
How to Complete The Medicaid Renewal Process



What do you need to know?

During the COVID-19 Public Health Emergency, your Medicaid coverage was extended. You were not asked to provide information to renew your coverage.



What do you need to know?

On April 1, 2023, Delaware Medicaid started the renewal process to determine if people who have coverage with Highmark Health Options are still eligible for Medicaid.



What do you need to know?

Your coverage may stop if:

- You do not successfully complete the renewal process.
- You are found to be no longer eligible for Delaware Medicaid.



Section 1

What is Medicaid renewal?



What is Medicaid renewal?

Medicaid renewal is a yearly review completed by your state to check if you're still eligible for your coverage.

In most states, you have to renew your coverage every year to keep it.

What is Medicaid renewal?

You can put yourself at risk of losing Medicaid coverage by:



Missing the
deadline



Not completing
paperwork



Forgetting a step in
the renewal process



What is Medicaid renewal?

If you've had a change in income, age, or other qualifying factors since you enrolled in Medicaid, it's possible you will no longer qualify.

The only way to know for sure is to renew on time.

What is Medicaid renewal?

When it's time for you to renew, you'll get a notice telling you what to do. Be sure to follow the steps to renew quickly.



Section 2

How to complete the Medicaid renewal process

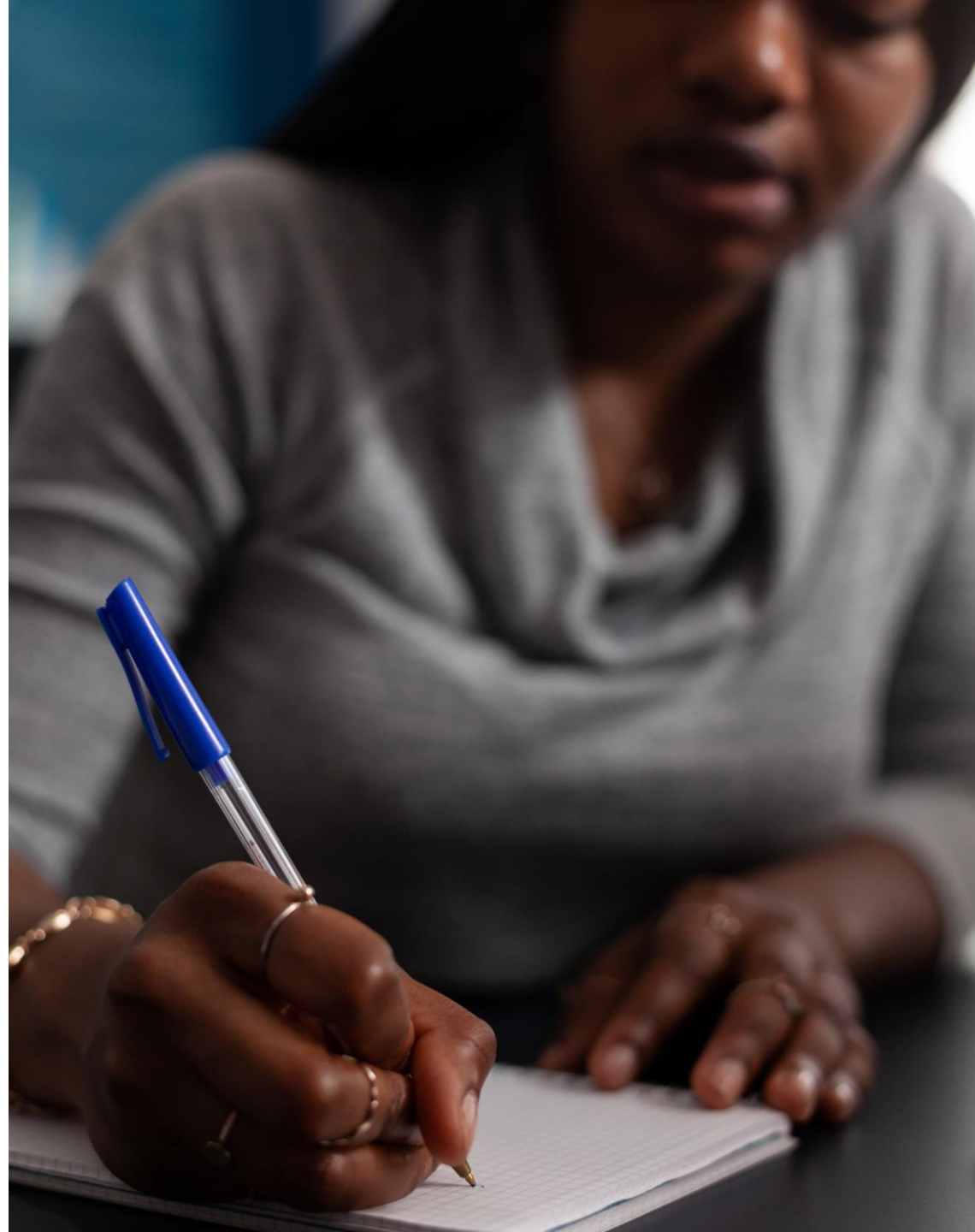
How to complete the Medicaid renewal process

Watch your mail for a Medicaid renewal application form or verification request letter. If you get mail, open it.



How to complete the Medicaid renewal process

Update your contact information now. Contact information includes your name, mailing address, email address, and phone number.



How to complete the Medicaid renewal process

There are two ways to check or change your contact information:



Call the Change Report Center at **1-302-571-4900**, Option 2, or **TTY 1-855-889-4325**, Monday–Friday, 8 a.m.-4:30 p.m.



Log in to your ASSIST Self-Service account at **assist.dhss.delaware.gov**.

How to complete the Medicaid renewal process

Go online. Instead of replying by mail, you can fill out the online form on the ASSIST website, **assist.dhss.delaware.gov**.



What do you do if you need help?

When you get your Medicaid renewal application form or verification request letter, you can ask for help.



If you have a Case Manager or Care Coordinator, call them for help with the renewal process.

Or call Member Services at **1-844-325-6251 (TTY 711 or 1-800-232-5460)**, Monday–Friday, 8 a.m.-8 p.m.

What do you do if you need help?

The office listed on your renewal form can help.

- Call the Customer Relations Unit at **1-302-571-4900, Option 2 (TTY 1-855-889-4325)**, Monday–Friday, 8 a.m.-4:30 p.m.
- For help in another language, call **1-866-843-7212**.



What do you do if you lose your Medicaid coverage?

If you no longer qualify for Medicaid, all is not lost. You still have options.



What do you do if you lose your Medicaid coverage?



You can learn about Highmark Affordable Care Act (ACA) plans:

- Call **1-844-385-3197**
- Go online to **FindANewPlan.com/DE**
- Find other coverage options in Delaware at **ChooseHealthDE.com**
- Read more information and FAQs at **de.gov/MedicaidRenewals**

When can you enroll in marketplace health insurance?

You typically have 60 days from the date you lose Medicaid to apply for a Marketplace insurance plan or to enroll in coverage through your job.

If you miss the 60-day window, the annual enrollment period is November 1 to January 15.

