

Medicaid Redeterminations: Help Your Patients Keep Their Coverage

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The Medicaid renewal process continues for Rhode Island members. In accordance with federal law, the State of Rhode Island is reviewing Medicaid members' information to confirm their eligibility.

Help your patients renew their coverage by encouraging them to:

- **Update their contact information.** Ask your patients if their address, phone number, and email are up to date in their HealthyRhode account so they receive notices about their coverage. Patients can make updates by logging in at healthyrhode.ri.gov.
- **Check their mail.** Remind your patients to read every letter they received from the State. They will receive a notice when it's time to renew their Medicaid coverage.
- **Act right away.** If your patient gets a renewal notice with a request for documentation, remind them to act before the deadline to keep their Medicaid coverage.

Patients can submit documentation in several ways including:

- **Online:** Use the HealthyRhode mobile app or visit healthyrhode.ri.gov.
- **In person:** Meet with a Navigator in their community or visit the Department of Human Services' Document Scanning Center located at 1 Reservoir Avenue in Providence, between 8:30 a.m. and 4 p.m., Monday through Friday (except holidays).
- **Mail:** Send in their renewal application and supporting documents to P.O. Box 8709, Cranston, Rhode Island 02920-8787.

For more information, please visit the following web pages:

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