

Patients may lose Medicaid. Here are ways you can help during the renewal process.

During the COVID-19 public health emergency, Medicaid coverage was extended. People who had Medicaid were not asked to provide information to renew their coverage. 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.

Coverage may stop for patients who do not successfully complete the renewal process or who are deemed ineligible for Delaware Medicaid as a result of the renewal process.

Following are messages you can share with your Medicaid patients:

- 1. Update contact information now.** Your patients can check or change their current mailing address, phone number, email, or other contact information by:
 - Calling the Change Report Center at 1-302-571-4900, Option 2, or TTY 1-855-889-4325, Monday through Friday, 8 a.m. to 4:30 p.m.
 - Logging in to their ASSIST Self-Service account at assist.dhss.delaware.gov.
- 2. Watch the mail.** Your patients should watch the mail for a Medicaid renewal application form or verification request letter. If they get mail, they should fill out the renewal form or provide verification and return it right away.
- 3. Go online.** If they prefer, patients can fill out the online form on the ASSIST website, assist.dhss.delaware.gov. Patients should scroll to Returning Users and click "Renew My Benefits."
- 4. Find other coverage options and FAQs online.** If patients no longer qualify for Delaware Medicaid, they can learn about Highmark Affordable Care Act (ACA) plans by:
 - Calling 1-844-385-3197
 - Going online to FindANewPlan.com/DE
 - Finding other coverage options in Delaware on the Choose Health DE website: ChooseHealthDE.com
 - Reading more information and FAQs at: de.gov/MedicaidRenewals
- 5. Get help:**
 - Call Highmark Health Options Member Services at 1-844-325-6251 or at TTY 711 or 1-800-232-5460, Monday through Friday, 8 a.m. to 8 p.m.
 - Call the Customer Relations Unit at 1-302-571-4900, Option 1, or TTY 1-855-889-4325, Monday through Friday, 8 a.m. to 4:30 p.m.