

Medicaid Unwinding: FAQs

Q: Why is the Department of Human Services/ my county/tribal agency contacting me about my Medical Assistance/MinnesotaCare health insurance?

A: During the COVID-19 pandemic, annual eligibility reviews were paused for those covered by Medical Assistance or MinnesotaCare. Now that the public health emergency has ended, all Minnesotans on Medical Assistance and MinnesotaCare should expect to renew their eligibility at some point over the next year. Counties, tribal agencies, health plans and the Department of Human Services are sending important notices through the mail on how Minnesotans can keep their coverage. Minnesotans may also receive phone calls, texts and emails to make sure they're prepared to renew their eligibility when needed. Most people will remain eligible for Medical Assistance or MinnesotaCare, but there are other options for those who are no longer eligible.

Q: Do I have to pay to submit a Medical Assistance or MinnesotaCare renewal or get help with the renewal process?

A: No. There is never any cost for a person to receive help with their renewal process or to submit a renewal for Medical Assistance or MinnesotaCare. Government agencies, health insurance providers, and doctors will never ask for sensitive personal information (like a social security number, bank account, or credit card number) while assisting with the renewal process, and they won't ask you to wire money or pay with a gift card. People called "navigators" or "enrollment assisters" have completed training to help people who lose Medicaid coverage select and enroll in coverage, but they will never ask for money.

If you are concerned about a scam or fraud, never give out personal information and instead contact:

- Your [health plan](#), or
- Your [county or tribal agency](#), or
- A MNSure-certified [Navigator or Broker](#)

Q: What happens if I lose my paperwork or never receive it? What if I don't understand my paperwork? How do I make sure I and my family stay insured?

A: Contact your [county or tribal agency](#), or [health plan](#), for help with renewal paperwork. Counties, tribal agencies and health plans can help replace missing or lost renewal forms, and can answer questions on how to submit the information correctly and on time so that you and/or your family don't lose coverage.

Q: What happens if I am moving when my renewal is due? How can I be sure I will receive the information on time?

A: If you have moved or changed addresses in the last 3 years, or plan to move or change addresses over the next year, contact the county or tribal agency, or health plan to update your contact information. This will help ensure that you receive the renewal form and other important information in a timely manner.

Medicaid Unwinding: FAQs

Q: I tried to contact someone for help with my Medical Assistance or MinnesotaCare renewal but couldn't get through. Are there other numbers to contact to receive help?

A: You can reach out to the following organizations for help with a renewal – any of these organizations can provide the right assistance to make sure your questions are answered:

- Your health plan, or
- Your county or tribal agency, or
- A MNsure-certified Navigator or Broker

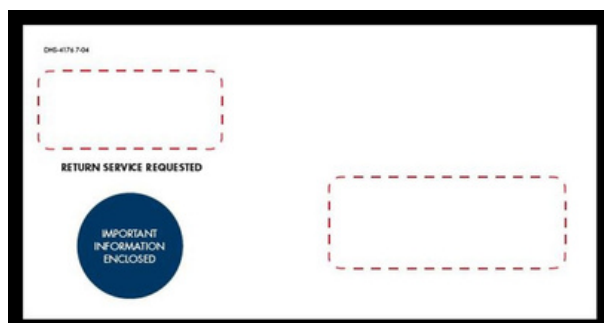
Q: I already selected a health plan for my Medical Assistance or MinnesotaCare last year and now I'm hearing about needing to renew my coverage. Can I ignore that information since I already selected a health plan last year?

A: No, you will still need to renew eligibility for Medical Assistance or MinnesotaCare sometime over the next year. This is a common misunderstanding. You will need to watch your mailbox closely and open all mail from the county, tribal agency, health plan or the Department of Human Services to make sure you stay covered.

Q: I am currently uninsured. Can I still apply for Medical Assistance or MinnesotaCare coverage even though it is during the renewal process?

A: Yes! There is no limit on when, or how many times, a person may apply for Medical Assistance or MinnesotaCare. If you need assistance with applying for these programs, you can speak to a MNsure-certified navigator or broker, via MNsure.org.

Q: What will the Medical Assistance and MinnesotaCare renewal information look like?



Minnesota Health Care Programs Renewal for Families, Children and Adults

Why did I receive this renewal form?

During the COVID-19 emergency, we kept your health care coverage open without requiring a renewal. Due to a new federal law, we must resume renewals. You must complete this form to renew your health care coverage.

What do I need to do with this form?

- Review and complete each section of the form that applies to you.
- Read the Notice of Privacy Practices and Notice of Rights and Responsibilities (Attachment A). Do not return these pages. Keep them for your records.
- Sign and date the form.
- Attach proofs. **Send copies of proofs. Do not send original documents.**
- Mail, fax (be sure to fax front and back pages), or take the form and proofs to your servicing agency as soon as you have completed the form. Visit <https://mn.gov/dhs/renewmycoverage> to find out about other ways you can submit your renewal.
- If you are enrolled in a health plan, your health plan can help you submit your renewal form.

How can I get help with this form?

- Watch a short video on completing this form <https://mn.gov/dhs/health-care/renewal>.
- Get free help, including help to submit your renewal form from a navigator. Go to <https://www.mnsure.org> and click "Assister Directory" under Find Free Help. Search the directory to find a navigator near you and one that speaks your language. Your servicing agency can also help you find a navigator in your area.

Who can I call if I have questions?

- For questions about Medical Assistance, call your county or tribal servicing agency. See the Agency Addresses (Attachment B) to get the address and phone number for your servicing agency.
 - For questions about MinnesotaCare, call DHS Health Care Consumer Support at 651-297-3862 or 800-657-3672.
- If you have hearing or speech disabilities, contact us using your preferred telecommunications relay service.

What will happen if I do not return this form?

Your coverage will stop if you do not return this form.

Renewal Resources

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