



## Churn Toolkit: Potential Resources in Your State

### Finding the Information You Need

Part of the difficulty of reducing churn is the challenge of identifying the scope and causes of the problem. While your state's Medicaid agency is the most likely source for enrollment data, other organizations may also be helpful in understanding families' experiences and supplementing data with examples.

**Children's policy organizations:** Organizations affiliated with KIDS COUNT, Children's Defense Fund, or other child-focused policy organizations may already collect data on churn or Medicaid/CHIP retention in your state. A full list of KIDS COUNT state organizations can be found [here](#).<sup>1</sup>

**Family advocacy organizations:** Organizations affiliated with Family Voices advocate on behalf of families and help keep families connected to crucial support services; these organizations may also be working to reduce churn. You can find information about the Family Voices chapter in your state [here](#).<sup>2</sup>

**Medicaid agency:** Your state's Medicaid agency may collect data on churn or on factors contributing to churn. In particular, since the Medicaid agency is likely to be integral to efforts to reduce churn, understanding what policies are already in place and what limitations the agency faces will prove informative.

**Provider organizations:** Community health centers, children's hospitals, and other providers with a high percentage of patients covered through Medicaid and CHIP are likely to see the impact of churn firsthand and might have data on its prevalence. It is also possible that your state's chapter of the [American Academy of Pediatrics](#) or state hospital association might be engaged on this issue.<sup>3</sup>

**Quality-focused organizations in your state:** If your state has a non-profit organization that works on issues related to health care quality, ask if they have worked on the issue of churn.

**Social services professionals:** Social workers or other family-facing professionals are likely to have insights into the challenges that prevent families from retaining their Medicaid or CHIP coverage.

**Universities:** Health services researchers at colleges or universities in your state may already be collecting data on churn or Medicaid/CHIP retention or may have begun formulating policy recommendations related to this issue. Medical school and public health school faculty members, as well as economists who study the U.S. health care system, may be valuable resources.

This document is part of a toolkit on churn. Visit [this page](#) for more information and resources.

**Authored by,  
KATE LEWANDOWSKI, SENIOR POLICY ANALYST**

---

<sup>1</sup> <http://www.aecf.org/MajorInitiatives/KIDSCOUNT/KIDSCOUNTStateNetwork.aspx>

<sup>2</sup> <http://www.familyvoices.org/states>

<sup>3</sup> <http://www.aap.org/en-us/about-the-aap/chapters-and-districts/Pages/chapters-and-districts.aspx>