



Frequently Asked Questions About the Restart of Yearly Renewals for Rhode Islanders Who Are Enrolled in Medicaid

Updated February 2023

Q: What are Medicaid renewals?

A: Prior to the public health emergency declaration in 2020, RI Medicaid was required to redetermine eligibility for Medicaid customers every 12 months. When the public health emergency (PHE) was declared in 2020 by the federal government because of the COVID-19 pandemic, a “continuous coverage requirement” for Medicaid was created. This meant that people who receive Medicaid were not required to renew their eligibility, as they were required to do in the past to maintain coverage. In December 2022, federal legislation was passed that separated the continuous coverage requirement from the public health emergency declaration and allowed for renewals to resume starting April 1st, 2023.

Q: When are Medicaid renewals restarting, and what does this mean for Medicaid Members in Rhode Island?

A: Starting April 1st, 2023, RI Medicaid will be required to redetermine each member’s eligibility over the course of twelve months. Individuals enrolled in Medicaid will once again have to take action to renew their coverage, unless notified otherwise. When it is your turn to renew, you will receive a letter from Medicaid in the mail. [Click here](#) to learn more about renewing your Medicaid or CHIP coverage.

The first group of Medicaid renewals will receive their notice in April 2023 and, each month thereafter, a new group will receive renewal notices. Note that the last group will receive the renewal notice in March 2024. After these renewals are completed, the regular yearly renewal process will start again.

Q: What can I do to prepare?

A: The most important thing you can do is to make sure all your information is up to date. This is the best way to be sure the State can reach you with important and time sensitive information. It will also help us keep you connected to health insurance. Additionally, please watch the mail for further communications from RI Medicaid with more information about the restart of the renewal process.

Q: How can I update my account information?

A: You can update your account information and communication preferences in several ways:

- **Online or Mobile App:** Visit healthyrhode.ri.gov to access your account online or download the HealthyRhode mobile app on your smart phone to access your account. HealthSource RI also hosts a live web chat, which is staffed during business hours, and has live call center staff available to assist customers in English or Spanish.
- **Contact your health insurance Managed Care Organization:** Do you have an insurance card from Neighborhood Health Plan of Rhode Island, Tufts Health Plan (RITogether) or United Health Care Community Plan (UHCCP)? Call the number on the back of your card for assistance in updating your contact information. Be sure to give them

permission to share this information with the State of RI. *(Option not available to DCYF, Medicaid-Medicare Plan members, or traditional fee-for-service Medicaid members)*

- **By Phone:** Call HealthSource RI (HSRI) at 1-855-840-4774 (Monday through Friday, except holidays, from 8 a.m. to 6 p.m.).
- **In Person:** Staff at DHS offices can assist customers in person. A list of DHS regional offices is available [here](#).

Customers can call United Way's 211 for help accessing their Customer Portal account or to learn more about the technology resources available.

Q: How will I know when this will affect me?

A: Your renewal date will be based on the last renewal date established in your case. Those with the oldest, expired renewal dates will be run first and the rest will be spread over the following months.

Medicaid will mail you a notice two months before you need to complete your renewal. For example, if your renewal needs to be completed by the end of May to keep your benefits starting in June, you will receive the renewal notice in April. The notice will tell you if your Medicaid will be renewed through passive renewal, which means that no additional action will be required on your part to renew, or if you need to provide information. The notice will also tell you the date by which you need to return any information so your renewal can be completed.

If your Medicaid coverage is going to end because you are no longer eligible, you will be given information on how to apply for health insurance through HealthSource RI.

******IMPORTANT:** Always open mail that you receive with a return address from "State of Rhode Island". There are deadlines for responding to the renewal notice, and you don't want to lose your Medicaid because you missed a deadline.