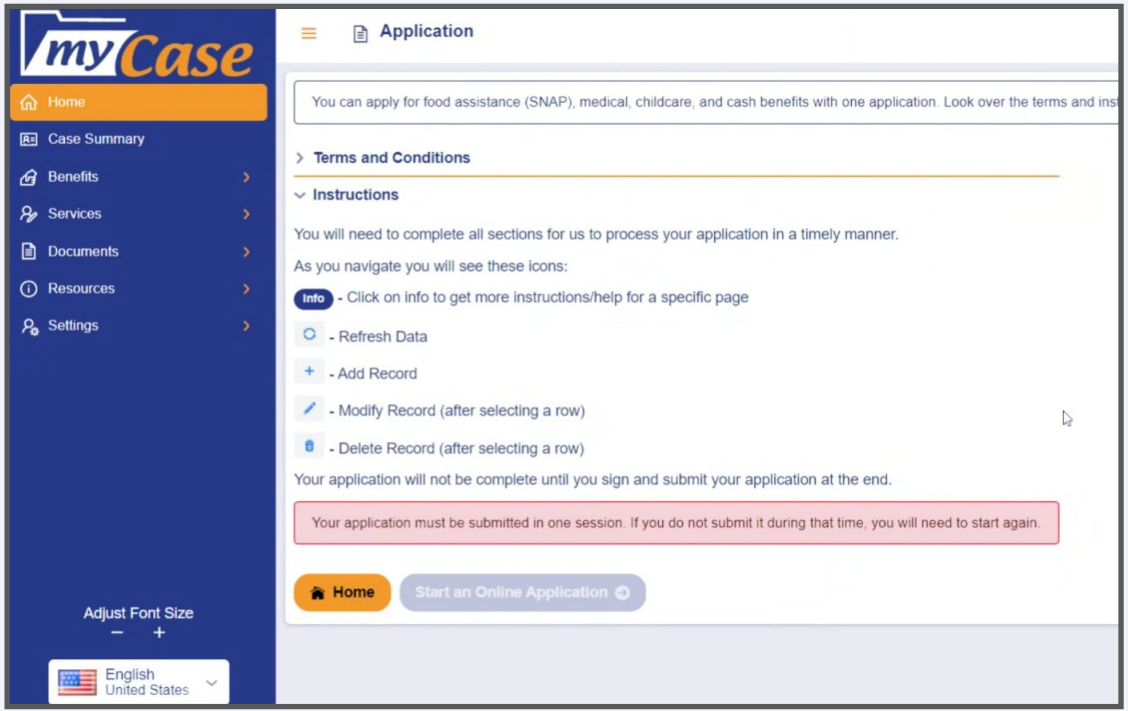


Our recommendation:

Add an information box with the header, “What income should I report?” and additional information detailing what counts as income, and how to report it accurately.

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Application timeline

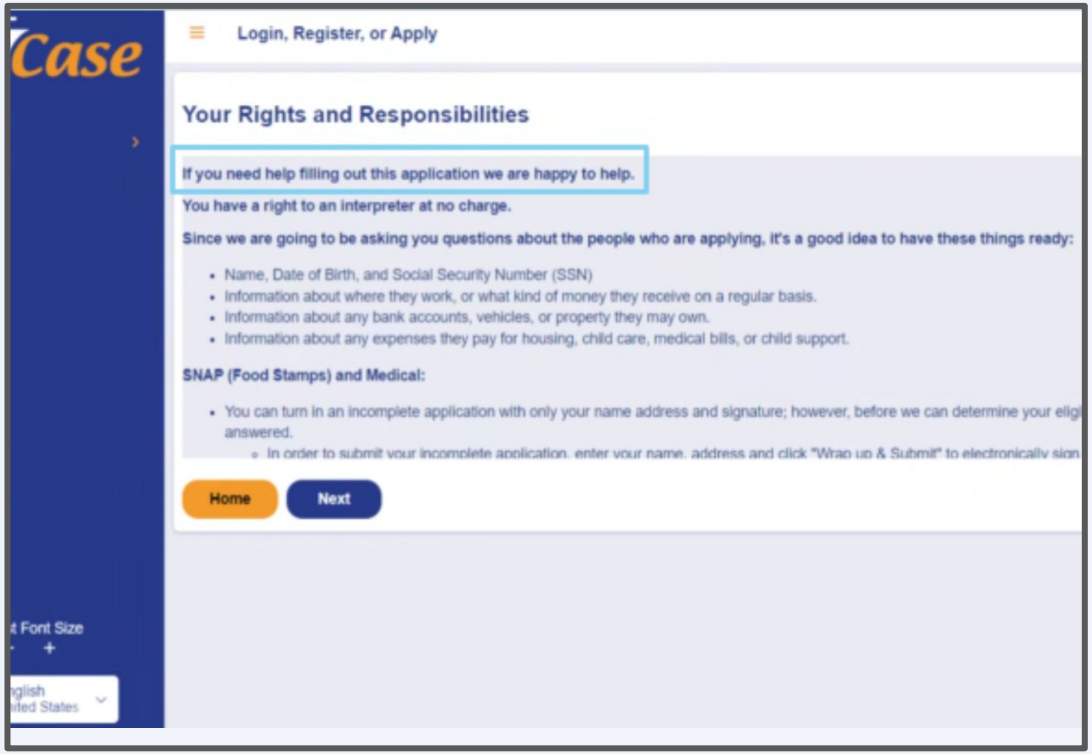


Our recommendation:
Clarify that applications must be completed within 72 hours of beginning a session. Also, add that incomplete applications are acceptable as long as they are signed and include contact information.

The application could also be saved for 7 days so that applicants have time to gather documentation before submitting.

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Add resources to get help when needed



Our recommendation:

Add actionable resources to this clause, or in a separate text box, to clarify where to get help if needed. This information could include the phone number for DWS and other resources to find help.

This notice should be included at the beginning of the application, at the mid-way point, the very end of the application, and when the application window is inactive for a period of time.

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Specific help recommendation:

Our recommendation:

Move information about interpretative services to the beginning of the application, and keep it out of an accordion.



The human impact: how these changes help the customer experience

Applicant/family's emotion	Structural cause	Proposed intervention
Overwhelm & frustration	Lack of clarity around time for application completion	Easily visible application timeline and 7-day automatic save
Confusion & guesswork	Ambiguous definitions	Info boxes near hard-to-understand topics, particularly "income"
Abandon application	Helpful resources not clearly available	Front-loaded interpretive services & inactivity prompts

For general discussion

Transitions

- Today, the council will choose an overarching topic.
- Today, the council will name up to 5 subcommittees.
- In the next week, each council member will select a subcommittee to serve on.
- If there is a current chair and/or chair-elect in the newly formed subcommittee, that person will send out a poll to the council members to establish a first meeting time.

For general discussion

Transitions

- If there is no current chair in the new subcommittee, the ECU program manager will establish a first meeting time.
- Current chair and chair elect roles will continue if possible, with immediate selection of an incoming chair-elect for January.
- First meetings of new subcommittees will include a review of who is participating and who else should be invited.

For general discussion

Recommended priority topics suggested by executive committee and member survey:

- School readiness
- System alignment for care coordination

For general discussion

Potential subcommittee focus areas, school readiness:

- **Ready Families**: what do families need to know about school readiness
- **Ready Families:** social-emotional aspects of school readiness
- **Ready Communities:** what is a community (first) and then how can care coordination help get kids ready for school
- **Ready Schools:** Workforce topic (Core competencies)
- **Ready State:** what data is missing and should be collected around access

For general discussion

Potential subcommittee focus areas, system alignment for care coordination:

- **Technology** recommendations
- **Data** about availability of care coordination
- Recommendations to **communities about coordinating** with each other
- Recommendations to **state agencies about cross training**
- How to **reach families** and get message to them
- **Workforce** - recommendations on best practices for care coordinators and CHWs - what are core competencies for care coordinators working in the 0-8 space
- **Consistent messaging** regardless of funding source or curriculum being taught

General updates

- Open and Public Meetings Act training at January meeting
- Orientation presentation at January meeting

Subcommittee updates

Jennifer Floyd

Data and research subcommittee is on track to complete the training on data sharing by the end of the year. It will be presented in a new Google site linked from the Early Childhood Utah program webpage.

Subcommittee updates, continued

Health and access to medical homes subcommittee has created a longer document with Medicaid recommendations. It is ready for final approval and will be sent out for electronic vote.

Public comment & updates from members

New ECU Advisory webpage

Upcoming dates & adjourn

Executive committee meeting:
November 13, 2026 9-11 a.m.

Advisory council meeting:
In Person
January 19, 2026 1-2:30 p.m.