

# Preparing For Medicaid Renewals



## What is the PHE?

**PHE stands for Public Health Emergency.**

In January 2020, the U.S. Department of Health and Human Services (HHS) declared a public health emergency (PHE) in response to the outbreak of COVID-19.

Congress passed legislation that ensured anyone enrolled in Health First Colorado (Colorado's Medicaid program) was guaranteed to keep their health coverage during the PHE. This is known as the "continuous coverage requirement". Congress recently passed a bill that **ends the continuous coverage requirement in spring 2023.**

## What does this mean for me?

**All individuals currently enrolled in Medicaid** will need to go through the redetermination process to ensure that they still qualify. It is anticipated that 315,000 recipients in Colorado will no longer be eligible after the redetermination process is complete. However, a majority of upcoming denials are anticipated to be caused by not completing the required steps on time.

## How can I prepare?

There are four crucial steps that need to be completed to successfully submit redetermination paperwork. These redetermination packets are time sensitive, and you must return all the requested information by the deadline date in the letter you will receive from the state. **These steps are outlined on the back side of this document.**

## Where can I check my renewal date?

Your renewal date can be reviewed at [CO.gov/PEAK](https://CO.gov/PEAK). This is also where you can update any necessary contact information.

## How do I stay informed?

- Sign up for push notifications in the Health First Colorado app
- Visiting [CO.gov/PEAK](https://CO.gov/PEAK) and adjusting their communication preferences
- Through PASCO emails, our monthly newsletter, and visiting [pascohh.com/phe-end](https://pascohh.com/phe-end)

## Key Terms

### Notice of Action (NOA)

A written notice to let an applicant or member know the final eligibility determination and reason for an approval, denial or termination.

### Renewal Packet

Prepopulated forms sent to a member to see if anything has changed and request necessary verification to determine whether a member continues to be eligible to receive Medical Assistance. Also referred to as a redetermination

### PEAK

An online portal where Coloradans can apply for and manage several benefits including food assistance, cash assistance, transportation, and health care.

### Continuous Coverage

Part of the Public Health Emergency that has required states to maintain Medicaid coverage for enrollees and disallowed individuals from being removed from their coverage. This began in March 2020 and ends April 1st 2023.

## Need help? Contact our Support team



[support@pascohh.com](mailto:support@pascohh.com)



[pascohh.com/support-form](https://pascohh.com/support-form)



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## Four Key Steps to a Successful Renewal



### 1. Confirm and/or update your contact information

This step is crucial to ensure that you are receiving your Medicaid renewal paperwork at the correct location. This first step will allow all remaining processes to occur. Updating your address, phone number, and email is quick and easy.

This can be done at [CO.gov/PEAK](https://CO.gov/PEAK) and through the Health First Colorado app.



### 2. Check your mail for your renewal letter

You will receive a letter and an email informing you of your renewal date. **This date is crucial**, as it indicates when you can anticipate when you will receive your redetermination packet and begin the renewal process.

The letter will be sent from “**Consolidated Return Mail Center**” with URGENT – PLEASE REPLY written in red.

! Some individuals will be automatically renewed based on information we have for them from other data sources. This means that some members will not receive a renewal packet, but rather receive a “notice of action” letter that lets them know they are still eligible for coverage.



### 3. Receive and sign redetermination packet

Members who were not automatically renewed will receive a renewal packet approximately 70 calendar days before their renewal deadline to allow time for completion. Some individuals will be required to provide additional information before returning this packet. **Even if no additional information is needed on your part to complete the process, this packet MUST be signed** and returned by the deadline listed.



### 4. Receive and sign redetermination packet

This packet must be signed and returned on time. This can be completed via the following:

- Through the Health First Colorado App
- By mail, fax, or bring the completed signature page and updated renewal form pages to your local county office
- Online at [CO.gov/PEAK](https://CO.gov/PEAK)

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