

# Keeping Minnesotans Covered During Medicaid Unwinding: *Community Resources*



1.5M or 1 in 4 Minnesotans will have their eligibility reviewed to renew their coverage on Medical Assistance and MinnesotaCare, as pandemic-era policies unwind.



For the 375,000 Minnesotans at risk for a loss of or disruption in coverage, it is estimated 40 percent could face a period of uninsurance.

## Preventing avoidable gaps in coverage

Now that the COVID-19 public health emergency has ended, eligibility reviews have returned for the state's public programs, Medical Assistance and MinnesotaCare, which currently cover 1.5 million or 1 in 4 Minnesotans. For many, this will be the first time in 3 years – if not the first time ever – going through a renewal.

Public awareness is a major concern with a recent survey showing 64 percent of enrollees report no awareness about the return to regular Medicaid renewal processes and potentially losing coverage. Sharing information and resources can help ensure Minnesotans maintain their coverage or successfully connect to other coverage options.

## Steps community partners can take to support enrollees



Encourage people to update their contact information with their county, tribe, or health plan.

- Customizable communications materials for flyers and newsletters are available at <https://mn.gov/dhs/renewmycoverage/>

Remind people that they will be receiving important information about their healthcare coverage in their mailboxes **"Watch for the circle in blue when it's time to renew"**



- Open all mail from DHS, counties, tribes or health plans
- Return renewal forms as quickly as possible to ensure there's not a gap in coverage

Share information on other available coverage options, if ineligible for the state's public programs.



- Employer-sponsored insurance – talk to your company's HR department
- MNsure health plans – call a navigator to understand your options
- Medicare (contact the Social Security Administration at 1-800-772-1213 or visit their website)
- Military and veteran coverage, such as TriCare, CHAMPVA or VA



Be aware of scams and fraud. Government agencies, health insurance providers, and doctors will never ask you to verify your Social Security, bank account, or credit card number, and they won't ask you to wire money or pay with a gift card.



Share information on assistance resources. [Navigators](#) and [health plans](#) can answer questions and provide support with renewals, re-enrollment, or finding new coverage.



Remind people that changes in circumstances, like growing their family, marital status changes, new diagnoses, etc. – may make them eligible for Medicaid or MinnesotaCare again. They can apply at any time, and there are no limits on how many times someone can apply.

# Resources to Keep Minnesotans Covered

## Helpful Numbers

- Senior LinkAge Line: 800-333-2433
- Disability Hub MN: 1-866-333-2466
- Social Security Administration (Medicare): +1 800-772-1213
- MNsure: 651-539-2099 or 855-366-7873
- DHS Health Care Consumer Support Line: 651-297-3862 or 800-657-3672

## MNsure Navigators and Brokers

- MNsure Assister Directory
- Navigator Organization Map
- Navigator and Broker Enrollment Events Calendar

## County and Tribal Agencies

- List of Contact Information for Counties and Tribes: or <https://edocs.dhs.state.mn.us/lfserver/Public/DHS-8344-ENG> for print version

## Department of Human Services (DHS)

- Renew My Coverage Website
- Address Update Campaign
- Online Renewal Date Lookup Tool
- Communications Toolkit
- Health Care Text Messaging Program
- Renewal "How-To" Videos and FAQs
- Renewal Dashboard

## Health Plan Member Services

- Blue Plus: 800-711-9862, TTY 711
- HealthPartners: 952-967-7998 or 866-885-8880, TTY 711
- Hennepin Health: 612-596-1036 or 800-647-0550
- Itasca Medical Care (IMCare): 800-843-9536
- Medica: 888-347-3630
- PrimeWest Health: 866-431-0801
- South Country Health Alliance: 866-567-7242, TTY 800-627-3529 or 711
- UCare: 612-676-3200 or 800-203-7225
- United Healthcare- MN: 888-269-5410