

Unwinding Communication

For providers and partners

Suggested caption: #Medicaid reviews are coming! Be sure to update your address so you receive your renewal letter. DON'T WAIT!
medicaid.utah.gov/unwinding

Suggested hashtags: #medicaid
#utahhealthcare #healthykids #coveringkids
#utahDHHS

A social media graphic with a dark blue background. At the top, a yellow pill-shaped button contains the text "ATTENTION MEDICAID MEMBERS". Below this, on a teal background, is the question "Is your mailing address up to date?" in large white font. Underneath, smaller white text says "Update your contact information (address, phone number and email) as soon as possible by calling 1-866-608-9422." To the right of this text is an illustration of a blue envelope with a white letter inside. At the bottom left of the teal area, the URL "medicaid.utah.gov/unwinding" is written in small white font.

ATTENTION MEDICAID MEMBERS

Is your mailing address up to date?

Update your contact information (address, phone number and email) as soon as possible by calling **1-866-608-9422.**

medicaid.utah.gov/unwinding

SOCIAL CONTENT - Instagram, Facebook, Twitter

Suggested Caption: Attention #Medicaid members: Reviews are coming back! Many were paused due to #COVID19. To get ready, make sure DWS knows where to send your #Medicaid review letter -- if you moved, make sure DWS has your address, email, and phone number: medicaid.utah.gov/unwinding

Suggested Hashtags: #medicaid
#utahhealthcare #healthykids #coveringkids
#utahDHHS

ATTENTION MEDICAID MEMBERS

Don't miss this letter.

Reviews are coming back!
Make sure DWS knows where to
send your renewal letter. Update
your mailing address ASAP by
calling

1-866-608-9422.



medicaid.utah.gov/unwinding

SOCIAL CONTENT - Instagram, Facebook, Twitter

Suggested caption: Have #Medicaid coverage? If so, then listen up! Your review may have been on pause due to #COVID19, but it's making a comeback. Be sure DWS knows your current address so you receive your renewal letter: medicaid.utah.gov/unwinding

Suggested hashtags: #medicaid
#utahhealthcare #healthykids #coveringkids
#utahDHHS



ATTENTION MEDICAID MEMBERS

Do you have Medicaid? Listen up.

Your eligibility has been on pause because of COVID-19. DWS needs your updated mailing address to send your review letter soon. Please call **1-866-608-9422.**

medicaid.utah.gov/unwinding

SOCIAL CONTENT - Instagram, Facebook, Twitter

Suggested caption: Have #Medicaid? Listen up: your review is coming! You don't want to miss this important piece of mail. Make sure DWS has your current address:

medicaid.utah.gov/unwinding

Suggested hashtags: #medicaid
#utahhealthcare #healthykids #coveringkids
#utahDHHS



ATTENTION MEDICAID MEMBERS

Your review letter is coming...

Make sure DWS has your current address. Update your information ASAP by calling
1-866-608-9422.

medicaid.utah.gov/unwinding

SOCIAL CONTENT - Instagram, Facebook, Twitter

- Make sure you get your Medicaid review letter – update your contact information if it changed recently. Call 1-866-608-9422. More info: medicaid.utah.gov/unwinding
- Have coverage through Utah Medicaid? Make sure your address is up to date so you get your review letter. Call 1-866-608-9422. More info: medicaid.utah.gov/unwinding
- Medicaid reviews are coming! Make sure your address is up to date. Call 1-866-608-9422. More info: medicaid.utah.gov/unwinding
- Changed your address in last 3 years? Update your address with DWS so you get your Medicaid review letter. Call 1-866-608-9422. More info: medicaid.utah.gov/unwinding

SMS/texts messages

Email content

Subject line: Your Medicaid review letter is coming. Don't miss it!

Preview text: Make sure your address is up to date with the Department of Workforce Services so you receive your renewal letter in the mail.

Primary link:

<https://medicaid.utah.gov/unwinding/>

Do you or a family member currently have health insurance through Utah Medicaid? If so, here's what you need to know.

Be on the lookout for a review letter in the mail from the Department of Workforce Services (DWS). To ensure you receive this critical piece of mail: make sure your address, email and phone number are up to date by calling **1-866-608-9422**.

This review letter will tell you one of three things:

- Utah is renewing your Medicaid coverage, or
- Utah is ending your Medicaid coverage, or
- DWS needs more information to determine if you or your family member still qualify for Medicaid. If so, a review form will be included.

Remember: Update your address. We don't want you to miss this important piece of mail.

Sincerely,

Utah Medicaid

FAQ

Attach the Unwinding Continuous Medicaid Eligibility: frequently asked questions for members to your email to provide more details.

Use this script to help Medicaid beneficiaries prepare for the upcoming eligibility redetermination process.

Read:

- If you or a family member have health insurance through Medicaid, you may soon need to take steps to find out if you can continue your coverage.
- The Department of Workforce Services (DWS) will start Medicaid eligibility reviews again. This means you or a family member could be disenrolled from Medicaid.

When is this happening and what do I need to do?

- Here are some things you can do to prepare.
 - If you moved recently or if any of your contact information like your phone number or email address has changed:
 - I can update your account to make sure you get important information about your Medicaid coverage.
 - Call a Health Program Representative to update your information at 1-866-608-9422.

**Key messages for call centers and customer service
representatives**

- Know your review date and pay close attention to your mail.
 - After February 11, 2023, you can see your review date in [myCase](#).
- After DWS reviews your Medicaid eligibility, they'll send you one of the following in the mail or by email:
 - A letter telling you your Medicaid coverage is renewed, or
 - A letter telling you that your Medicaid coverage is ending, or
 - A Medicaid review form asking you for more information to see if you or a family member still qualify for Medicaid. If you get a review form, you should fill it out and return it as soon as possible to help avoid gaps in your coverage.

What happens if I no longer qualify for Medicaid?

- Members who are no longer eligible with a known eligibility reason will be directly transferred to the federal Health Insurance Marketplace. There is currently an automatic process for this transfer to take place as long as a determination is made (transfer will not occur when a case is closed for failing to complete or return paperwork).
- Losing Medicaid or CHIP coverage is a Qualifying Life Event, which allows you to enroll in a Marketplace plan outside of the Open Enrollment Period. Visit [HealthCare.gov](#) or call the Marketplace Call Center at 1-800-318-2596 (TTY: 1-855-889-4325) to get details about Marketplace coverage.

Key messages for call centers and customer service representatives

**Questions about
Medicaid eligibility?
Call the Department of
Workforce Services
(DWS) 1-866-435-7414.**

Thank you!

Thank you for helping spread the word
about the Medicaid continuous eligibility unwinding!