

Help Your Medicaid Patients Keep Their Coverage

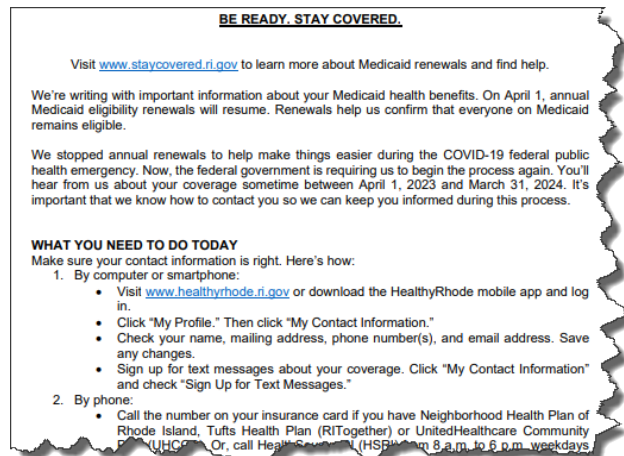
Neighborhood News – April 2023

The Executive Office of Health and Human Services (EOHHS) is starting the renewal process for Rhode Island Medicaid members. Members who have not had to renew their coverage due to the public health emergency will now need to update their information to confirm their eligibility.

A letter entitled “Be Ready. Stay Covered.” was mailed to all current Medicaid beneficiaries in mid-March.

This was a “heads up” letter, advising all recipients that the Medicaid renewal process is resuming pre-COVID-19 operations and alerts the member that a second letter (printed on **yellow paper**) will be forthcoming when it is time for renewal.

- The yellow-papered notices will be mailed in “waves” by renewal date, beginning in April 2023 and continuing through March 2024.



Copies of these letters are available to view on the [State's new “Stay Covered” website](#).

Help your patients get ready to renew by encouraging them to:

- **Update their contact information**
Ask your patients if their address, phone number, and email are all up-to-date in their HealthyRhode account so they can receive notices about their coverage. Patients can make updates by logging into their account at healthyrhode.ri.gov.
- **Check their mail**
Remind your patients to read every letter they received from the State of Rhode Island. The State will mail patients a notice when it is time to renew their Medicaid coverage.
- **Act right away**
If your patient gets a renewal notice with a request for documentation, remind them to take action before the deadline to keep their Medicaid coverage. Patients can submit documentation:
Online: By using the HealthyRhode mobile app or visiting the HealthyRhode website at healthyrhode.ri.gov.
In person: By meeting with a Navigator in their community. Or by visiting the RI DHS Scan Center at 1 Reservoir Ave. in Providence between 8:30 a.m. and 4 p.m., Monday through Friday (except holidays).
Mail: By sending their renewal application and supporting documents to P.O. Box 8709, Cranston, Rhode Island 02920-8787.

For more information:

- [Neighborhood Medicaid Renewals web page](#)
- [EOHHS Medicaid Renewals web page](#)