

Louisiana Chapter

INCORPORATED IN LOUISIANA

American Academy of Pediatrics

DEDICATED TO THE HEALTH OF ALL CHILDREN®



MEDICAID RENEWALS:

**Patient centered messaging and how
you can help ease the transition**



What You Can Do

You can help inform patients about the steps they need to take to retain their Medicaid and CHIP coverage or find other coverage by sharing information from this toolkit. Below, you'll find easy ways for your office to spread the word about Medicaid/CHIP renewals as well as health care options for patients of all ages who may have lost coverage.

Front desk & Administrative Staff

- Print and place flyers, brochures, and fact sheets in waiting rooms and at check-in desks. Free materials can be ordered through the CMS Product Ordering website by requesting a free account and using the search term “Unwinding” to filter materials.
- Play educational videos on closed-circuit TVs in waiting rooms.
- Remind patients that Medicaid and LaCHIP renewals have restarted when they check in and out of their appointments.
- Remind parents to always return renewal forms so the state can see if anyone in their family still qualifies for coverage. Even if the parent is no longer eligible for Medicaid, their child may still be eligible for Medicaid or LaCHIP.
- Verbally share information about Medicaid renewals during insurance information intake/ verification.
- Include reminders about renewing Medicaid and LaCHIP coverage in office voicemail, waiting messages, and other patient communications, including patient portals, newsletters, and text messages.

Billing Staff

- Include messages at the bottom of billing statements to remind patients that Medicaid renewals have restarted, and they need to update their contact information with their state Medicaid office.
- Remind parents to always return renewal forms so the state can see if anyone in their family still qualifies for coverage. Even if the parent is no longer eligible for Medicaid, their child may still be eligible for Medicaid or CHIP.
- Include a notice about Medicaid and CHIP renewals on financial assistance or coverage assistance paperwork, if appropriate.
- Direct patients who have recently lost health coverage to [LocalHelp.HealthCare.gov](https://www.localhelp.healthcare.gov) for in person help enrolling in other coverage.
- If a patient has recently moved or updated their contact information, remind them to alert their state Medicaid or CHIP office.



Clinicians

- If a patient has questions about Medicaid or LaCHIP renewals, use the Frequently Asked Questions in this toolkit to help guide them on next steps for keeping health coverage. Encourage them to update their contact information with their state Medicaid or LaCHIP office, and to respond to the renewal form when it arrives to keep their coverage.
- Remind parents to always return renewal forms to the state Medicaid or LaCHIP office. Even if the parent is no longer eligible for Medicaid, their child may still be eligible for Medicaid or LaCHIP.
- If a patient mentions recent loss of Medicaid or LaCHIP coverage, let them know that other coverage options are available, such as employer-sponsored coverage, coverage through the Marketplace at HealthCare.gov, or coverage through Medicare.
- Direct patients to ldh.la.gov or to call 1-888-342-6207 for assistance.

Clinical Support Staff

- During intake, remind patients that Medicaid and LaCHIP renewals have restarted and encourage them to update their contact information so they don't miss important information or deadlines.
- Let parents know that they should apply even if they don't think they're eligible, since their kids might be eligible.
- If a patient mentions a recent move, remind them to alert the Louisiana Medicaid or LaCHIP office of their new address if they are enrolled in Medicaid or LaCHIP.
- Print and place flyers, brochures, and fact sheets throughout the clinic, and keep them on-hand in exam rooms to provide to patients who mention that they've lost health coverage.
- If a patient is no longer eligible for Medicaid or LaCHIP, tell them about other health coverage options. Encourage them to check if they can get coverage through their employer, through the Marketplace at HealthCare.gov, or through Medicare. Direct patients to ldh.la.gov or to call 1-888-342-6207 for assistance.

Frequently Asked Questions

Health care professionals, office administrators, and office staff can use these frequently asked questions to answer common questions that patients may have about Medicaid and CHIP coverage when they come in for an appointment.

Q: I have Medicaid/CHIP and heard that I will need to renew my coverage, but I have not gotten anything from my state Medicaid/CHIP office yet. What should I do?

A: Reach out to the state Medicaid/CHIP office and make sure that they have your updated contact information, such as your mailing address. This helps make sure that your renewal form will be sent to the right address when it is time to renew your coverage. You can find the contact information for the state Medicaid office at [Medicaid.gov/renewals](https://www.Medicaid.gov/renewals).

Q: I got a letter from my state about renewing my Medicaid/CHIP coverage. What do I need to do to make sure my coverage is renewed?

A: First, you should read the whole letter to see what information the state needs to help renew your coverage. Complete any information the state needs on the renewal form and provide copies of any documents that they ask for to support that information.

For parents: You should always return your renewal form so the state can see if you or anyone in your family is eligible for coverage. Even if you are no longer eligible for Medicaid, your child may still be eligible for coverage through Medicaid or CHIP. After you send your renewal form and other documentation back to your state, look out for follow-up information from the state Medicaid or CHIP office about your coverage.

Q: I have not had to renew my Medicaid/CHIP coverage in years. Why is my state asking me to renew my coverage now?

A: Each year, Medicaid coverage must be renewed. However, during the COVID-19 pandemic, people with Medicaid and CHIP did not have to worry about renewing their coverage because states paused renewals to ensure as many people as possible stayed covered during the pandemic. States are now restarting yearly renewals for everyone enrolled in their Medicaid program.

Q: I got a letter from my state Medicaid/CHIP office saying that my coverage has been terminated. What do I do now?

A: First, make sure to read the notice from the state to see why you lost Medicaid/LaCHIP coverage. If the state ended your coverage because they did not have the information they needed to complete the renewal, then you can contact the state to provide the missing information. Find the state's contact information at [Medicaid.gov/renewals](https://www.Medicaid.gov/renewals).

If you think that you are still eligible for Medicaid or LaCHIP and the state wrongly ended your coverage, you can ask the state for a second review and appeal the decision.

If the state ended your coverage because they found that you are no longer eligible for the program, you will need to find another option for health coverage. If there is a change in your situation (e.g., your income changes), you can reapply for Medicaid or LaCHIP at any time.

Q: I recently lost my Medicaid/CHIP coverage. What other options do I have for health insurance coverage?

A: First, you should check with your employer to see if employer-sponsored coverage is an option for you. The Health Insurance Marketplace® at [HealthCare.gov](https://www.HealthCare.gov) may also be an option for affordable, quality health coverage.

For patients 65 or older or patients with a disability, End-Stage Renal Disease (ESRD), or ALS (also called Lou Gehrig's disease): You may be able to enroll in Medicare. You could qualify for a Special Enrollment Period to enroll in Medicare without paying a penalty if you missed your initial enrollment period. [Medicare.gov](https://www.Medicare.gov) has more information about enrolling in Medicare.



Additional Resources

Below are some additional website that may provide some extra resources to best serve your patients.

Medicaid.gov: Unwinding and Returning to Regular Operations After Covid-19
(<https://bit.ly/3UUPi2G>)

Medicaid.gov: Medicaid & CHIP Renewals Outreach and Educational Resources
(<https://bit.ly/3UL4vS4>)

AAP.org - Preserving Medicaid and CHIP Coverage
(<https://bit.ly/3UN9i4S>)

Georgetown University - Center for Children & Families - Unwinding Resources
(<https://bit.ly/42PTWiQ>)