

Reminder: Please Submit Your Medicaid Renewal Packet

Dear [recipient name]:

We're writing because we haven't received your Medicaid renewal packet. It's very important that you review your yellow Medicaid renewal notice and correct any outdated information, sign it, and return it to us.

If you also received an Additional Documentation Required notice, it tells you which documents you need to provide to the RI Department of Human Services (RI DHS). Please be sure to return copies of those documents along with your signed yellow Medicaid renewal form.

We must receive your complete Medicaid renewal packet by [date inserted by system]. If you don't send it, you could lose your coverage. There are three ways to give us your completed renewal packet:

- Log into your account at www.healthyrhode.ri.gov. You'll see your renewal notice in your account. You can upload any documents we have requested and sign the form electronically.
- Visit the RI DHS Scan Center at 1 Reservoir Ave. in Providence. The Scan Center is open from 8:30 a.m. to 4 p.m., Monday through Friday (except holidays). Bring your documents with you so our staff can scan them into our system.
- Mail your signed renewal form and requested documents (send copies and keep originals for yourself). Send them to P.O. Box 8709, Cranston, Rhode Island 02920-8787.

Once you've submitted your information, we'll send you a thank you notice. That means we have received your information and we are reviewing it.

Please complete and submit your Medicaid renewal packet by [date inserted by system]. If you're having trouble completing or sending your information, you can get help from:

- **Your insurance provider:** Call the number on the back of your insurance card. You may have a card from:
 - Neighborhood Health Plan of Rhode Island
 - Tufts Health Plan (RITogether)

- UnitedHealthcare Community Plan (UHCCP)
- **HealthSource RI (HSRI):** Call HSRI from 8 a.m. to 6 p.m. weekdays at 1-855-840-4774.
- **RI DHS:** Contact DHS at 1-855-697-4347.

If you want to talk to somebody in person, there are people in your community who can help. You can talk with a navigator or certified application counselor. Call HealthSource RI at 1-855-840-4774 or call the United Way 2-1-1 line to find in-person help near you. You can also search for a navigator near you at www.healthyrhode.ri.gov.

Remember, if we don't receive your Medicaid renewal packet, you could lose your health coverage. It's important to send your packet by [date inserted by system]. If you don't send your renewal packet until after it is due, there may be a gap in your coverage during our review process.

To learn more about Medicaid renewals and how to find help, visit www.staycovered.ri.gov.