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
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
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
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
● 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
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.
○ 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.
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!