

# Medicaid Renewal Information for DC Medicaid Beneficiaries and Stakeholders – Action Required

## April 2023

During the public health emergency, the District did not require Medicaid beneficiaries to renew their health coverage on a regular basis. Starting April 1, 2023, for the first time in more than 3 years, Medicaid beneficiaries must renew their health coverage or be at risk of losing their coverage.

### Important Next Steps for Beneficiaries and Stakeholders

- **Beneficiaries should make sure their contact information is up to date by logging in to [District Direct](#) (for more details on creating and accessing District Direct see [here](#)).** If the DC Department of Health Care Finance (DHCF) does not have updated contact information, beneficiaries will not receive notice of the need to renew coverage through the mail or other important online and mail communication.
- DHCF will mail beneficiaries a letter about their Medicaid, Alliance, or Immigrant Children's Program (ICP) coverage during the next year. The letter will let them know when it is time to **complete their renewal**.
- Beneficiaries should **complete their renewal form** by using <https://districtdirect.dc.gov> and fill out the form immediately to help avoid a gap in coverage. Beneficiaries can return the form online through District Direct, through fax/mail, or in person. (See more details on these methods [here](#), on page 3).
- If beneficiaries need **additional assistance**, they may call the Public Benefits Call Center at 202-727-5355 between 7:30 a.m. and 4:45 p.m., Monday through Friday. (Information on translation and other special services can be found below).
- DHCF will be hosting **virtual stakeholder meetings on the Medicaid Renewal** process starting on Wednesday, April 5, 2023, and continuing every-other-Wednesday at 2:30 p.m. Email [Medicaid.renewal@dc.gov](mailto:Medicaid.renewal@dc.gov) to join!

### How Providers Can Help

- Encourage beneficiaries **to update their information immediately** to ensure that they receive the necessary paperwork.
- Sign up to receive information and **stay informed** through email updates from DHCF. Email [Medicaid.restart@dc.gov](mailto:Medicaid.restart@dc.gov) and ask to join the list. Also, **share these updates with partner networks** and encourage them to keep up to date with resources from DHCF.
- **Distribute fliers about Medicaid Renewal** on your bulletin boards and on tables, found in multiple languages [here](#).
- **Identify individuals** in your existing system, coalitions, or networks who may have difficulty renewing their coverage and encourage them to access and use DHCF resources included on this flyer.

## How Providers Can Help (continued)

- **Train existing staff** on the content in this flyer and the [Communications Toolkit](#) so they can assist beneficiaries with the renewal process. DHCF is holding its first training on April 20, 2022 at 3:00 pm and will hold trainings at least monthly.
- Inform individuals who lose Medicaid coverage about the **90-day reconsideration period** for re-enrollment. More information found [here](#).
- Assist individuals who lost eligibility due to non-submission of renewal forms to promptly begin **the reinstatement process**. More information found [here](#)

## Special Considerations

**Beneficiaries have the right to an interpreter.** Interpreters are available at no cost in Chinese, Korean, Vietnamese, Spanish, French, Amharic, and Arabic by calling 202-727-5355.

Visually impaired, deaf, and hard-of-hearing people may contact the call center for assistance at 855-532-5465 (TTY 711) and TDD 800-537-7699. Recipients may also request printed items in large font. Seniors 60+ years of age looking for assistance can visit the Deaf and Hard of Hearing Senior Center Mondays, Wednesdays, and Fridays from 1:00 p.m. to 5:00 p.m. at 4301 9th St. SE.

If a beneficiary no longer qualifies for their current coverage, they may get health coverage through the Health Insurance Marketplace. Marketplace plans are: **Affordable:** Four out of five enrollees can find plans that cost less than \$10 a month and **Comprehensive:** All plans cover things like prescription drugs, doctor visits, urgent care, hospital visits, and more.

Losing coverage is a Qualifying Life Event (QLE), allowing beneficiaries to enroll in a DC Health Link plan outside the open enrollment period.

Beneficiaries can visit [dchealthlink.com](http://dchealthlink.com) or call 855-532-5465 (TTY 711) for help in selecting a plan; help is available in Chinese, Korean, Vietnamese, Spanish, French, Amharic, and Arabic. For in-person assistance, please visit one of the city's enrollment centers.

If a child no longer qualifies for their current insurance, a parent may visit [districtdirect.dc.gov](http://districtdirect.dc.gov) to help them apply for Medicaid or Alliance or explore other options

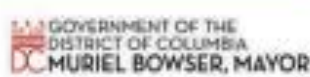
A significant number of Medicaid beneficiaries will go through a "passive renewal" where their eligibility will be verified by other government data through District Direct, and if they are deemed to still meet eligibility criteria, automatically renewed for a year and the beneficiary will not need to take action. However, we encourage all beneficiaries to update their information in case there are changes to be made.

**Did you know** all DC residents with Medicaid, Alliance, or the Immigrant Children's Program must start renewing their coverage again?



**Don't miss out** on important information. If you haven't already, take time today to update your address, phone number, and/or email address at [districtdirect.dc.gov](https://districtdirect.dc.gov) so that DHCF knows where to send your Medicaid renewal letter.

If you need help, please call the Public Benefits Call Center at **202-727-5355**.





**¿Sabía que** todos los residentes del DC que tengan Medicaid, Alliance o el Programa para niños inmigrantes deben comenzar a renovar su cobertura otra vez?



**No se pierda** información importante. Si todavía no lo hizo, tómese un momento hoy mismo para actualizar su dirección postal, su número de teléfono y/o dirección de correo electrónico en **districtdirect.dc.gov** para que el DHCF sepa dónde enviarle la carta de renovación de Medicaid.

Si necesita ayuda por favor llame al Centro de llamadas de beneficios públicos al **202-727-5355**.

