

## **BE READY. STAY COVERED.**

Visit [www.staycovered.ri.gov](http://www.staycovered.ri.gov) to learn more about Medicaid renewals and find help.

We're writing with important information about your Medicaid health benefits. On April 1, annual Medicaid eligibility renewals will resume. Renewals help us confirm that everyone on Medicaid remains eligible.

We stopped annual renewals to help make things easier during the COVID-19 federal public health emergency. Now, the federal government is requiring us to begin the process again. You'll hear from us about your coverage sometime between April 1, 2023 and March 31, 2024. It's important that we know how to contact you so we can keep you informed during this process.

### **WHAT YOU NEED TO DO TODAY**

Make sure your contact information is right. Here's how:

1. By computer or smartphone:
  - Visit [www.healthyrhode.ri.gov](http://www.healthyrhode.ri.gov) or download the HealthyRhode mobile app and log in.
  - Click "My Profile." Then click "My Contact Information."
  - Check your name, mailing address, phone number(s), and email address. Save any changes.
  - Sign up for text messages about your coverage. Click "My Contact Information" and check "Sign Up for Text Messages."
2. By phone:
  - Call the number on your insurance card if you have Neighborhood Health Plan of Rhode Island, Tufts Health Plan (RITogether) or UnitedHealthcare Community Plan (UHCCP). Or, call HealthSource RI (HSRI) from 8 a.m. to 6 p.m. weekdays at 1-855-840-4774.

### **WHAT YOU SHOULD DO TO PROTECT YOUR INFORMATION**

If you get a call or letter that doesn't seem right, contact the Fraud Unit at (401) 574-8175 or visit [www.omb.ri.gov/internal-audit/fraud-hotline](http://www.omb.ri.gov/internal-audit/fraud-hotline) to report it. There's no fee to update your contact information, and Department of Human Services (DHS) and HSRI staff should never ask for your PIN or password. If we need to contact you, you may receive a call from DHS at 1-855-697-4347 or HSRI. Caller ID usually says HealthSource RI. Text messages will come from 71536.

### **WHAT YOU NEED TO KNOW ABOUT YOUR MEDICAID RENEWAL**

#### **How to Find Your Renewal Date**

Find your expected Medicaid renewal date by logging in to your account at [www.healthyrhode.ri.gov](http://www.healthyrhode.ri.gov). "My Renewal Information" will be displayed when you log in.

#### **How We Will Notify You That It's Time to Renew**

When you receive a yellow "Recertification/Renewal Notice" sometime between April 1, 2023 and March 31, 2024, it's your time to renew. Below the heading, your yellow notice will say either:

1. “The people listed below will be automatically renewed for Medicaid.”
  - If your notice says this, please check the information on the notice and tell us if there are any changes or errors.

-OR-

2. “The individuals listed below are up for Medicaid renewal. Some of these individuals may no longer be automatically renewed for Medicaid based on the current information in your account.”
  - If your notice says this, you will soon receive an “Additional Documentation Required” notice. When you receive it, please gather the required documents and provide them to us before the due date shown on the notice.
  - As your due date gets closer, we will send you a reminder to submit your information if we haven’t received it.

### **What You Need to Know About Special Circumstances**

The Medicaid eligibility renewal process will be different for some people who have special circumstances that affect their eligibility. If we know that you are part of this group, you will not receive a yellow notice. You’ll receive a green “Special Circumstance” Notice that tells you what you should do.

If you have opted out of getting documents by mail, you can read all your notices in your online account at [www.healthyrhode.ri.gov](http://www.healthyrhode.ri.gov).

### **HOW TO SUBMIT REQUIRED DOCUMENTS**

You can submit certain required documents by logging in to your account at [www.healthyrhode.ri.gov](http://www.healthyrhode.ri.gov) or by using the HealthyRhode app.

To submit your signed Medicaid renewal form, along with other requested documents, you can:

- Visit the RI DHS Scan Center at 1 Reservoir Ave. in Providence between 8:30 a.m. and 4 p.m., Monday through Friday (except holidays). Bring your documents with you so our staff can scan them into our system.
- Mail documents (please send copies only and keep original documents for yourself) to P.O. Box 8709, Cranston, Rhode Island 02920-8787

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

### **HOW WE WILL NOTIFY YOU ABOUT YOUR COVERAGE STATUS**

Once we have processed your renewal, you will receive a “Benefit Decision Notice.” This notice will tell you if your Medicaid coverage is approved or denied. If you are denied coverage, your Benefit Decision Notice will tell you about other options for staying covered.

- If you are eligible for a State-paid HealthSource RI plan for two months, your Benefit Decision Notice will include this.
- If you don’t agree with our decision about your benefits, you can appeal by following the process described in your Benefit Decision Notice.

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