

**GOVERNMENT OF THE DISTRICT OF COLUMBIA**  
**Department of Health Care Finance**



**Medicaid Renewal Frequently Asked Questions (FAQ)**

Version Release Date (5.19.23)

**Purpose:** The purpose of this document is to provide an overview of the restart of eligibility renewal for Medicaid beneficiaries and provide answers to frequently asked questions about the process.

**Key Questions on Medicaid Renewal**

**1. I have never completed a Medicaid renewal. What is the Medicaid renewal process?**

A renewal is a review of your current eligibility factors to determine whether to continue, change, or discontinue your enrollment in a Medicaid program.

The District conducts Medicaid renewals for each beneficiary once every twelve (12) months.

The renewal process was put on hold during the Public Health Emergency related to COVID-19, but our federal partners announced that states must restart renewals April 1, 2023.

Not all beneficiaries will have to fill out a renewal form, as DHCF can check eligibility using information collected for other systems. Those who do need to fill out a form will be mailed that form to complete. Forms can also be completed online at District Direct or by mailing/faxing/dropping the form at a DHS Service Center. Supplemental documents including residency and income verifications will also need to be submitted with renewal forms.

**2. When will Medicaid renewals restart?**

The first renewal packages will be mailed to some beneficiaries on April 1, 2023, for some households whose coverage is due to renew on May 31, 2023 and some households whose coverage is due to renew on June 30, 2023. Renewals will continue on a monthly, rolling basis for a year thereafter based on the date the beneficiary is scheduled to renew coverage.

While your coverage may be due to renew as early as May 31, 2023 or as late as June 30, 2024, you need to make sure your contact information is up to date and that you take action once it's time to renew.

**3. What can I do now to prepare for the restart of Medicaid renewals?**

Not all beneficiaries will need to renew their benefits on April 1, 2023. However, all beneficiaries can take action now to prepare for the resumption of Medicaid renewals by making sure we have the correct mailing address and contact information.

You can go to District Direct to check if the agency has your current contact information by going to <https://districtdirect.dc.gov/>. If your address has changed make sure to update your contact information.

**Get Ready!** Update your contact information, including your mailing address, phone number, and email address, at [districtdirect.dc.gov](https://districtdirect.dc.gov). Customers may also call the Public Benefits Call Center at 202-727-5355 between 7:30 a.m. and 4:45 p.m. to update their information. Be sure to return all requests for information on time if you get a letter from the District of Columbia.

#### 4. Why are Medicaid renewals restarting now?

At the beginning of the COVID-19 pandemic, the federal government declared a public health emergency (PHE). During the PHE, Medicaid continued health care coverage for all beneficiaries, even if someone's eligibility changed.

Recent federal legislation changed this, so the District of Columbia is restarting Medicaid renewals effective April 1, 2023 to comply with these updated federal requirements.

#### 5. How can Medicaid beneficiaries renew their coverage?

Medicaid beneficiaries will have several ways to submit their renewal form:

**Online:** By using the District Direct eligibility system that allows beneficiaries to complete their renewal via web portal and report changes, submit verifications, and view notices online or through the mobile app.

Beneficiaries may visit <https://districtdirect.dc.gov/> or download the mobile app through the Apple App Store or Google Play.

You can access District Direct by first creating an account. If you do not have an account, you can create an account at [districtdirect.dc.gov](https://districtdirect.dc.gov) or through the District Direct Mobile Application (available on the Google Play or Apple App Stores).

On the main page, click on "Login" and then click "Create Account". On the next page, enter the information required to create your account (e.g., username, password).

Once complete, click "Create Account". Once your account is created, you must connect your account by clicking "Connect Your Account" on the homepage and entering the required information to connect your account. Once your account is connected, navigate back to the homepage to see your information.

If you have an account, you can access your account at [districtdirect.dc.gov](https://districtdirect.dc.gov) or through the District Direct Mobile Application (available on the Google Play and Apple App Stores). You must enter your User ID and Password to access your account. If you applied for benefits online, you created your User ID and Password when you applied for benefits.

If you forgot your Username or Password, you can reset it by clicking the "Forgot Password" or "Forgot Username" link, or by calling District Direct Customer Service toll free at 1-202-727-5355.

**By Mail:** Beneficiaries may mail their renewal to:  
Department of Human Services | Economic Security Administration  
Case Record Management Unit  
P.O. Box 91560  
Washington, DC 20090

**In Person:** Beneficiaries may submit their renewal form a Department of Human Services service center:

- Anacostia Service Center  
2100 Martin Luther King Jr. Ave. SE, DC 20020

- Congress Heights Service Center  
4049 South Capitol St. SW, DC 20032
- Fort Davis Service Center  
3851 Alabama Ave. SE, DC 20020
- H Street Service Center  
645 H St. NE, DC 20002
- Taylor Street Service Center  
1207 Taylor St. NW, DC 20011

**By Fax:** Fax the Renewal to (202) 671-4400

Once you receive your renewal notice, make sure to complete all questions on the form and report all changes in your household. These changes include if someone becomes pregnant, has a new baby, moves in or out of your home or has an income change—or any other changes that may affect your benefits. Make sure to sign your renewal form before submission. For forms submitted on-line electronic signature option is available.

**6. Once I create my District Direct Account, how can I connect it to my existing coverage? Any tips?**

If you already have Medicaid coverage and have not used District Direct before, your information is in our system and you will need to connect to your existing benefit profile. This will allow you to see any information about your renewal status, notices, or requests for additional information required for your renewal. *It is important to note that only the primary filer on the account can connect the account.*

Once you are logged into your District Direct account, you can click “Connect Your Account” on the homepage to begin the process.

You will need your first and last name, date of birth, sex, and EITHER your Social Security Number, Person Reference Number, or Medicaid ID.

To connect a District Direct account using the Person Reference Number for the primary applicant in a household, the number:

- Can be found inside of your recertification packet (referenced as the “Account ID”); or
- Provided by phone from the Call Center at (202)-727-5355

You can find your Medicaid ID number on your current Medicaid card.

Please note that the name used to connect must match what is currently in the system. Names listed on notices reflect what is in the system. For example, if the name in the system is John Doe-Smith, that must be used to connect instead of John Doe.

**7. What verifications are needed at renewal?**

Most Medicaid beneficiaries who need to verify their eligibility will need to provide District residency and income verification.

**Verification Type    Acceptable Verifications**

- |               |   |
|---------------|---|
| <b>Income</b> | <ul style="list-style-type: none"> <li>• Recent paystubs (from the last 30 days)</li> <li>• Self-employment: most recent tax return form</li> <li>• Statement showing retirement income</li> <li>• Disability income</li> <li>• Workers Compensation</li> </ul> |
|---------------|---|

- Pension or annuity statement
- Unemployment benefit statements

**Residency  
(only one form  
of verification  
is required)**

- DC driver's license, identification card, or DC One Card
- Active lease, rental agreement, or rent receipt
- Utility or telephone bill
- Pay stub or earning statement issued within the previous 30 days with the individual's name and District of Columbia address
- Property tax bill issued within the last 60 days for property located in the District of Columbia
- Completed Residency Form

Additionally, some beneficiaries may need an updated level of care assessment, to verify assets, or other eligibility information requested in their renewal.

There is additional information on how to renew your coverage on the DHCF [Website](#).

**8. Why didn't I receive my Medicaid renewal?**

Not all beneficiaries will have to renew their coverage immediately. Your renewal may not be due until later in 2023 or early 2024. If you think you missed your renewal notice or want to check on when your renewal is due, please log in to District Direct to check your eligibility, call 202-727-5355, or [contact a navigator](#) for help with insurance.

Most beneficiaries will retain Medicaid coverage without having to take additional action. The District first attempts to redetermine eligibility based electronic data sources without requiring additional information from beneficiaries. This process is known as auto-renewal, or passive renewal. The District will complete passive renewals for approximately two-thirds (2/3rds) of the total Medicaid population. Beneficiaries who are able to passively renew will receive a notice in the mail.

Separately, if you have not received your renewal, make sure the District has your updated contact information- including your mailing address, phone number, and email address by going to [districtdirect.dc.gov](http://districtdirect.dc.gov). Beneficiaries may also call the Public Benefits Call Center at 202-727-5355 between 7:30 a.m. and 4:45 p.m. to update their information.

**9. How long will I have to complete and resubmit my renewal?**

Renewal packages are mailed to MAGI beneficiaries (Parent/Caretaker Relatives; Children; Pregnant Women; non-disabled Childless Adults age 21-64) sixty (60) days in advance of their certification end date. Renewals are mailed to Non-MAGI beneficiaries (Aged, Blind, Disabled, QMB, EPD and IDD Waiver, and Katie Beckett) ninety (90) days in advance of their certification end date.

If the District has not received a completed renewal from a beneficiary thirty (30) days prior to their certification end date, a second notice is mailed to beneficiaries informing them that they risk losing Medicaid coverage if they do not renew in a timely manner.

If the District does not receive your renewal package before the due date, your coverage may be terminated.

**10. How can I tell if my renewal was successful?**

A letter will be mailed to your current address on file notifying you if your coverage has been renewed. You may also log onto District Direct to check your application and renewal status.

**11. What will happen if I do not renew my Medicaid coverage for myself and/or my family by the date stated in my renewal letter?**

You risk losing your Medicaid coverage if you do not renew your Medicaid coverage for yourself and/or family members by this deadline. If you think you missed this date, please log in to District Direct to check your eligibility, call 202-727-5355, or [contact a navigator](#) for help in getting insured.

**12. What if I'm found to no longer be eligible for Medicaid?**

If you are found to no longer be eligible for your current medical assistance plan after the redetermination period, expect to receive the following:

- Notice of when your enrollment ends;
- Information on how to appeal; and
- Information about purchasing other health care coverage options, such as through the Health Insurance Marketplace.

**13. Can I contact someone with my specific questions?**

For questions about Medicaid eligibility renewals, please contact [Medicaid.Renewal@dc.gov](mailto:Medicaid.Renewal@dc.gov). You may call 202-727-5355 from 7:30AM to 4:45, Monday-Friday.

More information is available on the DHCF [Website](#).

**14. Can someone help me through this process in-person?**

If you need in person assistance with updating your information or completing your renewal form, you can visit:

- [A Senior Wellness Center](#) (find closest center for someone here: <https://dacl.dc.gov/service/senior-centers>)
- [The Deaf and Hard of Hearing Senior Center](#):  
4301 9<sup>th</sup> St. SE  
Open Monday, Wednesday, and Friday from 1:00pm-5:00pm
- [Senior Center for the Blind](#):  
1901 Evarts Street, NE Washington, DC 20018  
Phone: (202) 635-1900
- [A Family Success Center](#): Find your closest center at: <https://cfssa.dc.gov/page/families-first-dc-family-success-centers>
- [DHS Service Center](#): find your closest center at: <https://dhs.dc.gov/service/find-service-center-near-you>

**15. I have a disability and need assistance filling out my renewal form. Where do I go for help?**

If you need in person assistance with updating your information or completing your renewal form, you can visit:

- [A Senior Wellness Center](#) (find closest center for someone here: <https://dacl.dc.gov/service/senior-centers>)
- [The Deaf and Hard of Hearing Senior Center](#)  
4301 9<sup>th</sup> St. SE  
Open on Monday, Wednesday, Friday from 1:00-5:00pm.

- Senior Center for the Blind:  
1901 Evars Street, NE Washington, DC 20018  
Phone: (202) 635-1900
- You can also call DHS' TTY number at 711.

## **16. Will my Medicaid renewal affect my other benefits like SNAP or TANF?**

Your other benefits could be affected if you report any changes during your Medicaid renewal that relate to your eligibility for other programs that are contained within District Direct. For example, if you say that you have moved out of state, your residency will be updated for SNAP and TANF and your enrollment in those programs could be impacted.

## **17. What is a passive renewal?**

Most beneficiaries will retain Medicaid coverage without having to take additional action, which is considered a “passive renewal”. The District first attempts to redetermine eligibility based electronic data sources without requiring additional information from beneficiaries. This process is known as auto-renewal, or passive renewal. The District will complete passive renewals for approximately two-thirds (2/3rds) of the total Medicaid population. Beneficiaries who are able to passively renew will receive a notice in the mail.

### **District Direct and Online Eligibility Troubleshooting (FAQ)**

#### **1. How do I create a District Direct account?**

You will need to create a District Direct account through the instructions on the website and app. Please make sure to enter an email address when you create an account, to troubleshoot and reset your password.

#### **2. How do I log onto my District Direct account?**

Make sure you are signing in with the correct username and password. If you forgot your username or password, enter the email address associated with the account and ask to reset your password. Visit your email inbox to retrieve the email from District Direct with the link to reset your password and log into your account (note: if you are unable to do this, please call the DHS Call Center at 202-727-5355). Once your information has been retrieved and password updated, return to the login screen, enter the username and password appropriately and click log-in. You should be rerouted to the District Direct home screen.

You can only sign into your District Direct account with the primary applicant/ beneficiary's information associated with the account. For example, if your spouse applied for Medicaid benefits for both of you, the information you will need to put in is your spouse's-and not yours.

If you need to link your existing account to access your information, click “connect account” once you sign to District Direct and enter the correct information associated with that account.

You can contact the Call Center at (202) 727-5355 or visit your local service center for further assistance.

#### **3. How do I link my District Direct account to my benefits?**

To link your benefits to District Direct, you will need to log into District Direct clicking on “Your Account” and then “Connect Account”. Once on that screen, you will provide District Direct with either your Social Security number, Person Reference Number (used by DC's Department of Human Services) or Medical Reference Number.

#### **4. How can I update my information?**

*Web Browser* - Once you have logged in, click on “Your account” in the top right corner of your screen. Once you have been redirected to your account home page, click my information, and follow the directions to update your information. Note: you may need to link an existing account.

You can also update your address under the ‘address details’ section on the main page.

*Mobile App* – Open the app and login in. Next, click on the dashboard on the bottom left corner of the screen. Select ‘Report a Change’ and follow the instructions to update your information.

#### **5. When will I see the change that my information has been updated?**

Once your information has been updated, it is sent to the queue for a case manager to process your changes. Expect to see an update on your District Direct account within 30 days after the change has been submitted. You may need to submit documents to verify your changes. Check the outstanding documents tab to see any additional documents that need to be submitted.

#### **6. Where can I find my medical ID or reference number?**

*Web Browser* – Click the cases tab located in the options sections at the top of the screen. The page will then display the reference number associated with your benefits.

*Mobile App* – Click on the Cases tab located at the bottom of your screen. Once opened, you will be able to see the reference number associated with your benefits.

*Notices* – You should find your reference number located on the top right corner of any (paper) notice sent by the agency regarding your benefits. Notices can be found on line in the account summary section of the main page.

#### **7. How can I check the status of my case?**

*Web Browser* – Under the account summary section on the main page, find the ‘Active Cases’ section and follow the ‘view details’ link under it. You can also navigate to the ‘cases’ tab at the top of the page.

*Mobile App* – Navigate to the Cases tab at the bottom of the screen. Your cases will then be displayed where you will be able to find the type, status, and recertification due date for active cases.

#### **8. How do I upload my verification documents? How do I know they have been uploaded?**

*Web browser* – Select the verifications tab at the top of the screen to see what verifications have been submitted and what is needed. Follow the instructions to upload your documents by uploading a photo or PDF of the requested verification. You can check that documents have been uploaded by visiting the verifications link under the account summary section on the main page, or by visiting the verifications page located at the top of your screen. To see previously uploaded documents, visit the uploads page.

*Mobile App* – You can submit verifications by clicking on the ‘outstanding verifications’ tab at the bottom of the screen and follow the steps to upload documents. To view previously uploaded documents, click the ‘more’ tab and select ‘uploads’ and view the documents.

#### **9. I’m with a provider or managed care organization. How do I find out when someone’s coverage ends?**

*Managed Care Organizations (MCOs):* MCOs have access to lists that contain recertification dates for their beneficiaries via MCO Claims & Eligibility Portal dashboards. The dashboards are updated by early Monday each week to reflect the most recent eligibility updates from District Direct.

In addition, MCOs receive 834 Files from DHCF containing beneficiary recertification dates that are updated at least monthly (note that daily and mid-month 834s are provided as well, but they do not contain updated recertification dates for all beneficiaries). Separate from the 834s, UnitedHealthcare also receives a weekly extract from DHCF's Long-Term Care Administration (LTCA). By the end of May, DHCF expects to provide all MCOs with weekly 834 Files that include updated recertification dates for all of their beneficiaries.

MCOs can also use the DHCF Web Portal at <https://www.dc-medicaid.com/> to look up recertification dates for individual beneficiaries. Web Portal data is refreshed daily and reflects updates received from District Direct through the previous day.

*DHCF-Enrolled Providers:* Providers can use the DHCF Web Portal at <https://www.dc-medicaid.com/> to look up recertification dates for individual beneficiaries. Web Portal data is refreshed daily and reflects updates received from District Direct through the previous day.

*Certain Long-Term Care Providers:* In addition to the DHCF Web Portal, certain long term care providers can access recertification dates for their beneficiaries through the District Direct Partner Portal and/or DC Care Connect. The Partner Portal reflects real-time information in District Direct. DC Care Connect reflects District Direct information from two days prior due to the timing of daily files provided by DHCF.

*Note for Recertification Dates Accessed Outside of District Direct:* As indicated above, recertification dates obtained via means other than District Direct (e.g., through MCO dashboards, 834 Files, DHCF Web Portal, DC Care Connect) are refreshed on varying schedules. As a result, there may be situations where a change has been made in District Direct but is not yet reflected in other systems; in these cases, District Direct is the official record regarding an individual's recertification date and other eligibility details. In addition, while renewals are due by the last day of a beneficiary's recertification month, systems other than District Direct historically displayed recertification dates as the first day of a month. As of May 1, 2023, DHCF updated its underlying data to display all recertification dates as the last day of a month. This change will be reflected in various systems based on refresh schedules noted above; in the interim, any recertification date shown as the first day of the month should be interpreted as due by the last day of the month.

### **Public Outreach Frequently Asked Questions**

**1. How can I hear about Medicaid Renewal?**

You can get up to date information on Medicaid Renewal at <https://dhcf.dc.gov/medicaid-renewal>. You may also attend biweekly community meetings on Medicaid Renewal and to trainings on Medicaid Renewal by contacting [Medicaid.renewal@dc.gov](mailto:Medicaid.renewal@dc.gov) to ask to get on the calendar invite and mailing list.

**2. Will the bi-weekly stakeholder meetings on Medicaid Renewal be recorded?**

Yes. Meetings on Medicaid Renewal are recorded and available at <https://dhcf.dc.gov/medicaid-renewal>.

**3. How can I help disseminate information about Medicaid Renewal?**

Please spread information about Medicaid Renewal to anyone who needs to hear it! To assist you with this, the District drafted a Stakeholder Communications Toolkit, which contains



Fliers, Drop In Articles, Social Media posts, and much more. Find it here, along with fliers and material from it in other languages: <https://dhcf.dc.gov/node/1648591>

**4. Where can I learn more about renewal applications?**

The District has a Sample Application with assistance in how to fill it out. Find it here: [https://dhcf.dc.gov/sites/default/files/dc/sites/dhcf/page\\_content/attachments/\\_50B\\_Conversion%20Renewal\\_Form\\_Last-Generated\\_on\\_01312023.pdf%20-%20Updated%20Sample%20Application.PDF](https://dhcf.dc.gov/sites/default/files/dc/sites/dhcf/page_content/attachments/_50B_Conversion%20Renewal_Form_Last-Generated_on_01312023.pdf%20-%20Updated%20Sample%20Application.PDF).

**5. Where can I access training on Medicaid Renewal?**

The District is holding trainings on Medicaid Renewal and District Direct ~monthly, which can be accessed by contacting [Medicaid.renewal@dc.gov](mailto:Medicaid.renewal@dc.gov) to ask to get on the calendar invite and mailing list or by visiting. Recordings of training videos and recordings of past trainings are available at <https://dhcf.dc.gov/medicaid-renewal>.