

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 **11** 


 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 **12** 

 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

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 encourage them to check their mail for official information with steps to renew their coverage.

Top Message to Medicaid Enrollees:

Make sure to return your renewal paperwork now — time is running out. Look for a pink renewal notice with instructions on how to renew coverage for you and your family.

Other Key Messages:

- **Medicaid renewals are back and you may need to act to keep your coverage.** After a pause in renewals during COVID, Idaho Medicaid began sending renewal letters out to all Medicaid enrollees in February of 2023.
- **Protect your Medicaid coverage.** If you or your family has Idaho Medicaid, make sure to check your mail for a pink notice with instructions to all families who need to complete a renewal. Even if you don't think you're eligible, your kids may still qualify. Visit <https://idalink.idaho.gov/> or call [877-456-1233](tel:877-456-1233) for more information.
- **If you no longer qualify, there are free or low-cost options available.** Idahoans who are no longer eligible for Medicaid may enroll in a low-cost plan through Your Health Idaho, a state-based health insurance marketplace for purchase.

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)






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.

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		
<p>These social posts can be used with corresponding graphics across Twitter, Facebook, and Instagram. For the best quality graphics, please download the high-resolution graphics instead of saving the images directly from this document. In order to shorten character counts, we recommend using bit.ly to shorten any links you plan to include. Please note that you cannot add links to your Instagram posts. Instead, links can be added to your Instagram Bio.</p>		
Language	Downloadable Content	Post Copy
English	 <p>Click to Download</p>	<p>Does your family have Idaho Medicaid? Return renewal paperwork NOW. Even if you don't think you're eligible, your kids may still qualify. Visit https://idalink.idaho.gov/ or call 877-456-1233 or email mybenefits@dhw.idaho.gov to check eligibility.</p> <p>Attention all Medicaid enrollees: have you returned your renewal paperwork? Make sure to respond to your renewal paperwork even if you don't think you're eligible. Visit https://idalink.idaho.gov/ or call 877-456- 1233 for more info.</p>

	 <p>TIME IS RUNNING OUT</p> <p>to keep your Medicaid coverage.</p> <p>Click to Download</p>	<p>Attention all Medicaid enrollees: It's not too late, but you need to act now to renew your coverage. Even if you don't think you're eligible, your kids may still qualify. Visit https://idalink.idaho.gov/ or call 877-456- 1233 for more info.</p> <p>Time is running out to keep your Medicaid coverage. Look for a pink notice w/instructions on how to renew coverage for you & your family. Respond to the renewal form - even if you don't think you're eligible, your kids may still qualify. Visit https://idalink.idaho.gov/ or call 877-456- 1233 for more info.</p>
Spanish	 <p>No pierda su cobertura.</p> <p>Devuelva su formulario de renovación ahora.</p> <p>Click to Download</p>  <p>SE ACABA EL TIEMPO</p> <p>para mantener su cobertura de Medicaid.</p> <p>Click to Download</p>	<p>¿Su familia tiene Medicaid? Asegúrese de devolver su formulario de renovación ahora. Aun si no cree que sea elegible, sus hijos pueden calificar. Visite https://idalink.idaho.gov/ o llame al 877-456-1233 para comprobar su elegibilidad.</p> <p>Atención a todos los inscritos en Medicaid: ¿Han devuelto su formulario de renovación? Asegúrese de devolver su formulario incluso si no cree que sea elegible. Visite https://idalink.idaho.gov/ o llame al 877-456-1233 para más información.</p> <p>Atención a todos los inscritos en Medicaid: No es demasiado tarde, pero necesita actuar ahora para renovar su cobertura. Incluso si no cree que sea elegible, sus hijos pueden calificar. Visite https://idalink.idaho.gov/ o llame al 877-456-1233 para más información.</p> <p>Mantenga su cobertura de Medicaid. Este al tanto de un formulario rosado con instrucciones sobre como renovar su cobertura para usted y su familia. Responda aun si no cree que sea elegible. Visite https://idalink.idaho.gov/ o llame al 877-456-1233 para más información.</p>
English	 <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>
<p>English</p>	 <p>Protect yourself from fraud</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>¿SABES CÓMO DETECTAR UNA ESTAFA DE MEDICAID?</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>Protect yourself from fraud</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>

Spanish	 <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>
English	 <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>
Spanish	 <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>
English	 <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>
Spanish	 <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>

Text Messages

Language	Content to Copy and Paste
English	<p>Hi [FIRST NAME], this is [YOUR NAME] from [YOUR ORGANIZATION]. Do you or your family have Idaho Medicaid? Make sure to return your renewal paperwork ASAP. Even if you don't think you're eligible, your kids may still qualify.</p> <p>Visit https://idalink.idaho.gov/ or call 877-456-1233 or email mybenefits@dhw.idaho.gov to update your address today.</p>
Spanish	<p>Hola [NOMBRE], estamos llamando de [SU AGENCIA]. ¿Usted o su familia tienen Medicaid? Asegúrese de devolver su formulario de renovación ahora. Aun si no cree que sea elegible, sus hijos pueden calificar. 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.</p>

Emails/ E-newsletters



Language	Content to Copy and Paste
English	<p>Subject Line: Don't lose your Medicaid coverage.</p> <p>Preview Text: If you or your family has Idaho Medicaid, make sure to return your renewal paperwork now. Even if you don't think you're eligible, your kids may still qualify.</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:</p> <ol style="list-style-type: none"> 1. Check your mail: If you receive a pink renewal notice in the mail, that indicates it's time to renew. Follow the steps on the notice. 2. Respond right away: Respond right away with updated info, even if you don't think you're eligible. <p>Visit https://idalink.idaho.gov/ or call 877-456-1233 or email mybenefits@dhw.idaho.gov if you have questions.</p>

<p>Spanish</p>	<p>Línea de asunto: No pierda su cobertura de Medicaid</p> <p>Texto de vista previa: Si usted o su familia tienen Medicaid, asegúrese de devolver su formulario de renovación ahora. Incluso si no cree que sea elegible, sus hijos pueden calificar.</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:</p> <ol style="list-style-type: none"> 1. Revise su correo: Si recibe un aviso de renovación rosa por correo, eso indica que es hora de renovar su cobertura. Siga los pasos en el aviso. 2. Responda de inmediato: Responda con información actualizada, incluso si no cree que sea elegible. <p>Visite https://idalink.idaho.gov/ o llamar al 877-456-1233 o envíe un correo electrónico a mybenefits@dhw.idaho.gov si tiene preguntas.</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>

Spanish	<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>
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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
<p>English</p>	<div style="display: flex; align-items: center; justify-content: center;">  <div style="margin-left: 20px;"> <p>Click to Download</p> </div> </div>
<p>Spanish</p>	<div style="display: flex; align-items: center; justify-content: center;">  <div style="margin-left: 20px;"> <p>Click to Download</p> </div> </div>

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

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 **respond to your renewal notice**. Even if you don’t think you’re eligible, your kids may still qualify for coverage. Visit <https://idalink.idaho.gov/> or call [877-456-1233](tel:877-456-1233) or email mybenefits@dhw.idaho.gov if you have questions. 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 receive a notice this month.

	<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> <ol style="list-style-type: none"> 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. 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: <ol 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> 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 devolver su formulario de renovación ahora. Aun si no cree que sea elegible, sus hijos pueden calificar. Visite https://idalink.idaho.gov/ o llame al 877-456-1233 o envíe un correo electrónico a mybenefits@dhw.idaho.gov si tiene preguntas. Si necesita ayuda, su centro de salud comunitario local puede ayudarlo a asegurarse de que su información este actualizada. 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 reciban un aviso este mes de julio.

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.

[Click to Download](#)

