



BE READY. STAY COVERED.

Frequently Asked Questions About Medicaid Renewals

What are Medicaid renewals?

Every year, the State reviews Medicaid members' information to make sure they are still eligible. This is sometimes called a “renewal”. If we have enough information, we will send you a notice (Benefits Decision Notice) telling you that we have renewed your Medicaid.

If we need more information, we will send you two notices:

- a yellow Medicaid renewal notice
- a white notice asking for additional documents.

These two notices will arrive in the mail separately. Make sure you watch for both.

When will it be my turn to renew?

Not everyone will get their notice in the mail at the same time. Notices go out to different people at the start of each month. You can use the [portal](#) to find your anticipated Medicaid renewal date. The portal is easy and secure, and you don't need an email or password to use it. The portal is in English, but you can change it to Spanish and Portuguese. If someone is helping you, they can use the portal, too.

Here's what you need to do:

- Enter the Medicaid ID number on your white Anchor card.
- Enter your date of birth.

The portal will tell you when you can expect to renew. But remember, your renewal date may change so check back often.

You can also find your anticipated Medicaid renewal date by logging in to your account at healthyrhode.ri.gov and looking for “My Renewal Information.”

I got a notice in the mail that says I need to provide more information for the State to review my eligibility. How can I submit my documents to the State?

There are many ways you can submit information to the State, including online, by-mail, or in-person.

- **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.
- **By mail:** You can mail requested documents to P.O. Box 8709, Cranston, RI 02920-8787.
- **In person:** Staff at the Rhode Island Department of Human Services (DHS) offices can assist customers in person. For a list of DHS offices and scan centers, visit dhs.ri.gov/about-us/dhs-offices.

What can I do to prepare for my renewal?

There are three things you can do be ready and stay covered.

1. **Keep your account information up to date** so the State can reach you with important information. For example, you should update your account if your contact information changes, you get a new job, or you have a baby.
2. **Watch for mail from the State of Rhode Island.** If the Medicaid program needs more information to renew your coverage, you'll get a yellow notice. You will also get a white notice that says, "Additional Documentation Required" (we'll send this notice separately). Otherwise, you will get a notice that says your coverage has continued automatically.
3. **Take action right away.** If you get a yellow notice, it means the State needs more information about you or people in your household to renew your coverage.

How can I update my contact information?

You can update your contact information in several ways:

- **Online or in the 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 (HSRI) also hosts a live web chat during business hours on healthsourceri.com.
 - All Medicaid members have an account that was created when you were approved for Medicaid. If you're setting up your account for the first time, you can enter your social security number and birthdate to get your username. Then follow the steps to reset your password.
- **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 help updating your contact information.
- **By phone:** Call HSRI at 1-855-840-4774 (Monday through Friday, except holidays, from 8 a.m. to 6 p.m.).
- **In person:** Staff at the Rhode Island Department of Human Services (DHS) offices can assist customers in person. For a list of DHS offices, visit dhs.ri.gov/about-us/dhs-offices.

Do I have to do anything different to renew my child's coverage vs. my own?

It is possible for people living in the same household to get different types of renewal notices. For example, you may get a notice saying that your dependent child's Medicaid coverage is continuing automatically. In this case, you do not need to do anything to renew their coverage. You may get a second notice at the same time that says you or others in your household have to provide more information to the State to determine eligibility. It is important that you submit requested documents by the deadline on your renewal notice.

How can I get help with my renewal?

Help is available in person, over the phone, and online. To learn about these options, visit staycovered.ri.gov/medicaid-renewals/contact-us.

- Certified Application Counselors and Navigators are available to provide free, in-person assistance. Many community-based organizations can also help you understand your Medicaid renewal notice and next steps.
- If you are age 60 or older or an adult with a disability, you can call the Point, 401-462-4444. If you are age 65 or older or a Medicare recipient, you can call 888-884-8721. Partners at senior centers and community action agencies can also assist.
- To find help near you, visit staycovered.ri.gov/community-support.

I missed the deadline on my packet. What should I do?

If you missed the deadline on your yellow renewal packet, sign the renewal form and submit your documents right away.

If the State gets your packet within 90 days of the date your benefits stopped (according to your Benefit Decision Notice), your documents will be accepted, and your eligibility will be reviewed.

- If the State gets your documents within 90 days and determines you are eligible for Medicaid, your coverage will be reinstated. You will get a white Anchor Card that you can use for medication and for doctor's visits if the provider accepts Medicaid fee-for-service. You will then be re-enrolled into your managed care plan (Neighborhood Health Plan of Rhode Island, Tufts Health (RITogether) Plan, or UnitedHealthcare Community Plan (UHCCP)).
- If the State gets your documents within 90 days and determines you are no longer eligible for Medicaid, you may be given information about how to get low-cost health insurance through HealthSource RI. Your Benefit Decision Notice will also give you information about how to appeal.

To learn more about your coverage options while your late documents are being reviewed, call HealthSource RI (HSRI) from 8 a.m. to 6 p.m. on weekdays at 1-855-840-4774.

What happens if I'm no longer eligible for Medicaid?

If you're no longer eligible for Medicaid, the friendly team at [HealthSource RI](https://healthsource.ri.gov) can help you find affordable healthcare coverage.

Depending on your household size and income, you may qualify for:

- Auto-enrollment in a qualified health plan (QHP) and two months' premium assistance
- Two months' premium assistance and federal premium tax credits
- Federal premium tax credits to help make health coverage more affordable.

If you got a notice saying you're no longer eligible for Medicaid, but you do not agree with the State's decision, you can file an appeal.

What happens to my child's coverage if I'm no longer eligible for Medicaid?

A child may still be eligible for Medicaid coverage even if their parent or legal guardian is no longer eligible. This is because the household income eligibility for children is much higher than for parents and caregivers.

If you and/or dependent children in your household are no longer eligible for Medicaid, the friendly team at [HealthSource RI](#) can help you find affordable healthcare coverage.

Depending on your household size and income, you may qualify for:

- Auto-enrollment in a qualified health plan (QHP) and two months' premium assistance
- Two months' premium assistance and federal premium tax credits
- Federal premium tax credits to help make health coverage more affordable

Does a child “age out” of Medicaid?

When a young adult turns 19, they're no longer eligible for Medicaid as a dependent in a Medicaid household. We check our data sources to see if we have enough information to confirm the 19-year-old's Medicaid eligibility in another category (since they're not your dependent anymore). If we can confirm eligibility in another category, the 19-year-old will remain eligible for Medicaid automatically.

Sometimes, we don't have enough information about a 19-year-old or your household to determine eligibility. If that happens, when you receive your Medicaid renewal notice, it will say “Action Required.” Follow the instructions on your notice to report changes in your household status. You will also get a white notice that says, “Additional Documentation Required” (we'll send this notice separately).

Be sure to sign your yellow renewal notice. Please provide it to us, along with any documents required, **before the due date** on your yellow notice. It's important to return these documents so we can determine eligibility. If we don't receive your information by the due date, Medicaid coverage will be terminated. If you miss the due date, you have 90 days from your due date to get your information to us and have your eligibility reconsidered.

How do I file an appeal?

There are a few ways to request an appeal related to your Medicaid coverage. You can file an appeal:

- **Online.** Log into your account at healthyrhode.ri.gov and click on "file an appeal".
- **By phone.** You can file an appeal by calling HealthSource RI at 1-855-840-4774.
- **In person.** For a list of DHS offices, visit dhs.ri.gov/about-us/dhs-offices. An appeal form is included in every Benefit Decision Notice. Fill out this form and bring it with you.
- **By mail.** An appeal form is included in every Benefit Decision Notice. Fill out this form and mail it to ATTN: Appeals State of Rhode Island, P.O. Box 8709, Cranston, RI 02920-8787.

Instructions on how to file an appeal are also in your Benefit Decision Notice. For more information, visit staycovered.ri.gov/medicaid-members/file-appeal.