

Medicaid and CHIP

Unwinding of “Medicaid Protection”, the Continuous Coverage Requirement - Messaging Toolkit

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Overview:

In 2020, as part of the Families First Coronavirus Response Act, Congress passed, and President Trump signed a pause on Medicaid dis-enrollments to ensure health coverage was protected for children and families during the pandemic. The easing of these rules helped prevent people with Medicaid and CHIP—in all 50 states from losing their health coverage during the pandemic. Idaho Department of Health and Welfare (IDHW) has called this “Medicaid Protection.” States are required to restart Medicaid and CHIP eligibility reviews as these coverage protections expired on March 31st, 2023. This leaves many Idaho families at risk of losing health insurance and experiencing gaps in coverage.

Some families will need to transition to a new coverage source, but many will remain eligible for Medicaid. Historically, when renewal practices change – individuals experience lapses in coverage over something as simple as a renewal letter getting lost in the mail, not because they are ineligible. Some children will need to transition to CHIP; their parents may become eligible for subsidized coverage on the health insurance exchange.

Some States began the renewal process as early as 60 days in advance of April 1st, 2023. IDHW has identified approximately 153,837 Medicaid participants who will need to go through a renewal process.

In order to mitigate call volumes and to ensure a manageable workload, IDHW announced they will send out renewal notices in batches, aiming to send out renewal notices to 30,000 participants per month. IDHW mailed renewal notices to the first group of Medicaid enrollees on February 1st, 2023. Households will receive a notice with a pink address block; this indicates that the household needs to complete a renewal and will have 60 days to complete their renewal process to prove eligibility, or they could lose coverage.

For individuals receiving Medicaid as a result of this special protection, a pink notice will be mailed so that participants understand their Medicaid coverage will discontinue if they do not contact IDHW. Customers should complete the requested information as soon as they receive it.

Customer Communication: Medicaid Protected
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Customer affected by Medicaid Protection will receive a PINK ADDRESS BLOCK letter

Letter includes:

- Explanation of end of Medicaid Protection
- Date customer's protection will end
- Instructions to complete re-evaluation
- Customer support contact information

Households without people receiving Medicaid protection will receive a blue notice letting them know that they are not impacted by Medicaid protection ending and there is nothing they need to do at this time.

Customer Communication: Non-Medicaid Protected
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Customer unaffected by Medicaid Protection will receive a BLUE ADDRESS BLOCK letter

Letter includes:

- Explanation of end of Medicaid Protection
- Explanation that this will not affect customer's Medicaid benefit
- Customer support contact information

A second notice will be sent as a reevaluation reminder via mail and a text message will be sent to all Medicaid customers approximately 30 days before their renewal is due. The second notice will remind customers to complete their renewal application before the due date, or their benefits will close. The renewal notices will include contact information to complete their reevaluation with self-reliance.



Final Reminder Notice

STATE OF IDAHO
DEPARTMENT OF HEALTH & WELFARE

Case Number: 1234567
 Identification: 123456789
 Phone: 123-456-7890
 Email: 123456789@idaho.gov
 Date of Birth: 12/31/2020

MEMBER ID: 123456789
 HOUSEHOLD ID: 123456789

Hi! We have important information for your household.
 Our records indicate that the household members listed below have not completed a re-evaluation for continued Medicaid benefits:

- [PH Member]
- [PH Member]
- [PH Member]

To ensure you do not lose your Medicaid benefits, you must re-evaluate as soon as possible using the information below, or your Medicaid benefits will end on December 31st, 2020.

What you need to do
 Complete your re-evaluation by providing updated household and income information as soon as possible using one of the methods below.

Log in or register at idaho.idaho.gov. Once logged in, follow the prompts to complete your re-evaluation and upload copies of your verification documents. Once submitted, you can track the status of your re-evaluation.

Call us at 1-844-609-5464, Monday through Friday, 8:00 AM-4:00 PM (MST), to complete your re-evaluation. You may be asked to provide verification documents via mail, email, or fax.

Mail:	Fax:	File:
Self-Help Programs	1-800-434-8273 (toll free)	
PO Box 8372		
Boise, ID 83720-8023		

Next Steps/Questions
 After you receive your re-evaluation, you will receive a notice containing the results of your re-evaluation. For more information, visit idaho.idaho.gov or call 1-844-609-5464.

Letter includes:

- Reminder to complete re-evaluation
- Warning of potential end of benefits
- Instructions on how to complete re-evaluation
- Customer support contact information

Individuals who are no longer eligible for Medicaid may be referred to Your Health Idaho to sign up for a health insurance plan on the health insurance exchange with a tax credit. If referred to Your Health Idaho, individuals will receive a notification with an access code that they can set up their online account. Once the online account is set up and their application is submitted, they will immediately know the amount of a tax credit they qualify for and can enroll in a plan that suits their needs.

Messaging Guide:

This guide includes messages to help stakeholders working with Medicaid enrollees communicate about the end of Medicaid Protection, encourage renewal completions, and share information to maximize successful coverage transitions for those no longer eligible for Medicaid. This guide:

1. Gives a framework to build communications tactics that will educate stakeholders and Medicaid enrollees about what to expect and actions to take during the unwinding of Medicaid Protection.
2. Includes key messages stakeholders can customize and use in their own communications efforts.

This guide is informed by qualitative research, which identified knowledge gaps, barriers, and messaging suggestions. This guide also incorporates insights and suggestions from The Centers for Medicare & Medicaid Services (CMS) [communications guide](#).

Key Message Insights

Focus group research was conducted in several states to help advocates and stakeholders understand which messages motivated action by Medicaid enrollees.¹

Move away from the “Public Health Emergency” phrasing.

Most participants had not heard of the PHE and many found references to the Public Health Emergency to be confusing, aggressive, or scary. They also did not know that Medicaid renewal rules were changing

¹ Smith & PerryUndem. 2022. Testing Materials to Prepare Medicaid Enrollees to Renew.

https://static1.squarespace.com/static/5f738fd66b64850866b2313d/t/62f519e41d09863a902f2768/1660230117928/PHE+Focus+Group+Report_Final+8.2.pdf

and that it could impact their health coverage. This was particularly frightening for Spanish-speaking participants who did not know what it meant for them.

Emphasize that the “Medicaid rules have changed.”

Participants found this framing both informative and less threatening. They resonated with this clear, simple, and direct way of telling them they should look into the new renewal process. Enrollees who were unsure about the PHE felt that this was much less confusing.

When possible, include important dates.

Many enrollees believed that the date when the PHE ends is the most important piece of information. Participants wanted to know when the rules were changing so they could prepare documents and plan ahead.

Use the term “renew” in messages and notices.

Participants felt that this was the most familiar and clearest description of what needs to happen. Other terms and phrases tested (“re-enroll” or “confirm your eligibility”) cause confusion or have different meanings for some.

Messaging for Medicaid Enrollees

As Medicaid enrollees wait for their renewal notice, it is important to obtain updated contact information from enrollees to ensure IDHW can reach them when it's their time to renew.

Top Message to Medicaid Enrollees:

Make sure Medicaid has the correct mailing address, phone, and email contacts to reach you with important updates about your health insurance.

Top Phrases for Motivating Action

These phrases were tested in the focus groups and identified as top motivators for Medicaid enrollees taking action that apply to this phase of the unwinding.

“The rules are changing.”

Enrollees found this phrasing to be direct and easily digestible. There was no fluff or confusing wording around the end of the PHE. This succinctly captures what they need to know.

“It only takes 10 minutes.”

Enrollees found this phrase compelling, especially as they navigate their busy lives. Given the often-long wait times at Medicaid call centers, this language may be more appropriate in messaging around online resources and how quick it is to update addresses online.

Research Insight: Many consumers report changed life circumstances, including a move, loss or gain of job, and/or the addition of a new child over the past few years, and ensuring that Medicaid has the most up-to-date information can be key to a smoother renewal process. Use simple, direct language to encourage enrollees to provide updated information. Ask about changed life circumstances as a reason

to encourage enrollees to connect with you. Ask for updated information to reach individuals across communications channels and encourage those with touchpoints to engage enrollees too.

Other Key Messages:

- Moved in the past three years? Has your address or phone number changed? Make sure your health insurance moves with you.
- **Have you moved in the past few years? Has your address or contact information changed?** Take a moment today to confirm that Medicaid/CHIP has the correct mailing address, phone number, and email address on file so we can reach you in case of any changes to your health coverage. You may be notified of steps you need to take to keep your coverage. Visit <https://idalink.idaho.gov/> or call [877-456-1233](tel:877-456-1233) to update your contact information today.
- **Medicaid renewals are back.** Many were paused during COVID. There are steps that can take now to help minimize any interruption to your coverage. To get ready, make sure Idaho Medicaid knows where to send your renewal letter -- if you've moved or your contact information has changed, make sure Idaho Division of Medicaid has your current address, email, and phone number. Visit <https://idalink.idaho.gov/> or call [877-456-1233](tel:877-456-1233) to update your info today.
- **Has your address or contact information changed?** Make sure up-to-date contact information is on file so you can be reached with important updates about your MEDICAID/CHIP health insurance. Please provide your current mobile phone number, email, and mailing address to the customer service representative so records are up to date. It only takes 10 minutes and your information will not be shared. Visit <https://idalink.idaho.gov/> or call [877-456-1233](tel:877-456-1233) to update your contact information today.
- **The rules are changing.** Take a moment today to confirm that Medicaid/CHIP has the correct mailing address, phone number, and email address on file so you can be reached in case of any changes to your health coverage. You may be notified of steps you need to take to keep your coverage. Visit <https://idalink.idaho.gov/> or call [877-456-1233](tel:877-456-1233) to update your contact information today.

Scams Messaging

As states work through their Medicaid redetermination processes, scams have become a growing concern for state and federal agencies. There have been reports of scams targeting potential/current Medicaid enrollees by asking for financial compensation over the phone to retain Medicaid coverage and/or offering enrollment in fake or misleading plans. To ensure families going through the redeterminations and enrollment process know how to protect themselves from scams and bad actors we have developed English and Spanish-language social media posts below.









Re-enrollment Messaging

As states work through their Medicaid redetermination processes, we have developed the below English and Spanish-language social posts to ensure families who have lost Medicaid understand their options. These posts target families who:

- Did not respond to a notice in time, but may still be in the 60-day reconsideration period and eligible to re-enroll in Idaho Medicaid
- Lost Idaho Medicaid coverage for procedural reasons but remain eligible to re-enroll
- May be eligible to transition to the State-based Marketplace, Your Health Idaho (for adults)



Messaging Templates



These template communications resources can be customized by states to encourage enrollees to update their contact information including phone number, mailing address, and email. Some examples can be copied and pasted, others include links to downloadable documents that can be used or edited.

Social Media Posts		
Language	Downloadable Content	Post Copy
English	 <p>Moved recently?   </p> <p>Make sure your healthcare moves with you. Update your contact info today.</p> <p>Click to Download</p>	<p>If you have Medicaid health insurance and you've moved within the last 3 years, make sure Medicaid knows how to contact you in case of changes to your coverage. Visit https://idalink.idaho.gov/ or call 877-456-1233 to update your address today.</p>
Spanish	 <p>¿Mudado recientemente?   </p> <p>Asegúrese de que su seguro médico se mude con usted. Actualice su información de contacto hoy mismo.</p> <p>Click to Download</p>	<p>Si usted tiene cobertura de salud de Medicaid y se ha mudado en los últimos tres años, asegúrese de que Medicaid sepa cómo contactarlo en caso de que haya cambios en su cobertura. Visite https://idalink.idaho.gov/ o llame al 877-456-1233 para actualizar su información hoy.</p>

<p>English</p>	 <p>Click to Download</p>	<p>If you have Medicaid health insurance, make sure your current address and contact information are on file so that you don't miss important information about your coverage. Visit https://idalink.idaho.gov/ or call 877-456-1233 or email mybenefits@dhw.idaho.gov to update your address today.</p>
<p>Spanish</p>	 <p>Click to Download</p>	<p>Si usted tiene cobertura de salud de Medicaid, asegúrese de que su dirección actual y su información de contacto estén registradas, para que pueda recibir información importante sobre su cobertura. Visite https://idalink.idaho.gov/ o llame al 877-456-1233 o envíe un correo electrónico a mybenefits@dhw.idaho.gov para actualizar su dirección hoy.</p>
<p>English</p>	 <p>Click to Download</p>	<p>Protect yourself from fraud! The Idaho #Medicaid office will never threaten you with legal action or ask for payment for you to keep or qualify for #Medicaid or #CHIP coverage. Avoid scams & visit the official place to renew at: https://idalink.idaho.gov/</p>
<p>Spanish</p>	 <p>Click to Download</p>	<p>¡Protéjase de fraude! La oficina de #Medicaid de Idaho nunca lo amenazará con acción legal ni le pedirá un pago para mantener o calificar para la cobertura de #Medicaid o #CHIP. Evite estafas y visite el lugar oficial para renovar: https://idalink.idaho.gov/</p>
<p>English</p>	 <p>Click to Download</p>	<p>Idaho Medicaid renewals are happening now! It's important to respond quickly to requests for information, but always make sure requests are coming from a credible source. Look for official government seals & logos. Learn more here: https://idalink.idaho.gov/</p>

<p>Spanish</p>	 <p>Click to Download</p>	<p>¡Las renovaciones de Idaho Medicaid están ocurriendo ya! Es importante responder rápidamente a solicitudes de información, pero asegúrese de que vengan de una fuente confiable. Busque los sellos y logotipos oficiales del gobierno. Aprenda más: https://idalink.idaho.gov/</p>
<p>English</p>	 <p>Click to Download</p>	<p>Avoid Medicaid scams by finding official enrollment assistance to help you manage your coverage. Find yours here: https://idalink.idaho.gov/</p>
<p>Spanish</p>	 <p>Click to Download</p>	<p>Evite las estafas de Medicaid al obtener asistencia de inscripción oficial para ayudarlo a tramitar su cobertura. Encuentre asistencia aquí: https://idalink.idaho.gov/</p>
<p>English</p>	 <p>Click to Download</p>	<p>Idaho Medicaid enrollees: Avoid scams. If anyone claiming to be Idaho Medicaid or the Idaho Department of Health and Welfare and asks you for money be careful.</p> <p>Scams have been reported impersonating Idaho Medicaid. For accurate renewal information, visit https://idalink.idaho.gov/</p>
<p>Spanish</p>	 <p>Click to Download</p>	<p>Personas inscritas en Idaho Medicaid. Evite las estafas de Idaho Medicaid Si alguien que dice ser https://idalink.idaho.gov/ le pide dinero, tenga cuidado.</p> <p>Se han reportado estafas haciéndose pasar por Idaho Medicaid Para obtener información confiable sobre la renovación, visite https://idalink.idaho.gov/</p>

<p>English</p>	 <p>Lost Medicaid?</p> <p>You & your family may be able to re-enroll.</p> <p>Click to Download</p>	<p>Lost your Idaho Medicaid coverage & think you're still eligible? Visit https://idalink.idaho.gov/ or call 877-456-1233 or email mybenefits@dhw.idaho.gov to check eligibility.</p>
<p>Spanish</p>	 <p>¿Perdió Medicaid?</p> <p>Es posible que usted y su familia puedan volver a inscribirse.</p> <p>Click to Download</p>	<p>¿Perdió su cobertura de Medicaid de Idaho y cree que aún es elegible? Visite https://idalink.idaho.gov/ o llame al 877-456-1233 o envíe un correo electrónico a mybenefits@dhw.idaho.gov para verificar su elegibilidad.</p>
<p>English</p>	 <p>Lost Medicaid but think you're still eligible?</p> <p>Stay covered while you appeal.</p> <p>Click to Download</p>	<p>Lost your Idaho Medicaid coverage & working through the appeals process? You can still stay on coverage while your status is determined. Visit https://idalink.idaho.gov/ or call 877-456-1233 or email mybenefits@dhw.idaho.gov for assistance.</p> <p>Confused by your Idaho Medicaid coverage status? You can appeal a determination. Visit https://idalink.idaho.gov/ or call 877-456-1233 or email mybenefits@dhw.idaho.gov to get assistance.</p>
<p>Spanish</p>	 <p>¿Perdiste Medicaid, pero crees que aún eres elegible?</p> <p>Manténgase cubierto mientras apela su decisión.</p> <p>Click to Download</p>	<p>¿Perdió su cobertura de Medicaid de Idaho y está apelando la decisión? Todavía puede mantener su cobertura mientras se decide su caso. Visite https://idalink.idaho.gov/ o llame al 877-456-1233 o envíe un correo electrónico a mybenefits@dhw.idaho.gov para obtener ayuda.</p> <p>¿Confundido por su estado de cobertura de Medicaid de Idaho? Usted puede apelar la decisión. Visite https://idalink.idaho.gov/ o llame al 877-456-1233 o envíe un correo electrónico a mybenefits@dhw.idaho.gov para obtener ayuda.</p>

<p>English</p>	 <p>Your children may be eligible for free or low-cost health coverage.</p> <p>Click to Download</p>	<p>Parents: are your kids no longer eligible for Idaho Medicaid? Don't worry; most can still be covered through Idaho CHIP. Find information here: https://idalink.idaho.gov/</p> <p>Even if your child isn't eligible for Idaho Medicaid, they can likely get covered through Idaho CHIP. Kids in a family of 4 earning up to \$4,750 a month can qualify for free or low-cost coverage. Enrollment is open year-round. See if you qualify today. https://idalink.idaho.gov/</p> <p>If your child has lost Idaho Medicaid, there are other options for free or low-cost health care to make sure they can still get access to medications, well-care child visits, and vaccinations. Find help at https://idalink.idaho.gov/</p>
<p>Spanish</p>	 <p>Sus hijos pueden ser elegibles para cobertura de salud gratuita o de bajo costo.</p> <p>Click to Download</p>	<p>Padres: ¿sus hijos ya no son elegibles para Medicaid de Idaho? No se preocupen; la mayoría aún pueden obtener cobertura a través de CHIP de Idaho. Para más información: https://idalink.idaho.gov/</p> <p>Si su hijo no es elegible para Medicaid de Idaho, puede obtener cobertura a través de CHIP de Idaho. Los niños de una familia de 4 con ingresos hasta \$4,750 al mes pueden calificar. https://idalink.idaho.gov/</p> <p>Si su hijo ha perdido Medicaid de Idaho, existen otras opciones de cobertura gratuita o de bajo costo para que aún puedan tener acceso a medicamentos, visitas de rutina y vacunas. Encuentre ayuda en https://idalink.idaho.gov/</p>

Text Messages

Language	Content to Copy and Paste
English	Hi [FIRST NAME], this is [YOUR NAME] from [YOUR ORGANIZATION]. Is your current address on file with Medicaid? Medicaid renewals are coming back. It's important to keep your contact information up to date so Medicaid can contact you when it's time to renew. Visit https://idalink.idaho.gov/ or call 877-456-1233 or email mybenefits@dhw.idaho.gov to update your address today.
Spanish	Hola [NOMBRE], estamos llamando de [SU AGENCIA]. ¿Esta su dirección registrada en Medicaid? Las reglas de Medicaid cambiarán pronto. Es importante mantener su información de contacto actualizada para que Medicaid sepa cómo contactarlo para renovar su cobertura. Visite https://idalink.idaho.gov/ o llame al 877-456-1233 envíe un correo electrónico a mybenefits@dhw.idaho.gov para actualizar su dirección hoy.

Emails/ E-newsletters

Language	Content to Copy and Paste
English	<p>Subject Line: The rules are changing, make sure Idaho Medicaid can reach you</p> <p>Preview Text: Have you moved in the past three years? Has your address or contact information changed? It's important to make sure your health insurance moves with you. Steps need to be taken now to minimize disruptions to your health coverage.</p> <p>What is happening? Medicaid renewals were paused during COVID, but they are back. In some cases, renewals can happen automatically, but you may be required to submit information.</p> <p>What action do I need to take? There are steps that you can take now to help minimize any interruption to your coverage. To get ready, make sure Idaho Medicaid knows where to send your renewal letter if you need one -- make sure Idaho Division of Medicaid has your current address, email, and phone number. If you receive a pink renewal notice in the mail, that indicates it's time to renew. Follow the steps on the notice.</p> <p>It only takes 10 minutes to visit https://idalink.idaho.gov/ or call 877-456-1233 or email mybenefits@dhw.idaho.gov to update your address today.</p>

<p>Spanish</p>	<p>Línea de asunto: Las reglas cambiarán pronto, asegúrese de que Medicaid de Idaho pueda comunicarse con usted</p> <p>Texto de vista previa: ¿Se ha mudado en los últimos tres años? ¿Ha cambiado su dirección o información de contacto? Es importante asegurarse de que su seguro médico se mude con usted. Se deben tomar medidas ahora para minimizar las interrupciones en su cobertura de salud.</p> <p>¿Que está sucediendo? Las renovaciones de Medicaid se detuvieron durante COVID pero están de vuelta. En algunos casos, las renovaciones pueden realizarse automáticamente, pero es posible que deba presentar información.</p> <p>¿Qué acción debo tomar? Hay pasos que puede tomar ahora para ayudar a minimizar cualquier interrupción de su cobertura. Para prepararse, asegúrese de que Medicaid de Idaho sepa dónde enviar su carta de renovación si la necesita; asegúrese de que la División de Medicaid de Idaho tenga su dirección, correo electrónico y número de teléfono actuales. Si recibe un aviso de renovación rosa por correo, eso indica que es hora de renovar su cobertura. Siga los pasos en el aviso</p> <p>Solo toma 10 minutos visitar https://idalink.idaho.gov/ o llamar al 877-456-1233 o envíe un correo electrónico a mybenefits@dhw.idaho.gov para actualizar su dirección hoy.</p>
<p>English</p>	<p>Subject Line: Make sure Idaho Medicaid can reach you!</p> <p>What's New? Have you moved in the past three years? Has your address or contact information changed? Medicaid renewals are back. Many were paused during COVID. In some cases, renewals can happen automatically, but you may be required to submit information. Steps need to be taken now to minimize disruptions to your health coverage.</p> <p>What action do I need to take? There are steps that you can take now to help minimize any interruption to your coverage. To get ready, make sure Idaho Medicaid knows where to send your renewal letter -- make sure Idaho Division of Medicaid has your current address, email, and phone number.</p> <p>Take 10 minutes today to visit https://idalink.idaho.gov/ or call 877-456-1233 or email mybenefits@dhw.idaho.gov to update your address today. If you receive a pink renewal notice in the mail, that indicates it's time to renew. Follow the steps on the notice.</p>

<p>Spanish</p>	<p>Línea de asunto: ¡Asegúrese de que Medicaid de Idaho pueda comunicarse con usted!</p> <p>¿Qué hay de nuevo? ¿Se ha mudado en los últimos tres años? ¿Ha cambiado su dirección o información de contacto? Las renovaciones de Medicaid están de vuelta. Este proceso se detuvo durante COVID. En algunos casos, las renovaciones pueden realizarse automáticamente, pero es posible que deba presentar información. Se deben tomar medidas ahora para minimizar las interrupciones en su cobertura de salud.</p> <p>¿Qué acción debo tomar? Hay pasos que puede tomar ahora para ayudar a minimizar cualquier interrupción de su cobertura. Para prepararse, asegúrese de que Medicaid de Idaho sepa dónde enviar su carta de renovación; asegúrese de que la División de Medicaid de Idaho tenga su dirección, correo electrónico y número de teléfono actuales.</p> <p>Tómese 10 minutos hoy para visitar https://idalink.idaho.gov/ o llame al 877-456-1233 o envíe un correo electrónico a mybenefits@dhw.idaho.gov para actualizar su dirección hoy. Si recibe un aviso de renovación rosa por correo, eso indica que es hora de renovar su cobertura. Siga los pasos en el aviso</p>
<p>English</p>	<p>Subject line: Lost Medicaid? Don't stay uninsured.</p> <p>If you lost your Idaho Medicaid coverage in the last 60 days, you still have options:</p> <ol style="list-style-type: none"> 1. If you think you're still eligible, you can appeal the decision. Visit https://idalink.idaho.gov/ or call 877-456-1233 or email mybenefits@dhw.idaho.gov to check eligibility and get help. 2. If you're no longer eligible for Idaho Medicaid, Your Health Idaho has low-cost plans that cover things like doctor visits, hospital stays, mental health services, and more visit yourhealthidaho.org or call 855-944-3246 for more information. <p>Act now to keep you and your family covered.</p>
<p>Spanish</p>	<p>Línea de asunto: ¿Perdió su cobertura de Medicaid? No se quede sin seguro</p> <p>Si perdió su cobertura de Medicaid de Idaho en los últimos 60 días, todavía tiene opciones:</p> <ol style="list-style-type: none"> 1. Si cree que todavía es elegible, puede apelar la decisión. Visite https://idalink.idaho.gov/ o llame al 877-456-1233 o envíe un correo electrónico a mybenefits@dhw.idaho.gov para verificar su elegibilidad y obtener ayuda. 2. Si ya no es elegible para Medicaid de Idaho, Your Health Idaho tiene planes de bajo costo que cubre visitas al médico, estadías en el hospital, servicios de salud mental y más. Visite yourhealthidaho.org o llame al 855-944-3246. <p>Actúe ahora para mantener su cobertura y la de su familia.</p>

Flyers

Flyers can be placed in common areas that Medicaid enrollees may see them. They can be passed out at events or included in mailers.

Language	Downloadable Content
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English



[Click to Download](#)

Spanish



[Click to Download](#)

FAQs

The FAQs can be used to educate:

- 1) Medicaid enrollees that may have questions about the end of Medicaid Protection and their health coverage.
- 2) Providers and others who regularly see Medicaid enrollees. Many times, front line workers get questions when there is confusion about changes to Medicaid, these will help answer common questions that may come up.
- 3) Advocates and healthcare stakeholders wanting to learn more about the unwinding process and their role.

Language	Downloadable Content and Copy and Paste Options
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English

COVID-19 Public Health Emergency and Changes to Medicaid Coverage: Answers to Your Frequently Asked Questions:

- 1. What changes are coming to Medicaid and CHIP eligibility?** If you or a family member has health coverage through Idaho Medicaid or the Children’s Health Insurance Plan there are important steps you need to take. In most cases you were able to keep your Medicaid during the COVID-19 pandemic, even if there was a change in your household situation. This special rule has ended.
- 2. What does this mean for me?** This means that you or a family member may be disenrolled from Medicaid or CHIP if you don’t complete a renewal. The Idaho Department of Health and Welfare will contact you if a renewal is needed. However, Idahoans who are not eligible for Medicaid will be referred to Your Health Idaho, a state-based health insurance marketplace for purchase. Coverage can be purchased at Your Health Idaho:
 - a. Within 60 days of losing Medicaid
 - b. Or anytime during Your Health Idaho’s Open Enrollment Period.In addition, you or a family member may be eligible for a tax credit to help pay for health insurance through Your Health Idaho, the Idaho state-based health insurance marketplace. Your Health Idaho may then contact you about your eligibility for the tax credit and how to enroll in health insurance.

Visit yourhealthidaho.org or call [855-944-3246](tel:855-944-3246) for more information.
- 3. What should I do next?** The Idaho Department of Health and Welfare (IDHW) will send out pink notices with instructions to all families who need to complete a renewal. Sometimes IDHW can make a benefit determination without talking to you. The most important thing to do now is to make sure you **update your contact information** – it only takes 10 minutes to visit <https://idalink.idaho.gov/> or call [877-456-1233](tel:877-456-1233) or email mybenefits@dhw.idaho.gov to ensure they have your current mailing address, phone number, email, or other contact information. This way, they’ll be able to contact you about your Medicaid or CHIP coverage. If you need help, your local community health center can help you make sure your information is up to date.
- 4. When will the Idaho Department of Health and Welfare send notices for Medicaid/CHIP renewals?** The Idaho Department of Health and Welfare began notifying the families that need to submit renewal paperwork on February 1st, 2023. To reduce the volume of renewals, notices are being sent out in batches, meaning some families may not receive a notice until July.

	<p>5. If I received Medicaid coverage for which I would not have normally been eligible, do I have to pay that back? No. Any coverage received due to the pause in normal Medicaid eligibility rules does not have to be repaid. However, any coverage received due to deceit may need to be repaid.</p> <p>Click to Download</p>
Spanish	<p>La Emergencia de Salud Pública de COVID-19 y Cambios en la Cobertura de Salud de Medicaid: Respuestas a sus Preguntas Frecuentes</p> <p>1. ¿Qué cambios se avecinan en la elegibilidad de Medicaid y CHIP? Si usted o un miembro de su familia tiene cobertura de salud a través de Idaho Medicaid o CHIP (el programa de seguro médico para niños), hay pasos importantes que debe tomar. Anteriormente, pudo mantener su Medicaid durante la pandemia de COVID-19, incluso si hubo un cambio en la situación de su hogar. Esta regla especial ha terminado.</p> <p>2. ¿Qué significa esto para mí? Esto significa que usted o un miembro de su familia pueden perder su cobertura de Medicaid o CHIP si no completa una renovación. El Departamento de Salud y Bienestar de Idaho se comunicará con usted si necesita renovar su cobertura. Sin embargo, si ya no es elegible para recibir Medicaid, podría calificar para planes de salud a través de Your Health Idaho. Usted puede obtener una cobertura a través de Your Health Idaho:</p> <ul style="list-style-type: none"> a. Dentro de los 60 días de perder su cobertura de Medicaid b. O en cualquier momento durante el periodo de inscripción abierta de Your Health Idaho <p>Además, usted o un miembro de su familia pueden ser elegibles para un crédito fiscal para ayudar a cubrir el costo de un seguro médico a través de Your Health Idaho, el mercado de seguros médicos del estado. Es posible que Your Health Idaho se comunique con usted acerca de su elegibilidad para el crédito fiscal y como inscribirse en un seguro de salud.</p> <p>Visite yourhealthidaho.org o llame al 855-944-3246 para más información.</p> <p>3. ¿Qué debo hacer? El Departamento de Salud y Bienestar de Idaho (IDHW) enviará avisos de color rosa con instrucciones a todas las familias que necesiten completar una renovación. A veces, IDHW puede hacer una determinación de beneficios sin hablar con usted. Lo más importante que debe hacer ahora es asegurarse de actualizar su información de contacto; solo le llevará 10 minutos visitar https://idalink.idaho.gov/ o llamar al 877-456-1233 o envíe un correo electrónico a mybenefits@dhw.idaho.gov para actualizar su dirección postal, el número de teléfono y el correo electrónico u otra información de contacto. De esta manera, podrán comunicarse con usted acerca de su cobertura de Medicaid o CHIP. Si necesita ayuda, su centro de salud comunitario local puede ayudarlo a asegurarse de que su información este actualizada.</p> <p>4. ¿Cuándo enviará el Departamento de Salud y Bienestar de Idaho avisos para las renovaciones de Medicaid/CHIP? El Departamento de Salud y Bienestar de Idaho comenzó a notificar a las familias que deben presentar la documentación de renovación el 1º de febrero de 2023. Para reducir el volumen de renovaciones, los avisos se envían por lotes lo que significa que es posible que algunas familias no reciban un aviso hasta julio.</p>

5. Si recibí cobertura de Medicaid para la que normalmente no habría sido elegible, ¿tengo que devolverla? No. No es necesario reembolsar ninguna cobertura recibida debido a la pausa en las reglas normales de elegibilidad de Medicaid. Sin embargo, es posible que sea necesario reembolsar cualquier cobertura recibida debido a un engaño.

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