



May Updates: It's Time to Unwind!

Navigator/Certified Application Counselor Statewide Webinar


May 3, 2023

New Bulletins

- [Bulletin 23-21-06 DHS Ends the Medical Assistance for COVID-19 Testing for Uninsured Individuals Coverage Group](#)
- [Bulletin 23-21-08 DHS Announces Key MHCP Eligibility Policies during the Unwinding Period](#)
- [Bulletin 23-21-09 DHS Announces the Resumption of Minnesota Health Care Programs Annual Eligibility Renewals](#)
- [Bulletin 23-21-10 DHS Announces New Minnesota Health Care Programs Renewal for Families, Children, and Adults \(state.mn.us\)](#)
- [Bulletin 23-21-13 DHS Cancels Unpaid MinnesotaCare Premiums and Temporarily Waives Premiums](#)

One-stop shop for all things renewal


mn.gov/dhs/renewmycoverage



Look up when your renewal takes place

Know when to watch your mailbox for your renewal information: Look up your renewal month with the renewal date lookup tool coming soon. Learn more about the [timeline](#) for resuming renewals.


Medical Assistance enrollees can expect their renewal to take place based on the anniversary month of their application for coverage. If you work with a [health plan](#), contact them to learn more about when your specific renewal will take place. MinnesotaCare enrollees can expect their eligibility renewal beginning in October 2023 for coverage effective Jan. 1, 2024.



Watch for the circle in blue when it's time to renew

You'll get an envelope in the mail marked "Important Information enclosed" with your renewal paperwork.


Here's what to do next.



Report address and phone number changes


It's important we be able to reach you when it's time to renew your health insurance. Don't risk losing your health insurance and possible disruptions in seeing your doctor or filling a prescription.

[Update your contact information](#)




Get text messages when you need to take action

DHS will text you from "28343" when we mail you your renewal information and to remind you to submit your paperwork before the deadline.




Get answers to your questions

[Get your renewal questions answered](#)



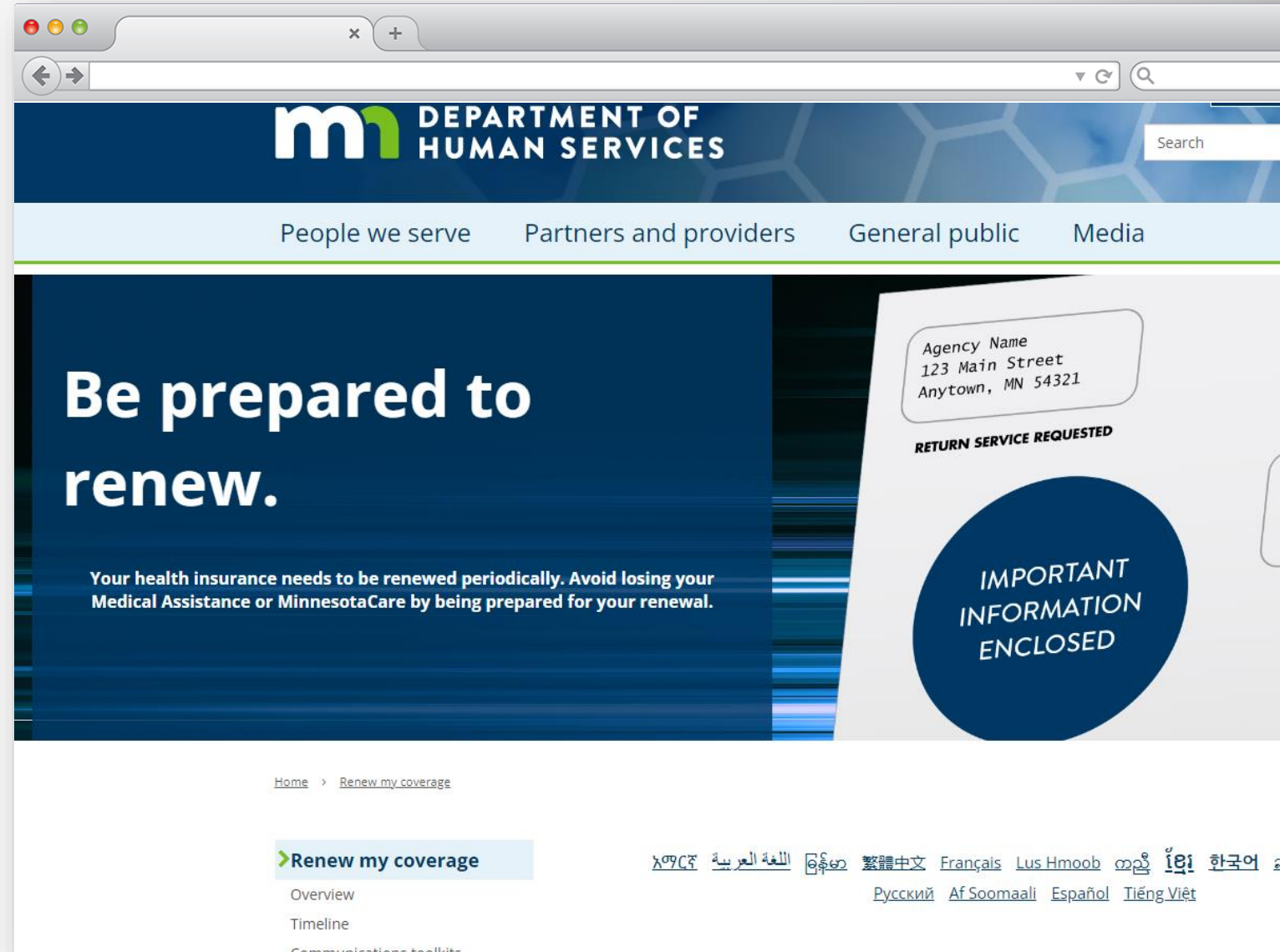
Connect with a trusted partner

If you get your Medical Assistance or MinnesotaCare insurance with the support of a [health plan](#) or [navigator](#), they want to help. Connect with them for assistance.



Watch this page for updates

DHS will update this page with new information. You can [sign up to receive email alerts](#) when information on this page changes.



DEPARTMENT OF HUMAN SERVICES

People we serve Partners and providers General public Media

Be prepared to renew.

Your health insurance needs to be renewed periodically. Avoid losing your Medical Assistance or MinnesotaCare by being prepared for your renewal.

Agency Name
123 Main Street
Anytown, MN 54321

RETURN SERVICE REQUESTED

IMPORTANT INFORMATION ENCLOSED

Home > [Renew my coverage](#)

[Renew my coverage](#)

- Overview
- Timeline
- Communications toolkit

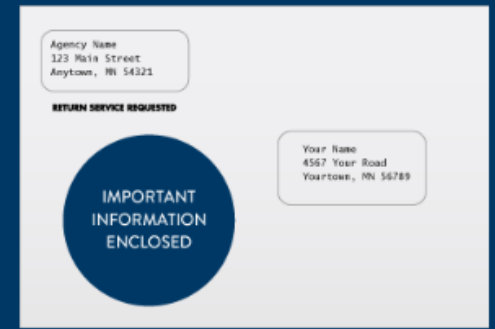
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Watch for the circle in blue when it's time to renew

Next steps after getting your renewal information

You received your renewal information in the mail. Here's what's next:

1. Open it.
2. Review and complete it.
3. Return it as soon as possible to avoid delays in coverage.



DHS-4176 7-04



RETURN SERVICE REQUESTED



When you open your renewal envelope, you'll either see:

A: Renewal form with information about what to do next.

Example:

1a. Name, address and contact information				
FIRST NAME	MI	LAST NAME		
PHONE NUMBER where we can call you: <input type="radio"/> Cell <input type="radio"/> Home <input type="radio"/> Work				
OTHER PHONE NUMBER where we can call you: <input type="radio"/> Cell <input type="radio"/> Home <input type="radio"/> Work				
STREET ADDRESS	CITY	STATE	ZIP CODE	COUNTY
MAILING ADDRESS (if different)	CITY	STATE	ZIP CODE	COUNTY

Read instructions about how to complete the form and how to get help with it if you need it.

Make sure your information is complete and accurate.

B: Notice that your insurance automatically renewed.

Example:

Health Care Renewal Notice		
You are getting this notice because it is time to renew coverage for members of your household. This notice tells you the status of your renewal. This notice is for the people listed below.		
Health Care Results		
John Doe - MNsure ID Number: 1004567890		
Effective Date	Action	Coverage Type
01/01/2023	Auto Renew	Medical Assistance

Make sure your information printed on the notice is correct.

- If it's correct, you're done.
- If not, write in your corrections and submit the document.

Submit your completed renewal form as quickly as possible.

- **MAIL:** Put documents in the return envelope provided, add postage and put it in the mail.
- **ELECTRONICALLY:** [Upload the documents online.](#)
- **FAX:** Drop off the documents or fax them to the agency listed as the return address on your paperwork. Find [addresses and fax numbers for agencies.](#)
- **PHONE:** Give your information verbally over the phone. Contact your [county or tribal agency](#) to learn more. Note: Phone renewals may take up to an hour or longer.

New ads on text messaging

Keep your health insurance

Do you have Medical Assistance or MinnesotaCare?

You can now get text messages when you need to take action to keep your insurance.

Update your contact information to get texts.



m DEPARTMENT OF HUMAN SERVICES
Learn more at mn.gov/dhs/renewmycoverage

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Conserve su seguro de salud

¿Cuenta con Asistencia Médica o MinnesotaCare?
Ahora podrá recibir mensajes de texto cuando necesite tomar medidas para conservar su seguro. Actualice su información de contacto para recibir mensajes de texto.



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Obtenga más información en mn.gov/dhs/renewmycoverage

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m MINNESOTA
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Ilaalso caymiskaaga caafimaad

Ma leedahay Caawimaad Caafimaad (Medical Assistance) ama MinnesotaCare?

Waxaad hadda heli kartaa fariimaha qoraalka ah marka aad u baahan tahay inaad tallaabo qaado si aad u ilaalsato caymiskaaga.

Dib-u-cusbooneysi macluumaadkaaga xiriirka si aad u hesho fariimo qoraal ah.



m DEPARTMENT OF HUMAN SERVICES
Wax badan ka barta mn.gov/dhs/renewmycoverage

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Do you have Medical Assistance or MinnesotaCare? Keep it!

Get texts when it's time for action. Update your contact info now.

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mn.gov/dhs/renewmycoverage



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Keep your Medical Assistance or MinnesotaCare

Communications for all partners and stakeholders to share or resuming renewals

Digital ads

Skyscraper



Enlarge

Specifications:
 Size: 120 pixels x 600 pixels
 Color space: RGB

More general toolkit resources coming for broad communications on renewals

New Ways to Submit Renewals

- DHS is rapidly implementing CMS-approved mitigations that will make it easier for enrollees to provide their renewal information.

Two for discussion today:

- Accepting enrollee renewal information via an online document upload, and
- Accepting enrollee renewal information by phone.

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