

Centers for Medicare & Medicaid Services
Medicaid and CHIP Renewals: What to Know and How to Prepare
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Jonathan Blonar: Great, well, hello and welcome. My name is Jonathan Blonar, and I'm the Deputy Director of the Partner Relations Group in the Office of Communications here at CMS. Thank you so much for joining us today for our Partner Education Webinar on Medicaid and CHIP Renewals. This is a continuation of HHS (U.S. Department of Health and Human Services) and CMS' series of webinars to keep partners informed about the return to regular Medicaid and CHIP renewals. Everyone should be able to see today's agenda on their screen. Today's webinar will serve as a train-the-trainer style webinar to make sure you all have the information you need to continue educating people in your communities about regular Medicaid and CHIP renewals going forward. First, today, Stefanie Costello, the Director of the Partner Relations Group, will walk through the updated train-the-trainer presentation. After that, Hailey Gutzmer with the Partner Relations Group will review our updated Outreach and Educational Resources webpage and the refreshed materials for our partners to use. Finally, we will open up for a question-and-answer session before closing out today's webinar.

Before we begin the training portion of the webinar, I wanted to share a few housekeeping items. The webinar today is being recorded. The recording and transcript will be available on our CMS [National Stakeholder Call webpage](#), and I believe Hailey is going to drop that link into the chat. The slides and talking points for the train-the-trainer presentation will be available on our Outreach and Educational Resources webpage at [Medicaid.gov/renewals-outreach-education](https://www.Medicaid.gov/renewals-outreach-education). That link will also be posted in the chat. Also, while members of the press are welcome to attend the call today, please note that all press or media questions should be submitted using our media inquiries form, which may be found at [CMS.gov/newsroom/media-inquiries](https://www.CMS.gov/newsroom/media-inquiries), and that link will be dropped in the chat as well. All participants today will be muted. Closed captioning is available via the link shared in the chat by our Zoom moderator. As I mentioned, we will have time to answer a few questions today. You can submit your question using the Q&A function from the menu below. Questions that we do not have time to answer today will be used to help inform future topics for future calls. With that, I'd now like to pass it over to Stefanie Costello, the Director of the Partner Relations Group, to walk through the train-the-trainer slide presentation. Stefanie?

Stefanie Costello: Thank you, Jonathan. So, as Jonathan said, today we're going to be walking through a refreshed train-the-trainer presentation. If you all have been following the webinar series, you may remember that we previously did a train-the-trainer presentation back in June of 2023. Some of the information shared in today's training may look similar to the previous training, but we did some updates recently and have added some new information about regular Medicaid and CHIP renewals that we want to make sure you, our partners, are aware of.

As a reminder, states complete renewals each year to see if people enrolled in Medicaid and CHIP programs still qualify for coverage. We know that you all may work with or serve people covered by Medicaid and CHIP, and we want to make sure that you have all the information you need to share with your partners, colleagues, and other people in your community to help people enrolled in these programs renew their coverage each year or transition to another health care option. Next slide.

About today's training. Before we get into the content, I just wanted to provide a little bit of framing about the training and some key takeaways for you. So, next slide. As I mentioned, there was a previous train-the-trainer presentation in June of 2023. The content in today's training has been refreshed to include information about the regular Medicaid and CHIP renewal process that states complete each year to make sure that people enrolled in their Medicaid and CHIP programs are still eligible for coverage. Renewals were not a one-time event that states completed only after the COVID-19 pandemic. This is a regular, ongoing process that we want to make sure people are aware of and know how to prepare for it. Now, people enrolled in Medicaid and CHIP may need to complete steps to renew their coverage each year or find coverage if they no longer are eligible for Medicaid or CHIP. After this training, you'll have access to these slides and the accompanying talking points that I'll be using, and we encourage you to use these materials to continue sharing information about the regular Medicaid and CHIP renewal process with people in your networks and the people you serve in your community to help ensure people keep health coverage. As we go through the slides, you'll notice some spaces where you can customize the content to include your state-specific information for your specific outreach. Next slide.

Today, our goal for you is to leave the training as a “local expert” in your community so that you can educate your neighbors, friends, family members, coworkers, or other community organizations and people with Medicaid and CHIP about what the regular renewal process looks like and the steps they may need to take to renew their coverage each year. The key takeaways from today's training are, one, understand who may be eligible for Medicaid or CHIP and would find the information helpful. Two, learn about the steps that someone may need to complete to renew their Medicaid or CHIP coverage. Three, review other health insurance options for people who no longer are eligible for Medicaid or CHIP. And four, understand your call to action and how you can help people with Medicaid or CHIP renew their coverage or find other health insurance coverage options. All right, next slide.

All right, now we begin the actual content. The slides I'm about to walk through today are the ones that are available on our webpage, which we've included in the chat. I know Hailey is going to show you where that is when she does the walkthrough after this presentation. And you can download this presentation and the talking points after the webinar. All right, so the first slide. With the first slide, you will just talk about the framing of the presentation as a whole, and you'll walk through and tell your audience that you're going to walk through some general information about Medicaid and CHIP, who is eligible for these programs, and how the annual renewal process works. Next slide.

This slide is going to help your audience understand what is Medicaid. So, what is Medicaid? Now, Medicaid provides health coverage to approximately 75 million Americans as of March 2024, which includes low-income adults, children, pregnant women, elderly adults, and people with disabilities. Medicaid is also the single largest source of health coverage in the United States. Each state runs their own Medicaid program, and some states have different names for their Medicaid program. Medicaid might be called something else in one state. For example, the Medicaid program in Tennessee is called TennCare. Feel free to fill in the blanks on this slide with your state Medicaid information and the program name. By using the third bullet, you can enter your community, your state names, your community will know exactly what the program is and so that it resonates with them. So, then we also have this last footnote here that says, "Visit Medicaid renewals for more information about your state's Medicaid program." And you can take that out if you need to so that you're just including your state information on the bullet above. Next slide.

So, what is the Children's Health Insurance Program? Children's Health Insurance Program, also known as CHIP. CHIP provides health coverage to approximately seven million uninsured kids in low-income families as of March 2024. And just like Medicaid, each state runs their own CHIP program, and they have different names. So, for example, the CHIP program in Georgia is called PeachCare. Again, you can feel free to fill in the blanks with your own state and CHIP program name. We all want to make sure that it does resonate with people in your community. Next slide.

So, generally, states complete eligibility renewals each year to see if a person is still eligible for Medicaid or CHIP coverage. The renewal process might look different depending on the state. So, we encourage you to understand your state renewal process and just double-check that you can check that out by going to your state webpage. If there is specifics you want to include here about your state, you can do so. People enrolled in Medicaid and CHIP may need to take steps to renew their coverage and should look out for more information from their state. Check the state's Medicaid or CHIP website for information on the renewal process. But individuals no longer eligible for Medicaid or CHIP, they may be eligible for health insurance options such as [HealthCare.gov](https://www.healthcare.gov), Medicare, or the employer-sponsored insurance coverage. Next slide. Can you actually go back? I forgot to say one thing here. We do have [HealthCare.gov](https://www.healthcare.gov) here. If you are in a state-based Marketplace and you want to include your state-based Marketplace name here instead of Marketplace dot gov, then you can update these slides with your Marketplace if you are a state-based Marketplace, I just want to note that. But for today we're going to go through and just use [HealthCare.gov](https://www.healthcare.gov).

All right, next slide. So, what do people enrolled in Medicaid or CHIP have to do to renew their coverage? States will use the information they already have to decide if a person is still eligible for Medicaid or CHIP. If the state needs more information, they will send a letter to the person electronically or in the mail. The person may also receive a call from their state Medicaid or CHIP agency. It's good for people to get into the habit of always opening any mail they get from their state Medicaid or CHIP office so that they don't miss important information about their coverage. I also want to note that we want to have y'all share with folks that anytime they move or there's a change in their contact information or a change in their family size, anything like that, they should let their state Medicaid CHIP office know right away to make sure that the state

can reach them when it's time to renew. So, if they're changing their phone number, email, or their physical address, those are changes, moves we want to make sure that they update their Medicaid office so the Medicaid office knows how to reach them during an annual renewal process. People should look out for more information from the state about renewals. Some individuals, again, may need to take action each year. Now, you're all the trusted voices in the community and can help people better understand what they need to do to either renew their Medicaid or CHIP coverage each year or transition to another health coverage option if they're no longer eligible for Medicaid or CHIP. Next slide.

During this next set of slides, we're going to add some specific actions that partners like yourself can help communicate to people enrolled in Medicaid or CHIP at different stages of the yearly renewal process. These recommendations are good habits that people should follow going forward if they're enrolled in Medicaid or CHIP. So, next slide.

What steps do people need to take to prepare to renew their Medicaid or CHIP coverage each year? As I mentioned, Medicaid and CHIP renewals happen each year. Now, there are three main steps people can take to make sure that they're ready when it's time to renew their coverage. First, it's important to keep your contact information up to date with your state Medicaid or CHIP office. Again, anytime you move or have a change with your phone number or email address, you should reach out to your state Medicaid or CHIP office so they can update your information. This helps make sure that the state is able to reach you when it's time to renew your coverage again. Second, you should always open any mail from your state's Medicaid or CHIP program to make sure you do not miss any important information about your coverage. Your state Medicaid or CHIP agency might also contact you electronically or by phone. Third, if you receive a renewal form from your state when it's time to renew your coverage, make sure to complete the renewal form and send it back to the state right away. Next slide.

So, what steps do people need to take if they've received a renewal form from their state? The first thing is to read the letter and read the entire letter to see what information the state is asking for and what documents you may need to share to support that information. Now we understand that sometimes these letters can be quite big or complicated for someone on Medicaid, so we want you, as partners, to be able to either help them understand the information in the letter or be able to have them go to their state Medicaid office to get help understanding the letter, or if there's another partner in your community that's been working to help people understand what's in their letter, you can make sure you connect them to them. And then again, if you're unsure what to do, have them contact their state Medicaid or CHIP agency so that they can understand exactly what the letter is saying and what documents they need to share to support this information.

Now second, after reading the letter, they need to complete the renewal form, and they need to fill out the form, and return it back to the state Medicaid CHIP agency right away to avoid a gap in coverage. Parents should be sure to still complete the renewal form even if they recently found other coverage, as their kids may still be eligible for Medicaid or CHIP even if they're not. So, if you're a partner and you work with children, make sure that parents know that they need to complete the form because even if they are not eligible for Medicaid or CHIP, their children

might be, and filling out that form will ensure that the state has the right information to determine if their children are still eligible.

Third, after completing the renewal form, look out for follow-up information from your state about coverage. The state will let you know if you are no longer eligible for Medicaid or CHIP or when the coverage will end or if you've been renewed for coverage. Next slide.

Now, if you've lost or may soon lose Medicaid or CHIP coverage, you can take the following steps. Step one is to look over the notice from your state to see why you lost Medicaid or CHIP coverage. If your state ended the coverage because they did not have the information they needed to complete the renewals, then you can contact your state to provide the missing information. And you can find the state's contact information at [Medicaid.gov/renewals](https://www.Medicaid.gov/renewals) or for this slide, you can put your state's specific contact information here. So, you can put their website or your state's phone number under this first bullet so people will know where to go to contact their state. If the state ended the coverage because they found that you're no longer eligible for the program, you'll need to find another option for health coverage.

Now, step two. You could appeal the decision or reapply for Medicaid or CHIP. If you think that you're still eligible for Medicaid or CHIP and that the state wrongfully ended your coverage, you can appeal the decision and ask the state to do a second review. CMS has a partner resource on our Medicaid appeals process if you're interested in learning more. And if there's a change in your situation, such as income changes, you can reapply for Medicaid and CHIP at any time. So, suppose you were ineligible when they did the renewal, and two months later, you had a change in income or a certain situation, you could always reapply to Medicaid to find out if you qualify at that time. Next slide.

The last step is to look out for other health insurance coverage options, including the Health Insurance Marketplace, Medicare, or employer-sponsored coverage. For the Health Insurance Marketplace, people can find plans for \$10 or less with financial help, and all plans cover doctor's visits, prescription drugs, emergency care, and more. People can apply for Marketplace coverage as soon as they lose Medicaid coverage. You don't have to wait until Open Enrollment. There are several things called Special Enrollment Periods (SEP) that people can access through the Marketplace, depending on the situation. Losing Medicaid coverage is one of the qualifying life events that qualify someone for a Special Enrollment Period. So again, they don't have to wait until Open Enrollment. Losing Medicaid will qualify them for a Special Enrollment Period in the Marketplace. There's more information about this at [HealthCare.gov](https://www.HealthCare.gov), and if your state runs your own Marketplace, [HealthCare.gov](https://www.HealthCare.gov) will direct you to the right website after you enter your location, or if you know your state's Marketplace information, you can go ahead and put it in this slide here under the first bullet.

Now for Medicare people 65 or older, they can enroll in Medicare without paying a penalty if they missed their initial enrollment period. We have more information on [Medicare.gov](https://www.Medicare.gov). For employer-sponsored coverage, you should check with your employer, and people can enroll in an employer plan outside of Open Enrollment if they recently lost Medicaid or CHIP. So again, if they have employer plan options, check with your employer.

Next slide. What can I do to help people with Medicaid and CHIP in my community? We urge our partners to continue sharing information about the annual Medicaid and CHIP renewals with people who are enrolled in these programs and help connect them to other coverage as appropriate. On this slide, we've listed four ways to help people with Medicaid and CHIP in your community. We encourage you to one, help raise awareness among the people that you work with, the people you serve and the people in your community. Two, share resources with your community and incorporate information about the annual Medicaid and CHIP renewals into materials, presentations, and work plans you have in development. CMS has a lot of great resources and language you can adapt to fit the needs of your organization and the audience you reach. And we'll be going through those materials in just a little bit. And let people know where to go to get more help, and we'll walk through where to direct people to go on the next slide.

Now, we also encourage you to partner with other organizations in your state, region, or community to reach people with Medicaid and CHIP coverage. Think about organizations that might not consider themselves Medicaid experts, such as food banks, but they work with a lot of people that likely could qualify for Medicaid and CHIP. And lastly, we do appreciate your partnership in helping make sure that people remain connected with health coverage, and we're here to support our partners any way we can. Next slide.

So, where should you direct people if they have questions? Again, we don't expect you to be an expert on everything, just enough to know where to direct people and how to help them if they have some of the questions that we covered today. So, on this slide, this goes over where you can direct people. For questions on Medicaid and CHIP, we encourage you to contact your Medicaid or CHIP office directly. Again, we have a space here that you can enter your direct Medicaid URL or phone number here. If you don't know what that is, you can look it up on the website, [Medicaid.gov/renewals](https://www.Medicaid.gov/renewals) that we've included. For questions on the Health Insurance Marketplace, visit [HealthCare.gov](https://www.HealthCare.gov) or find local help in your area by going to [LocalHelp.HealthCare.gov](https://www.LocalHelp.HealthCare.gov). And you can also call the Marketplace call center at 1-800-318-2596, and help is available 24 hours a day, seven days a week, in over 200 languages.

So, just for background, the federal government runs the Marketplace, sometimes known as the exchange, for individuals and families in some states, while other states again run their own Marketplace, and they might have a different website. We do work in partnership with these states. So, if you have a state-based Marketplace, you can take the second bullet and put your state-based Marketplace information here, including the website, how they can find local help in your state, and the phone number. For questions about Medicare, we encourage folks to call 1-800-MEDICARE. And this is nationwide, so you don't need to change this part of the slide. 1-800-MEDICARE is the phone number that individuals can call, and if you need help with an enrollment form, you can contact your local Social Security Administration field office by visiting [ssa.gov/locator](https://www.ssa.gov/locator) or by calling 1-800-722-1213. Next slide.

All right, we're going to talk through a couple of resources here, and then after the presentation, we'll be pulling up our webpage with all of the new resources and sharing those with y'all. So, next slide. Perfect. All right, CMS has created a series of resources to help raise awareness about renewing Medicaid and CHIP coverage each year. Y'all know this, y'all have been our trusted voices over the past year, year and a half, and using these resources with your community

already. And so, we will go through some of the updated materials we have and some of the materials that are still relevant as we get out there and talk about this message.

On this slide, you'll see a sample of some of these materials, such as our conference card, postcard, materials for health care providers, social media graphics, and more. The messages and these materials focus on steps that people can take to make sure they're prepared when it comes time to renew their coverage each year. CMS has also created messages and resources for kids and families, which include fillable and non-fillable postcards. These materials focus on making sure families know the steps they need to take to renew their kids' coverage. Again, parents should always respond to a renewal letter even if they don't think they're eligible, their kids may still be eligible. All materials are available in English and Spanish, and select materials are available in additional languages. All of these materials can be found on our Medicaid and CHIP Renewals Outreach and Education Resource page—that URL is here. We'll put it in the chat. And that's [Medicaid.gov/renewals-outreach-education](https://www.Medicaid.gov/renewals-outreach-education). Next slide.

CMS has also created a series of resources to help people who have lost or may soon lose Medicaid or CHIP coverage learn about the next steps for finding other health insurance options. On this slide, you'll see a sampling of some of those materials listed, which included a tip sheet for partners, a fact sheet on what to do if you no longer qualify for Medicaid or CHIP, a fact sheet for transitioning to Medicare, and social media graphics that encourage people to go to [HealthCare.gov](https://www.HealthCare.gov). These materials are also available in English and Spanish, and select materials are available in additional languages. All of these materials again can be found on the Medicaid and CHIP Renewals Outreach and Education Resource page at [Medicaid.gov/renewals-outreach-education](https://www.Medicaid.gov/renewals-outreach-education). Next slide.

So, how can you use these materials? So, we encourage you to print the materials to post in your office or on a desk – information desk, maybe if people are coming in or to hand out in the office space or community centers—anywhere where folks are going to congregate that might find this information helpful. The second is to send listserv messages. If you have listservs that you use, we have some pre-written drop-in articles and other pieces of information that you can put in your listservs and send out. We have graphics on social media, so we've updated those, and Hailey will go over those momentarily. But we have the graphics and the texts to make sure it's easy for you to share these on your social media channels. We know states also have their own social media toolkits for partners. So, you can also see if your state has some social media messaging around Medicaid renewals, and you can post that and have them direct to your state. Now, we encourage you to use these materials as inspiration for your own materials as well. You know your community better than we do, so you can take these, customize them, and really use them so that it's most useful for the people in your community. Next slide.

What is my call to action now that I've completed this training? Well, from now on, we want you to continue to educate your organizations, network, and community about the Medicaid and CHIP renewals. We know you've done a lot of great work through the whole unwinding process, but now kind of pivoting to focus just on the Medicaid and CHIP renewals. So, you can use the slide deck as a guide to train other people about Medicaid and CHIP renewals and how people should prepare as well as other options, other health coverage options if individuals no longer qualify for Medicaid or CHIP. We encourage you to share this information and resources with

your clients, customers, and patients. You can use the handouts and all the materials that I went through, and that Hailey will go through in a moment. We also want you to think of different ways to partner with organizations that work with people enrolled in Medicaid or CHIP in your community. You can use existing connections and communications to share this information but also look into forming new partnerships to make sure everyone in your community receives this information.

All right, last slide. These are just a few additional resources kind of in one place for you. We have the [Medicaid.gov/unwinding](https://www.Medicaid.gov/unwinding), the beneficiary renewals page, which is [Medicaid.gov/renewals](https://www.Medicaid.gov/renewals), and then our outreach and education, which is [Medicaid.gov/renewals-outreach-education](https://www.Medicaid.gov/renewals-outreach-education). And so, with that—thank you, Jill, for putting that in the chat. And with that, I'm going to go ahead and turn it over to Hailey, and she's going to show you all of our exciting new resources that we've updated on the webpage. Hailey?

Hailey Gutzmer: Great, thank you, Stefanie. And hello, everyone. As Stefanie mentioned, we have refreshed our Outreach and Educational Resources page, which I will pull up in just a moment. On the webpage, you'll notice we have rearranged the layout a little bit to better organize some of the resources, and we've also refreshed several of the materials on the webpage so that they are more evergreen, and our partners can continue using them to communicate about regular Medicaid and CHIP renewals going forward. So, we do still have a couple of the previous resources on the webpage that have information about the return to regular operations in Medicaid and CHIP after the pandemic pause on renewals ended. We acknowledge that there are still some individuals going through the renewal process for the first time and that these resources may still be helpful in those cases. However, today, we are just talking about regular Medicaid and CHIP renewals and what that process looks like. So, I will highlight the resources that we've updated with that evergreen language and just that new messaging about the regular renewal process. So, I will share my screen, but as I'm pulling that up, I know Stefanie has noted this in her presentation, but this webpage is now available through a new shorthand URL. So that URL is [Medicaid.gov/renewals-outreach-education](https://www.Medicaid.gov/renewals-outreach-education). If you have the previous URL bookmarked, that link will also work, but we just created this new shorthand link to try to make it a little bit easier for partners to include on their own websites or in other resources.

So, you'll see here the refreshed webpage. So, just at the top here, we have updated some of the information about how partners can use these resources going forward to share information about the regular renewal process or how to help people find other health coverage options if they're no longer eligible for Medicaid or CHIP. Going down, we have updated this first section here on General Renewals Materials. So, this section, we have pulled together a couple of the resources that we think are most helpful for partners. These have also been some of the most popular materials that partners have used to help get out information, and they have been refreshed with that information about general Medicaid and CHIP renewals going forward. So, under this section, the first item you'll see is our refreshed Partner Tip Sheet. So, I will just pull that up to show you all what that looks like. So, you'll notice that we have reframed the title a little bit just to reflect the content. So, we have Steps on How to Help People Prepare to Renew Their Medicaid or CHIP Coverage, and we have updated this first section on the sheet just to highlight that states check each year to see if people are still eligible for Medicaid or CHIP. Then we go through the information that Stefanie already walked through in her presentation, just reminding

folks to make sure to keep their contact information up to date, keep an eye out in the mail, and then some information about coverage through [HealthCare.gov](https://www.healthcare.gov) if they're no longer eligible for Medicaid or CHIP.

So, going back to the webpage. Next in this section we have our refreshed Health Care Options Fact Sheet. So right now, we have it available in English and Spanish, but I do want to note that we are working to translate this refreshed resource into Chinese, Hindi, Korean, Tagalog, and Vietnamese. So those translations are coming, but right now, we have English and Spanish available. So just looking at the English version similar to the Partner Tip Sheet, we have updated this top section just to reflect that renewals happen on a regular basis. We've also updated this section on getting coverage through the Health Insurance Marketplace. So, we have some information about the Special Enrollment Period that's available through [HealthCare.gov](https://www.healthcare.gov) for people who have lost Medicaid or CHIP coverage and how they can take advantage of that Special Enrollment Period. We've also added some information about employer-sponsored coverage for people who may have that option available. So, we just added some high-level information about how to find out more information about employer-sponsored coverage.

So, returning back to the webpage, the third bullet here is our new drop-in article for people who have lost Medicaid or CHIP. So again, this is a refreshed resource, and we currently have the English version posted on the webpage. This will also be available in Spanish very soon. So, we will keep you all updated once that Spanish translation is available. But if you open up the drop-in article, you'll see that we have, again, refreshed the language. We now have some information about generally how states will renew Medicaid and CHIP coverage, and then the steps that people should take each year to prepare to renew their coverage. And then we have additional information about [HealthCare.gov](https://www.healthcare.gov) and how you can apply for coverage through there if you're no longer eligible for Medicaid or CHIP.

So, the last item under this General Renewal Materials section is the updated slides that Stefanie just walked through. So, this is where you can download the slides. I will note these do download as a PowerPoint file. And if you're looking for the talking points, you just need to take a look in the notes section of PowerPoint, and you'll see that talking points are included for each slide in that notes section. So just wanted to flag where you can find the talking points to go with these slides. So that is the General Renewals Materials, those key resources that we think will be most helpful for partners moving forward to help get out information. But I will show you all some other updated resources scrolling down on the page. So, we do still have our toolkits available on this webpage. I will note that these last three toolkits listed here, the toolkit for school-based and early education and care settings, the toolkit for faith-based partners, and the toolkit for clinical offices and health care settings, will be updated in the near future. But we have left the previous versions of these materials on this webpage for now. In the meantime, just because we know a lot of these tools have been very helpful for some of these specific audiences in sharing out information.

So going down on the page, you will see that we still have our dropdown tabs that help to break out the materials by different messaging that partners might find helpful. So, this first dropdown tab on helping people renew their Medicaid or CHIP coverage. This section has been refreshed quite a bit. So, we now have a refreshed postcard and conference card that again walk through

those steps that partners can take, or excuse me, people enrolled in Medicaid and CHIP can take to prepare to renew their coverage each year. So, opening up the postcard here. So, this is a two-sided postcard that partners can print to have on hand in their offices. And the first page here is just a call about if you have Medicaid or CHIP. We have a QR code that directs you to the [Medicaid.gov/renewals](https://www.Medicaid.gov/renewals) webpage, which has the state-specific contact information. Then the second page here just again walks through those regular steps to make sure that people enrolled in Medicaid and CHIP complete so that they're ready to renew their coverage each year. Taking a look at the conference card here. This is a fillable resource. So, if you are looking to include some information about your state's webpage or if your state has a different Medicaid – or a different name for their Medicaid or CHIP program – this resource does have the ability to be customized. So, we have the fill-in-the-blank here where you can add some information about your state Medicaid or CHIP program. And then, similar to the postcard, we have again the steps that people should regularly make sure that they take so they're prepared for their renewal when it's time. We do have fillable boxes down at the bottom where you can include the webpage or the phone number for your state Medicaid or CHIP office that people can reach out to if they have questions.

So, we have a postcard, conference card, and then one brand new resource that we have added to this webpage is this new Medicaid Basics for Partners handout. And this handout has some general information about Medicaid eligibility, enrollment, and the renewal process to help partners answer some common questions that they might get about these topics. So, if you open up the page or the handout, you'll see we have some information about what is Medicaid, who is eligible for Medicaid, and then how someone can apply for Medicaid. Just noting that some of this information might vary by state. So, we encourage folks to always check with their state for more information about eligibility and enrollment. We do have just the reminder here that there is no Open Enrollment Period for Medicaid or CHIP, so people can enroll at any time during the year.

Then, the second page has a little bit more information about the renewal process. So again, we have some information about how often people with Medicaid or CHIP will need to renew their coverage. Just noting that generally, every year, states complete the renewal process, and then we again have the steps that people should take to prepare to renew their coverage each year. These bottom two sections here, we just have a reminder that anytime someone has questions about Medicaid enrollment or renewing their coverage, they should always reach out to their state Medicaid office directly just to get that information. And then we do have just a little bit of information here about the Health Insurance Marketplace for people who are no longer eligible for Medicaid. So, this is a really great resource to have on hand if you work with folks enrolled in Medicaid or just to have ready, and it just provides a good overview of some of the key pieces of information that we know folks most commonly have questions about.

So also, under this “Helping People Renew Their Medicaid or CHIP Coverage” section, we do have some updated graphics specifically for health care providers and clinicians. So, I'll just pull up the full-page graphic here. This will look very similar to some of the other postcards or conference card, but this is just framed a little bit more specifically for health care providers. So just in making sure you inform your patients that state Medicaid offices will check eligibility each year, and then again, it has the key steps for people to complete so they're ready to renew

their coverage each year. We also have this graphic available in a half-page format just, depending on your needs. So just wanted to note the information is very similar. Just the design is a little bit different if you're looking for a half-page instead of a full-page graphic. So that is the “Helping People Renew Their Medicaid and CHIP Coverage” section and the refreshed resources you'll find there.

We do still have our “Helping People Who Have Lost Medicaid or CHIP Coverage” section. So, I will note we have our Medicaid Fair Hearings Partner Resource, or the Medicaid appeals as it's often called, resource. So, I know it looked like there were a couple of questions in the Q&A about the appeals process. So, I encourage you all to check out this resource here. It has a very good walkthrough of some common questions about the appeals process and people's rights through that process. So, encourage you to check out this resource for more. We have the Partner Tip Sheet and the Health Care Options Fact Sheet also reshared under this section. These are the same resources that are linked at the top of the page. We just included them under this section since they previously lived under this dropdown menu. We wanted to make sure people were still able to find them. And then, we have a refreshed [HealthCare.gov](https://www.healthcare.gov) postcard. So, this postcard has been updated just with some more information about enrolling in coverage through [HealthCare.gov](https://www.healthcare.gov) if you've lost Medicaid or CHIP. So we have a QR code to visit [HealthCare.gov](https://www.healthcare.gov) for more information about applying for coverage and just some reminders here about the affordability and comprehensive coverage that plans through [HealthCare.gov](https://www.healthcare.gov) provide. So, we do have our Medicare Special Enrollment Period Fact Sheet. That is still available under this section. If you have questions about the Special Enrollment Period available through Medicare, we encourage you to check out this fact sheet. This has been updated with just some more information about how to take advantage of the Special Enrollment Period and some support that you can get with completing the application, so this resource has also been refreshed with just a little bit more information. We do have the Employer Fact Sheet. I think the information in this fact sheet is still consistent with the previous version, but I did just want to note if people have questions about transitioning to employer-sponsored coverage, this fact sheet does a great job of outlining just some options there. So, encourage you to check out that as well. We still have our tear pad available here. And then the drop-in article again is linked under this section as well.

So, going to the section on “Materials for Children and Families,” we do have a refreshed postcard for children – or for parents with children enrolled in Medicaid or CHIP. So, this is available in a fillable and non-fillable version. So, this is the non-fillable version. It's just been updated a bit with more information about steps that parents can take to make sure that their children keep covered. So, we have just, this is again a two-sided postcard, some information about Medicaid and CHIP covering about half of kids in the U.S., and then we have the information about renewing Medicaid or CHIP coverage or how to transition to another coverage option if you are no longer eligible for Medicaid or CHIP. So again, that is the non-fillable version, but we do have a fillable postcard that is available as well.

So, we do also, under this section for children and families, we have updated some links to back-to-school resources that are available through the Connecting Kids to Coverage National Campaign. So, these are some great resources that just have general information about Medicaid

and CHIP enrollment and are especially useful during the back-to-school season. So, we have those webpages linked here if you're interested in exploring those resources a bit more.

But going down to the next section are our “Materials for Special Populations.” So, we are in the process of updating these resources. So, we have the previous versions still available on the webpage in the meantime, but they will be updated to match some of the messaging in the other materials about regular Medicaid and CHIP renewals. So just wanted to note those updates are coming, and we will notify you all when the refreshed versions of these materials are available.

We still have our fraud and scams messaging that is available here. So just some information on how to identify if something is a potential scam and how to protect yourself. And then the last dropdown section here is our social media. So, we have relocated this section on the webpage. So, we do still have social media. It is just now available in this dropdown tab. So, we have all of the social media graphics that are available for download through a zip file. So, if you click this link here, the graphics will download as a zip file, and you'll see that there are three subfolders in that zip file that have the graphics broken out by different messaging. And then, we also have our social media messages to go along with these graphics. Those are included in our main Communications Toolkit. So, we have that linked here, just noting the specific pages where you can find that social media copy if you're looking for it.

That is the run-through of the dropdown tabs. I will note at the end of the page that we still have our partner education webinar information and our speaking request form. So, we will continue to update this section as more webinars are scheduled in the future. So, make sure to check back for any information on upcoming webinar dates. And we do still have that link to the speaking request form. And then the other section under here is just an expanded section about the product ordering information. So, just a reminder that materials are available to order for free through the CMS product ordering website. So, we have some information here about how to create an account and how you can locate materials related to Medicaid and CHIP renewals or materials on coverage through the Health Insurance Marketplace. We also have materials available on that subject as well. So, we have information there with the link to the product ordering website.

And then the last section on this page is just our consumer research that we've had here, just with some CMS research that was conducted to create some of these resources. That is still available on this webpage just if you're interested. But that is the run-through of all the updates to this webpage and the updated materials. I know it's a lot of refreshing. So, we encourage you all to go to this webpage and take a look at these materials yourself. We will keep you all updated as additional resources are refreshed and as more updates are made to the page. So, make sure to keep an eye out in your email for any updates on that.

But now I will transition to our Q&A. So, I do want to thank everyone for submitting questions through the Q&A. I know we only have time to answer a few today, but if you have any questions that you have not submitted yet, you can drop those into the Q&A, and we do review the questions afterward to help inform future topics. So, the first question that we have here is for Stefanie. So, Stefanie, what is the difference between Medicaid and CHIP?

Stefanie Costello: Great, thanks Hailey. I'm going to share my screen. I'm going to share a slide with you guys. This is from a deck that's on the webpage. It's under the section about materials for children and families. There's a slide deck in there explaining a little bit more about CHIP and families, and I just think this is a really helpful slide. So, you can see here, in terms of the eligibility continuum for Medicaid and CHIP, you have an individual who's eligible – an adult who's eligible for Medicaid goes up to 133 at the federal poverty level, and then anywhere between that and 400% is the Marketplace subsidies. Over here, for children, you will have them eligible for Medicaid or CHIP, and that goes up to 185% and then depending on the state. So, unfortunately, I can't say exactly one answer here. It does depend on your state. So, we encourage you to go to your state website, Medicaid CHIP website, for this information. But you can see that they're either going to be eligible for CHIP or Marketplace subsidies depending on the state here. So that's anywhere between 185 at the federal property level all the way up to 400. So that is, you can go through that slide deck and get some more information about CHIP and Medicaid there.

Hailey Gutzmer: Great, thank you, Stefanie. The next question is also for you. Are states and the federal Health Care Marketplace sharing information regarding people's enrollment status? We are seeing a spike in people who have Medicaid and are enrolled – also enrolled in a Health Care Marketplace plan.

Stefanie Costello: So for this, you need to be able to contact your Medicaid office and confirm you still have Medicaid coverage, and then you can call the Marketplace call center. And the call center is 1-800-318-2596. And you can also get that number by going to [HealthCare.gov](https://www.healthcare.gov) and the Marketplace call centers there. So, you can call the Marketplace call center. If you are enrolled, if you have someone enrolled in a Marketplace plan in Medicaid and one is inaccurate, or if you suspect fraud is happening within your Marketplace plan, we always encourage anyone who suspects fraud to call the Marketplace immediately and report that to them.

Hailey Gutzmer: Great. Thank you, Stefanie. The next question, if a person already knows they will not qualify for Medicaid, will that trigger a Marketplace Special Enrollment Period?

Stefanie Costello: So the Special Enrollment Periods, and you can go to [HealthCare.gov](https://www.healthcare.gov) and look up the Special Enrollment Periods, also known as SEPs, but these are Special Enrollment Periods that are outside of the normal Open Enrollment period, and there are certain things that qualify for that. So, it could be a life change, a change in household, a change in residence, if you're moving state to state, for example. One of the SEPs is the loss of health coverage. So, it's the actual loss of the health coverage that triggers the SEP, and you may qualify for that SEP if anyone in your household has lost qualifying coverage in the last 60 days or if they expect to lose coverage in the next 60 days. So if you know you're going to lose coverage in Medicaid because your income has gone up and you know you won't qualify for Medicaid anymore, then you can contact [HealthCare.gov](https://www.healthcare.gov), and then you'll qualify for the SEP because you do have the loss of qualifying coverage, which means Medicaid. It's also true for employer and other – well there's a whole list of qualifying coverages there.

Hailey Gutzmer: Thank you. All right, next question. Can you talk more about reapplying? Can you get Medicaid again? Is there a waiting period?

Stefanie Costello: Yep. So, one of the things with Medicaid is there's not an Open Enrollment period, so you can apply to Medicaid at any time. If an individual has lost Medicaid, they can reapply if they think they're eligible for Medicaid. So, at any time, they can reapply. There's not a waiting period. I know some other government programs might have waiting periods if you lose coverage—Medicaid doesn't have that. So, if you are eligible for Medicaid, if you think you're eligible for Medicaid, we encourage you or have anyone that you serve, any of your clients or customers or family members to contact the Medicaid state office to apply or reapply for Medicaid.

Hailey Gutzmer: Great, thank you. Next question, is there a cost for the postcards?

Stefanie Costello: So, there's no cost for ordering anything from our product ordering website. You do have to create an account that's just so we know where to send the information to. Your name and the address, essentially. And then you can order those. They come to you for free. So, you can order 50 postcards, and they'll be delivered to your business. You can put those out on your table. We have the postcards and information for Medicaid. We also have some Marketplace information and Medicare information as well. So, you can go through the product ordering website and order what you need to educate the people you serve.

Hailey Gutzmer: Thank you, Stefanie. The next, and I believe the last question we'll have time for today, are there materials for children who are aging out of their Medicaid coverage?

Stefanie Costello: Yeah, so we have some information for that actually on the...I think Hailey might've showed you, for families and children. So, we do have some information for those individuals who are aging out of Medicaid to be able to go to [HealthCare.gov](https://www.healthcare.gov), or they can go to their state website. But we do have a postcard I think under the Children and Family section specifically for those young adults aging out of Medicaid and they can, we direct them to [HealthCare.gov](https://www.healthcare.gov). Again, that's a qualifying life event if they've lost coverage. So, they don't have to wait until Open Enrollment, they can go ahead and apply to [HealthCare.gov](https://www.healthcare.gov) at that time.

Hailey Gutzmer: All right, well thank you again, Stefanie. That is all the time we have today for Q&A. So with that, I will turn it back to Jonathan to close out our call today.

Jonathan Blonar: Great, thanks, Hailey. Thanks to everyone who joined our call today. We hope you found the training and the resources useful and continue your outreach within your communities. As Hailey mentioned, we will be sending an email around in the coming days with links to access the training slides that we went over today as well as the recording from today's webinar in case you ever need a refresher on the slide contents. Again, as we've said before, your partnership is very important to CMS. We appreciate your continuous work to get this information out to your networks and to the people in your communities who are enrolled in Medicaid and CHIP. We'll continue to keep you all updated via email about future webinar dates, resource updates, and other announcements. And again, we appreciate your time today. Thank you for joining and look forward to working with you. Take care.