

3 STEPS TO HELP PEOPLE KEEP THEIR MEDICAID OR CHIP COVERAGE

What to know: Medicaid and Children's Health Insurance Program (CHIP) eligibility reviews resumed after stopping temporarily during the COVID-19 pandemic.

Why it matters: Some people could lose or have lost their current Medicaid or CHIP coverage due to a redetermination of eligibility.

How you can help: If you encounter someone who may have lost their coverage or is at risk of losing their coverage, here are the steps you can take to help:

1. Update Contact Information

Encourage them to update their contact information to avoid missing important information or deadlines. They can do this by contacting their state's Medicaid office or visiting [Medicaid.gov/renewals](https://www.Medicaid.gov/renewals) and locating their state at the bottom of the page.

2. Check Mail

Ask them if they've received a letter via mail or email about their coverage.

- If not, encourage them to contact their state's Medicaid office to see if a letter is coming.
- If they received a letter, ask them to check it for their Medicaid or CHIP coverage status and a renewal form. If there is a renewal form, it is important to complete and send it back by the deadline to avoid gaps in their coverage.

3. Provide Coverage Options

If they no longer qualify for Medicaid or CHIP, tell them about other affordable coverage options.

- They may be able to buy a health plan through the Health Insurance Marketplace® and get help paying for it. See [HealthCare.gov](https://www.HealthCare.gov) for more information.
- They also may be eligible for insurance through their employer.

Important Considerations:

- If the person lost coverage because they did not return the renewal form, they are able to re-apply for coverage. Tell them to send back the renewal form and any additional information needed by the state's Medicaid office as soon as possible.
- Even if a parent is no longer eligible for Medicaid, their child may still be eligible for Medicaid or CHIP. It is important to always return the renewal form so your state can see if you or anyone in your family qualifies for coverage.

HELPING SOMEONE WHO NO LONGER QUALIFIES FOR MEDICAID

If someone no longer qualifies for Medicaid or CHIP coverage, they can apply and enroll in a Marketplace health plan.

Tell them to:

- Visit [HealthCare.gov/medicaid-chip/transferto-marketplace](https://www.HealthCare.gov/medicaid-chip/transferto-marketplace), or call the Marketplace Call Center at 1-800-318-2596 (TTY: 1-855-889-4325) to get more details about Marketplace coverage.
- Visit [LocalHelp.HealthCare.gov](https://www.LocalHelp.HealthCare.gov) to get help from someone in their area. This service is free and can help the person better understand their health care options.

WE'RE HERE TO HELP!

If you have questions or need assistance with the Medicaid redeterminations process, you can visit the official Medicaid website at www.Medicaid.gov



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