



**BE READY.  
STAY COVERED.**

## Medicaid Renewals for Households with Children

Executive Office of Health and Human Services (EOHHS), in partnership with Department of Human Services (DHS) and HealthSource RI (HSRI)

**RHODE  
ISLAND**

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- What EOHHS and Partners Are Doing to Help
- How YOU can Help



# What You Need to Know

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# What Does “Medicaid Renewal” Mean?

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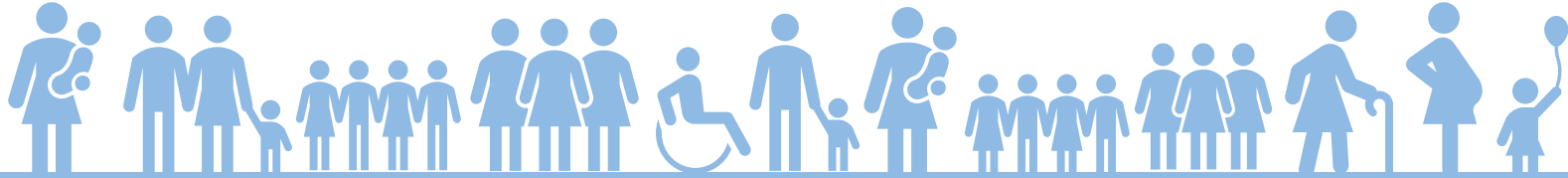
- Medicaid renewal refers to the annual eligibility review for all people enrolled in the program.
- As of April 1, Medicaid renewals started again in Rhode Island. Renewals are taking place over 12 months in a staggered approach.
- A person’s Medicaid renewal **ONLY** affects their health insurance coverage. It will not affect their other benefits (ex. Supplemental Nutrition Assistance Program).



# Households with Children Will Start Renewals Soon

- Households with children under 19 enrolled in Medicaid will get their renewal notice between December 2023 and April 2024.
  - Rhode Island chose to delay renewals for households with children to allow more time for thoughtful outreach, engagement, and preparation.
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- The graphic features a yellow background with a photograph of a man, a young boy, and another man smiling together. Overlaid on the photo is a dark blue box with the text "Medicaid renewals are back." in yellow. Below this, in white text, it says "Households with kids will get their renewal notice between December 2023 and April 2024." At the bottom of the graphic are several logos, including the Rhode Island state seal and the slogan "BE READY. STAY COVERED."
- According to our records, **about 75,000 households with children under 19 are currently enrolled in RI Medicaid** and will have their eligibility reviewed during this upcoming four-month period.
  - It's incredibly important that households with children know about this timeline, are opening any mail they get from the State and know what to do to keep their Medicaid coverage if they're eligible.

# Our Goal



**Our goal is to keep as many Rhode Islanders as possible connected to coverage, and in doing so, maintain our historically high rate of insured individuals.**

**Automatic Renewals**

**Auto-enrollment into Qualified Health Plans**

**Targeted Communications**

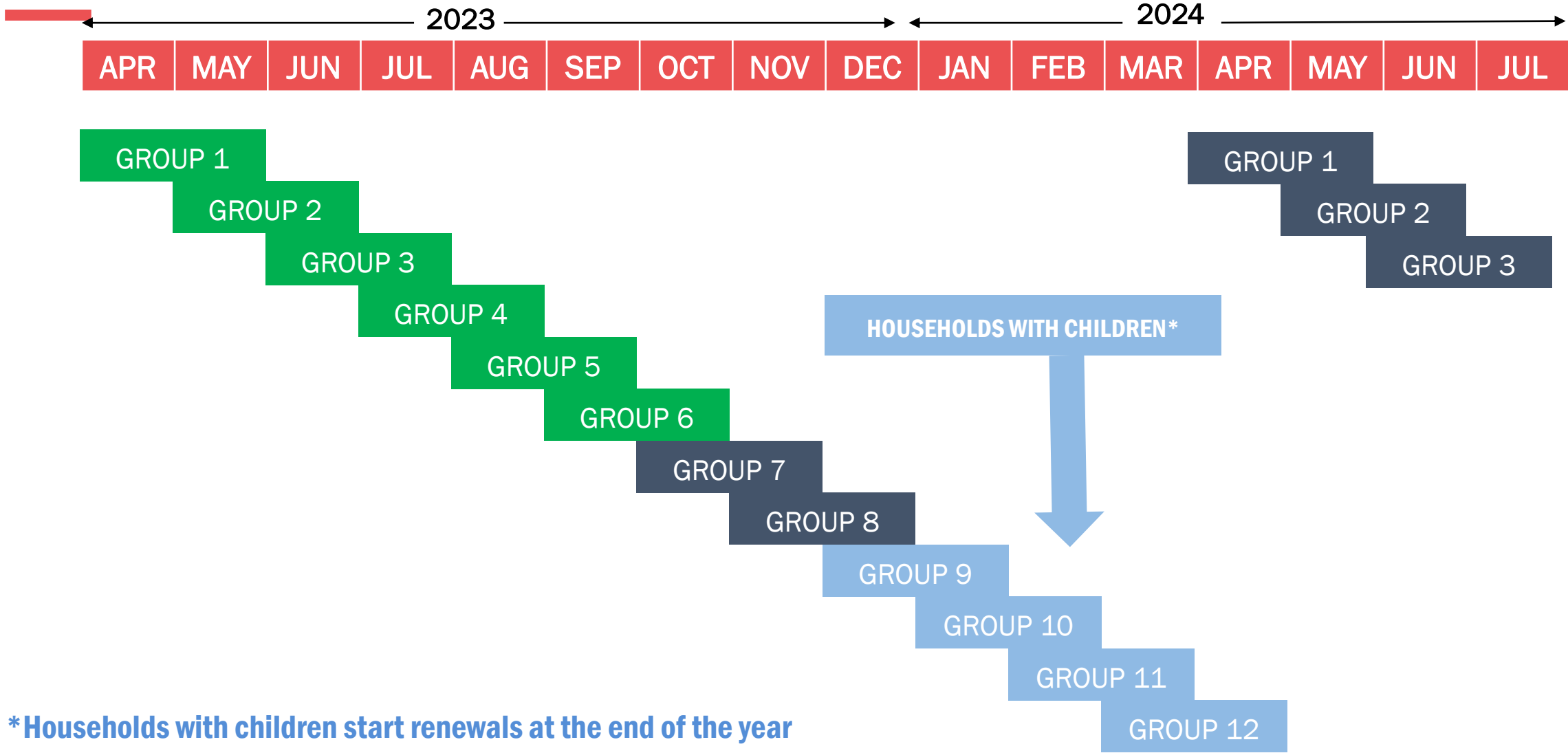
**Continuous Coverage for Kids**

**Stakeholder and Advocate Engagement**

# How Renewals Will Work

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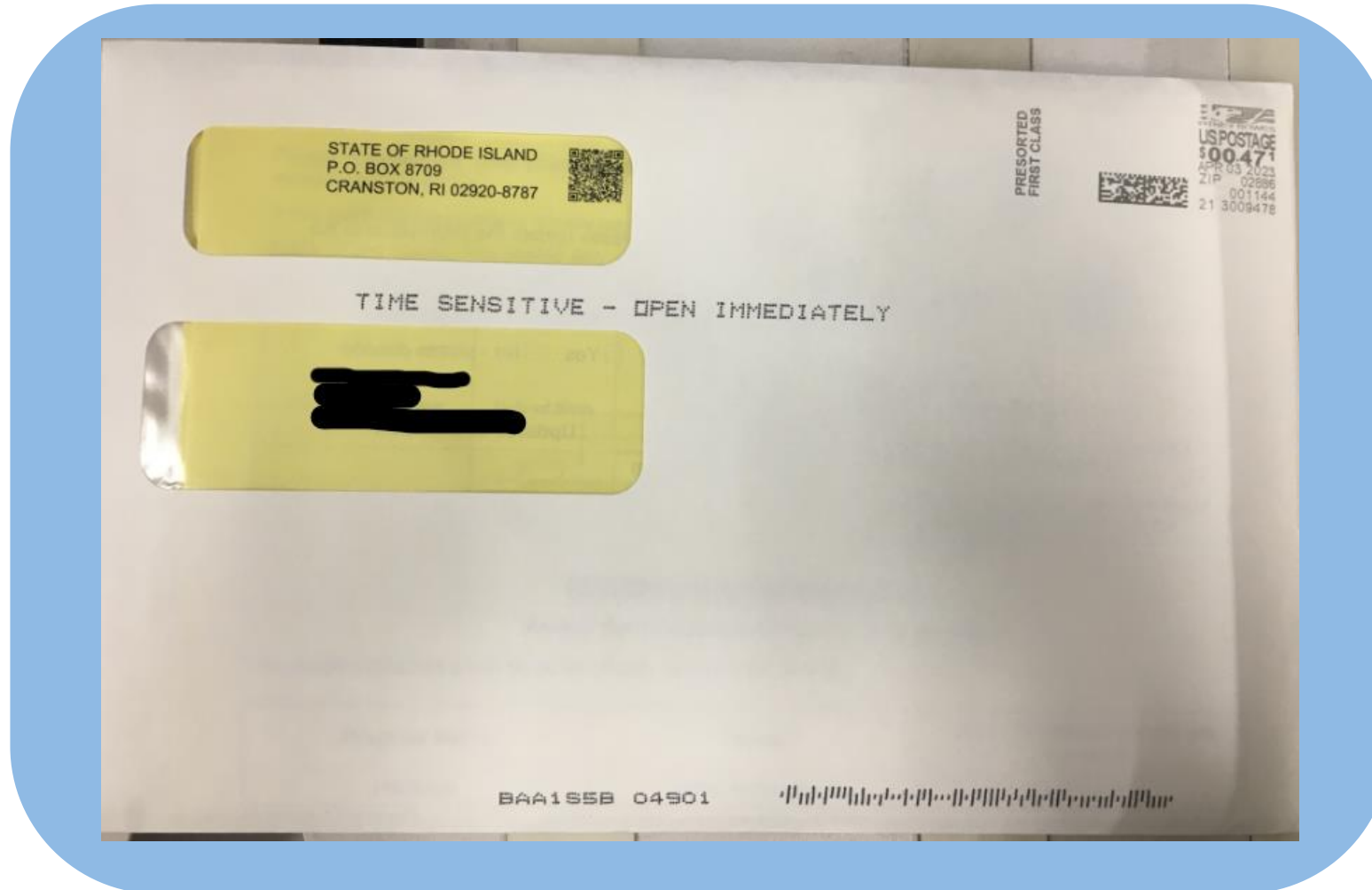
# Renewal Distribution Groups



\*Households with children start renewals at the end of the year



# What to Expect in the Mail

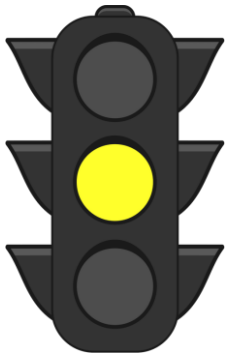


# Yellow Notice: Passive vs. Active Renewals



## Passive Renewal (Report Changes Only):

- If the State knows about a Medicaid member's income and other information needed to decide if they're still eligible, then the member doesn't need to take any action.
- Member will get a yellow notice from the State that says: "Review the Information We Have on File for You." Contact the State **only if** the information shown is not correct. If the information is right, they don't need to do anything. *Coverage will continue automatically.*




## Active Renewal (Action Required):

- If the State **doesn't have enough information** on file about a Medicaid member's eligibility, they'll get a yellow notice that says: "Action Required: Review the Information We Have on File for You." They'll also get a white "Additional Documentation Required" notice.
- Members can provide documents to the State in many ways – including online and in person. The State will use this information to determine if a member is still eligible for Medicaid.

# How to Submit Renewal Documents

If Medicaid members get an **Action Required (active) renewal notice** and need to submit additional documents to the State, they have several ways to do so:

## HealthyRhode Portal



INGLÉS | PORTUGUÉS  
Cobertura de salud: 1-855-840-4774  
Servicios Humanos y de Salud: 1-855-697-4347  
Empleadores: 1-855-683-6757  
INICIAR SESIÓN | REGISTRARSE  
Anuncios Importantes

**SOLICITAR COBERTURA DE SALUD**  
Las personas y las familias que solicitan cobertura de salud asequible solamente deben comenzar aquí.  
**COMENZAR**

**SOLICITAR PROGRAMAS DE SALUD Y SERVICIOS HUMANOS**  
Empiece aquí para solicitar programas de servicios humanos, entre otros, de Asistencia para la Atención Infantil, SNAP (Programa de Asistencia Nutricional Suplementaria), Asistencia  
**COMENZAR**

**¿ES USTED EMPLEADOR?**  
Adecúe las ofertas según su presupuesto y deles a los empleados una amplia variedad de planes y aseguradoras.  
**COMENZAR**

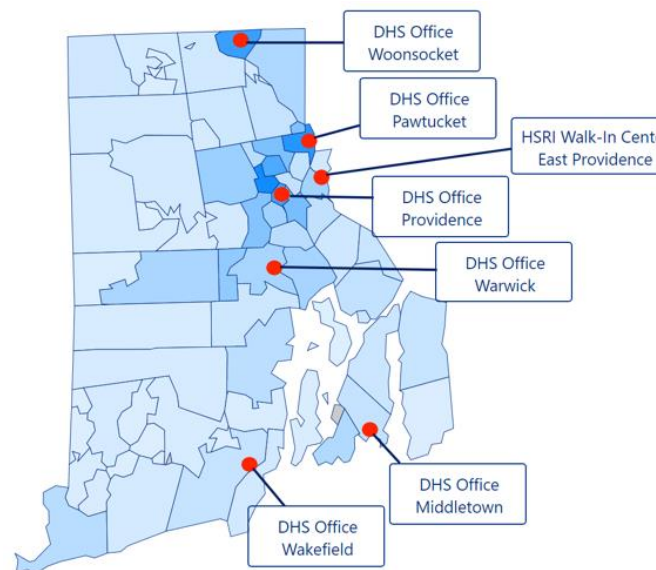
## HealthyRhode App



GET IT ON Google Play  
Download on the App Store



## In-Person Locations



## Mail-In or Scan Options

**RI DHS Scan Center:**  
1 Reservoir Ave. in Providence. Ask for a receipt.

**Mail (copies only) to:**  
P.O. Box 8709,  
Cranston, RI  
02920-8787

# If Members Are No Longer Eligible for Medicaid

HealthSource RI, the State's health insurance marketplace, connects Rhode Islanders with high quality, low- or no-cost health coverage.

- If a member is no longer eligible for Medicaid, the friendly team at [HealthSource RI](#) can help them find affordable health coverage.
- Depending on a household's size and income, they 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



**Please note: A dependent may still be eligible for Medicaid coverage even if their parent or legal guardian is no longer eligible. This can happen because the household income threshold for children under 19 is much higher than for adults.**



# How Households with Children can Prepare for their Renewal

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# 1: Update Your Contact Information

The most important thing Medicaid members can do right now is update their contact information. Here's how.

Medicaid members, update your contact information today.



## Online or in the mobile app

- HealthyRhode.ri.gov
- HealthyRhode mobile app

## Over the phone

- Call the number on the back of your health plan card (Neighborhood Health, Tufts, United)
- Call HSRI at 1-855-840-4774

## In person

- Staff at the DHS offices can assist customers in person.

# 2: Look Up Your Medicaid Renewal Date

The [Medicaid Renewal Lookup Portal](#) is where Medicaid members can quickly and securely look up their anticipated Medicaid renewal date in three languages.

- *Anyone can use this tool to help someone find their renewal date.* No email or password is necessary. All they need is the member's Medicaid ID number and date of birth.
- To access the portal, visit [staycovered.ri.gov](http://staycovered.ri.gov) and click the orange button that says "Look up your Medicaid renewal date."

The screenshot shows the 'Medicaid Renewal Lookup Portal' for the State of Rhode Island. The header includes the state logo and the text 'State of Rhode Island Medicaid Renewal Lookup Portal Executive Office of Health and Human Services'. There are language options for 'Español' and 'Portugués'. The main content area is titled 'Welcome to the Medicaid Renewal Lookup Portal' and 'RI Medicaid Members'. It instructs users to enter their Medicaid ID number or MID number and date of birth. Below this is a form with two fields: '\* Medicaid ID Number (MID)' and '\* Date of Birth' (format: mm/dd/yyyy). A note states 'Fields marked with \* are mandatory'. A section titled 'This portal won't have your Medicaid Renewal Date if:' lists several conditions: getting Supplemental Security Income (SSI), SSI ending, being in DCYF care, foster care, or child in DCYF care. At the bottom of the portal is a CAPTCHA 'I'm not a robot' and a 'Privacy - Terms' link.

The sample Medicaid Identification Card is from the 'RHODE ISLAND EXECUTIVE OFFICE OF HEALTH AND HUMAN SERVICES'. It features the state seal and the text 'I AM SAMPLE'. The card includes the following information: 'RECIPIENT NAME: I AM SAMPLE', 'MID: 00000000000', and 'CARD ISSUE DATE: 00/00/2019'. At the bottom, it says 'If found please drop in any U.S. Mail Box Return Postage Guaranteed State of Rhode Island P.O. Box 8709 Cranston, RI 02920-8787'.



# 3: Download the HealthyRhode Mobile App

Rhode Islanders can use the app to manage their State benefits (Medicaid, SNAP, RIWorks) in the palm of their hand.

**HealthyRhode App**



GET IT ON  
Google Play

Download on the  
App Store



[Learn more about the app and watch a series of tutorials on YouTube.](#)



**HEALTHYRHODE**  
how to:  
**Reset your  
Password  
and Recover  
Username**

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# What the State and Partners Are Doing to Help Members

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# 12-Month Continuous Coverage for Kids

As mandated by the federal Consolidated Appropriations Act, effective Jan. 2024 States will be required to provide 12 months of continuous health coverage for children in Medicaid.

## January 2024

- A household with children renews their Medicaid coverage.

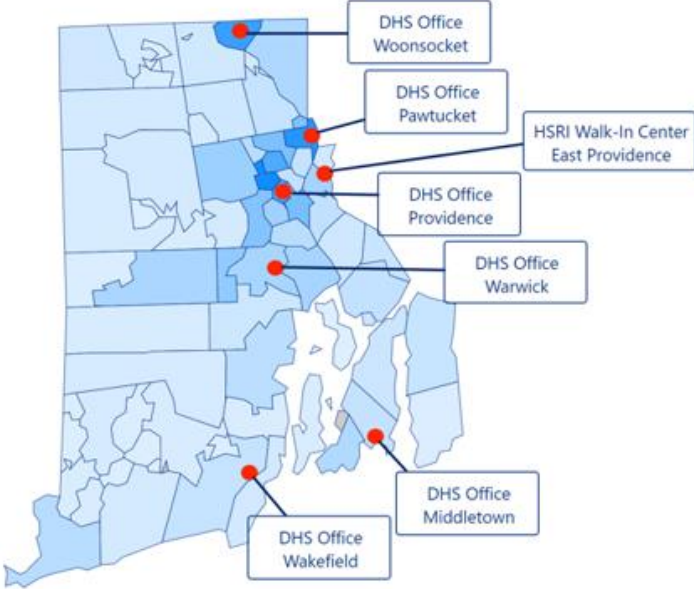
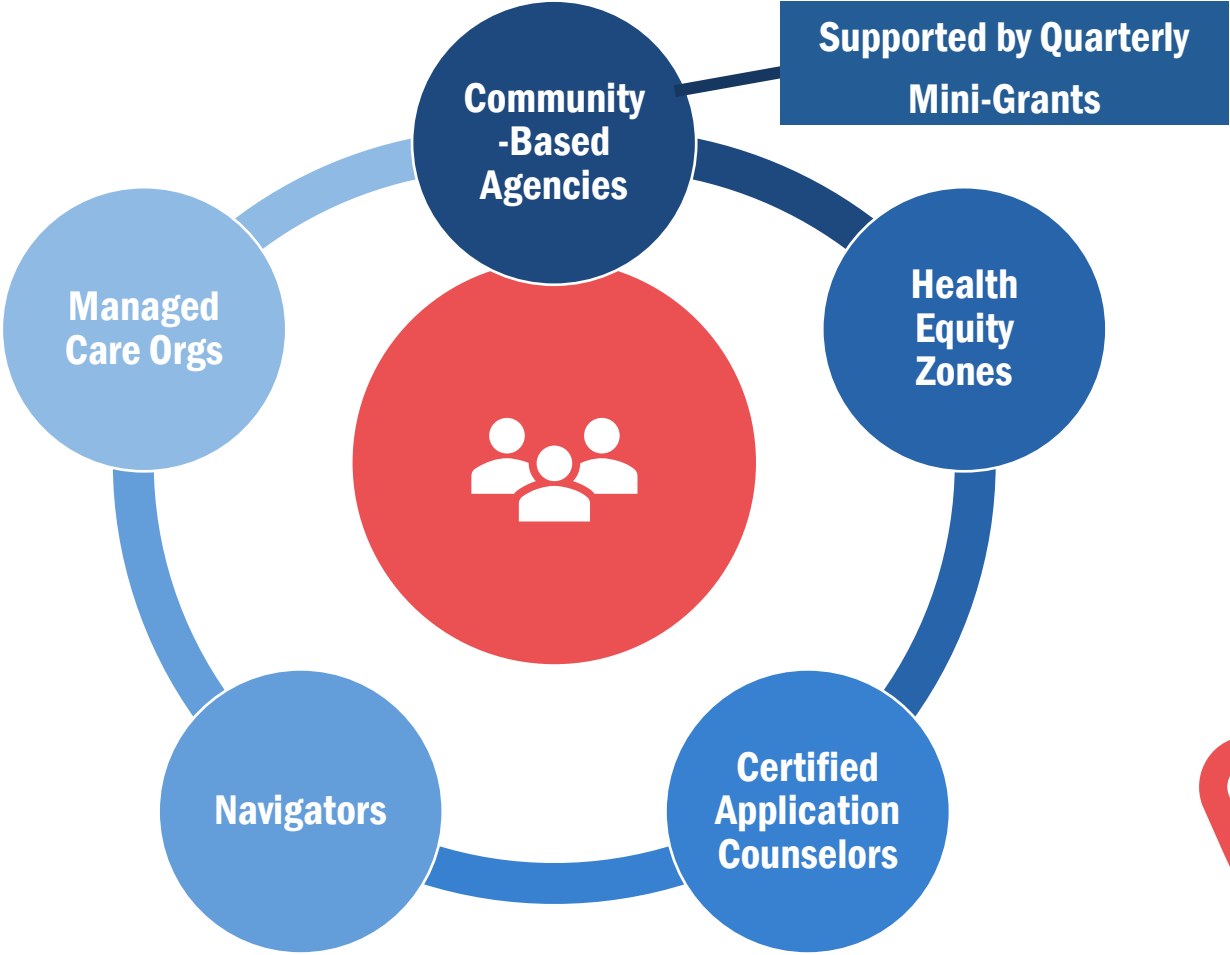
## January 2025

- The children get continuous coverage for 12 months since their original renewal date.

## March 2024

- A parent or guardian in the household gets a new job and the household is now above the income threshold for Medicaid.
- The children's Medicaid coverage automatically continues.

# How RI & Partners are Building a Network of Support



To find help near you, visit [staycovered.ri.gov/community-support](https://staycovered.ri.gov/community-support)

# Medicaid MCO Partnership

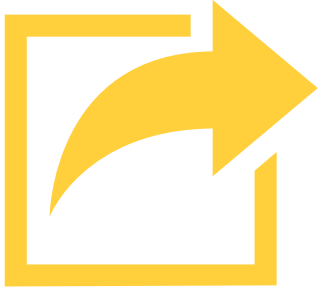
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## Medicaid MCO Outreach and Communication (Starting October 2023)

Each Medicaid MCO has identified a combination of the following approaches:

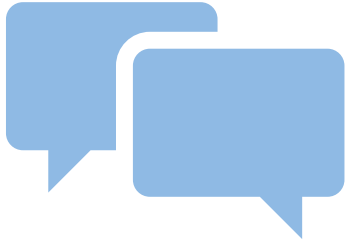
- Provider Newsletter and Website Content
- Provision of posters & flyers to highly utilized pediatrician offices
- Share member information on monthly basis, including AEs
- Provider relations to inform and collaborate with high volume pediatricians during regular check in meetings
- Leverage monthly file provided to AEs to provide re-determination information. Use a similar process w/non-AE providers by identifying assigned members of for renewal by Group TIN and manually reach out to practices with a list of assigned member up for renewal in the forthcoming month.

# How You Can Help



## Spread the Message: Be Ready. Stay Covered.

- Visit [staycovered.ri.gov](https://staycovered.ri.gov) to download educational materials.
- Follow EOHHS on social media for updates.



## Know These Key Messages for Households with Children

1. Households with children, which includes anyone younger than 19, will get their renewal notice between December 2023 and April 2024.
2. Update your contact information today so the State can reach you.
3. Watch the mail for your yellow or green notice from the State of Rhode Island and take action right away.
4. A dependent may still be eligible for Medicaid even if their parent/guardian isn't eligible.
5. Help is available near you—visit [staycovered.ri.gov](https://staycovered.ri.gov) for assistance.
6. Remember, these renewals will happen again each year moving forward.

# Questions?

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**Thank You!**

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ISLAND**

# Appendix





# What to Expect in the Mail: Yellow Notices

**MEDICAID MEMBERS**  
*Watch the Mail for Your Renewal Notice*

You'll be getting a yellow notice in the mail to renew your coverage sometime between now and April 2024.\* To view your estimated renewal date, log in to your account on [HealthyRhode.RI.gov](https://HealthyRhode.RI.gov).

STATE OF RHODE ISLAND  
P.O. BOX 8709  
CRANSTON, RI 02920-8707  
TIME SENSITIVE - OPEN IMMEDIATELY

**THERE ARE TWO TYPES OF NOTICES YOU COULD GET.**

**1 RENEWAL NOTICE ACTION REQUIRED:**

- Review the information on the form.
- Make any corrections.
- Provide proof of changes.
- Sign and submit the form and documents.

**2 RENEWAL NOTICE REPORT CHANGES ONLY:**

- If your information on the form is correct, do nothing. Your coverage will continue.
- If your information isn't correct: write in changes, and sign and submit the form with proof of the changes.

AND

If the State needs more information, you'll get another notice like the white one below.

**ADDITIONAL DOCUMENTS REQUIRED**

This envelope will come close to the time you get the yellow renewal form and will be stamped: "Time sensitive - Open Immediately".

#### FOUR WAYS TO SUBMIT:

- 1 In-Person Locations**  
[dhs.ri.gov/about-us/dhs-offices](https://dhs.ri.gov/about-us/dhs-offices)
- 2 Mail-In or Scan Options**  
RI DHS Scan Center: 1 Reservoir Ave, Providence  
Mail copies to: P.O. Box 8709, Cranston, RI, 02920
- 3 Upload to your account at [HealthyRhode.RI.gov](https://HealthyRhode.RI.gov)**
- 4 Use the HealthyRhode Mobile App**

#### QUESTIONS?

Help is available. Scan the **QR code** for options.



**BE READY.  
STAY COVERED.**

\*If you get Supplemental Security Income (SSI), you will not get a renewal notice. Your Medicaid coverage will continue automatically. Families with children won't be renewed until December 2023. Some Medicaid members may get a green notice instead of a yellow one. To learn more, visit [staycovered.ri.gov/notices](https://staycovered.ri.gov/notices).

Most Medicaid members will get a **yellow** notice from the State letting them know it's their turn to renew.

- Notice will arrive around the start of the month, two months prior to the member's anticipated renewal date.
- Everyone in the household will be listed on ONE notice.
- Even if a parent or guardian thinks they're no longer eligible, they should still complete their renewal. Their dependent may still be eligible for coverage.
- The yellow notice will be either a Report Changes Only (*passive*) or Action Required (*active*) renewal.

[Click here to download the flyer in multiple languages.](#)

# Mixed Renewals in One Household

**Different members of a household may have their eligibility reviewed in different ways.**

- The State may need more information about an adult in a household and ask for documentation as part of an **active renewal**. But the State may also have enough information about a child under age 19 in the household to renew the child through **passive renewal**.
- If a parent/guardian was listed on the household's notice as an active renewal and a child under 19 was listed as a passive renewal, the child's coverage will continue automatically. The parent/guardian who got an active renewal notice should submit requested documents to the state as soon as possible.
- *If the parent/guardian does not return requested documents for their active renewal, the child will still be passively renewed and stay covered.*



# What to Expect in the Mail: Green Notices

Most households with children under 19 can expect to get a yellow Medicaid renewal notice. But some households may have special circumstances that affect their eligibility. **A member may get a green notice if:**

- They or someone in their household was eligible for Supplemental Security Income (SSI) through the Social Security Administration, but their SSI eligibility has ended.
- They (or their child) were in DCYF care but have aged out or experienced family reunification.
- They are not a U.S. citizen and the State needs documentation of their immigration status.
- Their income is too high to get Medicaid, but they or someone in their household has a health condition that causes high medical bills.

If a member gets a green notice, they won't get a yellow Medicaid renewal notice. The green notice will have instructions and information on how the member can see if they might be eligible for Medicaid in some other way (through a different eligibility pathway).

# 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.**

But they may be eligible for health coverage:

- In a different Medicaid category
- Through a HealthSource RI insurance plan

## ***What should my 19-year-old do next?***

When you receive your Medicaid renewal notice, it will say "Action Required." Follow the instructions on your notice to report any changes in your household status. You'll also receive 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.

# If a Household with Children Misses Their Renewal Deadline

- *If the State gets their completed packet within 90 days of the date their benefits stopped (according to their Benefits Decision Notice), their documents will be accepted, and their eligibility will be reviewed.*
  - If the State gets requested documents within 90 days and determines a member is eligible for Medicaid, their coverage will be reinstated.
  - If the State gets requested documents within 90 days and determines a member is no longer eligible for Medicaid, they will be given information about how to get low-cost health insurance through HealthSource RI. Their Benefits Decision Notice will also give them information about how to appeal.



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

# How to File an Appeal

If a member doesn't agree with the State's decision about their own or their dependent child's Medicaid eligibility, they can:

1. Call DHS at 1-855-697-4347. A representative can talk them through their Benefits Decision Notice.
2. File an appeal. An appeal is a formal request asking for the decision to be reviewed at a hearing.

## How does a member file an appeal? There are a few ways:

### Online

- Log into your account at [healthyrhode.ri.gov](http://healthyrhode.ri.gov).
- Click on "File an appeal"

### By phone

- Call HSRI at 1-855-840-4774.
- Call DHS at 1-855-MY-RIDHS (1-855-697-4347)

### In person

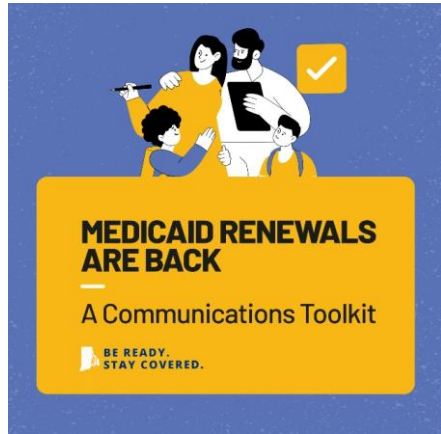
- Visit a local DHS office near you.
- An appeal form is included in your Benefit Decision Notice. Fill out this form and bring it with you.

### By mail

- An appeal form is included in every Benefits Decision Notice. Fill out this form and mail it to ATTN: Appeals State of Rhode Island, P.O. Box 8709, Cranston, RI 02920-8787.



# Communications Resources: StayCovered.RI.Gov



Introduction	03
Social Media	04
Facebook	04
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Robocall Script	12

**MEDICAID RENEWALS ARE BACK**

Households with kids, which includes anyone younger than 19, will get their renewal notice in the mail between December 2023 and April 2024.

**Update your contact information.**

**Look for a yellow or green notice in the mail.**

**Take action right away.**

To learn more or find help near you, visit [staycovered.ri.gov](http://staycovered.ri.gov)

Follow us to get updates  
 @RIEDHHS @RLEDHHS @RIEDHHS

**BE READY. STAY COVERED.**

**Is your family covered by Medicaid?**

Get ready to renew between December and April.

**BE READY. STAY COVERED.**

To learn more, visit [staycovered.ri.gov](http://staycovered.ri.gov).



**Need help completing your renewal? Help is available near you.**



To learn more, visit [staycovered.ri.gov](http://staycovered.ri.gov).